APPRENTICESHIP REPORT

PT. PELABUHAN INDONESIA (PERSERO) REGIONAL 1 DUMAI

NORDIANA 5404211435



APPLIED BACHELOR DEGREE OF INTERNATIONAL BUSINESS ADMINISTRATION STUDY PROGRAM BUSINESS ADMINISTRATION DEPARTMENT STATE POLYTECHNIC OF BENGKALIS BENGKALIS - RIAU

2025

APPROVAL SHEET

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

Written as one of the conditions for completing Apprenticeship

NORDIANA 5404211435

Bengkalis, June 16th, 2025

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

Advisor International Business Administration Study Program

HARDLST.MM

M. Alkadri Perdans, B.T., M.Sc NIP_198409262019031010

Approved by: Head of International Business Administration Study Program

Wan Jailta Raffah, B.Sc., M.F.c. Dev NP. 498406142018032001

ACKNOWLEDGMENT

Assalamu'alaikum Wr. Wb, Endless gratitude is offered to Almighty God for His blessings of health, strength, and the valuable opportunity granted to the Author, enabling the successful implementation of the internship and completion of this Internship Report at PT Pelabuhan Indonesia (Persero) Regional 1 Dumai, conducted from February 3rd to June 6th, 2025.

The Author also expresses sincere appreciation to the leadership and all employees of PT Pelabuhan Indonesia (Persero) Regional 1 Dumai for their warm welcome, guidance, and continuous support throughout the internship. Being part of such a professional and cooperative work environment has been a truly meaningful experience.

The completion of this report would not have been possible without the support, encouragement, and contributions from various parties. Therefore, the Author conveys heartfelt thanks to all individuals and institutions who have supported this report, either directly or indirectly, include:

- 1. Mr. Johny Custer, S.T., M.T., as the Director of the State Polytechnic of Bengkalis.
- 2. Mr. Romadhoni, S.T., M.T., as Deputy Director I of the State Polytechnic of Bengkalis.
- 3. Mrs. Supriati, S.St., M.Si., as the Head of the Business Administration Department.
- 4. Mrs. Wan Junita Raflah, B.Sc., M.Ec.Dev., as the Head of the International Business Administration Study Program.
- Mr. Alkadri Perdana, B.IT., M.Sc., as the advisor of this apprenticeship report and as the Apprenticeship Coordinator of the International Business Administration Study Program.
- 6. Mrs. Yunelly Asra, M.M, as the academic advisor of Class C, International Business Administration.

- All Lecturers, especially the Bachelor of Applied International Business Administration Study Program who have taught during the lecture.
- Mr. M. Hardi, ST, M.M as the Head Manager of Management System of PT. Pelabuhan Indonesia (Persero) Regional 1 Dumai.
- Mr. M. Nirwan, ST, M.M as the Head Manager of General Affair of PT.Pelabuhan Indonesia (Persero) Regional 1 Branch of Dumai.
- Mrs. Ikazurry Mutia, as the Supervisor Apprenticeship of PT. Pelabuhan Indonesia (Persero) Regional 1 Dumai.
- Mr. Wawan Kurniawan, as the Supervisor Apprenticeship of PT. Pelabuhan Indonesia (Persero) Regional 1 Dumai.
- 12. All Employee of Management System of PT. Pelabuhan Indonesia (Persero) Regional 1 Dumai that already give the writer guideance and lot of experience while did the apprenticeship.
- 13. To My Father Abu Bakar (Alm) and Mother Rosmita. As well as my beloved brothers and sisters who always provide a lot of love, support, prayers, time, energy, and material so that the author can reach this stage. Love you My Family
- 14. Especially for my Friends in arms of State Polytechnic of Bengkalis, especially the International Business Administration Study Program Class C, thank you for your support and cooperation when completing this apprenticeship report.

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 06th, 2025

NORDIANA

TABLE OF CONTENTS

COVER	i
APPROVAL SHEET	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	v
LIST OF FIGURES	vii
LIST OF TABLES	viii
LIST OF APPENDICES	ix
CHAPTER I INTRODUCTION	1
1.1 Background of the Apprenticeship	1
1.2 Purpose of the Apprenticeship	2
1.3 Significances of the Apprenticeship	3
CAHPTER II GENERAL DESCRIPTION OF THE COMPA	NY 5
2.1 Company Profile	5
2.2 Visions, Missions, and Corporate Values	10
2.2.1 Visions of Company	10
2.2.2 Missions of Company	10
2.2.3 Corporate Values	10
2.3 Kind of Business	11
2.3.1 Good Services	11
2.3.2 Ship Services	12
2.3.3 Miscellaneous Services	12
2.4 Organizational Structure	13
2.5 The Working Process	14
2.6 Document Used for Activity	17
CHAPTER III SCOPE OF THE APPRENTICESHIP	20

3.1 Job Description	20
3.2 Systems and Procedures	21
3.2.1The Working Systems	21
3.2.2 Working Procedures	21
3.3 Place and Time of Apprenticeship	27
3.3.1 Place of Apprenticeship	27
3.3.2 Time of Apprenticeship	27
3.4 Kind and Description of the Activity	28
3.5 Obstacle and Solution of Apprenticeship	43
3.5.1 Obstacle	43
3.5.2 Solution	43
CHAPTER IV CONCLUSIONS AND SUGGESTIONS	45
4.1 Conclusions	45
4.2 Suggestions	46
REFERENCES	48
APPENDICES	49