

CHAPTER I

INTRODUCTION

1.1 Background

In the era of relentless economic and financial globalization, financial institutions and companies encounter a growing array of intricate challenges, particularly those that emerge within the creditor-debtor relationship. One of the pressing issues in this dynamic is the phenomenon of recurring applications for Postponement of Debt Payment Obligations (PKPU) filed by creditors, especially when syndicated loan facilities are involved. The rising globalization of financial activities intensifies these complexities, creating a landscape in which both creditors and debtors must navigate a web of financial obligations, legal constraints, and risk management considerations, all of which have significant implications for the stability of international finance and debtor-creditor relations ¹.

This issue is primarily triggered by the lack of a formal syndicated loan agreement between the debtor and multiple creditors. Such agreements are essential in binding multiple parties to a common set of terms, conditions, and timelines. In the absence of this formal agreement, financial transactions become fragmented and lack the structure needed for cohesive financial planning and obligations. Debtors, often already in precarious financial situations, may struggle to coordinate multiple creditors, each with their expectations and obligations. Consequently, the situation

¹ Wulandari, S., & Darmawan, I. (2021). "Analisis Pengajuan PKPU pada Perjanjian Kredit Sindikasi," *Jurnal Hukum dan Ekonomi*, 7(3), p. 245-258.

can spiral into repeated applications for PKPU as creditors attempt to manage their positions and losses in the face of fragmented obligations ².

In cases of financial hardship, debtors may find themselves unable to fulfill the loan repayment requirements as specified in the original terms of the agreement. This inability often arises from shifts in global financial markets, where external economic shocks or downturns exacerbate the financial strain on debtors. When these debtors are part of syndicated loan agreements, the risk and impact of their financial instability ripple across the multiple creditors involved. Without restructuring measures like PKPU, creditors may face significant financial losses, and debtors risk falling into insolvency, highlighting the critical function of PKPU as a legal framework that offers a temporary solution for renegotiation ³.

Through the PKPU process, creditors seek to provide debtors with an opportunity to devise a revised payment plan that reflects their current financial capabilities. This temporary relief is not merely a legal formality; it is a strategic measure aimed at preserving the debtor's business operations while offering creditors a potential avenue for recovering outstanding debts. PKPU provides an alternative pathway to bankruptcy by enabling an interim period of negotiation and restructuring, ideally culminating in a solution that is viable for all parties. This process, when applied judiciously, underscores the importance of legal frameworks

² Purwanto, A., & Nugroho, B. (2022). *Restrukturisasi Utang dalam Perspektif Hukum Kepailitan*. Jakarta: Erlangga. p.20

³ Rachman, Y. (2020). *Aspek Hukum Perjanjian Kredit Sindikasi*. Bandung: Alfabeta. p. 32

in managing international debt obligations within the complexities of a globalized economy ⁴.

Apart from that, the debtor also argued that repeated PKPU applications violated the principles of justice contained in Article 2 paragraph (2) of Law no. 37 of 2004 concerning Bankruptcy and PKPU, which requires that the PKPU process be carried out honestly and fairly, and must not be used for unilateral gain. In this case, the debtor believes that the creditor is taking advantage of legal loopholes to continue to delay payments without providing a real solution for the debtor's financial recovery.

However, repeated PKPU applications cause debtors to feel disadvantaged because they are considered a form of rights protection by creditors to put pressure on debtors. This then encourages debtors to file legal claims against creditors, on the basis that repeated PKPU submissions are contrary to the principle of good faith in carrying out agreements as regulated in Article 1338 paragraph (3) of the Civil Code (KUH Perdata), which states that All agreements must be carried out in good faith.

However, the recurring nature of PKPU applications raises questions about the efficacy of syndicated loan agreements and the ability of debtors to meet their obligations. For creditors, repeated PKPU filings imply additional costs, extended delays in payment, and increased uncertainty about debt recovery. For debtors, on the other hand, PKPU represents a lifeline, albeit one that often comes with

⁴ Nugraha, R., & Syafitri, D. (2021). "Peran PKPU dalam Menyelesaikan Kredit Sindikasi Bermasalah," *Jurnal Hukum Ekonomi*, 5(2), p. 123-135.

stringent terms and monitoring. This cycle reflects the broader challenges inherent in the global financial system, where cross-border financial arrangements add layers of complexity to already intricate debtor-creditor dynamics ⁵.

