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PROFESSIONAL WORK PLACEMENT REPORT "PROFESSIONAL WORK ACTIVITIES AS AN ADMINISTRATION OFFICER AT A REAL ESTATE COMPANY IN MELBOURNE, AUSTRALIA" RINDIANA RIDWANSYAH 2021
021231 This Professional Work Placement Report is submitted in partial fulfilment of the requirements for the Kerja Profesi course in the Management Study Program, Faculty of Humanities and Business, Universitas Pembangunan Jaya. Management Study Program Faculty of Humanities and Business Pembangunan Jaya University South Tangerang 2025
ABSTRAK Rindiana Ridwansyah (2021021231) KEGIATAN KERJA PROFESIONAL SEBAGAI PETUGAS ADMINISTRASI DI PERUSAHAAN REAL ESTAT DI MELBOURNE, AUSTRALIA Kerja profesi adalah kegiatan terorganisir yang memungkinkan mahasiswa untuk mengintegrasikan pembelajaran akademis dalam suasana lingkungan kerja yang nyata. Kerja profesi juga memungkinkan mahasiswa untuk memeriksa keselarasan antara pembelajaran akademik dan tujuan masa depan profesional. Kerja profesional, khususnya dalam bisnis real estate, memiliki perhatian utama pada jaminan operasi administratif. Penulis ditempatkan di sebuah perusahaan real estate multinasional untuk penempatan kerja profesional ini, dan tugas-tugasnya sebagian besar diarahkan

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pada fungsi-fungsi administratif. Hal ini mencakup mengelola korespondensi klien, memelihara catatan internal, meninjau laporan rutin, dan menyiapkan materi untuk rapat. Penulis juga berpartisipasi dalam organisasi penilaian kinerja dan komunikasi pemangku kepentingan. Dengan demikian, penulis membantu mencapai peningkatan efisiensi operasional internal dan mampu menyadari bagaimana proses administrasi mendukung kinerja perusahaan global, serta mengembangkan kompetensi profesional seperti manajemen waktu, komunikasi, dan fleksibilitas dalam konteks lingkungan kerja yang multikultural. Kata Kunci: Kerja Profesi, Operasional Administrasi, Manajemen Real Estate, Magang ii

ABSTRACT
Rindiana Ridwansyah (2021021231) PROFESSIONAL WORK ACTIVITIES AS AN ADMINISTRATION OFFICER AT A REAL ESTATE COMPANY IN MELBOURNE, AUSTRALIA Professional work is an organized activity that allows students to integrate academic learning within the setting of a real working environment. Professional work also allows students to examine the alignment between academic learning and professional future goals. Professional work, particularly in the real estate business, has as its primary concern the guaranteeing of

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administrative operations. The author was placed in a multinational real estate company for this professional work placement, and duties were largely geared towards administrative functions. These involve managing client correspondence, maintaining internal records, reviewing routine reports, and getting materials ready for meetings. The author also participated in the organization of performance appraisal and stakeholder communications. In doing so, the author helped achieve internal operational efficiency improvement and was able to realize how administrative processes underpin the performance of a global corporation, as well as develop professional competencies like time management, communication, and flexibility within a multicultural work environment context. Keyword: Professional Work, Administrative Operations, Real Estate Management, Internsh

iii STATEMENT OF ORIGINALITY I, a student of Universitas Pembangunan Jaya, Name : Rindiana Ridwansyah Student ID Number : 2021021231 Study Program : Management

Hereby declare that the Professional Work Report I have written, titled: "PROFESSIONAL WORK ACTIVITIES AS AN ADMINISTRATION OFFICER AT A REAL ESTATE COMPANY IN MELBOURNE, AUSTRALIA is:

1. Independently written and completed by myself, based on knowledge obtained during lectures, field observations, and supported by books and academic journals listed in the references section of this report.
2. Not a duplication of any previously published academic work or any report that has been used to obtain a degree from another university, except for information that has been properly cited in accordance with academic referencing standards.
3. Not a translated work from books or journals listed in the references section of this report. If it is later

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proven that I have failed to comply with the above statement, this Professional Work Report may be revoked by the Management Study Program, Faculty of Humanities and Business, Universitas Pembangunan Jaya. Jakarta, 3 rd of June 2025 iv Rindiana Ridwansyah v APPROVAL PAGE The Professional Work Seminar has been conducted on Tuesday, 24 th of June to fulfil the requirements of the Professional Work course by the Management Study Program, Faculty of Humanities and Business, Universitas Pembangunan Jaya, on behalf of: Name : Rindiana Ridwansyah Student ID : 2021021231 Study Program : Management With title "PROFESSIONAL WORK ACTIVITIES AS AN ADMINISTRATION OFFICER AT A REAL ESTATE COMPANY IN MELBOURNE, AUSTRALIA This seminar was assessed by the evaluation committee consisting of : KP Supervisor Professional Work Advisor Dr. Yusuf Iskandar, S.Si., M.M. I Gusti Putu A. R. C. Examiner 1 Examiner 2 Head of Study Program Windarko, S.T., M.M. Dr. Mohamad Zein Saleh, S.H., M.M. Dr. Dede Suleman, M.M., CMA 6 PREFACE Foremost, the author would like to give sincerest gratitude and thanks to God Almighty for His infinite blessings and guidance, which have enabled the completion of this Professional Work Placement Report. The report is titled, "Professional Work Activities as an Administration Officer in a Real Estate Company in Melbourne, Australia, presented to fulfil part of the completion requirements for the Kerja Profesi course in the Management Study Program in the Faculty of Humanities and Business, Pembangunan Jaya University. The preparation of this report would not have been possible without the help, encouragement, and support of numerous

individuals. Thus, the author would like to thank sincerely: 1. Ms. Dra. Clara Evi Citraningtyas, M.A., Ph.D as the Dean of the Faculty of Humanities and Business. 2. Mr. Dr. Dede Suleman, M.M., CMA as the Head of the Management Study Program. 3. Dr. Yusuf Iskandar, S.Si., M.M., as academic supervisor, for his helpful guidance and constructive criticism in preparing this report. 4. I Gu

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2 To all the wonderful people at Xynergy Realty Pty Ltd, for collaboration, for being gracious, and for creating a worthy and professional working environment. 9. The author's self for always striving hard to learn, evolve, and give the best in each task, even if it seems overwhelming. 10. And to everyone else whose names cannot be mentioned one by one, thank you for being a part of this journey. The author is aware of the fact that this report is not perfect. Thus, any constructive criticism and recommendation from the readers will be greatly appreciated. It is the author's sincerest hope that this report will prove to be beneficial and

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enlightening to all those who take the time to read	
it. As a final reflection: If you start counting your	
blessings, there are more blessings to count. Jakarta,	
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In today's highly competitive globalised world, having a	
university degree is no longer a golden ticket to secure	
a job let alone a career. Today's employee is seeking	
graduates who understand not only the theoretical knowledge	
but also have the practical skills in real-wor	
ld environments. In response to this, most universities in	
Indonesia are now preparing their students.	
1 According to De 1 an, B.A. et al. (2024) as core	
employability strategy fostered through a collaborative effort	
by industry and higher education to enhance student	
learning is work-integrated learning (WIL).	
Pembangunan Jaya University is one of many universities	
that have applied this method, known as Kerja Profesi o	



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r KP. Kerja Profesi is compulsory for all students in their undergraduate programs. Kerja profesi offers students the opportunity to apply theoretical knowledge in a real professional environment. By doing this, students get to experience what it's like in the professional world and learn hands-on skills for their future careers. Kerja Profesi offers students first-hand experience in the professional environment. By making this program compulsory, Pembangunan Jaya University encourages students to apply their theoretical knowledge to practical tasks. The Kerja Profesi Program is grounded and aligns with Kolb's Experiential Learning Theory, which conceptualizes learning as a cyclical process coming back to concrete experience reflective observation, reflecting abstract conceptualization and then active experimentation. The structure approach from Kerja Profesi will help students develop both personal and professional competencies, including professionalism, responsibility, and critical workplace skills such as problem-solving and effective communication. More than just meeting academic requirements, the KP program shows UPJ's broader vision of developing adaptive, collaborative, and work-ready graduates who can thrive in professional environments and are ready for the workforce through meaningful industry engagement. This commitment to practical experience is what makes the program so transformative and impactful in students' lives. Nowadays, Work-Integrated Learning or WIL gained more and more attraction because it emerged in education around the

21st century connecting academic learning and genuine workplace experience. Students who enroll in internships or co-op program are able to discover their professional identity through this experience. It helps them gain practical capabilities and confidence.

