



**THE APPLICATION OF PROFESSION ETHICS FOR
SUPPORTING THE WORKING PERFORMANCE
OF CUSTOMER SERVICE STAFF IN
PT BRI RAMBIPUJI JEMBER**

THE JOB TRAINING REPORT

By

Ahmad Ridwan

NIM 080103101007

**ENGLISH DIPLOMA III PROGRAM
FACULTY OF LETTERS UNIVERSITY OF JEMBER**

2011



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OF CUSTOMER SERVICE STAFF IN
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Presented to the English Diploma III Program Faculty of Letters,
Jember University as one of the requirements to get
The Ahli Madya Degree in English Studies

By

Ahmad Ridwan

NIM 080103101007

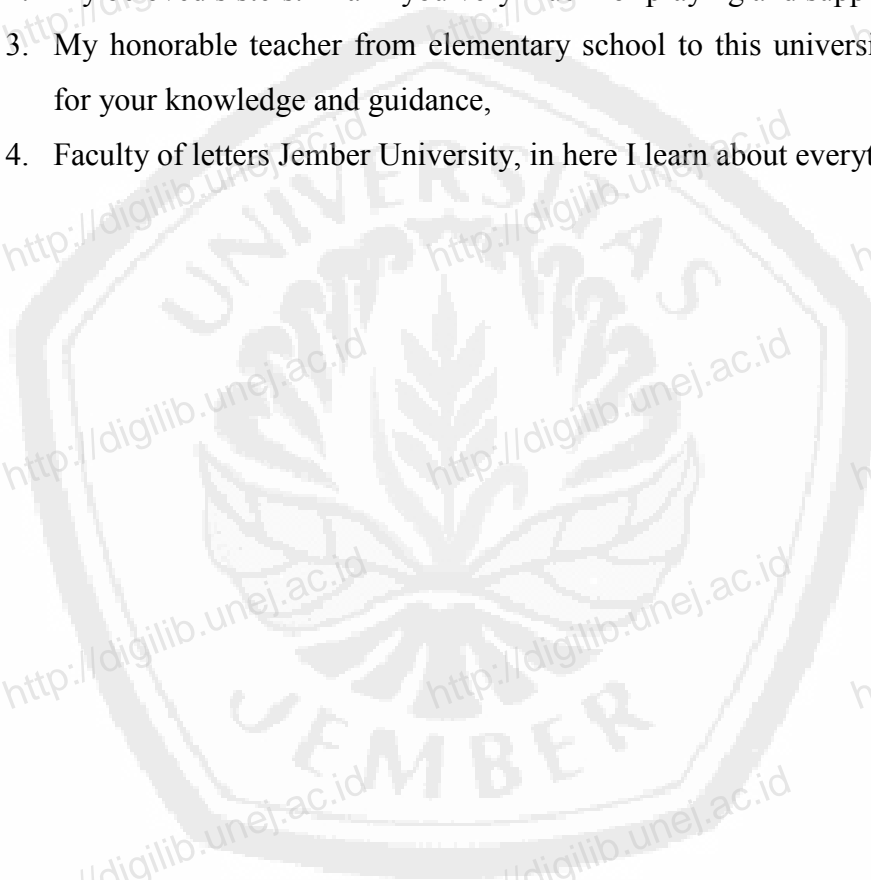
**ENGLISH DIPLOMA III PROGRAM
FACULTY OF LETTERS UNIVERSITY OF JEMBER**

2011

DEDICATION

I dedicate this report to:

1. My beloved father and mother who always pray and give their affection and advice to me,
2. My beloved sisters. Thank you very much for praying and supporting me,
3. My honorable teacher from elementary school to this university. Thanks for your knowledge and guidance,
4. Faculty of letters Jember University, in here I learn about everything.



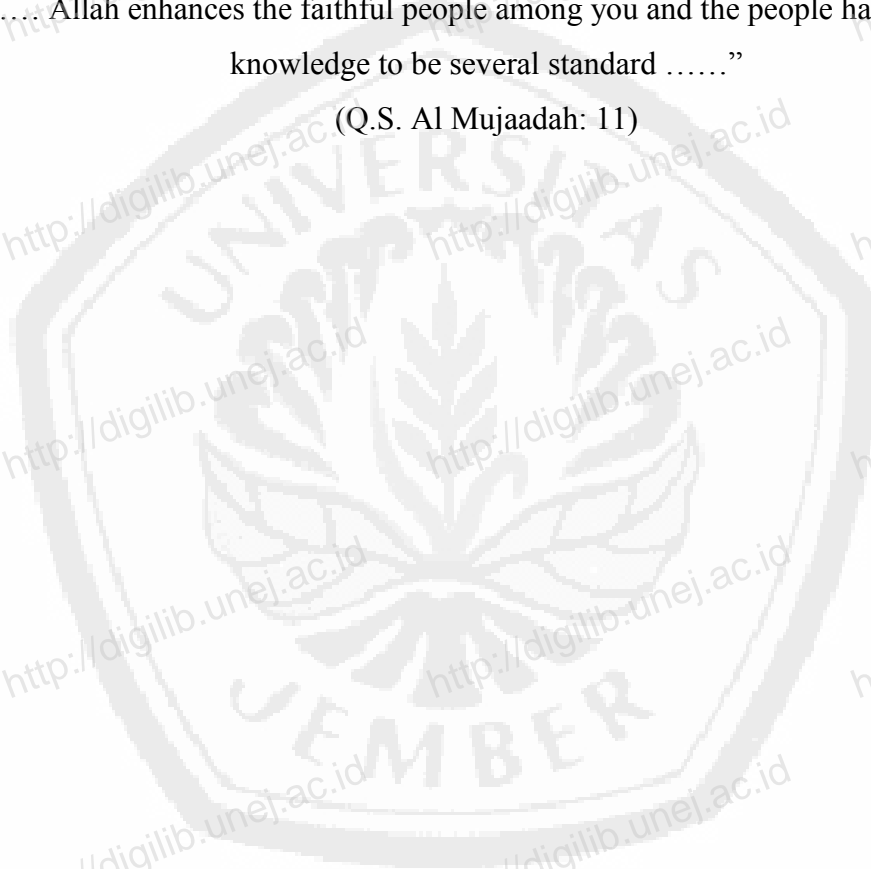
MOTTO

“And fulfill a promise unto God if you have promised and don’t you cancel your oaths, after affirming it, you have been making Allah as the witness for your oaths, in the truth Allah knows what you do”