Syndicated loan facilities, typically involving a consortium of multiple creditors, are crucial for corporate financing across various industrial sectors. These loans, often issued for substantial sums, allow companies to access large pools of capital, enabling expansion, investment, and other essential financial activities. However, while syndicated loans offer significant financing benefits, their complex structure introduces unique challenges in terms of credit risk management and the intricate legal relationships that arise among the numerous creditors involved. Given the interconnected nature of these loans, any financial difficulty faced by the debtor can have a cascading impact, leading to potential conflicts and the frequent resort to Postponement of Debt Payment Obligations (PKPU) applications as a means of temporary relief ⁶.

In times of global economic distress, pressures on corporate liquidity can lead to increased financial strain, often causing rifts between debtors and their creditors. These tensions are particularly pronounced in syndicated loan settings, where financial strain can result in PKPU applications as a mechanism for debtors to renegotiate their obligations. PKPU, while beneficial for providing breathing space to debtors, also carries the risk of being used recurrently by creditors,

⁵ Siregar, M. (2019). *Dinamika Hubungan Kreditur dan Debitur dalam Globalisasi Keuangan*. Yogyakarta: Universitas Gadjah Mada Press. p. 28

⁶ Anwar, R., & Purnomo, S. (2021). *Sindikasi Kredit dan PKPU dalam Praktik*. Jakarta: Ghalia Indonesia. p. 20

especially when multiple creditors are involved. When creditors repeatedly resort to PKPU applications, the financial and operational continuity of the debtor's business can be severely impacted, threatening not only the company's stability but also potentially affecting the broader financial market, where confidence in corporate debt may waver ⁷.

PKPU is designed as a legal avenue through which debtors facing financial challenges can restructure their debt under court supervision. The aim of PKPU is to foster cooperation between debtors and creditors to reach a mutually beneficial agreement, thereby allowing the debtor to continue their business activities without being overwhelmed by unmanageable debt burdens. However, issues arise when creditors exploit the PKPU mechanism, filing multiple applications that ultimately create undue pressure on the debtor. This form of repeated PKPU usage can be particularly problematic in syndicated loans, where the actions of a few creditors can influence the entire syndicate, amplifying the potential consequences for all involved parties ⁸.

In instances where PKPU applications are used strategically by creditors, there is potential for misuse that can distort the intent of PKPU as a tool for fair financial restructuring. Rather than aiding debt recovery, repeated PKPU filings may be leveraged by creditors to pressure debtors or secure greater financial advantage from the debtor's financial hardship. Such practices can disturb the

⁷ Nugraha, R. (2022). *Kendala dan Penyelesaian Kredit Sindikasi Bermasalah*. Yogyakarta: Universitas Gadjah Mada Press. p. 21

⁸ Rachman, Y. (2021). *Praktik PKPU dalam Penyelesaian Utang*. Bandung: Alfabeta. p. 30

balance within the debtor-creditor relationship, where creditors' rights to collect their debts intersect with debtors' rights to seek legal protections. As such, it is crucial to explore this phenomenon from a legal perspective, examining whether the PKPU mechanism aligns with its original intent and ensuring that it is not misappropriated to disadvantage debtors unduly ⁹.

The repeated PKPU applications by creditors can also carry adverse consequences for the debtor, often amplifying the financial distress that the PKPU process aims to alleviate. With each PKPU application, debtors incur substantial legal fees, commit considerable time, and expend valuable resources that could otherwise be directed towards stabilizing and recovering their financial situation. This drain on financial resources impedes the debtor's ability to implement effective recovery strategies, leading to a cycle where repeated PKPU applications exacerbate, rather than relieve, financial strain ¹⁰.