1 Students expect to participate in experiences that enable them to develop their employability during their studies, to apply discipline learnings to authentic workplace projects, enhance knowledge of their profession and explore options for their careers (Jackson & Bridgstock, 2021).

In the recent years, research by Jackson & Bidgstock (2022) shows that students who participate in WIL program, they become proactive, adaptable, and developed essential practical capabilities which are necessary in the professional workforce. More so programs like internships or project placements allow students to put what they learn in the classroom into work contexts. This holds the key to better preparing deeper understanding that classroom learning often lacks. Studies reveal that students with WIL experience report improved employability outcomes, stronger professional confidence and better-defined career directions (Rowe et al., 2024). Work-Integrated Learning (WIL) helps develop transferable skills such as communication, teamwork, and time management. These soft skills are often cited as lacking among new graduates by employers (Whalley et al., 2024; Rana et al., 2023). In addition, the importance of work-integrated learning is evidenced and the substantial impact on students' employability is significant. Numerous studies shows that those who participate in industry placements show enhanced

critical thinking and adaptive capabilities which is essential for addressing 2 complex challenges in modern workforce (OECD, 2021; [5 World Economic Forum, 2021](#)). However, it seems that many students overlook these opportunities which can lead to the lack of chances of shaping their future career. Therefore, embracing Work-Integrated Learning (WIL) and or KP could be a big game changer for students who are seeking for success in their careers and personal growth. The advantages of WIL are particularly evident in precision-demanding fields like real estate, where the role of an Administration Officer is crucial. Furthermore, the administration officer ensures efficient operations. The real estate sector in Australia is among the most dynamic industries, with immense professional exposure. The field offers an ideal setting for students seeking to gain administrative and managerial competencies, considering its diversified operations and client-facing obligations. Real estate services by themselves made an estimated contribution of around 1.6% to the Gross Domestic Product (GDP) of Australia in 2023 (Australian Bureau of Statistics [ABS], 2024). By comparison, the wider property industry, encompassing real estate services, construction, property management, and financial activities, represented around 10.6% of Australia's GDP in the 2021–22 financial year (Property Council of Australia, 2024). The importance of the industry is fuelled by such things as ongoing population expansion, urbanization, and the need for both domestic and commercial infrastructure. It is

also affected by government stimuli, reduced interest rates, and investment migration. The property market, with its intricate regulatory environment, high-value transactions, and broad array of clients, keeps evolving digitally at a fast pace. The changing circumstances need a highly flexible and detail-oriented employee, particularly in the administrative field where legal document accuracy, good communication, and adherence to regulatory requirements are essential. In the professional setting, the Administration Officer's role extends far more than clerical duties. The responsibilities of an Administration Officer directly influence the company's operational efficiency, service quality, and financial accountability. Study from García & Weiss in 2021 supports the argument even further, it says that effective administrative practices ensure regulatory adherence, enhance service delivery, and contribute to a consistent internal workflow. These responsibilities include managing tenant correspondence, preparing internal documents, auditing property management reports, coordinating with property managers, and supporting legal compliance procedures (Isa et al., 2023). Experts noted that administrative professionals do more than just routine tasks, but they are an integral part of a company's strategic success (Australian Property Institute, 2022). In today's fast-paced world, most of the industry relies heavily on digital platforms, which directly expands the scope of an administrative role. Real estate agencies are utilising more and more digital platforms to increase their efficiency.

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y. Modern property management leverages cloud-based systems, digital documentation tools, and real-time communication platforms to securely manage sensitive data and streamline operations (Successive Digital, 2024; Pickspace, 2023). As a result, adminis

trative staff now more than ever need this type of digital literacy. Studies indicate that, digital transformation in administrative activities increase productivity as well as support to organizational decision making (OECD, 2021). Recent trends highlight the critical role of technical skills and adaptability in modern administrative functions, contributing significantly to organizational resilience in competitive markets. In the context of professional development, the author was presented with an exceptional opportunity to undertake Kerja Profesi at Xynergy Realty. Xynergy Realty is a prominent real estate company headquartered in Melbourne, Australia. Xynergy Realty was chosen by the author grounded on several significant factors which are, its diverse multicultural composition, expansive cross-border business activity between Australia and Indonesia, and established reputation for delivering for delivering amazing property services. This placement

4 s

lightly differed from a usual internship or WIL. The Author undertook a full-time role as an Administration Officer who is actively participates and contributes in internal and daily operational in Xynergy Realty. As an Administration Officer, the author directly handled

important administrative tasks and had to show professional skills while working within the structure of an international real estate company. Through this experience the author managed to understand how the company works, how each department communicates with each other and how to apply specific administrative procedures in a business setting that includes people from different cultural backgrounds. While carrying out the *Kerja Profesi* at Xynergy Realty, the author participated in communication with the property tenants, file management of property documents, analysing monthly reports along with property maintenance, and weekly department meeting arrangements. Each of these tasks illustrates the integration of administrative functions with financial control, client servicing, and operational integrity, underscoring the importance of comprehensive internal controls in organizational efficiency and risk management. The author also worked with a wide range of stakeholders including rental providers and tenants, for which a strong interpersonal and problem-solving skills was highly needed. This role requires outstanding, effective, and clear communication skills to address inquiries and drive internal processes efficiently. Apart from the previously mentioned elements, in addition to administrative scope, digital tools play a huge role in the administration duties. By understanding platforms such as REA (realestate.com.au), CoreLogic, PropertyTree, and other related digital tools is expected to make the management data, documentation, and communication more efficient. The adoption of digital tools facilitates

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cross-departmental collaboration in real-time while ensuring the security of sensitive data. Emphasizing digital proficiency is crucial for modern administrative functions, contributing significantly to organizational resilience in competitive markets (McKinsey & Company, 2021). The Kerja Profesi program at Universitas Pembangunan Jaya is designed to bridge academic and theoretical knowledge with the workforce environment. With the opportunities to do Kerja Profesi at Xynergy Realty, the author was able to apply theoretical concepts into professional challenges which can reinforce the academic foundation while also acquiring essential workplace skills. These included communication, time management, adaptability, and digital proficiency. These qualities are increasingly sought after in the global job market (OECD, 2021; Jackson & Rowe, 2023). The multicultural setting of the KP placement, Xynergy Realty, has taught the author about business etiquette from different cultures and to see how it shapes and affects workplace dynamic and communication styles. It is quite useful for business practitioners now because of the prevailing trends in the world. Global companies use people who understand how local laws, customs, and even the way people talk affect business activities for their regions (World Economic Forum, 2021). The KP experience has provided the author these factors in real-time and their real-world navigation. This placement offered the author a better grasp of the Australian real estate market along with its industry's workings and regulations. The combination of classroom knowledge, theory, and practice

al engagement led the author to develop a detailed understanding of the administration of real estate services.

The case showed that trust, accuracy, efficiency, and professional courtesy not only aid in internal relations, but are also extremely important for external relationships with the rest of the property market (García & Weiss 2021; Sinambela & Harjoyo 2021).

1.2 Purpose and Objectives of the Professional Work

Placement 1.2.1 Purpose of the Work Placement 1. To

fulfil the academic requirement of the Kerja Profesi (KP) program at Universitas Pembangunan Jaya; 2. To observe and understand the administrative workflow within an Australian real estate company, particularly in relation to document management, communication, and internal coordination; 3. To gain insight into professional communication practices in a multicultural business environment, with an emphasis on cross-cultural understanding and responsiveness; 4. To experience how Administration Officers contribute to daily real estate operations through internal audits, reporting, correspondence, and the use of digital tools; 5. To understand how a company implements property management systems such as Domain, Property Tree, CoreLogic, Excel, Google Sheets, Trello, REA, and other related tools and or websites to support efficient and compliant business operations; and 6. To become part of an international team and learn how professional tasks are delegated, executed, and evaluated within a structured and regulated business setting.

