

ABSTRACT

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PROFESSIONAL WORK ACTIVITIES IN THE OPERATIONAL CONTROL DIVISION AT BPJS KETENAGAKERJAAN TANGERANG SELATAN

The intern carried out a Professional Work Program at BPJS Ketenagakerjaan for four months in the Operational Control Division, located at Jl. Cilenggang Raya No. 40, Cilenggang, Serpong District, South Tangerang City, Banten 15310.

BPJS Ketenagakerjaan is a public institution responsible for managing social security programs for workers in Indonesia. This institution plays a crucial role in protecting workers through five main programs: Jaminan Kecelakaan Kerja (JKK), Jaminan Kehilangan Pekerjaan (JKP), Jaminan Hari Tua (JHT), Jaminan Pensiun (JP), dan Jaminan Kematian (JKM). BPJS Ketenagakerjaan operates a complex administrative system to ensure that all services and benefits are delivered efficiently to its participants.

During the internship, the intern was involved in various administrative tasks related to managing reports in the form of vouchers from social security programs. Responsibilities included preparing and printing receipts in both physical and digital formats, organizing MPPA reports for documentation purposes, and verifying the consistency between physical transaction evidence such as parking and e-toll receipts and digital records. Additionally, the intern supported the document validation process by obtaining signatures from the relevant department heads.

Through this internship program, the intern gained a deeper understanding of administrative processes at BPJS Ketenagakerjaan, particularly in Operational Control. The experience not only sharpened technical skills in document and data management but also fostered discipline, a sense of responsibility, and an awareness of the importance of efficiency in implementing employment-related social security.

Keywords: BPJS Ketenagakerjaan, Social Security, Operational Control, Administration.