Beyond the direct impact on debtors, the consequences of repeated PKPU applications extend to other parties affiliated with the debtor. Employees, suppliers, and customers may experience disruptions that arise from the debtor's prolonged financial instability, leading to widespread repercussions within the business ecosystem. Suppliers may face delayed payments, employees may experience uncertainty in job security, and customers may encounter inconsistencies in the debtor's ability to deliver products or services. Collectively, these effects ripple

⁹ Rifqi, I., & Siregar, M. (2020). *Keuangan dan Globalisasi: Tantangan PKPU di Indonesia*. Jakarta: Erlangga. p.32

¹⁰ Wulandari, T. (2020). "PKPU dalam Perspektif Kreditur dan Debitur," *Jurnal Hukum Perdata*, 4(2), p. 110-126.

outwards, influencing the broader economic environment and potentially destabilizing industries dependent on the debtor's financial health ¹¹.

The frequent resort to PKPU not only strains the debtor but also undermines the financial resources required for business continuity. When a debtor, such as a manufacturing company, finds itself navigating multiple rounds of PKPU to renegotiate debt terms, the cumulative expenses become overwhelming. Legal fees, document preparation, and active participation in court hearings drain financial reserves, further constricting the debtor's operational capacity. This resource depletion makes it increasingly challenging for the debtor to allocate sufficient funds towards its recovery, creating a scenario where PKPU filings indirectly contribute to worsening the debtor's financial position rather than supporting long-term stabilization ¹².

The protracted uncertainty associated with repeated PKPU applications can severely impact a debtor's ability to restore financial health. In scenarios where a company is entangled in ongoing PKPU proceedings, the lack of financial and operational clarity hampers both internal recovery efforts and external business relations. Customers may lose confidence, suppliers may impose stricter credit terms, and employees may seek alternative employment, all of which create additional obstacles to the debtor's recovery. This prolonged instability not only limits the debtor's prospects for recovery but may also push the debtor towards

¹¹ Darwis, A., & Hadi, T. (2021). "Analisis Dampak PKPU terhadap Kelangsungan Usaha," *Jurnal Hukum Bisnis*, 6(1), p. 45-60.

¹² Suryadi, L., & Widjaja, P. (2022). *Dinamika PKPU dalam Kredit Sindikasi*. Bandung: Remaja Rosdakarya. p.40

insolvency as financial commitments accumulate faster than they can be resolved

¹³.

Furthermore, repeated PKPU applications by creditors raise ethical and legal questions about the appropriateness of using PKPU as a debt collection strategy. Although PKPU is intended as a collaborative solution to financial difficulties, its repeated application may reflect a deeper issue within syndicated loan structures, where creditors prioritize individual gains over collective recovery. Such practices call for closer scrutiny to ensure that PKPU is not exploited for purposes misaligned with its intent, and that debtors are granted fair opportunities to stabilize without being subjected to undue creditor pressure ¹⁴.

Ultimately, understanding the broader implications of PKPU in the context of syndicated loans requires a careful balance between creditors' rights to enforce debt recovery and debtors' rights to seek equitable treatment in restructuring efforts. Legal reforms may be necessary to safeguard PKPU's intended function, preventing misuse while supporting a fair and functional process for financial recovery. This consideration is especially relevant in the context of economic globalization, where interconnected financial relationships demand robust regulatory frameworks to maintain stability and protect all parties involved in debt agreements ¹⁵.

¹³ Siregar, D., & Yusuf, H. (2021). "Penggunaan PKPU secara Berulang oleh Kreditur," *Jurnal Hukum Ekonomi*, 7(4), p. 235-251.

¹⁴ Prasetya, D. (2021). "Strategi PKPU dalam Pengelolaan Kreditur dan Debitur," *Jurnal Ekonomi dan Hukum*, 8(3), p. 155-170.

