

ABSTRACT

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WORKING ACTIVITIES AS PAYMENT OPERATION RETAIL PAYMENT DIVISION PT. BANK RAKYAT INDONESIA TBK.

The writing of this report is based on the actions of the Professional Work Practice (KP) carried out at PT. Bank Rakyat Indonesia, Tbk in the Retail Payment division as Payment Operation, and this paper aims to explain how Practitioners have the opportunity to participate and be directly involved in the payment flow process at PT. Bank Rakyat Indonesia. In carrying out this professional work, the practitioner tries to carry out this practice properly and correctly, in this case covering the financial system in banking, solving problems in Handling Complaints from customers, socializing information about PT. Bank Rakyat Indonesia, correspondence, communication with work units at branch offices, Maintaining Merchant, and etc.

Keywords: *Payment Operation, Handling Complaint, Maintaining Merchant*