1.2.2 Objectives of the Work Placement 1. To gain practical experience in handling tenancy-related and property management documentation, including lease agreements

, rental ledgers, and routine inspection records; 2. To improve communication skills through direct and consistent interaction with tenants, Rental Providers, property managers, and internal administrative staff; 3. To learn how to accurately organize, update, and maintain internal records and administrative documentation in alignment with agency policies; 4. To develop time management and task prioritization abilities by operating under real deadlines and workflow demands in a professional administrative environment; 5. To understand how Australian real estate companies comply with tenancy laws, operational standards, and documentation requirements in their day-to-day processes; and 6. To apply theoretical knowledge gained during university study to actual administrative procedures and client-facing responsibilities within a regulated industry context.

1.3 Professional Work Placement Kerja Profesi

was undertaken role of an Administration Officer at Xynergy Realty, a real estate company based in Melbourne, Australia. Xynergy Realty is a well-known agency in Australia's real estate industry with services in managing properties, sales, and offering consulting services for investments. It is head-quartered in Melbourne, CBD which makes Xynergy Realty operate in a vibrant and competitive market. Xynergy Realty adopts both the traditional and digital systems of managing properties which range from software tools like Property Tree, CoreLogic, REA (RealEstate.com.au), and other related tools. The author choice of Xynergy Realty as the place to do Kerja Profesi was motivated by the strong reputation it holds in the Australian real estate market and its capability to provide a good

learning environment. Known for its multicultural work culture, Xynergy Realty is also reputed for professional excellence. They are also known for their multicultural work culture and professional excellence. The agency's innovative use of management software and communication tools provides exceptional opportunity to learn the intricacies of the real estate industry. Also, Xynergy Realty provides a cordial environment which supports collaboration augmenting professional development and allowing people to work on real life projects.

The company's dedication to high standards in service delivery and operational efficiency makes it an excellent place for individuals to develop skills in administrative functions, client management, and regulatory compliance within the real estate sector. 8 For the author, Xynergy Realty offered a unique work placement opportunity where one could build their skills in property management, administrative documentation, and client relations.

The placement also gave insight into interdepartmental collaboration and software relevant to modern property management tasks. These skills were further enhanced with the development of professional communication, time management, and flexibility, highlighting Xynergy Realty's value for a professional work placement.

1.4 Time and Schedule of the Work Placement Kerja Profesi

was officially conducted at Xynergy Realty started from January 6th to March 31st, 2025 (3

Months). According to the academical guidelines

at Universitas Pembangunan Jaya (UPJ) which the

students have to finish at least 400 hours, in this

context, the author completed approximately 495 total work

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hours. The placement of the Kerja Profesi program was conducted in Neo Soho Residence, West Jakarta which is the offshore administrative extension from the headquarter in Melbourne, Australia. The effective working day is Monday - Friday and as for the business hours, the author operates under Melbourne Time (AEDT) which when the Kerja Profesi was conducted the time zone difference was 4 hours ahead of Indonesia time due to the Daylight-Saving Time. Therefore, the author worked from 05:00 to 13:30 WIB, with a one-hour break included. The total work hours of 495 allowed the author to perform and deeply involve in the company operations. From document management, communication with stakeholder, property report auditing, and coordination with other departments. The following is a timeline of activities related to the KP preparation, implementation, and reporting process: # Activity ; Dec Jan Feb Mar April June 1 2 3 4 1

2 3 4 1 2 3 4 1 2 3 4 1 2 1

Created [redacted]

[redacted]

ed for work 2 Conduct first interview with Xynergy Realty HR [redacted]

[redacted]

[redacted] 3 Conduct second interview with user at

Xynergy Realty [redacted]

[redacted]

d the offering letter from Xynergy Realty [redacted]

[redacted] 5 The conduct

of the Kerja Profesi program at Xynergy Realty

y [redacted]

[redacted]



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g session s for Kerja Profesi Report with 10 the Academic Advisor 7 second mentoring session s for Kerja Profesi Report with the Academic Advisor 9 Compiling Kerja Profesi report e Kerja Profesi Report Table Error: Reference source not found.1 Timeline KP Source: Personal documentation The timeline details from the table above are: 1. The author created a resume and applied the job vacancy through the job portal on the first of December 2024. 2. With the span of a week time, which is the second week of 2024 the author had been invited to do an interview with the HR manager from Xynergy Realty Pty Ltd. 3. On the third week of December 2024 the author conducted yet another interview for the second stage with user from Xynergy Realty Pty Ltd. 4. The offering letter from Xynergy Realty Pty Ltd was sent on the fourth week of December 2024. The author gladly accepts the offer. 5. Started from first week of January 2025 to the fourth week of March, the author conducts the Kerja Profesi program and was able to implement most of the theoretical and academic knowledge in the workplace. 6. On the third month of the first week of Kerja Profesi program, the author has done a mentoring session with the Academic Advisor. On this particular session, the author managed to



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clarify and got a clear outline on how to start and write the report for the first chapter. 7. Another mentoring session with the Academic Advisor was done for the second time as the author asked for feedback on chapter one and advice as the report is moving to the second chapter. This session was then conducted on the first week of April. 8. The third week of April marked the third mentoring session as the author asked for the first two chapters to be proofread and 9. The author has been completing the report for Kerja profesi since the first mentoring session which is on the first week of March 2025 and was able to submit the report on the first week of June 2025. 12 Chapter 2 2.1 Company History Xynergy Realty was established in 2008 in Melbourne Australia by Ivan Tandyo and Bruce Oliver, who were then joined by Junius Tjetje. The first office was located at 25 Malcolm Street, South Yarra in a location selected for a number of reasons including proximity to the city and relevant demographics since they were targeting Generation X and Generation Y. The name "Xynergy" comes from the generational target and was to meet the needs of a younger, property-engaged client and provide service to match their requirements. Upon its establishment Xynergy Realty marketed itself as a 'one-stop-property solution' for real estate services and offered the following services: property sales, leasing, rentals, property management, and marketing. The company emphasized client service delivery with a focus on transparency, support long after the deal was done, and strive to

focus on building a long-term relationship. These principles helped with the company's initial traction and reputation in the South Yarra community. During the early stages of Xynergy Realty, the company had a focus on networking with local property developers and investors,  Reference source not found. 1 Xynergy Realty South Yarra office Source: Personal documentation which grew into strategic partnerships with the goal of local community-based property development. After reaching its initial development milestones, Xynergy repositioned its capacity for development. In 2016, Xynergy Realty established its second office in Jakarta, Indonesia. This expansion came about in response to growing interest from Indonesian investors in the Australian property marketplace. Xynergy Realty's Jakarta office operates as an offshore administrative support centre, as well as a regional liaison office, providing Indonesian clients with quicker and more seamless accessibility and communications. Additionally, this expansion highlighted the multicultural base of Xynergy and its strategic ambition to build networks internationally. In operating its Jakarta branch Xynergy continues to streamline administrative documentation, and compliance checks for foreign investors, while allowing for a direct and regional language communication to disseminate regulatory expectations of overseas buyers. In 2017, Xynergy opened an office in Oakleigh, targeting Melbourne's southeastern suburbs. The Oakleigh office developed expertise in managing properties for families and long-term investors. This expansion marked a diversification of Xynergy Realty

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property portfolio, accommodating a broader spectrum of property types including single-family homes, townhouses and investment units. 14 Picture Error: Reference source not found.2 Xynergy Realty Oakleigh office Source: Xynergy Realty Website In 2018, Xynergy Realty opened a new office in Altona, a growing area in the city's west. The location was chosen after seeing an increase in demand for housing, changes in the local population, and new city planning ideas. In 2019, Xynergy Realty expanded again by opening a branch in Melbourne's Central Business District (CBD). This move helped Xynergy Realty connect better with business professionals and companies. Each office was strategically placed to target different neighbourhood needs and populations. By 2023, Xynergy Realty continued its expansion by opening two more offices. One was in Docklands, a fast-growing inner-city area, and the other in Wyndham, a developing residential area in Melbourne's western outskirts. During this time, they also moved their headquarters from South Yarra to Docklands. This new location aligns with their focus on urban areas and high-density living spaces. The Docklands office mainly serves business clients, young professionals, and owners of high-rise buildings, offering them property management solutions tailored to life in vertical communities and areas where living and working spaces are combined. Mid-2024 witnessed the company experience a structural change. The bigger Xynergy Group split, leaving Xynergy Realty Melbourne an 15 Picture Error: Reference source not found.3 Xynergy Realty Altona

