

CHAPTER I

INTRODUCTION

1.1 Background of Apprenticeship

State Polytechnic of Bengkalis is one of the State Polytechnic located in Bengkalis, Riau, Indonesia. State Polytechnic of Bengkalis is the first Polytechnic in Riau which was founded in 2000. Through the Gema Bahari foundation, its name for the first time was "Shipping Polytechnic of Bengkalis". On July 29, 2011, the Bengkalis Polytechnic officially became a PTN with the name State Polytechnic of Bengkalis through the Minister of National Education Regulation (Permendiknas) No. 28 of 2011 concerning the Organizational Establishment and work procedures of the State Polytechnic of Bengkalis. On December 26, 2011, the State Polytechnic of Bengkalis was inaugurated by the Minister of Education and Culture of the Republic of Indonesia.

State Polytechnic of Bengkalis has 18 (eighteen) Study Programs consisting of 10 (ten) D3 (diploma three) in the Department of Naval Architecture, Mechanical Engineering, Civil Engineering, Informatics Engineering, Nautical, Shipping Commerce Management, Business English, and Business Administration, and 8 (eight) D4 (diploma four) Study Programs, including Production and Maintenance Mechanical Engineering, International Business Administration, Public Finance Accounting, Electrical Engineering, Road and Bridge Planning Engineering, Information Systems Security Engineering, English For Business and Professional Communication and Software Engineering.

Apprenticeship is one of the requirements that must be met by every student. At this time the smooth flow of information between the world of industry and education is very important in order to create harmony between the two. Therefore, apprenticeship is a good place for students to interact directly with the industrial. Development knowledge possible all something becoming increasingly complex. This encourages the world of work to obtain human resources who has the ability superior to meet all the needs that exist in the world of work. The need to obtain reliable human resources also makes companies more effective in

recruiting workers. This is a natural thing considering that companies must get workers who have the ability to build their companies. This triggers students to prepare themselves as much as possible by improving their hard skills and soft skills during college in order to face competition in the world of work.

Therefore, to empower human resources in Indonesia, State Polytechnic of Bengkalis as one of the State Universities in Riau Province is expected to be able to produce quality graduates so they can compete in the world of work. To fulfill this hope, Bengkalis State Polytechnic created a program that can help graduates become quality graduates, namely the Apprenticeship program. By taking part in apprenticeship, students will gain direct assignment experience in the real world of work by practicing the theories they have learned.

Apprenticeship is a learning process that provides direct exposure to the real work environment. Every student is required to gain hands-on experience in their respective fields, allowing them to apply the knowledge they have acquired during their studies to the workplace. Additionally, apprenticeship helps students enhance their knowledge, skills, and work experience, which can later be utilized in their professional careers. To participate in an apprenticeship, students must complete up to eight semesters of study and graduate within that period.

The International Business Administration Study Program expects that through apprenticeships, students will gain firsthand insights into the business world, expanding their perspectives and equipping them with the skills needed to be more competent, responsive, and competitive in the future. Therefore, after completing their apprenticeship, students are required to prepare a report on their experience to account for the knowledge and skills they have gained.

United Tractors (UT/Company) is the largest and leading heavy equipment distributor in Indonesia, providing products from world-renowned brands such as Komatsu, UD Trucks, Scania, Bomag, Tadano, and Komatsu Forest. United Tractors is a company with a long history. Founded on October 13, 1972, UT conducted its initial public offering on the Jakarta Stock Exchange and Surabaya Stock Exchange on September 19, 1989, under the name PT United Tractors Tbk (UNTR), with PT Astra International Tbk as the majority shareholder. This initial

public offering marked United Tractors' commitment to becoming a world-class solutions-based company in the heavy equipment, mining, and energy sectors to benefit its stakeholders.

Internship at the Spare Parts Division of PT United Tractors Tbk Pekanbaru, where you will play an important role in ensuring the availability and distribution of quality spare parts to customers. Within this division, the Customer Order Processing Department (COP) is primarily responsible for processing spare parts orders from customers, from order receipt, stock availability checks, to ensuring orders are delivered on time as requested. This division is crucial because spare part availability directly impacts customer satisfaction and the smooth operation of heavy equipment in the field. With fast, accurate processes and responsive service, the COP is expected to support PT United Tractors Tbk's reputation as a reliable provider of heavy equipment solutions in Indonesia.

PT United Tractors Tbk Pekanbaru Branch as my internship location because this company is one of the leading heavy equipment distributors in Indonesia with a good reputation and high professionalism in the heavy equipment, spare parts, and after-sales service industries. With a structured work system, modern technology, and a disciplined work culture, I hope to gain relevant work experience in my field of study. Additionally, PT United Tractors Tbk Pekanbaru offers the opportunity to learn about business processes, administration, and customer service firsthand, thereby enhancing my competencies, skills, and knowledge to prepare for the professional world ahead.

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 descriptions and activities at PT. United Tractors Tbk Pekanbaru Branch.
2. To find out the systems and procedures that exist at PT. United Tractors Tbk Pekanbaru Branch.

3. To find out the place and time of internship work at PT. United Tractors Tbk Pekanbaru Branch.
4. To understand the kind and description of the activities apprenticeship at PT. United Tractors Tbk Pekanbaru Branch.
5. To find out the obstacles and solutions during the implementation of the apprenticeship at PT. United Tractors Tbk Pekanbaru Branch.

1.3 Significance of the Apprenticeship

The benefits of the apprenticeship are as follows

1.3.1 Significance for Students

There are several benefits from the implementation of apprenticeship programs obtained by students, namely as follows:

1. Students have the opportunity to apply knowledge or theoretical concepts in the field in the real world of work.
2. Students can develop work relationships and gain experience in resumes.
3. Students have the opportunity to be able to analyze problems related to the scientific applied in work in accordance with their study program.
4. Students have the opportunity to work in a team consisting of several people who are able to provide ideas.

1.3.2 Significance for State Polytechnic of Bengkalis

The benefits of internships for State Polytechnic of Bengkalis are:

1. Internship can strengthen cooperation and socialization between State Polytechnic of Bengkalis and PT. United Tractors Tbk Pekanbaru Branch.
2. Internships can improve the competence State Polytechnic of Bengkalis graduates.
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 Significance for the Company

The benefits of implementing an internship program are also obtained by companies or institutions that receive interns, including:

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.