

# 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. Witel 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 4 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.



**Figure 1.1 Graha Merah Putih Pekanbaru**  
*Source: Processed Data, 2022*

Graha Merah Putih Pekanbaru is a Smart Office where all employees are supported by the latest information technology to share ideas, innovate, collaborate, exchange information and form relationships to produce the highest productivity, every day. Located on Jalan Jend. Sudirman No.199, close to Sultan Syarif Kasim II airport and the business district of Pekanbaru, Graha Merah Putih Pekanbaru was built to complement the needs of Pekanbaru businessmen. Equipped with various facilities that support employee productivity, Graha Merah Putih Pekanbaru provides a one-stop solution by setting up a Smart Office for the needs of its tenants.

## **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. Describing job descriptions during practical work.
2. Knowing the place and time of practical work.
3. 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. 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 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 according to their study program.

#### **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.

#### **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 to participate 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.