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office Source: Xynergy Realty Website Picture Error:

Reference source not found.⁴ Xynergy Realty Docklands office

Source: Xynergy Realty Website Picture Error: Reference

source not found.⁵ Xynergy Realty Wyndham office indepen-

ent entity to bring its branches under one roof. By

then, there were

five operational branches of the compa-

ny: Altona, Docklands, Oakleigh, South Yarra, and Wyndh-

am. At these centres, Xynergy Realty manages over 2,700

properties in aggregate. Each branch operates with

area-specific market awareness and enjoys skille-

d support with professionals who possess personal knowle-

dge of locality dynamics. This enables th-

e company to function in fluctuating market

conditions through the existence of a local model o-

f service and a decentralized mode of operation. This

infrastructure, besides ensuring responsiveness to the

tenants' needs, also supports responsive price policies,

localized marketing methods, and customized property care

practices. Xynergy Realty's team member represents the

multicultural make up of Melbourne's population. The team

is able to communicate with clients speaking English,

Indonesian, Mandarin, Korean and Hindi. Thus, the linguistic

variety facilitates the accessibility of the services

provided and the clients' satisfaction, especially of foreign

investors. The multi-faceted diversity translates into

drive for the teams' collaboration and invention f-

rom different angles. Multilingualism fa-cilitates culturall-

y relevant service and acts as a mediator of cultural

business expectations within client groups of di-

ffering cultural origins. Xynergy Realty integrates

digital systems into its routine operations. Platforms such as Property Tree, CoreLogic, REA (realestate.com.au), Domain and other supporting property software and tools. Xynergy Realty provides periodic training to ensure that the employees become experts in the use of such platforms.

This investment in technology enables efficient property management practices, particularly for maintenance tracking, collection of rent, and routine inspections.

Web-based communication platforms enable posting in real time and transparency to clients and internal stakeholders.

Xynergy Realty uses these tools as well for performance audits and data analysis to enable better forecasting and strategic decision-making by departments. During its sixteen-year trajectory, Xynergy Realty has demonstrated strategic responsiveness and adaptive capacity to 16 changing regulations and real estate market trends.

Continuous improvement is achieved by regular examination of working procedures and implementation of best practice within the industry. Each department is encouraged to professionally develop, which means there is consistency in services and operational efficiency. Xynergy Realty also makes regular market studies and in-house seminars to make sure staff competency is aligned with evolving client needs and Melbourne real estate trends.

Xynergy Realty's growth policy is one of equilibrium between innovation in services and maintaining core principles. Each growth has been market analysis and client demand-driven, not opportunistic growth. The company continuously examines city planning models and economic indicators to guide next-location

strategies and service changes. As of 2025, Xynergy Realty will continue to focus on property management and real estate services innovation through the utilization of digital platforms, improving efficiency in operations, and building a close relationship with clients and stakeholders. This emphasis on client-based and system-oriented practice sets Xynergy Realty apart from transaction-based competitors that prioritize only financial returns.

2.2 Vision and Mission Xynergy Realty's vision and mission function as strategic frameworks that guide its operations, organizational culture, and stakeholder engagement. These statements outline the company's aspirations and ethical principles, providing a foundation for goal-setting and decision-making processes within the real estate sector. Their formulation reflects a long-term orientation that integrates client expectations, market dynamics, and internal performance benchmarks.

2.2.1 Vision Statement Xynergy Realty is dedicated to becoming a leading provider of property management and real estate services, offering end-to-end solutions that optimize the long-term value of client property holdings. The vision is to be recognized as highly professional, client-service oriented, and innovative in doing business through the real estate landscape. Xynergy Realty positions itself as a strategic partner to clients, providing tailored support to property owners, investors, and residents. Its business model centres on deep market knowledge, customized advisory services, and a dedication to enhancing property performance.



International growth and digital innovation efforts are fuelled by this long-term vision. Technology investments, professional training, and intercultural skills allow the agency to evolve in competitive contexts. The vision also prioritizes ethical responsibility, transparency, and service excellence as central components of brand identity.

2.2.2 Mission Statement

The company's mission is to provide investing in real estate to a wide range of clients, from beginning investors to veteran landlords, more affordably and with ease. Xynergy Realty aims to provide end-to-end service along the property ownership lifecycle by blending data-driven methodologies, open communication, and active delivery of service. To translate this mission into practice, Xynergy continually reviews its internal procedures and adapts to legislative changes, technology, and market innovation. All departments work together to ensure service effectiveness, client satisfaction, and compliance with regulations. The mission is also reflected in the agency's core values. Xynergy Realty provides support to charitable causes and promotes social responsibility alongside business. Moreover, this mission facilitates client empowerment through the provision of tools and knowledge necessary for informed decision-making in a more complex property environment.

2.3 Company Culture

Xynergy Realty promotes a collaborative and inclusive organizational culture. The agency encourages knowledge sharing, cross-departmental cooperation, and mutual support among employees. Rather than emphasizing rigid hierarchies, the company values flexibility and collective responsibility.



in daily operations. The organization operates on the principle that effective teamwork directly contributes to client satisfaction and organizational resilience. Communication within the organization is characterized by openness and constructive feedback. Employees are encouraged to express opinions and offer suggestions, fostering an environment of trust and respect. Management practices emphasize approachability and mentorship, contributing to employee engagement and workplace cohesion. 3 Regular team meetings, one-on-one coaching sessions, and informal check-ins provide platforms for dialogue and the exchange of ideas. New staff receive structured onboarding, while also being given autonomy once they are familiar with their responsibilities. This balance between supervision and independence promotes both accountability and confidence. The company also places importance on employee well-being. Initiatives such as birthday celebrations and reasonable working hours reflect the agency's efforts to maintain work-life balance. The firm also provides opportunities for skill-building, including certification support and access to external training programs. Professional conduct and respect for clients are emphasized in both internal and external interactions. Front-line staff receive training to ensure that client engagements are professional and efficient. The emphasis on consistency in service quality supports the company's reputation within Melbourne's competitive real estate market. Employees are also evaluated based on key performance indicators that align with company values,



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reinforcing the culture of excellence and responsibility.

Xynergy Realty's corporate culture integrates values of collaboration, accountability, and inclusivity.

This environment supports innovation, staff retention, and organizational resilience in a rapidly

changing industry. The cultural emphasis

on mutual respect and shared responsibility enhances the ability of teams to manage crises, respond to

client concerns, and contribute to continuous service

improvement. This cultural orientation

when combined with professional integrity

and strategic foresight, contributes to Xynergy's

long-standing reputation as a client-focused and

forward-thinking real estate agency. 19 2.4 Organisational

Structure 20 Picture Error: Reference source not found.

