

# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Background of the Apprenticeship**

Apprenticeship is a learning process by knowing firsthand the scope of the real world of work. Each student is required to go directly to the world of work, which is their respective field, so that each student is expected to be able to directly apply the knowledge that has been previously learned into the world of work. In addition, with internships, students can increase their knowledge, skills, and work experience, which can later be applied in the real world of work.

Apprenticeship is also a program that is useful for students to have work experience in an institution according to the background of the student's major. The program is a combination of classroom learning and internship to help students acquire recognized skills and qualifications. Skills and qualifications are awarded for various careers with various levels of Internship, including entry level, supervisor level, and manager level. Each level of this internship is trained by professionals and the time required depends on the skills and abilities of the interns. Successful implementation of the internship will build on great achievements in the workplace.

State Polytechnic of Bengkalis is the only State Polytechnic in Riau Province. State Polytechnic of Bengkalis is also one of the campuses that requires students to take an internship to complete their studies. This activity must be carried out considering that education and knowledge are not only obtained by understanding but also supported by experience in the real world of work. As graduation requirements, internship and final assignments are two indicators that must be met by State Polytechnic of Bengkalis students. Apprenticeship must be carried out in the fifth semester for Diploma III students and in the seventh semester for Diploma IV students.

International Business Administration Study Program is engaged in Economics and Business, where students learn about the business world, along

with its scope, both in terms of handling letters, administration, management, finance, human resources, to the business world. Preparing students to be ready to be used in this field, the International Business Administration Study Program requires students to undertake an internship in both Government Agencies and Private Agencies for 4 (four) months by choosing their own place and location for apprenticeship. However, before choosing a place to carry out this program, the apprenticeship coordinator gives students choices of apprenticeship place to students. Then, from these several choices, the author is interested in doing an apprenticeship at PT. Bank Rakyat Indonesia (Persero), Tbk KCP Simpang Tiga Pekanbaru.

PT Bank Rakyat Indonesia (Persero), Tbk Sub-Branch Office (KCP) Simpang Tiga Pekanbaru operates under the supervision of BRI Sudirman Branch Office, which oversees a number of sub-branch offices (KCPs) across strategic locations in the region. As one of the sub-units within this organizational structure, KCP Simpang Tiga plays an integral role in extending BRI's service reach, particularly in the Pekanbaru area. Its establishment supports BRI's broader mission of financial inclusion by providing banking services closer to the local community.

As a financial intermediary, KCP Simpang Tiga is responsible for collecting public funds in the form of savings and deposits, and channeling them back into the community in the form of credit. The KCP serves a wide range of customers, including individuals and micro, small, and medium enterprises (MSMEs), with various financial products such as BritAma, Simpedes, and other tailored savings options. To enhance accessibility and convenience, the sub-branch also provides digital services including Internet Banking, BRI Mobile Banking (BRImo), and access to a wide ATM network, enabling customers to perform transactions efficiently, securely, and with ease.

During the internship, the author was assigned to the service department. The internship period ran from March 3 to June 30, 2025. This internship is expected to broaden the author's knowledge of proper task execution and prepare them to face the real working world with the experience

gained.

An internship is one of the activities for students of the State Polytechnic of Bengkalis in completing their tasks. To achieve the desired results, it is important to understand the objectives and benefits of the internship. The objectives and benefits of the internship are as follows.

## **1.2 Purposes of the Apprenticeship**

The objective of the apprenticeship carried out by the State Polytechnic of Bengkalis students is as follows:

1. To find out the job description at PT. Bank Rakyat Indonesia KCP Simpang Tiga, Pekanbaru company.
2. To find out the work system procedures at PT Bank Rakyat Indonesia KCP Simpang Tiga, Pekanbaru.
3. To find out the place and time of partical work at PT. Bank Rakyat Indonesia KCP Simpang Tiga, Pekanbaru.
4. To find out the types and overview of activities at PT Bank Rakyat Indonesia KCP Simpang Tiga, Pekanbaru.
5. To find out the obstacles and solutions during practical work.

## **1.3 Significant of the Apprenticeship**

The benefits of the apprenticeship are as follows:

### **1.3.1 Benefits for the Author**

The importance of implementing an apprenticeship at. PT Bank Rakyat Indonesia KCP Simpang Tiga for the Author is as follows:

1. Gaining the opportunity to apply the theoretical knowledge/concepts acquired during lectures to the real world of work.
2. To improve knowledge and skills through direct involvement in various government agency activities, particularly at PT. Bank Rakyat Indonesia KCP Simpang Tiga Pekanbaru.
3. Gaining hands-on experience in applying theoretical knowledge/concepts in one's field of expertise.

4. Gaining work experience to prepare and improve oneself before being recruited into the workforce.
5. Increase knowledge, insight, experience, and abilities in the field of office administration that are not obtained in lectures.

#### 1.3.2 Benefits for the University

The importance of implementing an apprenticeship at PT Bank Rakyat Indonesia KCP Simpang Tiga for State Polytechnic Bengkalis is as follows:

1. Apprenticeship can strengthen cooperation and socialization between the State Polytechnic of Bengkalis with PT. Bank Rakyat Indonesia KCP Simpang Tiga of Sudirman Pekanbaru.
2. Apprenticeship can improve the competence of graduates of the State Polytechnic of Bengkalis.
3. Knowing how big the role of teaching staff is in providing lecture material for students to develop the skills that occur in the world of work.
4. Knowing students' abilities in business science, especially international business administration, which are obtained during lectures, and applying them in the world of work.

#### 1.3.3 Benefits for the Company

The importance of Implementing an apprenticeship at PT Bank Rakyat Indonesia KCP Simpang Tiga for the Company is as follows:

1. Apprenticeship is one of the liaisons of cooperation between the company and the campus.
2. Through the apprenticeship, students are expected to be able to assist employees in the company in completing work, providing ideas, and providing advice in solving problems.
3. Facilitate agencies in recruiting qualified fresh graduates to be placed in government agencies or companies.

#### 1.4 Time Implementation of the Apprenticeship

Apprenticeship activities are carried out for 4 (four) months starting from March 3 to June 30, 2025. The work schedule at PT. Bank Rakyat Indonesia KCP Simpang Tiga can be seen in Table 1.1 below:

**Table 1. 1 Work Schedule**

No	Day	Working Hours	Break Time
1	Monday to Thursday	07.15 s/d 17.00 WIB	12.00 s/d 13.00 WIB
2	Friday	07.15 s/d 16.30 WIB	12.00 s/d 13.00 WIB
3	Saturday to Sunday	Holiday	Holiday

*Source: PT. Bank Rakyat Indonesia KCP Simpang tiga*

The workday begins at 7:00 AM, and employees are required to be at the office by this time. The daily briefing starts at 7:15 AM, followed by work activities commencing at 8:00 AM. There is a break at 12:00 PM, and employees return to work at 1:00 PM. Services conclude at 4:00 PM, and employees are free to leave at 5:00 PM.

The work uniform for PT. Bank Rakyat Indonesia KCP Simpang Tiga can be seen in the following table:

**Tabel 1. 2 Work Uniform**

No	Day	Clothing
1	Monday	Corporate Attire
2	Tuesday	Batik
3	Wednesday	Smart Casual
4	Thursday	Batik
5	Friday	Smart Casual

*Source: PT. Bank Rakyat Indonesia KCP Simpang tiga*

#### 1.5 Place of Apprenticeship

The Internship was carried out at PT. Bank Rakyat Indonesia KCP Simpang Tiga, located at Jl. Kaharuddin Nasution No.171, Pekanbaru.