

# CHAPTER I

## INTRODUCTION

### 1.1 Background of the Apprenticeship

An apprenticeship is a training program that takes place at a government agency or specific business. Students have the opportunity to acquire new skills through this program, which also integrates classroom instruction to produce competent employees. Additionally, this program has benefits that can help people become more professional and develop the way they think and behave. The aim of this program is to help participants improve the knowledge and skills they acquired during college through practical experience.

State Polytechnic of Bengkalis is the only state polytechnic in Riau which was founded in 2001. There are eight departments at State Polytechnic of Bengkalis, namely Naval Architecture, Mechanical Engineering, Electrical Engineering, Civil Engineering, Languages, Business Administration, Information Technology, and Maritime. The State Polytechnic of Bengkalis was built to meet the need for a ready-to-use workforce with a curriculum consisting of 40% theory and 60% practice, and the number of actual study hours from 22 to 32. There are two permit requirements that State Polytechnic of Bengkalis students must fulfill Final Report and Internship.

Internships are carried out in places that are suitable for the student's environment. There are two study programs in Business Administration, namely D-IV International Business Administration, D-IV Accounting, D-IV Digital Business. One of the graduation requirements is to complete an internship program. Therefore, Polytechnic of Bengkalis offers students the opportunity to learn while working and get training through this program, which helps them gain professional skills in the field of technology and science. In addition, this program can guarantee that students will be responsible, have a strong work spirit, and be able to adapt especially in a business context.

State Polytechnic of Bengkalis is a vocational institution that educates its students to become competent individuals in various fields. It implements a mandatory apprenticeship program for all final semester students. Apprenticeships serves as a means for students to develop themselves before entering the workforce. This program contributes significantly to the students' personal growth and enhances their competencies at State Polytechnic of Bengkalis.

Apprenticeships are carried out after students have completed a minimum of four semesters and achieved full credits. This program lasts for four months. Based on the information above, International Business Administration study program students are required to undergo Company Work Practices for four months. PT. Riau Andalan Pulp and Paper as a place to carry out to apply theoretical knowledge and concepts obtained during studies into real world work situations. In addition, practical work aims to gain direct experience in applying theoretical knowledge and concepts appropriate to the field of expertise. It also gives students the opportunity to analyze problems related to applied science in the field of study.

The selection of PT. Riau Andalan Pulp and Paper as a partner for these internships provides students with the opportunity to immerse themselves in a professional environment that aligns with their field of study. This collaboration allows students to experience firsthand the dynamics of the business world, applying their academic learning to solve real problems, and gaining valuable insights into the industry. The objectives and benefits of apprenticeship are as follows:

## **1.2 Purpose of the Apprenticeship**

Based on the background above, the objectives and benefits of the Job Training Company are as follows:

1. To find out the type of work carried out by the Unigraha Hotel
2. To find out the documents used in the internship program at the Unigraha Hotel, which is operated by PT. Riau Andalan Pulp and Paper.

3. To learn work procedures at the Unigraha Hotel PT. Riau Andalan Pulp and Paper.
4. To understand the expected targets of the work performed at Hotel Unigraha in the HRD department.
5. To identify challenges and find solutions encountered during the Job Training Company at Unigraha Hotel in the HRD department.

### 1.3 Significances of the Apprenticeship

The practical work carried out is very beneficial for several parties such as students, companies and State polytechnic of Bengkalis:

#### 1. Significances for Students

By using this program, students can apply all the knowledge they learn in class according to their interests. They can also gain new knowledge, especially about the application of English in the business and hospitality industry.

#### 2. Significances for State Polytechnic of Bengkalis

Apprenticeship helps Polytechnic prepare its graduates for the workforce and improve their level of education. Thus, the apprenticeship aids in the curriculum development and implementation at the polytechnic.

#### 3. Significances for Company

The internship program allows PT. RAPP to seek and recruit experienced, dedicated, and skilled, while enhancing its image and brand.

### 1.4 Time and Duration of Apprenticeship

The Apprenticeship lasted for 4 (four) months, from February 5 2024 to June 5 2024 at the Unigraha Hotel, and are carried out in accordance with the regulations and guidelines for implementing Apprenticeship.

**Table 1.1 Schedule of Practice Hours at Unigraha Hotel**

No	Day	Working Hours	Break
1	Monday-Friday	08.00 s/d 17.00 WIB	12.00 s/d 13.30 WIB
2	Saturday	08.00 s/d 12.00 WIB	-
3	Sunday	-	-

Source: *Unigraha Hotel*