6 Organigram Source: Personal documentation a) Group

Operational Director. The Group Operational Director is a

Senior Executive which in this case will be overseeing 5

branches of the Xynergy Group. Group Operational Director

is responsible for monitoring several KPIs for

all of the branch. The major concern of this upper-level

position is to make sure that each of the branch hit

their target which sometimes demand adjustment of strategies

mid-quarter if required. The Group Operational Director can

take a decision that can affect multiple branches or the

entirety of the Xynergy Group. Other than

that, Group Operational Director is also responsible

for offering mentorship and support to Branch Manager

in order to help them grow the team. The

position will report to the executive

leader (CEO/Co-Founder) on operational metrics

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ics and initiatives directly. Most importantly, perhaps, Group Operational Directors identify opportunities for growth while continually looking for means to streamline operational effectiveness across the company topology. b) Branch Manager Each branch is overseen by a Branch Manager who reports to the Group Operational Director. The Branch Manager is in charge of daily operations like managing staff, approving lease agreement variations, and resolving higher-level tenant or client issues. While they don't micromanage individual departments, they are the final decision-maker for the majority of the operational concerns for the branch. c) Team Leader Property Manager The Property Management division is managed by a Team Leader Property Manager. In addition to managing their own portfolio of property, the team leader directly assists and oversees Leasing Officers and Property Managers. The role includes assisting with complicated cases for tenants, escalation assistance, and also ensuring compliance of a legal and procedural nature within the team. Their senior status denotes experience and authority in settling property matters. 21 d) Property Manager Property Managers are responsible for the day-to-day management of rental properties. This includes tenant and Rental Provider communication, coordination of maintenance issues, handling of rental payments, periodic property inspections, and enforcement of lease requirements. They are generally the primary point of contact for clients and work under the guidance of the Team Leader when issues fall outside standard operating procedures. e)

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Leasing Officer Leasing Officers are primarily focused with property inspections. They carry out routine, ingoing, outgoing, and open inspections of residential properties. They do not deal with documentation or follow-ups like Property Managers. It is a very field-based role that assists the leasing cycle by reporting on the condition of properties and ensuring that properties are up to standard before move-ins or move-outs of tenants. f) Team Leader Property Administration Officer The Property Administration group is led by the Team Leader Property Administration Officer. This member performs administrative tasks like other officers but has some additional duty for coordination of task work assignments, deadline monitoring, and support towards overall documentation correctness. The leader works closely with both the Property Manager team as well as with the remainder of the administration staff to provide operating continuity. g) Property Administration Officer Property Administration Officers handle tenancy documentation, lease renewals, system upkeep, and internal record-keeping. They ensure that all paperwork and communication related to property management is timely, accurate, and compliant with company policy. Their work is instrumental in aiding Property Managers and maintenance of the backend systems that keep things in order. 22 h) Administration Officer The Administration Officer, which is the author's role, cross-cuts across different departments. Under the department of Property Administration, this role involves dealing with incoming and outgoing

letters, taking out monthly review and inspection details of rents, extracting internal papers, and supporting weekly meetings. It is a role that is tasked with the performance of routine duties as well as active coordination between team leaders and departments. The Administration Officer serves as a bridge between internal operations and external service delivery to ensure administrative flow is stable and responsive. While the Melbourne headquarters handles the bulk of property-related services, the Jakarta office supports administrative and financial operations. All reporting lines from Jakarta feed directly into the Melbourne structure, ensuring that decision-making remains centralised and operational standards are maintained across both locations. This organisational structure allows Xynergy Realty to maintain a high level of service while ensuring internal accountability and task clarity across its various teams.

2.5 Overview of Company Activities Xynergy Realty is a Melbourne, Australia-based multi-disciplinary real estate company. Since its establishment, Xynergy Realty has offered extensive services in the field of real estate, encompassing property sales, residential and commercial property management, marketing initiatives, and consulting services to clients. While every department at the agency is a crucial component of the business's overall performance, the Property Management Division is the operational hub of the company because of its constant, daily interaction with property owners and tenants. In the rental property market, Xynergy Realty manages property listings on the le

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ading websites including realestate.com.au (REA), Domain, Ignite, and 2Apply. Online sites simplify the application process for rental properties for potential tenants. Once the application of a tenant is processed and approved by the landlord, the administrative personnel enter the client details into Property Tree, which is a cloud-based property management software that is commonly utilized in the Australian real estate market. Property Tree provides the agency with the capacity to administer lease administration, track rent payments, issue notices of arrears, note inspection dates, and view property owner profiles. It increases the effectiveness of internal processes and allows agents and administrative staff to manage and monitor many properties at once. Xynergy Realty also offers services to international clients, especially foreign investors seeking a sound and transparent property management company in Australia. In these instances, Xynergy Realty serves as an intermediary by offering property owners periodic performance reports, handling maintenance or repair services, and adhering to applicable local tenancy legislation. The writer has been fortunate to help with problems regarding international tenants seeking rental houses and landlords who remain abroad, thereby showing the capability of the agency to operate beyond boundaries and conduct communication effectively. On the sales side, Xynergy Realty markets properties through various online media. Prospective buyers usually contact sales agents directly, and when a sale is made, the buyer's details are entered into Property Tree for administrative record-keeping. Sales

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customers, unlike rental clients, may require less frequent contact after settlement but accuracy of data and legal documentation is still crucial during the transaction. The Marketing Department is responsible for ensuring the company's brand exposure and marketing of property listings via online mediums, such as social media, video presentations, and search engine advertising. Meanwhile, the Accounts Department manages the financial side of property management. This involves preparation of monthly 24 statements for landlords, trust account maintenance, rental payment reconciliations, and preparation of documentation for end-of-year tax obligations. These departments operate effectively together to deliver high levels of service and operational efficiency. The team at Xynergy Realty are encouraged to collaborate on tasks that require group participation, and a workplace culture is fostered that supports such collaboration. Each member is assigned their own separate and individual responsibilities, and areas of work do cross-support each other. The cross-support often requires the collaboration of more than one member of a department when they are required to do so, and collaboration can be frequent at the end of the month when many scheduled functions occur in the practice of real estate property management, i.e., rent reviews, inspections, reports, KPIs, etc. The company's digital tools can be relied upon to provide a variety of systems that use data such as Google Sheets, Excel etc, and this supports consistent engagement with standards to remain orderly. In

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conclusion, Xynergy Realty's operations manifest a structured, technological, and client-oriented outlook in establishing its position as an innovative leader in Real Estate Property Management. Melbourne is also one of the world's most culturally diverse cities, allowing for the practice and growth of the benefits to their clients from diverse backgrounds. Xynergy Realty services provide more than simply and phenomenally buying and selling properties, these services provide clients a full-service model of engagement to support both its local and overseas clients managing, maintaining, and maximizing their real estate investment.

25 Chapter 3 3.1 Work-Field Kerja Profesi program was conducted approximately for 495 hours. During the program, the author held the position of Administration Officer, this position falls under the Property Management Division at Xynergy Realty. As part of this role, the author was engaged in and learned about the operations, particularly within the Property Management Division. The responsibilities included:

- a) Managing Correspondence and Documents
 - Ensuring all incoming and outgoing emails were handled promptly and accurately.
 - Organizing digital document files to support the property management team.
 - Monitoring official company email accounts for client, tenant and owner-related inquiries.
- b) Preparing Weekly and Monthly Reports
 - Compiling data for PMD Weekly Meetings, including outstanding rent reviews and arrears.
 - Auditing property manager reports for accuracy and compliance.
 - Assisting

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g in the preparation of inspection schedules and rent review lists. ▯ Compiling KPIs for all the team in the Property Management Division. c) Supporting Property Management Operations ▯ Extracting inspection and rent review data using Property Tree. ▯ Coordinating documents with internal teams and related clients. ▯ Managing checklists for routine and ad hoc property-related tasks.

3.2 Kerja Profesi

Activities During the Kerja Profesi program, the author's effective working day is approximately 22 days. The working hours were started from Monday – Friday, 05:00 AM - 1:30 PM Western Indonesian Time which equivalent to 09:00 AM – 5:30 PM Australian Eastern Daylight Time. Even though the author is working offshore, all of the public holiday will follow the regulation of Victoria State in Australia. By joining the assigned division, the author gain opportunity to develop deeper understanding of management and the real estate industry which enhance relevant professional skills.

Picture Error: Reference source not found.

7 Effective working day

Source: Personal documentation

As previously mentioned, the author is placed within the Property Management Division with various responsibilities which will be elaborated based on the daily and weekly scope, as deemed relevant by the author.