¹⁵ Widjaja, P., & Haryanto, D. (2022). *Regulasi dan Praktik PKPU dalam Konteks Globalisasi*. Jakarta: Prenada Media. p. 27

Additionally, the prolonged PKPU process can hinder the company's ability to generate revenue and regain its financial footing. Operational disruptions caused by the ongoing legal battles might result in delays or interruptions in production, leading to reduced sales and revenue. For example, if the manufacturing company faces delays in securing necessary raw materials due to strained relationships with suppliers or if production is halted due to financial instability, it could experience significant losses in revenue. The inability to generate sufficient cash flow exacerbates the financial strain and can make it increasingly difficult for the company to meet its obligations or invest in necessary business improvements.

The negative consequences of repeated PKPU applications extend beyond the debtor itself and impact other stakeholders connected to the business. Employees may face job insecurity or layoffs as the company struggles to maintain operations amid financial turmoil. For instance, if the manufacturing company cannot sustain its workforce due to financial constraints, employees may lose their jobs, leading to personal financial hardship and increased unemployment rates in the community. Suppliers may also suffer from delayed payments or contract cancellations, affecting their own financial stability and operational efficiency. Customers may experience disruptions in service or product availability, leading to dissatisfaction and potential loss of trust in the company.

Moreover, the ripple effects of these financial difficulties can have broader implications for the economic environment. As the debtor's situation deteriorates, the negative impact can extend to local economies and industries reliant on the debtor's business activities. For example, if the manufacturing company is a

significant employer or a key player in its industry, its financial instability can affect the economic health of the region. The resulting decrease in spending, loss of jobs, and disruption of supply chains can contribute to a broader economic downturn, affecting other businesses and communities.

In summary, repeated PKPU applications by debtors can lead to significant losses and exacerbate financial difficulties. The cumulative legal costs, operational disruptions, and broader economic impacts underscore the importance of addressing financial distress with effective and well-considered strategies. The repercussions of prolonged PKPU proceedings not only affect the debtor but also have far-reaching consequences for employees, suppliers, customers, and the wider economic environment, highlighting the need for careful management and resolution of financial challenges.

Apart from the direct implications for debtors and creditors, repeated PKPU applications also raise important questions about legal certainty and fairness in the corporate financial legal system. Are current laws sufficient to protect the interests of all parties involved? How do courts interpret and apply the law in these types of cases? Is there a need for legal reform to prevent abuse of the PKPU mechanism? These questions demonstrate that this issue is not only relevant from a business law perspective, but also from a public policy and consumer protection perspective¹⁶.

This report aims to answer these questions through an in-depth analysis of the practice of repeated PKPU submissions by creditors in the context of syndicated

¹⁶ Penet, P. (2018). *Rethinking odious debt in the age of predatory lending: Old ideas for new problems* (No. unige: 102988). p.6

loan facilities. By reviewing relevant cases and examining various related legal aspects, it is hoped that a more comprehensive understanding of the legal and economic implications of this phenomenon can be obtained. This research will also explore various legal interpretations that have developed regarding debtor lawsuits against creditors in situations like this, as well as their implications for future debt restructuring practices¹⁷.

The importance of this study becomes even more apparent when we consider that balancing the rights of creditors and debtors is a key element in creating a fair and sustainable business environment. In the context of syndicated loans, where many parties are involved and the transaction value is very large, it is important to ensure that all parties are treated fairly and that the debt restructuring process is carried out in a transparent and impartial manner. An in-depth legal analysis of this phenomenon will help identify areas where the law may need to be improved or strengthened to prevent abuse and to protect the interests of all parties involved.

In addition, this report will also provide practical recommendations to improve fairness in the PKPU process and to encourage better debt restructuring practices in the future. By referring to applicable legal principles and taking into account the latest developments in legal interpretation, it is hoped that this research can make a significant contribution to the development of corporate finance and bankruptcy law in Indonesia.

¹⁷ Kavanagh Jr, J. P. (2018). Mercer Law Review Vol. 069 Issue 04-051- Admiralty. p. 1001

This case shows how disputes in creditor and debtor relationships in syndicated loan facilities can develop into complex legal problems, especially when one party feels disadvantaged by actions that are considered repeated and unprofitable. This emphasizes the importance of clearer regulations in the case of repeated PKPU, to prevent abuse of rights and maintain a balance of interests between creditors and debtors.

