

CHAPTER I

INTRODUCTION

1.1 Background on Apprenticeship

The implementation of the internship program, it can also improve students' abilities and competencies. Tagala argues that competence has a definition as one of the innate individuals related to the level and ability to work with their work. The theory of the internship program in reality is also effective for improving the ability to communicate well, the ability to adjust, the managerial ability to work in groups, the ability to interact, and increase accuracy in work as part of the soft skills that students must have. Thus, the potential of students as interns will be enhanced through direct training and the experience they gain. In an effort to increase students' knowledge and added value before finally descending into the world of work, through the internship program students are expected to gain experience and preparation to face the world of work which is very competitive and demands reliable workers and has the knowledge as a provision needed in the world of work. (Tanjung, et al., 2023).

After completing the internship, students are expected to be equipped with industry experience that will enhance their understanding, implementation, and application in the workplace. The achievement of the aforementioned internship objectives will ultimately influence the development of professional students who possess extensive knowledge and expertise in the field of international business administration. With these capabilities, it is hoped that graduates of the Applied Bachelor's Program in International Business Administration at Bengkalis State Polytechnic will be able to utilize their knowledge and skills. Bengkalis State Polytechnic also aims to enhance students' capabilities through educational programs in the business world. This will enable the Polytechnic to fulfill its mission of producing high-quality work products and fostering positive relationships between the industrial and educational sectors.

During the internship at PT Bank Rakyat Indonesia Unit Selatbaru, a company engaged in financial services for various segments of society, especially

the micro, small and medium sectors (MSMEs), the author was placed in the BRIMEN (BRI Document Management System) section. Activities carried out include scanning documents, uploading debt acknowledgment documents to brimen, creating Brimen cabinet numbers, and other administrative activities related to company operations. These activities provide valuable experience and new insights that are very useful as provisions for entering the world of work in the future. At Bengkalis State Polytechnic, internship activities are an obligation for all students as a form of applying the knowledge gained during lectures to the real world of work.

Apart from fulfilling graduation requirements, internships aim to produce skilled, work-ready graduates with strong ethics and the ability to face professional challenges. This is achieved by placing students in workplaces relevant to their field of study. Specifically, for students of the International Business Administration Study Program, internship activities aim to enable students to get to know firsthand the business world and the world of work, as well as add insight to be more skilled, responsive, and able to compete effectively in the future. After completing internship activities, students are required to prepare an Internship Report as a form of accountability for the results of internship activities and as one of the requirements to continue to the next semester. For the Author, the background of participating in internship activities carried out on February 03, 2025 to June 06, 2025 at PT. Bank Rakyat Indonesia Unit Selatbaru is to apply the knowledge that has been obtained directly in the world of work, gain work experience in the administrative field, and fulfill one of the graduation requirements in the D4 - International Business Administration Study Program.

1.2 Purpose of the Apprenticeship

The objectives of the internship work carried out at PT. Bank Rakyat Indonesia Unit Selatbaru, a company engaged in financial services for various segments of society, especially the micro, small and medium sector (MSMEs) are as follows:

1. To find out the job description at PT. Bank Rakyat Indonesia Unit Selatbaru, especially in the Brimen (BRI Document Management System) division.
2. To find out the work system and work procedures at PT. Bank Rakyat Indonesia Unit Selatbaru.
3. To find out the place and time of practical work at PT. Bank Rakyat Indonesia Unit Selatbaru.
4. To determine the type and kind of description of activities at PT. Bank Rakyat Indonesia Unit Selatbaru
5. To find out the obstacles faced during the internship and the solutions applied at PT. Bank Rakyat Indonesia Unit Selatbaru.

1.3 Significances Apprenticeship

Concepts learned during the internship. In addition, internships allow students 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 follows:

1. Significances for the Study

Through internships, students have the opportunity to directly apply the knowledge or to work in teams with others, which helps develop teamwork skills and encourages direct contribution. Overall, internships provide students with experience that bridges academic knowledge and professional practice. Students can also learn about work ethics and culture including respecting fellow colleagues and maintaining the confidentiality of data. Students also have the opportunity and chance to be recruited directly by the PT. Bank Rakyat Indonesia Unit Selatbaru, so that they can be assessed directly from the potential of these students.

2. Significances for State Polytechnic of Bengkalis

This internship program also provides significant benefits for Bengkalis State Polytechnic. One of the main benefits is that it strengthens cooperation and

communication between Bengkalis State Polytechnic and PT. Bank Rakyat Indonesia Unit Selatbaru. Through this partnership, both parties can build good relationships and establish mutually beneficial collaborations that support educational development and industry needs. By participating in the internship program, students are equipped with practical skills and real-world experience that enhance their readiness to enter the workforce.

3. Significances for the Company

Internships are one of the activities undertaken by every student to complete their academic assignments. one of the main benefits for PT. Bank Rakyat Indonesia Unit Selatbaru is the establishment of cooperation between the Bengkalis State Polytechnic and PT. Bank Rakyat Indonesia Unit Selatbaru, which enables them to provide feedback to students through this internship program. the presence of student interns can help ease the workload of permanent employees, especially in routine work, there by increasing efficiency.