

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

In the current digital era, internet and telecommunication technology are developing very rapidly, this is due to the many conveniences and benefits that are felt by users in various aspects. With the many conveniences and benefits felt by users, it will also increase users significantly. Compared to 2020, the number of internet users in 2021 in Indonesia will increase by 1.03%. In 2020 the number of internet users in Indonesia is 202.6 million. This increase is of course accompanied by the development of Indonesia's internet and telecommunications technology (Annur, 2022).

One of the state-owned companies engaged in technology and information owned by Indonesia is PT Telkom Indonesia. Telkom Indonesia is a state-owned company that excels and has a distribution throughout Indonesia. PT Telkom Indonesia Tbk. Telecommunications Area Riau Mainland, which is occupied by the author as a place of practical work, is currently a part of PT Telkom Indonesia. In the implementation of practical work carried out for 2 months, the author was placed in the Data Management (Daman) section, while carrying out practical work the author was in charge of validating new customer data and customer migration.

Validation is a process or activity of proving according to Standard Operation Procedure (SOP) in accordance with the problems they have. Validation is carried out due to a discrepancy between technical data and existing data on the system during the new installation process or customer migration which results in data fallout which generally occurs in Optical Distribution Point (ODP) data. With the fallout of data, it can cause problems that result in customer discomfort in using the Indihome network. The policy to reduce and resolve data fallout is one of the responsibilities of PT Telkom Indonesia, especially in the Data Management (Daman) unit.

Seeing this problem, the author wants to test the prediction of the probability of an increase or decrease from the fallout data at PT. Telkom Indonesia Tbk. Telecommunications Area Riau Mainland for the next several periods. In conducting this research, the writer uses Markov chain analysis. Markov chain is a statistical analysis tool that is used to calculate the probability of a change in the future based on the nature of a variable in the past.

The author's reason for choosing an internship is at PT. Telkom Indonesia Tbk. Riau mainland telecommunications area is because it is in accordance with international majors and the company is already a State-Owned Enterprise (BUMN) so there is a lot of experience in the professional world and the opportunity to get a job later.

1.2. Purpose of the Apprenticeship

The practical work activities of the Bengkalis State Polytechnic students of the 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 work 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 the Bengkalis State Polytechnic.

1.3.1 For Student

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 working 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 knowledge according to their study program.
6. Students are given the opportunity to be able to analyze problems related to science applied in the world of work in accordance with their study program.

1.3.2 For Company

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.

1.3.3 For Bengkalis State Polytechnic

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

1. There is good cooperation/relationship between the campus and the company where students do practical work.
2. Bengkalis State Polytechnic can improve the quality of its graduates through student practical work experience.
3. Bengkalis State Polytechnic will be better known in the industrial or corporate world.
4. Bengkalis State Polytechnic receives input from organizations/companies regarding the ability of students who take part in practical work in the world of work.
5. Bengkalis State Polytechnic receives input from the world of work for curriculum development and learning processes.