

APPRENTICESHIP REPORT

BENGKALIS CUSTOMS

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**INTERNATIONAL BUSINESS ADMINISTRATION
BUSINESS ADMINISTRATION DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS
2025**

APPRENTICESHIP REPORT

BENGKALIS CUSTOMS

Written as one of the conditions for completing apprenticeship

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Bengkalis, June 13th 2025

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CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

In early 2000, the Government of Bengkalis Regency, through the Gema Bahari Foundation, began the establishment of a university named Bengkalis Shipbuilding Polytechnic. Initially, this institution offered 3 (three) main study programs, namely Ship Electrical Engineering, Ship Building Engineering, and Ship Mechanical Engineering. However, over time, the Bengkalis Shipbuilding Polytechnic underwent changes, including a name change to Politeknik Bengkalis. This institution is then managed by Yayasan Bangun Insani (YBI) Bengkalis. In 2001 Politeknik Negeri Bengkalis accepted the first batch of new students.

In 2011, Politeknik Negeri Bengkalis changed its status to a State University (PTN) through the Regulation of the Minister of National Education No. 28 of 2011 concerning the Establishment of the Organization and Work Procedures of Politeknik Negeri Bengkalis. Until finally Politeknik Negeri Bengkalis officially became Politeknik Negeri Bengkalis on December 26, 2011.

Internship or Apprenticeship is a process of learning about the real scope of the world of work. It is expected that students can apply the theories they have learned during the previous semester into real work life because they are asked to go directly into the world of work that they are interested in. Apprenticeship activities have the potential to improve students' knowledge and skills and provide an understanding of the work and work environment in accordance with their study program.

In this Apprenticeship program, specifically for students in semester 8 (eight) of the international business administration study program, Apprenticeship activities last for 4 (four) months, given by the Apprenticeship coordinator. However, students were previously given the freedom to choose their own place and location of their practical work.

Therefore, the author is interested in conducting Apprenticeship activities at Customs, Branch Bengkalis Customs Office.

The Customs and Excise Supervision and Service Office (KPPBC) Type Madya Pabean C Bengkalis is one of the vertical units of the Directorate General of Customs and Excise (DGCE) under the Ministry of Finance of the Republic of Indonesia which has a strategic role in guarding the country's borders and overseeing the flow of goods in and out of the Bengkalis Regency area, Riau Province. This region is known as a border area that is prone to various forms of smuggling, given its strategic location in the Malacca Strait and adjacent to neighboring countries such as Malaysia and Singapore. Therefore, Bengkalis Customs has a great responsibility in carrying out the main functions of DGCE, namely as a community protector, trade facilitator, and revenue collector. In addition to supervising the movement of goods, Bengkalis Customs is also tasked with providing services to users of customs and excise services, as well as encouraging regional economic growth through transparent and accountable export-import management. In carrying out its duties, the Bengkalis Customs continues to improve coordination with other law enforcement officials and utilize information technology to realize effective supervision and excellent service, in line with the mission of bureaucratic reform within the Ministry of Finance.

1.2 Purpose of the Apprenticeship

Internship or Apprenticeship is one of the activities for State Polytechnic of Bengkalis students in completing their studies. To achieve the expected results, it is necessary to know the objectives of the Apprenticeship, which are as follows:

1. To find the job Description of the General Division at the Bengkalis Customs, which consists of four sections.
2. To find out the working system and procedures at Bengkalis Customs.
3. Place of Apprenticeship at Bengkalis Customs.
4. Understand the Kind and description of the activities Bengkalis Customs.

5. To find out the obstacles and solutions during the internship at Bengkalis Customs.

1.3 Significances of the Apprenticeship

1.3.1 For the Student

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

1. Students have the opportunity to apply theoretical knowledge and concepts in the real world of work.
2. Students gain practical experience in applying theories and concepts of science in accordance with their study program.
3. Get a certificate from the company if you have completed the apprenticeship program.
4. Students can develop work relationships and gain experience in resumes.
5. Students have the opportunity to apply theoretical and conceptual knowledge in the real world of work.
6. Students gain practical experience in applying theoretical or conceptual knowledge in accordance with their study program.
7. Students have the opportunity to be able to analyze problems related to science applied in work according to their study program.

1.3.2 For the Company

The benefits of implementing Apprenticeship programs are also obtained by companies/institutions that accept Apprenticeship students, such as:

1. The company will receive labor assistance from students who do Apprenticeship so that the work becomes a little lighter and easier
2. The company will be recognized by academics and the world of education.

