

CHAPTER I

INTRODUCTION

1.1 Background of Apprenticeship

Apprenticeship is a program to get essential skills and recognized qualifications. The program runs by combining classroom learning and job training to create a skilful and qualified person for workplace. Skills and qualifications are available for various careers and occupations with different levels of apprentices. The level of apprentices is including entry level, supervisor level, and manager level. Every level of apprentices is trained by professionals and the time needed depends on skill and ability of the apprentices. A successful apprenticeship will build a great achievement in workplace.

According to Abdullah, et al. (2019) Apprenticeship is chance for the process of undergoing learning based on great personal experience has been studied to work environment. Study independently during apprenticeship process needed that Intern students can maintain quality work in sustainable and progressive.

State Polytechnic of Bengkalis is a vocational high education institution that has eight departments namely, Naval Architecture, Mechanical Engineering, Electrical Engineering, Civil Engineering, Business Administration, Information Technology, language and Maritime. There are two compulsory graduation requirements for students at State Polytechnic of Bengkalis, apprenticeship and final project. The Apprenticeship is done by the fourth semester of Diploma III students and the sixth semester of Diploma IV students. Apprenticeship is supposed to do in organizations that proper to the students background. Apprenticeship becomes a chance for students to escape from their daily activity as students by being employees in a real workplace. Besides, apprenticeship gives a lot of experience and knowledge for students.

In this Business Administration Study Program, specifically for International Business Administration students in semester 8 (eight) 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 Practitioner is interested in carrying out practical work in the financial sector, namely banking at PT Bank Negara Indonesia (Persero) Tbk. Bengkalis Branch.

According to Farah, et al. (2020) Bank Negara Indonesia or BNI is one of the banks owned by the government which is one of the largest bank in Indonesia, which continue to make efforts to improve in an effort to improve bank performance by means of provide the best service. Bank BNI has 15 regional offices and 169 main branch office as well as 911 offices sub-branches and 545 cash offices. With the number of employees as much as less more than 26,875 people of course needed employees who have integrity ok, in accordance with the principle of 46 BNI is wrong the only thing is that there is integrity that can affect career development and will have an impact on employee performance in accordance with the vision and mission company

PT. Bank Negara Indonesia (Persero) Tbk Bengkalis Sub Branches located at Ahmad Yani Street No. 12-14, Bengkalis Urban Village, Bengkalis District, Bengkalis Regency, Riau Province. The apprenticeship was done from March 1St until June 30th, 2022. PT. Bank Negara Indonesia (Persero) Tbk Bengkalis Sub Branch is chosen to increase knowledge of banking business.

1.2 Purpose of the Apprenticeship

The purpose of Apprenticeship done at PT. Bank Negara Indonesia (Persero) Tbk. Bengkalis Sub Branches are as follows:

1. To gain experience in a work environment.
2. To get the opportunity to practice dealing with problems within a company.
3. To know and understand the application of business knowledge obtained in the relevant agencies.
4. To get to know and familiarize yourself with the world of work can build a good work ethic and broaden work horizons.

1.3 Significance of the Apprenticeship

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

1. Significance for the Practitioner
 - a. Learn to recognize real situations and conditions in the working world at PT. Bank Negara Indonesia (Persero) Tbk Bengkalis sub branches.
 - b. Train the abilities and skills of The Practitioner in accordance with the knowledge obtained during lectures at the Department of Commerce Administration, International Business Administration Study Program State Polytechnic of Bengkalis.
 - c. Develop the power of thought, creativity, and courage in carrying out tasks related to the administration department of banking services.
 - d. Gaining knowledge and useful work experience, especially in the banking sector, as well as knowing some things that have not been mastered by The Practitioner can be improved before entering the world of work in the future
2. Significance for the Companies
 - a. Get positive input from The Practitioner on the work given to The Practitioner who encountered obstacles both by The Practitioner and company employees.
 - b. Fostering mutually beneficial and beneficial cooperation for PT. Bank Negara Indonesia (Persero) Tbk. and State Polytechnic of Bengkalis in terms of recruiting new employees later.
 - c. Helping the work of employees at PT. Bank Negara Indonesia (Persero) Tbk.
3. Significance for State Polytechnic of Bengkalis
 - a. Building good relations and cooperation between the State Polytechnic of Bengkalis and PT Bank Negara Indonesia (Persero) Tbk to be used as a place for carrying out street vendors in the future and in recruiting new employees later.

- b. Means to improve education programs in an effort to produce graduates who are in accordance with company needs.
- c. Academic abilities and practices that have been obtained by student when carrying out field appreticenship, can improve the quality.

