## APPENDICES

NDIKSHA

RENDIDIKA

Appendix

NO	FRONT LINER	DEFINITION	JOB DESCRIPTION
1.	Security		
2.	Customer Service		
3.	Teller		

There are 3 front liner at Bank BPD Singaraja.

The writer should put the definition and job description based on interviews with one of the senior in Bank BPD Singaraja.



- 2. Interview online with the senior in Bank BPD Singaraja
- 2.1 Interview with the security :

← 👤 Pak Rangga Sec 🖿 📞 🚦	
Nggih sama sama <sub>19.28</sub>	
Baik bapak, niki pertanyaan pertamanya. Menurut bapak apa definisi dari security? 19.44 💜	
Security adlh org yg bertugas menjaga keamanan dn klancaran proses yg dilakukan di dlm bank 19.45	
Lalu apa saja tugas dari seorang security bapak? 19.46 🗸	
1. Menunjukan arah dn menanyakan keperluan nsbh yg dtg ke bank 19.47	
2. Menjaga keamanan dn kenyamanan nsbh 19.47	
Baik itu saja bapak, terima kasih atas waktunya. Mohon maaf mengganggu sebentar 🙏	
Nggih sama sama dik 👍 🛛 🚽 🚽	
Siap bapak 🙏 19.50 🛷	
😬 Ketik pesan 🛛 🕲 🔮	

2.2 Interviews with seniors who had been customer service at Bank BPD Singaraja



## 2.3 Interviews with seniors who had been Teller at Bank BPD Singaraja