In this chapter, we will also discuss Articles 1131 and 1132 of the Civil Code, which regulate that all of the debtor's assets are collateral for all creditors, which shows how aspects of civil law also play a role in protecting the rights of creditors in the event that the debtor fails to fulfill his obligations. This case will then become a relevant example to analyze in more depth the legal basis used by the debtor to file a lawsuit, as well as the creditor's response to allegations of abuse of the PKPU mechanism.

Protection of creditor rights must be a top priority. Creditors are the parties most affected in this situation, especially when PKPU applications are made repeatedly without the debtor's good faith. This causes creditors to experience significant losses, both in terms of finances and reputation. However, protection of creditor rights must be carried out while still respecting the debtor's rights. Debtors have the right to seek protection through existing legal mechanisms, including PKPU, especially if this is done for debt reconstruction aimed at improving the company's financial condition.

The protection of creditor rights must indeed be a top priority in financial restructuring processes, particularly in cases involving the repeated application of PKPU (Postponement of Debt Payment Obligations) where a debtor may lack genuine intent to resolve their financial obligations. Creditors, who are often the primary stakeholders, experience the immediate brunt of any strategic misuse of PKPU. In situations where a debtor repeatedly files for PKPU, creditors face not only delayed payments but also significant financial losses and potential damage to their professional reputations. These creditors, particularly those reliant on timely payments, suffer from diminished cash flow, creating strain on their business operations and growth opportunities ¹⁸.

For instance, consider a large retailer that repeatedly files for PKPU as a means to delay payments to its suppliers and financial institutions. Each PKPU application incurs substantial legal costs and administrative burdens for the creditors, who must expend resources to navigate these proceedings. These accumulated costs, combined with prolonged uncertainty about debt repayment, impose a heavy financial strain on creditors, particularly small businesses or financial institutions dependent on consistent cash flow. This repeated delay in payments undermines the creditor's financial stability and may disrupt their ability to meet their own obligations ¹⁹.

¹⁸ Rachman, Y. (2021). *Praktik PKPU dalam Penyelesaian Utang*. Bandung: Alfabeta. p. 38

¹⁹ Nugraha, R. (2022). *Kendala dan Penyelesaian Kredit Sindikasi Bermasalah*. Yogyakarta: Universitas Gadjah Mada Press. p. 40

Aside from the direct financial impact, the reputation of creditors can suffer when they face delays in payment due to repeated PKPU applications by the debtor. For instance, a major supplier may experience damage to its reputation if it is consistently subjected to delays in receiving payments. This situation could make the supplier appear less reliable, which can have long-term repercussions such as the potential loss of future business opportunities or difficulties in establishing new partnerships. Damage to reputation in the business world can have a ripple effect, affecting the creditor's overall stability and market position ²⁰.

Furthermore, the broader implications of reputational damage combined with financial losses cannot be underestimated. For creditors, these repeated setbacks not only threaten their immediate financial standing but also compromise their competitive advantage. The perception of unreliability, forced upon them due to a debtor's tactical use of PKPU, can hinder their ability to secure new contracts and establish trust with future partners. In highly competitive sectors, this reputational damage can reduce a creditor's capacity to innovate, grow, or even survive in the market. Consequently, creditors require sufficient legal protection to prevent the misuse of PKPU applications that exploit the system at their expense ²¹.

However, in balancing creditor protections, it is crucial to recognize that debtors also have rights within the financial restructuring process. Debtors in genuine financial distress should have the ability to seek relief through mechanisms

²⁰ Darwis, A., & Hadi, T. (2021). "Analisis Dampak PKPU terhadap Kelangsungan Usaha," *Jurnal Hukum Bisnis*, 6(1), p. 45-60.

²¹ Siregar, D., & Yusuf, H. (2021). "Penggunaan PKPU secara Berulang oleh Kreditor," *Jurnal Hukum Ekonomi*, 7(4), p.235-251.

like PKPU to work towards recovery. For example, a technology startup facing severe financial distress might file for PKPU not to evade debt repayment, but rather to negotiate more favorable terms and establish a viable path to business stability. In such cases, PKPU serves as a legal mechanism that enables the debtor to restructure obligations and ultimately fulfill its commitments to creditors ²².

