

# CHAPTER I

## INTRODUCTION

### 1.1 Background of the Apprenticeship

In the era of competition and technological developments that are very fast and dynamic. So, every student is required to be able to compete competitively in entering the world of work because considering the competition to enter the world of work is very selective in the era of the industrial revolution 4.0. Because currently entering the era of the industrial revolution 4.0, students must have high competitiveness, theories and knowledge provision that has been obtained during college to face the world of work in the future is still not enough. This is the reason that every student does not only rely on knowledge but also must have expertise outside the field of study that has been studied during college. So every student throughout Indonesia, especially at the Politeknik Negeri Bengkalis requires every student to do an internship program. This is one of the requirements for obtaining a bachelor's degree. Through this internship program, students are expected to have the capital to continue their careers in the future and know how the real world of work is.

Work courses carried out with work internships at PT PLN (Persero) ULP West City Pekanbaru which is located on Jl Labuh Baru Timur, Kec. Payung Sekaki, Pekanbaru City, Riau 28292. This is based on the distribution section, the author can know and understand the actual implementation in the distribution sector, especially in the distribution network maintenance section.

PLN is one of the state-owned companies with a good management system, I have always wanted to work at the PLN office and on this practical job opportunity I chose PLN so that in the future I have experience and know the work system of PT. PLN.

Every student who does an internship program will be directly involved with the activities of the company chosen as the place for the internship. In other words, this internship program is a forum for students to get a more comprehensive picture of the world of work. PT PLN ULP Kota Barat is a sub-unit under the auspices of PT PLN UP3 Pekanbaru. Its function is to help manage customer service and distribution power network services closer to a smaller area.

In the internship program, the author is placed in the customer service department. In this internship program the author is given the opportunity to learn about matters relating to serving customers, for example, customers who want to increase power, customers who want to file a complaint, and also place it in the KCT recording section where the KCT is to extend the prepaid meter warranty period. The upgrade will change the way to enter the power voucher nominal code. This is because it follows the normalization of the key change token (KCT) code. And a full explanation will be made by officers who come to each customer who also upgrades. So here the researcher only reports every morning and evening by inputting the billing officer who walks to the customer's house.

### **1.2 Purpose of the Apprenticeship**

prenticeship is one of the requirements for State Polytechnic of Bengkalis students in completing their studies. To achieve the expected results, it is necessary to know the objectives of the Apprenticeship, which are as follows:a.

1. To know the job description
2. To know the work system and procedure during internship
3. To find out the obstacles when doing internship activities
4. To find out solutions to problems when doing internships Get to know the scope of work management at PT PLN ULP West City Pekanbaru,

### **1.3 Significances of the Appretienceship**

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.

