### APPRENTICESHIP REPORT

# PT. RIAU ANDALAN PULP AND PAPER (UNIGRAHA HOTEL DEPARTMENT HRD) PELALAWAN – RIAU

# **AINIL AULIA** 5404201313



APPLIED BACHELOR DEGREE OF INTERNATIONAL BUSINESS ADMINISTRATION STUDY PROGRAM BUSINESS ADMINISTRATION DEPARTMENT STATE POLYTECHNIC OF BENGKALIS BENGKALIS - RIAU 2024

#### APPROVAL SHEET

# APPRENTICENSHIP REPORT PT. RIAU ANDALAN PULP AND PAPER

(HOTEL UNIGRAHA DEPARTEMENT HRD)

Written as one of the conditions for completing Job Training

5404201313

Bengkalis, June 05, 2024

General Manager Hotel Unigraha

PT. RAPP Pelalawan

Advisor International Business Administration

> Yanisha Dwi Astari, M.Hum NIP. 199301142022032010

Approved by,
Head of Study Program
International Business Administration

Wan Junita Raflah., B.Sc., M.Ev., Dev NIP. 198406142018032001

#### ACKNOWLEDGMENT

Praise and gratitude to the presence of Allah SWT, who always bestows both physical and spiritual health, and provides the opportunity for the author to complete the Apprenticeship Report. Salutations and blessings are also extended to our beloved Prophet Muhammad SAW, for his struggles and trust that have led us from the era of ignorance to this era of knowledge.

This apprenticeship is one of the programs of Bengkalis State Polytechnic, specifically the Department of Business Administration, which is mandatory for all students of State Polytechnic of Bengkalis to apply new knowledge and experiences to support the knowledge gained in the classroom. This report is expected to enhance creativity and knowledge for both the author and the readers. The author would like to express gratitude to all parties who have assisted in the implementation of the apprenticeship until the completion of this report. On this occasion, the author would like to extend heartfelt thanks to the relevant parties, namely:

- Allah SWT, for the opportunity to live and all the abundance of His grace and guidance which has given miracles and strength to the author in completing this Apprenticeship Report activity
- 2. Mr. Johny Custer, ST., M.T as the Director of State Polytechnic of Bengkalis.
- 3. Mr. Armada, S.T., M.T as the Deputy Director 1 of State Polytechnic of Bengkalis.
- 4. Ms. Supriati, S.ST., M.Si as Head of Business Administration the Department.
- 5. Ms. Wan Junita Raflah, B.Sc., M.Ec, Dev. As Head of International Business Administration Study Program
- 6. Mr. M. Alkadri Perdana, B.IT., M.Sc. as Coordinator of apprenticeship
- 7. Mr. Adrian Irnanda Prama, S.Sos., M.B.A as guardian lecturer of International Business Administration of class B.
- 8. Ms. Yanisha Dwi Astari, S.S., M.Hum., SS as the Apprenticeship Report advisor.
- 9. All lecturers, especially the Bachelor of Applied International Business Administration Study Program who have taught during the lecturer.

10. All lecturers and employees State Polytechnic of Bengkalis who have collaborated in the lecturer process to the preparation of this thesis task.

11. Mr. Tengku Kespandiar, S.T., M.M as the Head of Campus Relations PT. RAPP Pelalawan.

12. Mr. Tata Haira, S.H as the Campus Relation Advisor

13. Mr. Afif Khairi as the Operational Manager Cooperative employee Unigraha Hotel, PT. RAPP Pelalawan

14. Mr. Bambang Iswanto as the Human Resource Development Co-operation of Employees of PT. RAPP Pelalawan

15. Ms. Diana and Ms Annisa, as the apprenticeship mentors at Unigraha Hotel, PT. RAPP Pelalawan.

16. All employees of Unigraha Hotel, PT. RAPP Pelalawan.

17. Both parents and beloved extended family, who have shown love, prayers, sacrifices, patience, and both material and moral support throughout this journey.

18. Fellow comrades at Bengkalis State Polytechnic, especially the 8th semester students of the International Business Administration Program, who have consistently provided support during the completion of this apprenticeship report.

19. Last but not least, I want to thank myself. I want to thank myself for believing in me, for putting in all this hard work, for having no days off, and for never quitting.
May the kindness and sincerity shown be rewarded accordingly by Allah SWT.

Apologies are extended to the management, employees, and all parties. involved for any mistakes made during the apprenticeship at PT. Riau Andalan Pulp and Paper Pelalawan. May this report be beneficial for all parties who need it in the future.

