

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Bengkalis State Polytechnic is a tertiary institution that produce experts from state uivercitie (PTN) in Regency. Bengkulu with a Diploma 3 (three) education level with an Associate Expert degree and Diploma 4 (Four) with a Bahelor of Applied Science Degree. The Bengkulu State Polytechnic is a vocational high school with eight departments: Naval Architecture, Mechanical Engineering, Electrical Engineering, Civil Engineering, Business Administration, Information Technology, Language, and Maritime. There are two compulsory graduation requirements. For students at the State Polytechnic of Bengkulu, apprenticeship and final project.

Bengkalis State Polytechnic is responsible for improving human resources, especially in achieving the quality of students. One of the efforts made is to require students to take Practical work courses. Apprenticeship is a means for students to develop themselves when they enter the world of work. The apprenticeship is done by the fourth semester of Diploma III students and the sixth semester of Diploma IV students. Apprenticeship is supposed to be done in organizations that are proper to the student's background.

According to Abudllah et al. (2019), apprenticeship is a chance for the process of undergoing learning based on great personal experience, which has been studied in the work environment. Studying independently during the apprenticeship process needs intern students to maintain quality work in a sustainable and progressive way. 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.

The Writer is interested in carrying out practical work in the financial sector, namely PT. Pegadaian (Persero) UPC Sawang, Kabupaten Tanjung Balai Karimun, Provinsi Kepulauan Riau, and the reason for choosing apprenticeship at Pegadaian is to find out how the world works in this Pegadaian and what must be understood in working in this Pegadaian.

During the apprenticeship, The Writer is assigned to the Customer Services section of the Cashier Position. The apprenticeship begin on March 11, 2022 and end on June 30, 2022. It is hoped that this apprenticeship can give students insight about various tasks that are good and right, and they will be able to face the real world of work with experience gained. Furthermore, apprenticeship is beneficial for expanding on knowledge gained in college and seeking something new that cannot be obtained through formal education.

1.2. Purpose of the Apprenticeship

The purpose of Apprenticeship done at PT. Pegadaian (Persero) UPC Sawang are as follows:

1. To gain experience in a work environment.
2. To describe job descriptions during practical work.
3. To know the place and time of practical work.
4. To explain practical workplace systems and procedures.
5. 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:
 - a. Train responsibility and discipline in terms of information processing and

time management in carrying out the assigned tasks.

- b. Means of applying the abilities and knowledge gained during lectures to be applied in the implementation of work.
- c. A means of exploring information about the world of work that practicants can train and prepare themselves to enter the world of work.

2. For Companies

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

- a. Helping the work employees at PT. Pegadaian (Persero) UPC Sawang
- b. Fostering positive and beneficial cooperation for the Bengkalis State Polytechnic and PT. Pegadaian (Persero) UPC Sawang, to get alternative candidates who are known for their quality, dedication, and credibility.

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:

- a. There is good cooperation or relationship between the campus and the company where students practical work.
- b. State Polytechnic of Bengkalis can improve the quality of its graduates through students practical work experience.
- c. State Polytechnic of Bengkalis will be better Known In the industrial or cooperate world.
- d. Means to improve education programs in effort to produce graduates who are in accordance with company needs.