

# **APPRENTICESHIP REPORT**

**PT PELABUHAN INDONESIA (PERSERO)  
REGIONAL 1 DUMAI**

**RIANA CITRA  
5404211440**



**APPLIED BACHELOR DEGREE OF INTERNATIONAL  
BUSINESS ADMINISTRATION STUDY PROGRAM  
BUSINESS ADMINISTRATION DEPARTMENT  
STATE POLYTECHNIC OF BENGKALIS  
2025**

**APPROVAL SHEET**  
**APPRENTICESHIP REPORT**  
**PT. PELABUHAN INDONESIA (PERSERO)**  
**REGIONAL 1 DUMAI**

Written as one of the conditions for completing Apprenticeship

**RIANA CITRA**  
**5404211440**

Bengkalis, July 16<sup>th</sup>, 2025

**Manager of System Management**  
**PT. Pelindo (Persero) Regional 1**  
**Dumai**

  
**HARDI S.T., M.M**  
**NIPP. 101163**

**Advisor**  
**International Business**  
**Administration Study Program**

  
**M. Alkadri Perdana, B.IT., M.Sc**  
**NIP. 198409262019031010**

**Approved by:**  
**Head of International Business**  
**Administration Study Program**



**Wan J. Iltis Rafiah, B.Sc., M.Ec. Dev**  
**NIP. 198406142018032001**

## ACKNOWLEDGMENT

Assalamu'alaikum Wr. Wb

Firstly, I would like to express my gratitude to Allah SWT for all the blessings in the form of health and opportunities that have been given, so that the author can complete the apprenticeship activities along with the preparation of the apprenticeship Report well and on time. This apprenticeship activity was carried out at PT Pelabuhan Indonesia (Persero) Regional 1 Dumai from February 3, 2025 to June 6, 2025.

The author would like to express his deepest gratitude to all levels of management and employees of PT Pelabuhan Indonesia (Persero) Regional 1 Dumai, who have welcomed him with open arms, been friendly, and provided guidance and support during the apprenticeship. The author also realizes that this report would not have been completed without the help, direction, and support of various parties. For that, with all humility, the author expresses his deepest gratitude to all parties who have contributed, both directly and indirectly, in the process of compiling this report. The related parties include:

1. Mr. Johny Custer ST., MT as the Director of State Polytechnic of Bengkalis.
2. Mr. Romadhoni S.T., M.T as Vice Director I for Academic Affairs of State Polytechnic of Bengkalis.
3. Mrs. Supriati, S.ST., M.Si as Head of Business Administration Department.
4. Mrs. Wan Junita Raflah, B.Sc., M.Ec, Dev as the Head of the International Business Administration Study Program.
5. Mr. M. Alkadri Perdana, B.IT., M.Sc, as the advisor of this apprenticeship report and Apprenticeship Coordinator of International Business Administration.
6. Mrs. Yunelly Asra, M.M as Academic Advisor of International Business Administration class VIII C.
7. All Lecturers, especially the Bachelor of Applied International Business Administration Study Program who have taught during the lecture.

8. Mr. Hardi, S.T., M.M as the Company Management System Manager at PT Pelindo (Persero) Regional 1 Dumai.
9. Mrs. Ikazurri Mutia as Junior Manager of Risk Management, Quality and K3 and Company Mentor at PT Pelindo (Persero) Regional 1 Dumai.
10. To all employees in the management system section and all employees of PT Pelindo (Persero) Regional 1 Dumai who have welcomed me well and provided guidance, opportunities and support during my time in this work environment.
11. The two most influential people in my life, my first love and role model, my father Muazim, and the gate of heaven, my beloved mother Rodiah, who always prayed for me and motivated me to complete this report.
12. Thank you to all my beloved family, who always give me endless encouragement, support and love.
13. Thank you so much to my best partner, Muhammad Alief. Thank you for being there, strengthening me even when you were vulnerable, and always being there even when I was often a hassle. Keep pursuing your dreams, never give up, and I'm always with you.
14. To myself Riana Citra, thank you for being able to complete responsibilities and survive as a student and being able to complete this report on time but all because of the prayers of both parents.

The Author realizes that this Apprenticeship Report is still far from perfect, whether in terms of content, language, or structure. Therefore, constructive criticism and suggestions are sincerely welcomed as valuable input for future improvement. It is hoped that this report will be beneficial for both the Author and the readers.

Bengkalis, August 06<sup>th</sup>, 2025



**RIANA CITRA**  
**5404211440**

## **TABLE OF CONTENTS**

<b>COVER .....</b>	<b>i</b>
<b>VALIDITY SHEET.....</b>	<b>ii</b>
<b>PREFACE .....</b>	<b>iii</b>
<b>TABLE OF CONTENTS.....</b>	<b>v</b>
<b>LIST OF FIGURES.....</b>	<b>vii</b>
<b>LIST OF TABLES .....</b>	<b>viii</b>
<b>LIST OF APPENDICES .....</b>	<b>ix</b>
<b>CHAPTER I INTRODUCTION.....</b>	<b>1</b>
1.1 Background of the Apprenticeship.....	1
1.2 Purpose of the Apprenticeship .....	3
1.3 Significances of the Apprenticeship.....	3
<b>CHAPTER II LITERATURE REVIEW .....</b>	<b>5</b>
2.1 Company Profile PT Pelabuhan Indonesia.....	5
2.2 Subsidiary of PT Pelabuhan Indonesia.....	7
2.3 Meaning of Company/Agency Logo .....	9
2.4 Visions, Missions, and Corporate Governance .....	10
2.5 Kind of Business .....	12
2.6 Organizational Structure.....	13
2.7 The Working Process .....	14
2.8 Document Used for Activity .....	18
<b>CHAPTER III SCOPE OF THE APPRENTICESHIP .....</b>	<b>20</b>
3.1 Job Description.....	20
3.2 Systems and Procedures .....	21
3.2.1 The Working Systems .....	21
3.2.2 The Working Procedures.....	22
3.3 Place and Time of Apprenticeship .....	34

3.3.1 Place of Apprenticeship.....	34
3.3.2 Time of Apprenticeship.....	35
3.4 Kind and Description of the Activity .....	35
3.5 Obstacle and Solution of Apprenticeship.....	54
3.5.1 Obstacle.....	54
3.5.2 Solution .....	55
<b>CHAPTER IV CONCLUSIONS AND SUGGESTIONS .....</b>	<b>56</b>
5.1 Conclusions .....	56
5.2 Suggestions.....	57
<b>REFERENCES .....</b>	<b>59</b>
<b>APPENDICES.....</b>	<b>60</b>