3.2.1 Handling Inbound and Outbound calls

Handling inbound and outbound calls is one of the position's main responsibilities. There is diverse type of calls received by the company which made by clients, renter, owner, and other related party. The main objective of this responsibility is to provide an excellent customer service. Another objec

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tive of this responsibility is to filter all phone call before forward it to the assigned person which include the property 27 manager, Property Administration Officer (PAO), Sales, Accounts, and other related team. 28 Handling Inbound & Outbound calls was handled daily as the part of author's routine responsibility. There are few frequently asked inquiries, which are: a) Application progress: Inquiries regarding the status and progress of applications. b) Available property: Properties that are currently available for rent or purchase. c) Rental reference check: Reference given by one agent to another in the terms of a rental history of a specific renter. d) Offering product, service, etc: Calls related to offers, products, or services provided by certain company. e) Returning call from the internal team f) Maintenance Request and follow up : Calls from renter related to the maintenance, e.g. requesting or enquiring the progress of a maintenance. g) Complaint: Feedbacks/complaints from the renters and owner. h) Inspection inquiry: Inquiry from the prospective renter is regards to the property viewing/inspection. i) Bond claim: Call from the previous renter whose bond has not be refunded. j) Management takes over: Calls from another agency enquiring the transfer of property management 29 Picture Error: Reference source not found.8 Phone Tracker Sheet Source: Personal Documentation These interactions required the author to respond promptly and professionally, ensuring that all concerns were addressed or directed to the appropriate team members for further action. 3.2.2 Handling Email Communication Aside from handling inbound and outbou

nd calls, managing email correspondence was also part of the author's daily responsibilities. This task involved monitoring, responding to, and forwarding emails from tenants, property owners, service providers, and internal team members. 30 Picture Error: Reference source not found.9 Handling inbound and outbound calls Source: Personal Documentation Picture Error: Reference source not found.10 Email communication Source: Personal Documentation One of the main objectives was to ensure that urgent matters were escalated to the appropriate department or person in a timely manner. Through this process, the author was able to apply problem-solving skills and critical thinking when addressing various issues.

3.2.3 Audit Report and Document Preparation As part of the author's responsibility within the Property management division, monthly auditing report and preparing documents for PMD meeting was a weekly routine that requires attention to details, precision, and consistency. The objective was to review the monthly reports submitted by property managers. The reports typically contained new and lost properties, rent arrears, VCAT matters, rent reviews, routine inspections, red list properties, leased out properties, and major issues. The author was responsible for ensuring that all information presented in each report was accurate and in accordance with internal documentation. The same objective applied to auditing the Property Administration Officer's report. A high level of attention to detail and strong familiarity with each document are essential when handling reports for the Property Administration Officer (PAO). This is particularly

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important because the information involved is often more specific, especially when reviewing move-in documents for new renters. The auditing process included cross-checking tenant and property information using Property Tree, verifying financial records, and identifying any missing or inconsistent data. If any incorrect or inconsistent data found, the author would notify related team member to clarify or to correct the data. This process helped ensure that each report provided was accurate which can give insight to the management about the performance and condition for each property portfolio. In addition to the responsibility, the author also assisted with preparing the documents for Property Management Division which contained of list of Outstanding rent review and lists of tenancy arrears. These documents were used during the meeting to evaluate each property manager's portfolio. The data preparation was extracted from property management tools called 31 PropertyTree. Most of the data preparation was carried out using Microsoft Excel and or Google sheets, depending on the format and purpose.

3.2.4 Arranging team members review and Interview Team member review will be conducting twice a year or biannual. The performance review was a way to evaluate periodically to assess employee performance, identify strength and areas for improvement, and also for management to align individual goals with the company

32
Picture Error: Reference source not found.11 Data extraction from PropertyTree
Picture Error: Reference source not found.12 PMD weekly meeting Source: Personal Documentation objective. In the Property Management Division, the review

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will mainly focus on document accuracy, time management, team collaboration, and personal career goals. During the placement for Kerja Profesi, the author is responsible for arranging the performance review across the Property Management Division which include organise the schedule and ensure all the related parties such as Team Leader, Manager, and Branch Manager are available. Given the time difference is 4 hours between Melbourne and Jakarta, the author had to consider the time zone difference when scheduling the review. In regards to scheduling the Team Member Reviews, the author has managed to combined time management skills and attention to detail and able to support the company operation smoothly. Additionally, the author also entrusted in recruitment support related. Once the candidates were approved for interviews, the author will schedule the interview sessions, coordinated between candidates and interviewers, sending invitation and prepared all relevant documentation. This complex role necessitated exemplary organizational aptitude combined with utmost discretion and discernment of the firm's requirements for prospective employees. Partaking in such sensitive human resources duties afforded novel 33 Picture Error: Reference source not found.¹⁴ Performance review Picture Error: Reference source not found.¹³ Performance review Source: Personal Documentation insights into the firm's evaluation of current staff and acquisition of new talent, crucial mechanisms for guaranteeing steadfast standards and coherence across all aspects of real estate management. The experience bred a deeper grasp of the intricate

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performance assessment protocols and intricate recruitment procedures that constitute the framework maintaining service excellence. 3.2.5 Rent Reviews and Routine Inspections Data Extraction Rent review is a process commonly conducted by property management agencies to assess whether the current rental amount for a 34 Picture Error: Reference source not found.15 Interview schedule Source: Personal Documentation property remains aligned with market conditions and tenancy agreements. Rent review are systematically scheduled to guarantee parity and competitiveness in rental pricing, for both owners and tenants. By comparison, routine inspection refers to prearranged property evaluations performed to validate that tenants are properly upholding the premises concerning the rental contract. Furthermore, such inspections verify that no damage or violations exist that may result in penalties, fee increases, or lease termination. 35 Picture Error: Reference source not found.16 Routine inspection data extraction from PropertyTree Picture Error: Reference source not found.17 Rent Review data extraction from PropertyTree During the Kerja Profesi placement at Xynergy Realty, the author was responsible to extract data for both routine inspection and rent review. The author used software tools such as Google Sheet and PropertyTree to filter and compile the property data that was due for assessment each month. 3.3 Challenges Faced During the Kerja Profesi During the time of Kerja Profesi at Xynergy Realty, the author faced several challenges that were related to the author's daily responsibilities. Since Xynergy Realty

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lty is headquartered in Melbourne, language barrier is inevitable. English is not the author's first language however the author is confident with communication skills. The main obstacle while handling the inbound and outbound calls was the client's accent. Melbourne is known for its vibrant and diverse character with over 200 languages and dialects are spoken in the city. As the first contact point, the author received calls from clients with various English accents such as Australian, Indian, Chinese, British, and others which sometimes made it hard for the author to understand their inquiry right away especially when the call was an urgent issue. Managing email correspondence, had its own challenge for the author. While the tasks included replying client, tenant, and/or rental provider the scope did not stop at that. The author had to be able to escalate urgent issues related to the property, forwarding email to relevant team member. The tricky part of the situation was to prioritising which email to be responded right away and which others could wait. This particular task was highly challenging, especially when multiple urgent issues came in at the same time. Other than that, the author is also responsible to maintain a professional tone in writing which include clarity and proper grammar. Another challenge appeared when the author tasked with scheduling performance review. The team at Xynergy Realty work across department which made them have a different schedule. The taxing part was when the author needs to synchronized and fit the performance 360 review to their schedule. Coordinating between multiple people, especially when

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they have different working days or last-minute changes, was not easy. The author had to manage interview schedules, write the interview request emails, and make sure the process ran smoothly. At first, this responsibility was time-consuming, but over time the author learned how to handle it more efficiently. Other than monitoring the timeline, the author also had to send out the review invitations via Google Calendar for interview and prepare relevant documents, such as score sheets or proof questions, prior to the meetings for the interviewer. In some circumstances, the author had to chase after managers and team leaders who did not respond to the initial scheduling invite. Relatively, this was challenging at first, especially while interfacing with senior personnel, but over time, the author managed to become more comfortable with conveying messages in a direct manner with senior staff. It was possible to undertake these tasks due to diligent work which, in turn, fostered organizational capabilities with regard to multitasking and overall stress management. The last major challenge was during the extraction of data for monthly rent reviews and routine inspections. This particular task was associated with the use of Property Tree, a specialized software dealing with tenancy and property data. At first, the author met with some resistance in the use of the system, especially with the amount of data that had to be looked through. Mistakes in entering a wrong date or leaving out an address could set back the Property Managers and could, in the worst case, result in missed appointments.

or inspections and incorrect review notices being sent to the renters. The author took care of exporting the raw data, cleaning it, and validating its accuracy prior to submission. Notably, the most challenging part was not the data extraction itself, but rather the extensive verification process. For example, some properties were under the care of multiple team member, which meant that the author had to verify the assignment and check that all properties were included. Initially, this task was very time-consuming, but eventually, the author created a checklist approach that minimized the steps in the workflow and decreased the likelihood of mistakes. Despite the difficulty at the beginning, the author learned how to carry out the task much more convincingly and with much greater precision.

