

# CHAPTER I

## INTRODUCTION

### **1.1 Background of the Apprenticeship**

State Polytechnic of Bengkalis was established in 2000. Since 2000 until now the State Polytechnic of Bengkalis has 8 (eight) departments with 15 (fifteen) study programs. The departments include Production and Maintenance Mechanical Engineering, Electrical Engineering, Road and Bridge Design Engineering, International Business Administration, Public Financial Accounting, Software Engineering, Shipping Engineering, Mechanical Engineering, Electronic Engineering, Civil Engineering, Business Administration, Informatics Engineering, English, Nautical, and Commercial Shipping Management. Bengkalis State Polytechnic is a vocational campus that educates its students to create a competent spirit in various fields. Bengkalis State Polytechnic implements an apprenticeship program that is required to be followed by all final semester students.

Apprenticeship is a series of activities that include an understanding of scientific theories/concepts applied in work according to the field of study. Apprenticeship can increase students' knowledge and skills and can solve scientific problems in accordance with the theories they have acquired in Higher Education. Apprenticeship is carried out so that students can understand and apply well about the field of study. In addition, so that students can know the profession and work atmosphere in accordance with their study program. So, apprenticeship is a useful place for students to use as a tool to gain knowledge and experience in the world of work. Apprenticeship is also one of the requirements for obtaining an applied bachelor's degree.

In this program, specifically for 8th (eight) semesters of International Business Administration students, apprenticeship activities are carried out for approximately 4 (four) months, by choosing their own place and location for apprenticeship. However, before choosing a place to do this program, the apprenticeship coordinator provides several options or choices of apprenticeship

places to students who will carry out practical work. Then, from these several options the author is interested in carrying out apprenticeship in the financial sector, namely banking at PT. Bank Riau Kepri Panam Sub-Branch.

PT. Bank Riau Kepri is a Regional Owned Enterprise Bank (BUMD) owned by the government of Riau Province and Riau Islands Province whose head office is called Menara Dang Merdu Bank Riau Kepri which is located at Jl. Gen. Sudirman No. 462 Pekanbaru, Riau Indonesia. PT Bank Riau Kepri was established in 1961 under the name Riau Regional Development Bank (BPDR or BAPERI) with the legal form of a Regional Company (PD) but according to the resolution of the General Meeting of Shareholders (GMS) dated June 26, 2002, the legal form of a Regional Company was changed to a Limited Liability Company. Limited.

The author chooses PT Bank Riau Kepri because the systems and procedures run by PT Bank Riau Kepri are very relevant to the material that the author gets in International Business Administration Study Program. And PT Bank Riau Kepri is also one of the BUMDs that supports the regional economy and also supports community resources in Riau. In addition, the author also has aspirations to have a job in the banking sector. With the implementation of this internship, the author hopes to increase knowledge and skills in the banking world so that it will be easier for the author to apply for a job in the banking sector.

Based on the explanation above, the author has completed a practical work report on the work system of the customer service section at PT Bank Riau Kepri Panam Sub-Branch.

## **1.2 Purpose of the Apprenticeship**

The apprenticeship activities of Bengkalis State Polytechnic students, especially the D-IV International Business Administration study program have the following objectives:

1. To know the services that are the duties of the PT. Bank Riau Kepri Panam Sub-Branch.
2. To know the job description of the field of work being handled at PT. Bank Riau Kepri Panam Sub-Branch.

3. To know the system and procedures for Apprenticeship used in carrying out work on PT. Bank Riau Kepri Panam Sub-Branch.
4. To know document used in the work process at the PT. Bank Riau Kepri Panam Sub-Branch.
5. To know the system and procedures for Apprenticeship used in carrying out work on PT. Bank Riau Kepri Panam Sub-Branch.
6. To know the obstacles faced in completing the work on PT. Bank Riau Kepri Panam Sub-Branch.

### **1.3 Significances of the Apprenticeship**

The benefits expected from the implementation of the Apprenticeship are as follows :

1. As one of the requirements that must be met to complete vocational education at the State Polytechnic of Bengkalis, especially the Diploma IV International Business Administration Study Program.
2. Students have the opportunity to apply theoretical knowledge/concepts in the real world of work.
3. Students gain practical experience in applying theoretical/concept knowledge according to their study program.
4. Students have the opportunity to analyze problems related to science applied in their work according to their study program.
5. State Polytechnic of Bengkalis received feedback from the Department on the ability of students who took part in the Apprenticeship in the world of work.
6. State polytechnic of Bengkalis received feedback from the world of work for curriculum development and learning processes.