(Q.S. An-Nahl: 91)

“..... Allah enhances the faithful people among you and the people has given the knowledge to be several standard”

(Q.S. Al Mujaadah: 11)



STATEMENT

I sign on this paper:

Name : Ahmad Ridwan

Student number : 080103101007

I declare that the job training report entitled "*The Application of Profession Ethics for Supporting The Working Performance of Customer Service Staff in PT BRI Rambipuji Jember*" is really my own work, except the sources of quotation that I mentioned. I certify that the analysis and the research in this report have not already been submitted for any other degree or any publications. I am responsible for the correctness of this report.

I certify to the best of my knowledge that all sources used and any help received in the preparation of this report have been acknowledgement.

Jember, 14th June 2011

The writer,

Ahmad Ridwan

NIM 080103101007

APPROVAL SHEET

The report entitled *The Application of Profession Ethics for Supporting the Working Performance of Customer Service Staff in PT BRI Rambipuji Jember* has tested and legalized by Faculty of Letters, Jember University at:

Day : Monday

Date : 27th of June 2011

Place : Faculty of Letters, Jember University

The supervisor in PT BRI Rambipuji Unit

Eko Wahyudi

Ka Unit

The supervisor

Dewianti Khazanah, S.S.

NIP 198511032008122002

The Head of English Diploma III

Program Faculty of Letters

Drs. Wisasongko, M.A.

NIP 196204141988031004

The Dean of Faculty of Letters

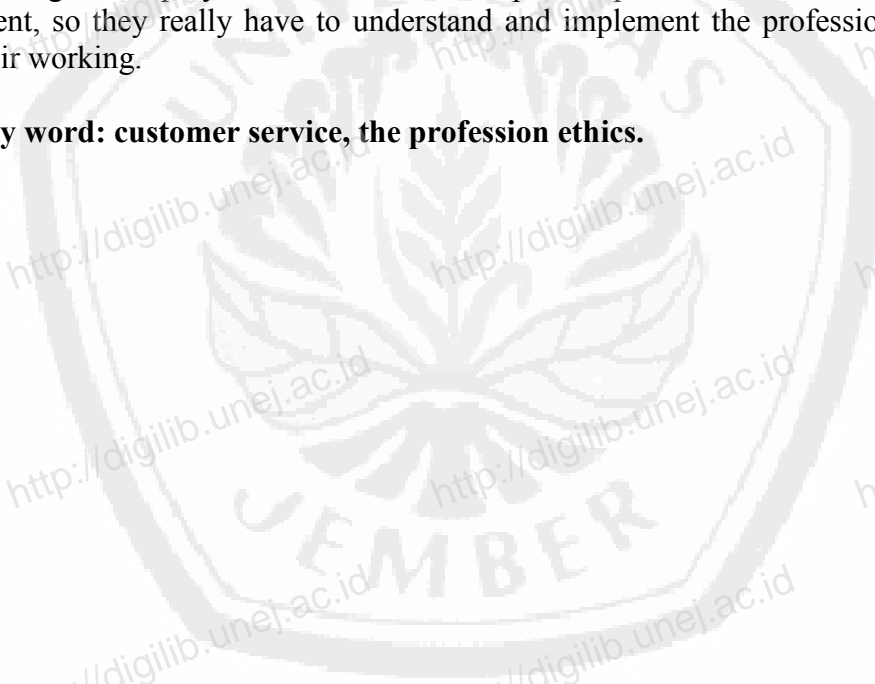
Drs. Syamsul Anam, M.A.

NIP 195909181988021001

ABSTRACT

The profession ethics is one of the important ways to support the work especially in the banking. The bank employee needs the profession ethics to make the client interested in the service of bank, because the bank has the people truth. They have to be able to mobilize and offer every service which the bank has to the client. When the client has believed in the bank's service and the employee, they will not be uncertain about their financial. They can deposit their money in the bank safely and also they sometimes will get something special about their deposit. The bank will give the loan to the people who want to begin their business, so it means that the bank has big part in the nation developing for economy. The bank service will be running, when they have been handed by the good employee which has the profession ethics. To create the professionalism of employee in the work world needs the understanding about the profession ethics. The customer service is one of the good employees which have the important position to communicate to the client, so they really have to understand and implement the profession ethics in their working.

Key word: customer service, the profession ethics.



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Alhamdulillah, I am deeply grateful to the Almighty God (*Allah SWT*) for his blessing, mercy and guidance, so I was able to finish the job training report entitled “*The Application of Profession Ethics for Supporting The Working Performance of Customer Service Staff in PT BRI Rambipuji Jember*”

I realize that this report is still far from being perfect, so that some critics and suggestions are greatly needed for better writing in the future. In this writing process, certainly, there are so many guidance, instructions and suggestion that help me until the end of writing process, so in this opportunity, I would like to say thanks to:

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Jember, June 2011

the writer

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