Maintaining a balance between creditor and debtor rights is essential to ensure fairness in the PKPU process. The legal system must be equipped to protect creditors from the potential abuse of PKPU, such as through the implementation of guidelines that limit repeated filings unless the debtor demonstrates substantive efforts toward restructuring. At the same time, the legal framework must support debtors who genuinely aim to use PKPU as a restructuring tool, rather than as a means of evasion. This balance enables both parties to engage with the process in good faith, fostering a system that is fair and efficient for all stakeholders involved ²³.

A nuanced approach is thus required to effectively balance these competing interests. For instance, courts could implement stricter criteria to assess the legitimacy of repeated PKPU applications, ensuring that debtors seeking relief are actively pursuing recovery measures. Such a legal safeguard would deter creditors from experiencing unnecessary delays and protect them from bearing

²² Wulandari, T. (2020). "PKPU dalam Perspektif Kreditur dan Debitur," *Jurnal Hukum Perdata*, 4(2), p.110-126

²³ Rifqi, I., & Siregar, M. (2020). *Keuangan dan Globalisasi: Tantangan PKPU di Indonesia*. Jakarta: Erlangga. p. 202

disproportionate financial burdens. Conversely, debtors genuinely striving for financial recovery could utilize PKPU with court support, providing them a legitimate pathway to restructure without the stigma of abuse.

Ultimately, establishing a fair and balanced PKPU process is crucial not only for individual cases but also for the health of the broader financial system. When both creditors and debtors feel confident in the equity and effectiveness of the PKPU mechanism, it enhances market stability and fosters trust in financial restructuring practices. Such a balanced system encourages all parties to approach financial challenges constructively, contributing to a more resilient economic environment where both creditor rights and debtor protections are upheld²⁴.

For example, in a case where a manufacturing company uses PKPU to renegotiate its debt with the aim of revitalizing its business, creditors should be given a clear framework within which they can assess the debtor's proposals and ensure that their rights are protected. The legal system should provide mechanisms for creditors to challenge any attempts to misuse the PKPU process while supporting genuine efforts by debtors to restore their financial health.

Ultimately, protecting creditor rights while respecting debtor rights requires a robust legal framework that prevents abuse and promotes fair dealings. Ensuring that both parties have their rights adequately addressed helps to foster trust in the

²⁴ Widjaja, P., & Haryanto, D. (2022). *Regulasi dan Praktik PKPU dalam Konteks Globalisasi*. Jakarta: Prenada Media. p. 50

legal system and supports a balanced approach to debt restructuring and financial recovery.

In this context, a balance is needed between the two parties, where creditors must not be unfairly disadvantaged due to the debtor's irresponsible actions, while debtors must not lose their rights to obtain legal protection. The courts have an important role in ensuring that repeated PKPU applications are not misused as a tool to avoid debt obligations, while still providing room for debtors to improve their financial situation. The entire process must uphold the principles of justice and legal certainty for both parties.

This background confirms that the study of debtor lawsuits against creditors resulting from repeated PKPU applications on syndicated loan facilities is a very important and relevant topic. In the face of increasingly complex challenges in the world of finance and business, a deep understanding of these legal issues will be key to creating a fairer legal system and to ensuring that all parties involved in debt restructuring are treated well and fairly.

1.2 Formulation of The Problem

1. How do repeated applications for Postponement of Debt Payment Obligations (PKPU) Article 222 paragraph (1) of Law no. 37 of 2004 by creditors in syndicated loan facilities affect the balance of rights and obligations between debtors and creditors?

2. What are the legal implications for contractual relationships and legal certainty in the context of debt restructuring?

1.3 Internship Goals

1. Analyzing the impact of repeated applications for Postponement of Debt Payment Obligations (PKPU) by creditors in syndicated loan facilities on the balance of rights and obligations between debtors and creditors, as well as assessing the legal implications for contractual relationships and legal certainty in the debt restructuring process.
2. Identify the legal implications for contractual relationships and legal certainty in the context of debt restructuring.