Pelalawan, 26 July 2024

Ainil Aulia 5404201313

# **TABLE OF CONTENTS**

CO	VER	i
AP	PROVAL SHEET	ii
AC	KNOWLEDGMENT	iii
TA	BLE OF CONTENTS	v
LIS	ST OF FIGURES	.vii
LIS	ST OF TABLES	viii
LIS	ST OF APPENDICES	ix
CH	APTER I INTRODUCTION	1
1.1	Background of the Apprenticeship	1
1.2	Purpose of the Apprenticeship	2
1.3	Significances of the Apprenticeship	3
1.4	Time and Duration of Apprenticeship	3
CH	APTER II GENERAL DESCRIPTON OF THE COMPANY	4
2.1	Company Profile	4
2.2	Vision and Mission	. 13
	2.2.1 Vision	. 13
	2.2.2 Mission	. 13
2.3	Kind of Business	. 14
2.4	Organizational Structure	. 14
2.5	The Working Process	. 18
2.6	Documents Used For Activity	. 19
СН	APTER III SCOPE THE APPRENTICESHIP	. 22
3.1	Job Description	. 22
3.2	Systematics and Procedures	. 23
3.3	Location of Apprenticeship	. 24
3.4	Daily Activities Report	. 24
3.5	Obstacles and Solution	. 35
	3.5.1 Obstacles	. 35
	3.5.2 Solution	36

CHAPTER IV CONCLUSIONS AND SEGGESTIONS	37	
4.1 Conclusion	37	
4.2 Suggestion	37	
REFERENCES	39	
APPENDICES4		

# LIST OF FIGURES

Figure 2.1 RGE Group	4
Figure 2.2 RGE Group Of Companies	5
Figure 2.3 APRIL Group Logo	6
Figure 2.4 The Road to Prosperity	7
Figure 2.5 Sowing Sustainable Forest Seeds	8
Figure 2.6 Growth and Recognition	9
Figure 2.7 Unigraha Hotel	11
Figure 2.8 Paper One Product	14
Figure 2.9 Organizational Structure of PT. Riau Andalan Pulp and Paper	15
Figure 2.10 Unigraha Hotel Organization Structure	18
Figure 2.11 Misc Charge Form	19
Figure 2.12 Inter Transfer Form	20
Figure 3.1 Working procedures of filing document	24
Figure 3.2 Working Procedures of Accompanying Visitors	24

# LIST OF TABLES

Table 1.1 Schedule of Practice Hours at Unigraha Hotel
Table 3.1 Daily Activities Report FIrst Week, February 5 <sup>th</sup> - February 11 <sup>th</sup> , 202425
Table 3.2 Daily Activities Report Second Week, February 12 <sup>th</sup> - February 18 <sup>th</sup> , 2024 25
Table 3.3 Daily Activities Report Third Week, February $19^{th}$ - February $25^{th}$ , $202426$
Table 3.4 Daily Activities Report Fourth Week, February $26^{th}$ - March $3^{th}$ , $202426$
Table 3.5 Daily Activities Report Fifth Week, March 3 <sup>th</sup> - March 10 <sup>th</sup> , 202427
Table 3. 6 Daily Activities Report Sixth Week, March 11th - March 17th, 202428
Table 3. 7 Daily Activities Report Seventh Week, March 18 <sup>th</sup> - March 24 <sup>th</sup> , 202428
Table 3. 8 Daily Activities Report Eighth Week, March 25th - March 31th, 202429
Table 3. 9 Daily Activities Report Ninth Week, April 1st - April 7th, 202430
Table 3. 10 Daily Activities Report Tenth Week, April 8 <sup>th</sup> – April 14 <sup>th</sup> , 202430
Table 3.11 Daily Activities Report Eleventh Week, April 15 <sup>th</sup> – April 21 <sup>th</sup> , 202431
Table 3.12 Daily Activities Report Twelfth Week, April $22^{th}$ – April $28^{th}$ , $2024$ 31
Table 3.13 Daily Activities Report Thirteenth Week, April 29 <sup>th</sup> – May 5 <sup>th</sup> , 202432
$Table \ 3.14 \ Daily \ Activities \ Report \ Fourtheenth \ Week, \ May \ 6^{th}-May \ 12^{th}, \ 202432$
Table 3.15 Daily Activities Report Fiftheenth Week, May $13^{th}$ – May $19^{th}$ , $2024$ 33
Table 3.16 Daily Activities Report Sixteenth Week, May $20^{th}$ – May $26^{th}$ , $2024$ 34
Table 3.17 Daily Activities Report Seventeenth Week, May 27 <sup>th</sup> – June 2 <sup>th</sup> , 202434
Table 3.18 Daily Activities Report eighteenth Week, June 3 <sup>th</sup> – June 5 <sup>th</sup> , 2024

## LIST OF APPENDICES

Appendix 1 Daily Activities of Apprenticeship	40
Appendix 2 Certificate of Apprenticeship	106
Appendix 3 Evaluation Form	107
Appendix 4 List of Attendence	108
Appendix 5 Apprenticeship Reply Letter	112
Appendix 6 Visit RGE Office	113