

# CHAPTER I

## INTRODUCTION

### 1.1 Background of the Apprenticeship

The Bengkalis Regency Government through the Gema Bahari Foundation established a university called the Bengkalis Shipping Polytechnic, which has 3 (three) study programs, namely: Ship Electrical Engineering, Ship Building Engineering and Ship Mechanical Engineering. Then, under the auspices of the Bangun Insani Foundation (YBI), the Bengkalis Marine Polytechnic changed its name to Bengkalis Polytechnic by adding 5 (five) study programs, namely: Shipping Engineering, Mechanical Engineering, Electrical Engineering, Civil Engineering and Business Administration.

In July 2001, Bengkalis Polytechnic accepted the first batch of new students. Then in 2006, Bengkalis Polytechnic added 2 (two) new study programs, namely Business English and Informatics Engineering. Furthermore, on December 26, 2011, the Bengkalis Polytechnic officially became a State University (PTN) under the name State Polytechnic of Bengkalis through the Regulation of the Minister of National Education (Permendiknas) No. 28 of 2011 concerning the Establishment, Organization and Work Procedure of the State Polytechnic of Bengkalis and Culture of the Republic of Indonesia.

Then, from 2013 to 2016 the State Polytechnic of Bengkalis has added 9 (nine) new study programs, namely D4 Mechanical Production and Maintenance, D4 Electrical Engineering, D4 Road and Bridge Design Engineering, D3 Nautics, D3 Teknika, Management and Trading Ports, D4 Software Engineering, D4 International Business Administration and D4 Public Financial Accounting. And until 2021, the State Polytechnic of Bengkalis will again add 3 new study programs, namely D4 Marine Architecture Engineering Technology, D4 Information System Security, and D4 English. For Communication and Professionals. Thus, since 2000 until now the State Polytechnic of Bengkalis has 9 (nine) majors with 20 (twenty) study programs.

State Polytechnic of Bengkalis is a vocational campus that educates its students to create a competent spirit in various fields. State Polytechnic of Bengkalis implements a practical work program that is required to be followed by all final semester students.

Apprenticeship or better known as “Practice Work” or also abbreviated as KP 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 get in college. 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, practical work is a useful place for students to use as a tool to gain knowledge and work experience. Practical work is also one of the requirements for obtaining an applied bachelor's degree.

In this program, specifically for International Business Administration students in semester 7 (seven) practical work activities are carried out for approximately 4 (four) months, by choosing their own place and location for practical work. However, before choosing a place to do this program, the practical work coordinator provides several options or options for practical work places to students. Then, from some of these options the author is interested in carrying out practical work in the financial sector, namely banking at PT. Telkom Indonesia Tbk. Witel Riau Daratan.

This company is one of the State-Owned Enterprises engaged in technology and information owned by Indonesia, namely PT Telkom Indonesia. PT. Telkom Indonesia (Persero) was founded in 1965 in Jakarta. Telkom Indonesia is a state-owned company that excels and has distribution throughout Indonesia. PT Telkom Indonesia Tbk. Witel Riau Daratan, whose head office is Graha Red and White of Pekanbaru, which is located at Jl. Jenderal Sudirman No.199, Sumahilang, Kec. Pekanbaru City, Pekanbaru City, Riau 28111.



**Figure 1.1 Graha Red and White of Pekanbaru**  
*Source: Processed Data, 2022*

Graha Red and White Pekanbaru is a Smart Office where all employees are supported by the latest information technology to share ideas, innovate, collaborate, exchange information and establish relationships to produce the highest productivity. Graha Red and White Pekanbaru was built to meet the needs of Pekanbaru entrepreneurs. Equipped with various facilities that support employee productivity, Graha Red and White Pekanbaru provides a one stop solution by establishing a Smart Office for the needs of its tenants.

## **1.2 Purpose of the Apprenticeship**

The practical work activities of State Polytechnic of Bengkalis students, International Business Administration study program have the following objectives:

1. To describe job descriptions during practical work.
2. To know the place and time of practical work.
3. To explain practical workplace systems and procedures.
4. To find out the obstacles and solutions during practical work.

### 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. For Students

There are several benefits from the implementation of practical work programs obtained by students, namely as follows:

1. Get a certificate from the company if you have completed the practical work program.
2. Get pocket money and transportation according to the agreement between the practical work participants and the company.
3. Students can develop work relationships and add experience to their resumes.
4. Students have the opportunity to apply theoretical/conceptual knowledge in the real world of work.
5. Students gain practical experience in applying theoretical/conceptual science according to their study program.
6. Students have the opportunity to be able to analyze problems related to science that are applied in work according to their study program.

#### 2. For Companies

The benefits of implementing practical work programs are also obtained by companies/institutions that accept practical work students, such as:

1. The company will receive labor assistance from students who do practical work so that the work becomes a little lighter and easier.
2. The company will be recognized by academics and the world of education.

#### 3. For State Polytechnic of Bengkalis

There are several benefits from implementing the practical work program obtained by the State Polytechnic of Bengkalis, which are as follows:

1. There is good cooperation/relationship between the campus and the company where students do practical work.

2. State Polytechnic of Bengkalis can improve the quality of its graduates through student practical work experience.
3. State Polytechnic of Bengkalis will be better known in the industrial or corporate world.
4. State Polytechnic of Bengkalis receives feedback from organizations/companies on the ability of students who take part in practical work in the world of work.
5. State Polytechnic of Bengkalis receives feedback from the world of work for curriculum development and learning processes.