1.3.3 For State Polytechnic of Bengkalis

There are several benefits from implementing the Apprenticeship program obtained by the State Polytechnic of Bengkalis, which are as follows:

1. There is good cooperation/relationship between the campus and the company where students do apprenticeship
2. State Polytechnic of Bengkalis can improve the quality of its graduates through practical student work experience.
3. State Polytechnic of Bengkalis will be better known in the industrial or corporate world.

CHAPTER II

GENERAL DESCRIPTION OF THE COMPANY

2.1 Company History

Customs and Excise (hereafter referred to as Customs) is a global institution that almost every country in the world has. Customs is a “conventional” state instrument just like the police, prosecutors, courts, or armed forces, whose existence has existed throughout the history of the state itself. The Customs function in Indonesia is believed to have existed since the royal era, but no strong written evidence has been found. The institution at that time was still “local” according to the territory of the kingdom. It was only when the VOC entered that Customs began to be institutionalized on a “national” basis. During the Dutch East Indies period, the term *douane* was also introduced to refer to Customs officers (this term is often still attached today). The official name of Customs during the Dutch East Indies period was *De Dienst der Invoer en Uitvoerrechten en Accijnzen* (I. U & A) or in free translation means “Department of Import and Export Duties and Excise”. Its task was to collect *invoer-rechten* (import/entry duties), *uitvoer-rechten* (export/exit duties), and *accijnzen* (excise/excise). The task of collecting duties (“*bea*” comes from Sanskrit), both import and export, as well as excise (derived from Indian) is what later gave rise to the term Customs and Excise in Indonesia.

The underlying regulations at that time included *Gouvernement Besluit* Number 33 dated December 22, 1928 which was later amended by a government decree dated June 1, 1934. During the Japanese occupation, based on Law Number 13 concerning the Opening of Government Offices in Java and Sumatra dated April 29, 1942, the task of managing import duties and export duties was eliminated, while Customs only took care of excise duties. The Customs Institution after Indonesia's independence was formed on October 01, 1946 under the name of the Customs and Excise Office. At that time the Junior Minister of Finance, *Sjafrudin Prawiranegara*, appointed *R.A Kartadjoemena* as the first Head

of the Customs and Excise Department. If asked when the birthday of Indonesian Customs is, then October 1, 1946 can be seen as the right date. Based on Government Regulation No. 51 of 1948, the term *Pejabat* Bea Cukai changed to the name *Jawatan* Bea dan Cukai, which lasted until 1965. After 1965 until now, the name became the Directorate General of Customs and Excise (DGCE)



Figure 2.1 logo of the directorate general of customs and excise
Source: logo of the directorate general of customs and excise 2025

The history of Bengkalis Customs is inseparable from the strategic role of Bengkalis as a port and trading center from the 17th century to the early 18th century. Located on the east coast of Sumatra Island and directly adjacent to the Strait of Malacca, Bengkalis has long been an important trade route in Southeast Asia. Its natural harbor, which is protected from large waves and strong currents, made Bengkalis the entrance and exit of domestic and foreign commercial ships, so trade traffic was very busy.

During the Dutch colonial period, from 1863, the colonial government began to take over the management of various taxes and customs in the Bengkalis region, including the monopoly on the importation of opium and salt and customs duties on the Siak River.

trading point that opened direct trade relations with Malacca, Johor, and surrounding areas. Merchandise entering the port of Bengkalis was subject to a duty of 6% of the amount of merchandise, plus the obligation to give gifts to the

king and officials of 2%, as well as a 6% duty for traders who wanted to settle in Bengkalis. This shows that the customs collection system has been running locally and organized since the royal period. Customs institutions in the region later became part of a more structured national system, following the development of Indonesia's Directorate General of Customs and Excise after independence on October 1, 1946.

Today, the Bengkalis Customs plays an active role in monitoring and protecting the public from the entry of illegal goods and supporting regional economic growth by assisting local businesses. The Bengkalis Customs also establishes synergies with various agencies to increase the effectiveness of its duties in the region.

In short, the history of the Bengkalis Customs has its roots in the function of a strategic trading port during the royal period and developed through the colonial period to become an integral part of Indonesia's modern national customs system.



Figure 2.2 Bengkalis Customs Logo
Source: Bengkalis Customs Logo, 2025

2.2 Vission and Mission of Customs Bengkalis

Customs and Excise Bengkalis has a number of missions that guide the implementation of its duties and functions. The mission reflects a commitment to supporting national development and providing the best service to the community, as follows:

2.2.1 Vission of Customs Bengkalis

The realization of an advanced Indonesia that is sovereign, independent and has a

personality based on mutual cooperation.