3.4 Problem Solving During Kerja Profesi

During the Kerja Profesi at Xynergy Realty, the author experienced numerous challenges that demanded proactive steps to be taken and solutions to be crafted, which are not easy to create. As much as these tasks were done with precision, many unforeseen situations also presented themselves. For example, with regard to emails, the author had personal way of checking the content and proofreading the email prior to sending it out. Regardless, on rare occasions, there were some discrepancies and typos. In such situations, the author was willing to step up and take accountability by sending a follow up email apologizing and explaining what the mistake was along with the explanation of what was included in the correction mail. The strategy pursued was address the issue while being professional and transparent.

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Another challenge the author faced was that of scheduling interviews. There were occurrences of last-minute changes, whether internally within the team or externally from the interviewee which was out of control of the author. In these instances, the author adjusted by remaining professional but flexible further aided by team member on time along with all other attendees. Flexible does not mean relaxed, prompt notifications needed to be sent to everyone impacted explaining the reason and details of the change. Maintaining communication like the one mentioned above, keeps clarity together with politeness in assuring that there is no discontent among stakeholders. As a self-described by-the-book type of person, the author preferred not to take unnecessary risks, especially given the differences between Indonesian and Australian property regulations. The author was fully aware that what might be acceptable in one country could be a breach of protocol in another. Because of this, any task that involved 38 legal nuances or uncertainty was first discussed with the team leader. Rather than acting on assumptions, the author chose to ensure each decision aligned with proper company policies and industry standards. Accuracy and attention to detail were especially important when handling reports. As part of the auditing process, the author reviewed various documents such as the property manager's monthly reports and administrative compliance files. The author took a meticulous approach, reviewing each column, cross-checking values, and identifying inconsistencies. Comments were added directly into the working file, and if

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needed, the author would also contact the relevant team member via WhatsApp to ensure issues were resolved clearly and quickly. This level of thoroughness helped reduce the likelihood of larger errors during finalization.

The author's approach to organizing work and managing time was through a personal workflow system. At the beginning of each week, all tasks along with their deadlines were put together in the to-do list. For monthly responsibilities such as rent reviews and routine inspections that needed to be pulled two weeks before the end of the month, the author created reminder and deadline systems. This approach ensured that all time-consuming activities were initiated well in advance, unlike the last-minute rush. Additionally, the author grouped tasks into different categories according to level of difficulty and worked on each category in rotation throughout the day. After completing tasks that required a lot of mental concentration, such as auditing, the author took a breather before tackling another complex item. Such an approach contributed to sustaining productivity without employee burnout. The author was, at times, requested to help out with other tasks that were not part of the initial work scope, especially during peak periods when other team members were busy. During such times, the author made it a point to get a proper brief before accepting the task. In case the author was not the original assignee, this ensured that the work will still be aligned with the company's standards. The author maintained that even 39 background tasks are important and should be done as precisely as possible. Overall, the ability to id

entify problems early, remain calm in unexpected situations, and communicate clearly played a key role in the author's successful adaptation to the work environment at Xynergy Realty. These experiences not only enhanced the author's technical skills but also fostered stronger confidence, discipline, and a sense of responsibility.

3.5 Lessons Learned from Kerja Profesi

While participating in the Kerja Profesi Program at Xynergy Realty, the author was able to gain further technical skills alongside remarkable professional and personal growth. The work placement offered the author a learning environment that encouraged constant adaptation and reflection. Every challenge presented was, with the right mindset, capable of being cultivated into something valuable in the long run. The following are the key lessons that the author identified during the 495 hours of Kerja Profesi placement.

a) Mastery of Industry-Specific Tools

One of the most evident improvements was the author's ability to operate multiple digital tools used in the Australian property industry. Commencing with no background, the author encountered systems like Property Tree which is designed for managing tenants and rental provider data, rent reviews, accounts activity, lease management properties, and many other real estate related activities. With regular interaction with the systems and the help of team members, the author was quickly acclimatized to the workings of the platform and gained an understanding of its more complex features. In addition, the author experienced a significant improvement in sp

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readsheet literacy using Google Sheets and Microsoft Excel. Previously only familiar with basic functions, the author learned to format and audit sheets more efficiently, apply conditional logic, and maintain data integrity across complex reporting templates. This was particularly useful when working on KPI finalisations and auditing monthly reports, which required both speed and precision.

b) Developing Strategic Work Habits At the start of the placement, the author felt completely overwhelmed. The workflow was fast-paced, and tasks were diverse from client communication to report auditing and KPI compilation. Because of the difference in workflows, it was difficult to keep track of ongoing work and remain focused on key priorities. However, at this point, the author needed to develop a habit of sorting and blocking time for tasks instead of collapsing under pressure. The author learned to identify which tasks required focused attention (e.g., report audit), and which tasks were less durable (e.g., send and forward email correspondence), ultimately alternating between "heavy" and "light" tasks during work. The author's organization not only allowed them to avoid burnout, but it allowed the level of task completion to remain consistent. The author adopted a system of each day creating a to-do list that had reminders for deadlines, and withholding rent review or inspection data at least two weeks in advance. Adopting this principle assisted in alleviating pressure during end-of-the-month deadlines, especially at the end of the month when the author was completing

ing massive email correspondence, calls or documents on a Monday during peak email inquiries. c) Communication and Professionalism One of the most significant lessons learned from this experience was the need for competent and clear communication on a professional level. The author already had a basic degree of confidence using English, however, with inbound and outbound calls in the multi-cultural setting of Melbourne, the challenge was a new departure. The author communicates with diverse type of clients from Indian, Chinese, native Australian, and many other backgrounds, the variance in accents would make some conversations difficult to follow, particularly when the issues being discussed were either complex or urgent. The author learned to remain calm, remain attentive to what the client were saying, and confirm details in order to understand where both parties were at in conversation. Responding to emails also necessitated a tone that is professional yet sympathetic, particularly in relation to maintenance complaints and other time sensitive issues. When potential miscommunication had the potential to present an issue, the author would follow up for clarification, or offer solutions in a timely manner, and in an appropriate way. This created a buffer that would potentially avert escalation, and maintain trust for both tenants and owners. Moreover, the author gained considerable public speaking and self-presentation skills through this experience. Representing oneself

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If in a professional capacity, with regards to clarity, structure and having an appropriate mental space are all skills that the author possessed, yet not to any great extent. After a period of time of ongoing successes, the author seemed to start noticing that how a message was communicated mattered, regardless of the modality, be it email, phone call, or face-to-face conversation. This confidence has also been transferred to academic and personal aspects of the author's life.

d) Collaboration and Cultural Adaptation

2

The professional work placement at Xynergy Realty made the the author experienced substantial personal and professional growth, particularly through collaboration and cultural adaptation. The author was able to experience significant growth regarding personal and professional development in communication and culture. One of the most significant was the importance of working as a team. In contrast, where competition is a key ethos of the workplace, a company like Xynergy Realty that had a collaborative teaming integrative approach made all the difference. As a result, teamwork changed the authors experience at Xynergy Realty. Unlike competitive settings where individuals are often driven to outperform one another, the team at Xynergy Realty embraced a collaborative spirit. Whenever the author faced a difficulty or confusion, there was never difficulty or hesitation in asking for help. Team members were accessible and were willing to help without any judgement. The author was able to do the same for team



members because, there was no difficulty in offering help to others when needed. The culture of support and encouragement provided the author with a sense of belonging in the work environment. The author's belief, as a result, it confirmed the belief that the only real success in the workplace when the people work together as a team. 43 Picture Error: Reference source not found.18 Xynergy Training Day Source: Personal Documentation In addition to this, the author has exposed to understand the distinct cultural differences between Australian and Indonesian workplace norms. It is very common for senior staff to expect their junior to be more formal and deferential approach which resulted most of the time the junior staff became hesitant to offer differing opinions. which is the opposite of the work culture in Australia. At Xynergy Realty, hierarchy did not create distance. Likewise, the distance of information was permeable for everyone involved. All levels of the organization openly communicated in a constructive manner, and they appreciated feedback from anyone and everyone. New thoughts and ideas were brought forth in dialogue without the fear of offending senior staff. The author was able to utilize this environment to develop and practice their communication skills and had the confidence to speak up in meetings with fresh ideas, to offer suggestions, and to challenge ideas respectfully. This has helped the author feel more comfortable in professional environments, including public speaking, negotiating, and upper-level business discussions with clients and colleagues. The author's experiences have

