

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

The development of the times is increasing rapidly in this era of globalization, where each individual is required to be able to improve his quality and competence in order to become an individual who is ready to compete in various sectors in the industrial sector, in order that it is hoped that he will be able to become a problem solver for problems that arise, achieve goals and fulfill them. practical knowledge is needed to apply the knowledge that has been learned in case the Author can practice the aspects learned during college to enter the industrial world that will be occupied later. Therefore the university requires its students to take the Field Work Practice course which is held in semester 8 (eight).

Practical work (KP) is a period of short-term practical work, where students receive training and gain training experience and gain valuable work experience in certain fields or potential with the careers they are interested in (Zopiatis and Constanti, 2007 in Priyanto, 2023). Meanwhile, according to Rohmatullah (2022), practical work (KP) is an apprenticeship activity for students in the world of work both in industry and government and is a mandatory subject that must be taken by all students. Students gain experience before they enter the real world of work and the provision of practice that has been carried out in real terms is in the direct field.

With the implementation of Practical Work (KP) students are expected to be able to provide competence to students to be able to analyze environmental conditions in the world of work. Good and successful practical work depends on students' satisfaction with the practical work they do, thus the results, the results of practical work experience must focus on improving the learning experience because it will help graduates in the real world of work, according to Huang (2013) in Priyanto (2023). The practical work is a useful place for students to use as a tool to gain knowledge and work experience. Practical work is also one of the requirements for obtaining an applied bachelor's degree.

In this program, specifically for International Business Administration students in semester 8 (eight), practical work activities are carried out for approximately 4 (four) months, by choosing a place to carry out this program, the practical work coordinator provides several options or choices of practical work places to students . Then from these several choices the Author is interested in doing practical work in the field of Business services at PT. Telekom Indonesia Tbk. Wilayah Telekomunikasi Riau Daratan.

Based on Telkom Indonesia website (2020), In the course of its history, Telkom has gone through various business dynamics and gone through several phases of change, namely the emergence of the telephone, the change in service organization which was the birth of Telkom, the growth of cellular technology, the development of the digital era, the expansion of international business, and the transformation into a digital-based telecommunications company.

According to the Telkom Indonesia Website (2020), in 1882 the emergence of the telephone rivaled the postal and telegraph services that were previously used in 1856. The presence of the telephone made people increasingly choose to use this new technology. At that time, many private companies conducted telephone business. This number of players made the telephone industry grow faster, in 1892 telephones were used locally and in 1929 they were connected internationally.

Connecting from before based on the same website, In 1961 the Government of Indonesia established the State Enterprise for Post and Telecommunications (PN Postel). However, in line with the rapid development of telephone and telex services, the Government of Indonesia issued PP No. 30 dated 6 July 1965 to separate the postal and telecommunication industries into PN Postel: PN Pos dan Giro and PN Telecommunications. With this separation, each company can focus on managing its own business portfolio. The formation of this Telecommunications PN is the forerunner of today's Telkom. Since 2016, Telkom's management has set July 6, 1965 as Telkom's birthday

According to the Telkom Indonesia website (2020), Telkom Company is one of the State-Owned Enterprises engaged in technology and information owned by Indonesia, namely PT Telkom Indonesia. PT. Telkom Indonesia (Persero) was

founded in 1965 in Jakarta. Telkom Indonesia is a superior state-owned company and has distribution throughout Indonesia. PT Telkom Indonesia Tbk. Wilayah Telekomunikasi Riau Daratan whose head office is at Graha Merah Putih Pekanbaru which is located at Jl. Jendral Sudirman No. 199, Sumahiang, Kec. Pekanbaru City, Pekanbaru City, Riau 28111.



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

Graha Merah Putih Building is a Smart Office building where all employees are supported by the latest information technology to share ideas, innovate, collaborate, exchange information and establish relationships to produce the highest productivity, The Graha Merah Putih Building Pekanbaru was built to meet the needs of Pekanbaru tenants, this building is also equipped with various facilities that support employee productivity, the Graha Merah Putih Building Pekanbaru provides a one stop solution by establishing a Smart Office for the needs of its customers.

1.2 Purpose of the Apprenticeship

The practical work activities of State Polytechnic of Bengkalis students, 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 workplace 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 State Polytechnic of Bengkalis.

1. For students

There are several benefits from the implementation of practical work program obtained by students, namely as follows:

- a. Get a certificate from the company if they have completed the practical work program.
- b. Get pocket money and transportation according to the agreement between the practical work participants and the company.
- c. Students can develop work relationships and add experience to their resumes.
- d. Students have the opportunity to apply theoretical or conceptual knowledge in the real world of work.
- e. Students gain practical experience in applying theoretical or conceptual science according to their study program.
- f. Students have the opportunity to be able to analyze problems related to science that are applied in work according to their study program.

2. For Companies

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

- a. The company will receive labor assistance from students who do practical work thereby the work becomes a little lighter and easier.
- b. The company will be recognized by academics and the world of education.

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:

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