2.2.2 Mission of Bengkalis Customs

1. Improving the quality of Indonesian human beings
2. a productive economic structure that is equitable and competitive
3. Equitable and just development
4. Achieving a sustainable living environment
5. Cultural progress that reflects the dignity of the nation
6. Upholding a legal system that is free of corruption with dignity and trustworthiness.
7. Protection for the whole nation and provide a sense of security to all citizens
8. Management of a clean, effective and reliable government
9. Synergy of local government within the framework of unity

2.3 Kind of Business

A business is an activity carried out by an individual or organization that involves the production, sale, purchase, or exchange of goods/services with the aim of making a profit. However, not all institutions have the main goal of making a profit. Some institutions, such as government agencies, run businesses in the form of services and supervision for the benefit of the state and society.

Customs, or the Directorate General of Customs and Excise, is a government agency under the Ministry of Finance of the Republic of Indonesia tasked with regulating and overseeing the movement of goods in and out of Indonesian territory. The agency is not profit-oriented, but rather performs public service and law enforcement functions. Its main activities include customs services for exports and imports, collection of state revenue through import and excise duties, and prevention of smuggling and trade-related law violations. In addition, Customs also acts as a facilitator of trade and industry by providing convenience for businesses to operate efficiently and in accordance with regulations. The role of Customs is crucial in maintaining economic stability and supporting national industrial growth.

The type of business in the Customs and Excise sector clearly refers to activities that involve supervision, control, and collection of state levies on exported, imported, and certain excisable goods in accordance with Indonesian customs and excise laws and regulations. In detail, the types of businesses in the Customs and Excise sector include:

1. Export and Import Goods Business

Business activities that involve the release of goods from customs territory (exports) and the entry of goods into customs territory (imports). This business covers various sectors such as oil and gas (oil and gas), agriculture, fisheries, livestock, forestry, processing industry (food, beverages, metal, rubber, paper, wood), and mining (coal, metal ore). Business actors must comply with customs regulations, take care of documents such as PIB and pay import duties, export duties according to regulations.

2. Excisable Goods Production and Distribution Business (BKC)

Covers the production, distribution, and sale of excisable goods, such as beverages containing ethyl alcohol, ethanol, and tobacco products (cigarettes, cigars, sliced tobacco leaves). This business must have an official license (NPPBKC) and follow the rules of excise control and payment according to Law No. 39 Year 2007 on Excise.

3. Storage and Transportation of Goods in the Customs Area Business

Covers warehousing activities and transportation of imported and exported goods under the supervision of Customs and Excise to ensure compliance with customs and excise regulations.

4. Customs Service Business

Covering customs documents and procedures for importers and exporters, including licenses such as API (Importer Identification Number) and NPPBKC, as well as technical services in the field of customs and excise.

2.4 Organization Structure

The company's organizational structure has an important meaning in a company to achieve the goals that have been set or planned by the company. Without a good organizational structure, the company's activities will not run smoothly because it is not clearly known who must carry out a task. Therefore, it is clear that the organizational structure can provide firm boundaries and at the same time be responsible for its duties.



Figure 2.3 Organization Structure

Source: Bengkalis Customs

Each position in the company has its own duties and responsibilities. The duties and responsibilities of positions at Bengkalis Customs are as follows:

1. **Head of Office**

Has the main responsibility of leading and coordinating all activities carried out within the office. He is in charge of ensuring that all policies, procedures, and operations in the customs and excise sector run in accordance with the provisions of the legislation. In addition, the Head of Office is also responsible for making strategic decisions, supervising employee performance, and coordinating with related agencies for the smooth implementation of the office's duties and functions.

2. Head of General Subdivision

The Head of General Subdivision, Yoga Anggoro, is responsible for organizing all office administration activities. His main duties include managing personnel administration, finance, equipment, and office administration. He also ensures the availability of working facilities and infrastructure that support the smooth operation of the office and compiles administrative reports according to the needs of the leadership.

3. Section Head of Enforcement and Investigation

The Section Head of Enforcement and Investigation, Diki Iskandar, is in charge of carrying out law enforcement activities in the field of customs and excise. He is responsible for coordinating intelligence activities, patrols, prosecution of violations, and conducting investigations into alleged customs and excise criminal acts. In addition, he also handles the process of preparing legal documents and case files required in further legal proceedings.