also enhanced their technical skills, but also their professional identity and continuity in regard to their maturity and professional development from this point forward. e) Personal Growth and Mindset Shifts In addition to its technical and communication competencies, the most significant change for the author was the shift in mindset. The author learned how to strategically consider challenges and respond with calm rationale over the course of their work placement. Instead of being reactive with emotion or racing through a task, the author learned the important skill of pausing after being presented with a challenge, considering it, and responding 44 Picture Error: Reference source not found.18 Xynergy Training Day Source : Personal Documentation mindfully. The author attributes this growth in perspective to the practices of experienced colleagues who responded to problem situations with thoughtful composure, not in a panic and not with urgency, but instead with intentional, logical steps, that eventually led to a successful outcome. Throughout this journey, a key tenet that the author adopted is the idea of delayed gratification. So rather than waiting for praise and results of the work to be immediate and singling out the value of inherent solutions, the author adopted a mindset that centred on their effort and the process. This is not only a more sustainable way to avoid undue pressure in the moment, it has allowed the author to process discomfort better, building resilience while developing a healthier and more adaptable mindset for pursuing long-term goals. Over time, the author eventually developed more

confidence, along with a more deliberate and patient approach to professional growth. 45 Picture Error: Reference source not found.19 Team Bonding Source: Personal Documentation Chapter 4 4.1 Conclusion The Kerja Profesi (KP) program at Universitas Pembangunan Jaya serves as a critical link between academic theoretical knowledge and the needs of the professional world. The author's internship with Xynergy Realty, a Melbourne-based real estate agency in Australia, has been a very relevant and effective learning setting, especially in real estate management. Over a period of three months, from the months of January to March 2025, the author was assigned various duties that were directly linked to the main operations of the organization, which involved activities such as correspondence handling, reviewing documents, conducting performance audits, and coordinating administrative functions. By actively engaging in different administrative activities, the author successfully implemented and consolidated required theoretical bases obtained from previous academic activities. These include theories of administrative workflow, customer relationship management (CRM), and performance monitoring systems in service-based organizations. By being assigned actual operating responsibilities such as auditing monthly property management reports, pulling out routine inspections, creating weekly meeting reports, and processing rent review information, the author came to have a holistic view of how data accuracy, compliance, and communication play a pivotal role in real estate management. Furthermore, Kerja Profesi placement enabled the achievement of valuable

e soft and hard skills, including strong attention to detail, proficiency in digital literacy, stakeholder communication, and adherence to workplace discipline. Utilization of industry-grade tools such as Property Tree, CoreLogic, and Excel significantly improved the author's capacity for dealing with property data efficaciously and overall task performance. This practice is consistent with Kolb's Experiential Learning Theory, which states that learning is best achieved when one engages in a continuous process of experience, reflection, conceptualization, and experimentation. The routine engagement of the author in real administrative cases enabled the practice of this learning process, particularly in the understanding of the importance of prompt documentation and client satisfaction in the operations of a real estate business. As important, this *Kerja Profesi* program allowed the author to learn the importance of professionalism at work. Having face-to-face interactions with internal employees, tenants, and property owners gave the author insight into real communication habits, the necessity of confidentiality, and the ability to stay professional in stressful situations. The lack of a formal training period at the outset of the placement compelled the author to learn fast and initiate proactive measures, which became a vital component of the learning process. The *Kerja Profesi* experience also illustrated the inherent synergy between frontline real estate agents and administrative support functions. While the author's work was largely of a back-office nature, it played a central role in

guaranteeing the smooth and accurate provision of services. This experience underscores the often unheralded but essential role that administrative personnel play in ensuring the operational smoothness of a service organization such as Xynergy Realty. Cumulatively, this placement in the Kerja Profesi system not only achieved educational goals but also provided significant opportunities for professional and personal development. The author has developed a clearer perspective regarding career goals, greater awareness of occupational demands, and acquired a range of transferable skills that will enhance future employment prospects. Cumulatively, the placement experience demonstrates the efficacy of the Kerja Profesi system in preparing graduates for work and highlights the value of strongly coordinated collaboration between education institutions and industry partners.

4.2 Recommendations

From the learning and observations while on Kerja Profesi placement, the author gives some recommendations that are targeted to three stakeholder groups: the future Kerja Profesi participants, the institutions of learning, and the host company.

a) Recommendation for Future KP Participants

It is imperative that future students undertaking the Kerja Profesi program go into their placements with an open and active mindset to embracing new challenges. The property sector, especially in the dynamic setting of Melbourne, demands that one demonstrates attention to detail, adaptability, and reliability. Students need to establish a solid foundation in basic property management principles, with particular emphasis

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asis on technological platforms common in the industry, including Excel, Property Tree, Google Workspace, and CoreLogic. In addition to these, it is necessary for the students to develop a habit of comprehensive documentation and time management, as these are basic skills for the management of different workflows. In addition to these, students are advised to develop soft skills that incorporate professional communication, emotional intelligence, and teamwork. A willingness to accept feedback and reflective practices—such as the keeping of a professional log or diary—can greatly enhance the learning experience while on Kerja Profesi . b) Recommendations to Higher Education Institutions To maintain the efficacy and relevance of the Kerja Profesi program, universities need to review and revise the curriculum in accordance with real-time industry evolution. A suggestion is to introduce practical modules or simulations in coursework that reflect administrative issues of property agencies. These may comprise mock auditing, email management exercises, and scenario-based training in software systems. Further, universities should consider assessing the development of their alliances with industry partners through the establishment of formal knowledge partnership agreements that include learning outcomes, feedback mechanisms, and supervisory support. Further, pre-placement training programs focusing on professional behaviour, operational software, and basic compliance knowledge would also prepare students

to work effectively and competently in their host organizations. Academic advisors are also charged with providing ongoing guidance and promoting critical reflection throughout the period of the placement. The use of structured reflection templates or monthly assessments can help students connect their experiential learning to theoretical concepts in a meaningful and measurable way. c) Recommendations for Xynergy Realty At the Kerja Profesi placement, the author was supervised one-on-one by a single staff member instead of being enrolled in a formal student training program. This one-on-one model provided a more concentrated and personalized learning experience, enabling the author to learn role-specific expectations rapidly and become more involved in actual tasks. There are a number of ways, however, that this learning process can be enhanced for future students or newly employed administrative trainees. First, while the direct mentorship model was successful, the author suggests Xynergy Realty implement a short- written orientation or task guide at the beginning of the placement. The document would describe major tasks, general introductions to the systems used (e.g., Property Tree, CoreLogic), and template documents used for ongoing tasks such as KPI auditing or rent review tracking. This kind of resource would minimize early confusion, reduce duplicated clarification needs, and allow the participant to contribute more effectively from the beginning. Secondly, although the author was accorded trust and indep

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endence in executing their duties, the inclusion of regular weekly or fortnightly meetings with the mentor and the student can be used to improve performance results. Even a short feedback meeting would clarify expectations of tasks, encourage best practice, and advise on areas for improvement. Moreover, this tactic would improve professional development in time management and making decisions under pressure competencies. Finally, the author recommends that in future placements, Xynergy Realty may allow students to shadow or participate in a wider variety of administrative tasks beyond their own responsibilities. For example, sitting in on monthly team meetings, reading organization-wide operational protocols, or shadowing various team members for a day may enhance students' overall appreciation of how each function plays a role in the overall operation of the agency. This has the potential to enhance the learning experience of students while simultaneously promoting a sense of collaboration and professional identity within the organization. In brief, the author recognizes and values the flexibility, accountability, and professional experience provided by Xynergy Realty throughout the internship experience. By progressively revising the onboarding materials and providing additional systematic avenues of feedback, the firm can continually refine the efficacy of its distinctive KP model without undermining the proprietary mentoring approach that distinguishes it from the competition. 5

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