

CHAPTER 1

INTRODUCTION

1.1 Background of the Apprenticeship

Advances in technology today are an easy way for humans to do work. The role of technology makes a job faster and more precise. The role of technology in companies is to create a skilled and qualified workforce in order to increase competition between workers. (Rohmatulloh, 2022).

One way to overcome these problems with educational institutions. Education plays an important role in the formation of skills and competencies to enter the world of work. In this modern era, every individual is required to be able to compete in various sectors. However, the theory and practice get in college will definitely be different from what get in the world of work. Therefore, several colleges provide opportunities for their students to be able to contribute to any company as a medium of learning how the world of work is.

Practice Work is a form of implementation in a systematic and synchronous manner between educational programs originating from schools and college with programs for mastering skills obtained through direct work activities in the world of work to achieve certain skills (Hidayatuloh, 2021). Practice Work is an apprenticeship activity for students in the world of work both in industry and government and is a compulsory subject in the International Business Administration Study Program at State Polytechnic of Bengkalis.

State Polytechnic of Bengkalis is a vocational campus that has a practice work program that aims to prepare personnel who can determine expertise and skills in their fields, prioritize the quality of students to face challenges, be ready to work, and be able to compete globally. Practice work will provide a wider space for students to analyze the conditions of the work environment and students can apply the knowledge gained in college. This practice work program is carried out at the end of the even semester for a minimum of 4 months. And companies

that accept this practice work at PT Telkom Indonesia Tbk. Wilayah Telekomunikasi Riau Daratan (Witel Ridar).

PT Telkom Indonesia Tbk. was founded and operated commercially in 1884 which was originally part of the Post en Telegraafdienst, a company established by the Dutch Government which operated to provide postal and telegraph services. In 1991, the company's status was changed to a state-owned limited liability company (Persero). The company with the commercial name Telkom listed its shares on the Indonesia Stock Exchange with the code TLKM on November 14, 1995 and in the same year was also listed as a stock exchange member on the New York Stock Exchange (NYSE). In 2019, through mitratel, Telkom acquired 2.100 tower owned by Indosat Ooredoo and a 95% stake in PT Persada Sokka Tama which owns 1.017 towers. Apart from that, Telkomsel also added 23.162 Base Transceiver Stations (BTSs).



Figure 1.1 Graha Merah Putih Pekanbaru
Source: Telkom Website, 2023

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 relationship to produce the highest productivity every day. During the implementation of practice work The Author is

placed in the Graha Merah Putih. One of the units in the Graha Merah Putih, namely PT Telkom Indonesia. At this PT The Author is in charge of inputting customer data, uploading customer data, informing supervisors and sales of problem, and reporting problems experienced by customers to technicians.

1.2 Purpose of the Apprenticeship

Practice work is one of the activities carried out to complete the study program at the State Polytechnic of Bengkalis. To achieve the expected results, it is necessary to know the objectives of this practice work activity, which are as follows:

1. To provide opportunities for students to apply theory and practice obtained in lectures.
2. To provide opportunities for students to gain experience in the world of work in accordance with the study program being studied.
3. To provide space for students to analyze the problems faced and solutions that must be carried out in real companies.

1.3 Significances of the Apprenticeship

The practice work that has been carried out has provided many benefits for several parties, such as students, companies, and the State Polytechnic of Bengkalis.

1. For the Student

There are several benefits that are obtained for students during the implementation of the practice work program, namely as follows:

- a. Provide opportunities for students to apply the knowledge acquired in college.
- b. Providing new experiences and broader relationships.
- c. Get a certificate from the company if you have completed an practice work program.

2. For the Company

There are several benefits that are obtained for companies that accept practice work implementation, namely as follows:

- a. To lighten the work of company employees by receiving labor assistance from students who carry out practice work.
 - b. The company will be recognized by academia and the world of education.
3. For State Polytechnic of Bengkalis

There are several benefits that are obtained for the State Polytechnic of Bengkalis as the executor of practice work activities, namely as follows:

- a. There is cooperation between the company and the State Polytechnic of Bengkalis where student practice work is carried out.
- b. State Polytechnic of Bengkalis will be better known by companies or other college where students do practice work.
- c. State Polytechnic of Bengkalis will be able to improve the quality of its students through the experience gained during practice work.
- d. State Polytechnic of Bengkalis gets feedback from the company to develop curriculum and learning.