1.4 Benefits of Internship

1.4.1 Theoretical Benefits

1. This report will contribute to the development of bankruptcy law theory, particularly in understanding how the PKPU mechanism can be used and abused in the context of syndicated loan facilities. This could enrich the legal literature on the relationship between debtors and creditors and offer new insights into the protection of debtors' rights.
2. This study will strengthen the legal concept of the balance between the rights and obligations of creditors and debtors, which is important in maintaining legal stability in the debt restructuring process. The legal

theories resulting from this report can be used as a reference in further legal studies, both in national and international contexts.

1.4.2 Practical Benefits

1. This report can be a practical guide for lawyers, legal consultants and professionals in the financial sector in handling cases involving repeated PKPU applications. This will help them in formulating effective legal strategies to protect the interests of their clients, both as debtors and creditors.
2. The results of this research can be used by policy makers to consider reforms in regulations related to PKPU, especially in preventing abuse by creditors. This can also help regulatory authorities in formulating fairer and more transparent policies to ensure that the debt restructuring process is carried out in a manner that does not harm any party.

1.5 Internship Time and Location

During my internship period, I worked at AFS Partnership located in PT. Thamrin Tower which is located on Jl. M.H. Thamrin No. Kav 3, RT.10/RW.10, Kb. Sirih, DKI, Central Jakarta City, Special Capital Region of Jakarta 10250. This internship takes place from 9 am to 5 pm every weekday, giving me the opportunity to be fully involved in various company operational activities. During these working hours, I was involved in various tasks and responsibilities that provided practical experience and a deep understanding of the world of professional work, especially in the industry that this company operates. The office location in the

center of Jakarta also allows easy access and connectivity with various important facilities around Jakarta's main business district.

1.6 Writing System

CHAPTER I INTRODUCTION

This chapter contains an introduction to the internship report, starting with an explanation of the background to the topic selection. This background will outline the main reasons for selecting the internship topic, including its relevance and significance to the related field of study or industry. Furthermore, this chapter also outlines the problem formulation which is the main focus of this report, which is then followed by a description of the objectives of the internship, both in terms of skills development, industry understanding, and contribution to the company where the internship is taking place. In addition, this chapter explains the benefits of internships, both theoretical and practical, that are expected to be gained from this internship experience. An explanation of the time and location of the internship is also included to provide an overview of the place and duration of the internship. This chapter ends with a systematic writing that provides a brief overview of the contents of each chapter in this report.

CHAPTER II THEORETICAL BASIS

This chapter presents the theoretical basis that is the basis for the analysis in the internship report. Theories relevant to the topic of internship are discussed in depth, including key concepts that will be used in the discussion. In this chapter, each

theory is explained by relating it to the problems raised in the report, and explaining how the theory will help in analyzing the data and situations encountered during the internship.

CHAPTER III GENERAL DESCRIPTION OF INTERNSHIP AGENCY

This chapter provides a comprehensive description of the internship agency. Starting with a brief history of the company, organizational structure, and the services or products offered. This chapter also includes an explanation of the company's vision and mission, as well as how the company operates in the relevant industry. This information aims to provide context regarding the work environment and company culture where the internship takes place.

CHAPTER IV DISCUSSION

This chapter is the core of the internship report, where the data obtained during the internship is analyzed using the theoretical basis described previously. In this chapter, a detailed discussion is carried out regarding the problems faced, proposed solutions, and the implementation of theory into real practice. This chapter also evaluates the results of the internship experience and how they contribute to the previously established goals.

CHAPTER V CONCLUSIONS AND RECOMMENDATIONS

This chapter presents the conclusions of the entire internship process, including a summary of the main findings and their implications for the issues discussed. Conclusions are drawn based on the analysis carried out in the previous chapter. In addition, this chapter also provides suggestions that can be useful for the internship

company, future interns, or further development of the topics discussed. These suggestions are based on experiences and findings during the internship, as well as possible improvements or improvements that can be made in the future.

