

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

In the era of globalization and increasingly tight competition in the world of work, students are required to not only master hard skills in the form of technical and academic abilities, but also soft skills such as communication, teamwork, adaptability, and time management. Both aspects are important keys in preparing themselves to face challenges in the professional world. Therefore, it is important for students to start building and developing these skills while still in college.

Bengkalis State Polytechnic as a vocational higher education institution continues to strive to produce professional, skilled, and ready-to-use graduates according to industry needs. One concrete form of this effort is by organizing the Apprenticeship Program (Apprenticeship) which is part of the Social and State Life (KBM) course, which is mandatory for all students from various majors. This program aims to provide students with direct experience in the real world of work, as well as strengthen practical skills that cannot be obtained only from theoretical learning in class.

Through the apprenticeship program, students are given the opportunity to apply the theoretical knowledge they have acquired during their studies to real-world work practices. This activity aligns with the experiential learning concept proposed by David Kolb, which states that effective learning occurs through direct experience. By actively engaging in operational activities at a company or agency, students not only learn to understand workflows and administrative procedures but also gain insight into the applicable management system, organizational culture, and the dynamics of employee relationships in the workplace.

This process, students are expected to be able to balance theory and practice, thereby developing more mature professional competencies. Furthermore, the apprenticeship experience plays a crucial role in fostering a

sense of responsibility, work ethic, communication skills, and adaptability to an ever-evolving work environment. Therefore, the apprenticeship program is a crucial step in preparing students to face the challenges of the workplace after completing their formal education.

Bengkalis State Polytechnic has various departments covering the fields of engineering and commerce, including the International Business Administration Study Program. Students of this study program are prepared to become experts in the fields of administration and business with an international perspective. To support this competence, the implementation of apprenticeship is an important momentum in expanding students' knowledge and experience, especially in understanding the work environment of the industrial and service sectors.

Based on this objective, the Author as a student of the International Business Administration Study Program carried out apprenticeship activities at PT Pelabuhan Indonesia (Persero) Regional 1 Dumai, a state-owned company engaged in port and logistics services. The Author was placed in the Management System Division, which has a strategic role in managing quality systems, operational effectiveness, and supervision of applicable work standards.

The implementation of this apprenticeship lasted for four months, starting from February 3, 2025 to June 6, 2025. During this period, the Author gained various very useful real work experiences, starting from understanding the division's workflow, being involved in administrative and documentation activities, to witnessing firsthand the implementation of a quality management system in the company environment.

Through this apprenticeship, the author hopes to broaden his horizons and understanding of the world of work directly, particularly within a state-owned enterprise (BUMN) such as PT Pelabuhan Indonesia (Persero) Regional 1 Dumai. Furthermore, the author also hopes that this activity will improve his practical skills, both in administrative and technical aspects, as well as foster a more mature mental readiness and professional attitude as provisions for facing the world of work after completing his studies at the State Polytechnic of Bengkalis.

1.2 Purpose of the Project

The purpose of the apprenticeship conducted at PT Pelabuhan Indonesia, company engaged in Port and Logistics Services, is as follows:

1. To Understand the various types of work performed at PT Pelabuhan Indonesia (Persero) Regional 1 Dumai, particularly in the Management Systems Division.
2. To find out the implementation time and location of work placement during the apprenticeship at PT Pelabuhan Indonesia (Persero) Regional 1 Dumai.
3. To understand the system, work procedures and document management at PT Pelabuhan Indonesia (Persero) Regional 1 Dumai.
4. To identify various obstacles or challenges faced during the apprenticeship, and to understand the solutions or resolution steps implemented by the company.

1.3 Significant of the Project

On the apprenticeship is one of the activities for every State Polytechnic of Bengkalis student in completing their assignments. To achieve the expected results, it is necessary to find out the benefits of holding the on the apprenticeship. The benefits of on the apprenticeship are as follow:

1.3.1 Significances for the Study

The apprenticeship serves as a valuable platform for students to gain exposure to the professional work environment. The advantages of this program for students include:

1. Students can implement the theoretical knowledge or concepts they have learned into real workplace situations.
2. Students gain hands-on experience that aligns with their field of study.
3. Students learn to collaborate in team settings, allowing them to contribute ideas and develop communication skills.

1.3.2 Significances for State Polytechnic of Bengkalis

The apprenticeship program also brings several benefits to the institution, such as:

1. Strengthening collaboration and communication between the State Polytechnic of Bengkalis and PT Pelabuhan Indonesia (Persero).
2. Enhancing the quality and employability of graduates through real-world industry experience.

1.3.3 Significance for the Company

For companies, hosting student apprenticeships can provide the following benefits:

1. Building strong relationships between educational institutions and industry stakeholders.
2. Receiving constructive input and fresh perspectives from students during their work practice, which can be valuable for company operations.

CHAPTER II

GENERAL DESCRIPTION OF THE COMPANY

2.1 Company Profile of PT Pelabuhan Indonesia

PT Pelabuhan Indonesia (Persero) abbreviated (Pelindo) is an Indonesian state-owned enterprise engaged in logistics, especially port management and development. Pelindo is formed into 4 parts based on different regions. Pelindo I, for example, manages ports in the Provinces of Nanggroe Aceh Darussalam, North Sumatra, Riau and the Riau Islands. Pelindo II manages ports in 10 provinces, namely West Sumatra, Jambi, South Sumatra, Bengkulu, Lampung, Bangka Belitung, Banten, DKI Jakarta, West Java, and West Kalimantan. Pelindo III manages ports in 7 provinces, namely East Java, Central Java, South Kalimantan, Central Kalimantan, Bali, NTB and NTT. Pelindo IV manages ports in 11 provinces, namely East Kalimantan, North Kalimantan, South Sulawesi, Central Sulawesi, Southeast Sulawesi, Gorontalo, North Sulawesi, Maluku, North Maluku, Papua, and West Papua. Pelindo I, II, III, IV are Non-Listed BUMN Companies whose shares are 100% owned by the Ministry of BUMN. Legally, PT Pelabuhan Indonesia I (Persero), PT Pelabuhan Indonesia III (Persero) and PT Pelabuhan Indonesia IV (Persero) were merged into PT Pelabuhan Indonesia II (Persero) based on Government Regulation No. 101 of 2021. PT Pelabuhan Indonesia II (Persero) acts as the surviving entity. Then based on the Letter of the Minister of State-Owned Enterprises of the Republic of Indonesia No. S-756/MBU/10/2021 dated October 1, 2021 concerning Approval of Name Change, Change of Articles of Association and Company Logo, PT Pelabuhan Indonesia II (Persero) changed its name to "PT Pelabuhan Indonesia (Persero) or abbreviated as Pelindo".

PT Pelabuhan Indonesia (Persero) was initially a company under the name "Haven Bedrijf" during the Dutch colonial period. After the independence of the Republic of Indonesia, in the period 1945-1950, the company changed its status to the Port Service. In 1969, the Port Service changed its status to a State-Owned Enterprise (BUMN) with the status of a State Port Company abbreviated as PNP.