4. Treasury Section Head

The Treasury Section Head, Alif Firdaus, is tasked with managing state finances related to revenue from the customs and excise sector. He is responsible for the administration of import duties, export duties, excise duties, and other levies. In addition, he organizes the process of administering guarantees, restitution, and bills, as well as conducting reconciliation and accurate financial reporting in accordance with applicable regulations.

5. Head of Customs and Excise Services and Technical Support Section

Iwan Kurniawan, Section Head of Customs and Excise Services and Technical Support, is in charge of providing operational technical services in the fields of exports, imports, and customs and excise facilities. He ensures that the service runs smoothly, starting from document inspection, physical inspection of goods, to the release of goods from the customs area. In addition, he also handles various supporting technical aspects related to service systems and information technology.

6. Head of Internal Compliance and Counseling Section

The Head of Internal Compliance and Counseling Section, Ariyadi Permana Hamdani, has a role in maintaining the integrity and internal compliance of employees with legal provisions and codes of ethics. He is responsible for conducting internal supervision to prevent violations and providing counseling and education to employees and service users. The goal is to increase legal awareness and compliance with regulations in the customs and excise sector.

2.5 The Working Process

During your internship at Customs Bengkalis and being placed in the General Section, you are involved in the administrative and operational activities of the office. This section is responsible for managing correspondence, archives, and administrative reports, as well as recording and maintaining State Property (BMN). In addition, the General Section also takes care of office stationery needs, cleaning, security, and assists in the implementation of meetings or official activities. This section also serves guests and provides general information. Overall, the General Section plays an important role in supporting the smooth running of all activities in the Customs office.

In the implementation of this practical work, there are 4 (four) internship activity processes including sections, namely the passenger data collection, filling in export goods data, field activities and Internal Security Officers (PKD), the following are the duties and authorities of each of these sections:

1. Passenger Data Collection

Authorized and responsible for performing the following tasks: During the internship at the Bengkalis Customs Office, one of the tasks carried out was to assist in the process of collecting and registering international ferry passengers, especially those coming from Malaysia. This task plays an important role in supporting border security and ensuring that passenger data is accurately recorded. Authorized and responsible for performing the following tasks:

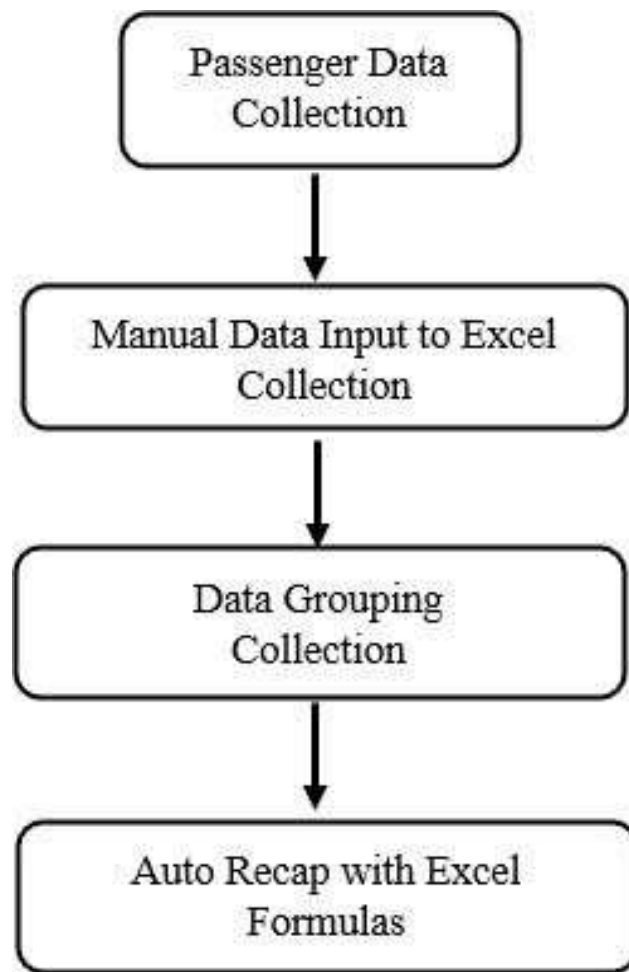


Figure 2.5 Passenger Data Collection Section
Source: Processed data 2025

2. Filling in Export goods Data

One of the tasks during the internship involved assisting in the preparation of export documentation. This activity aimed to ensure the completeness and accuracy of data related to goods shipped abroad. Authorized and responsible for performing the following tasks:

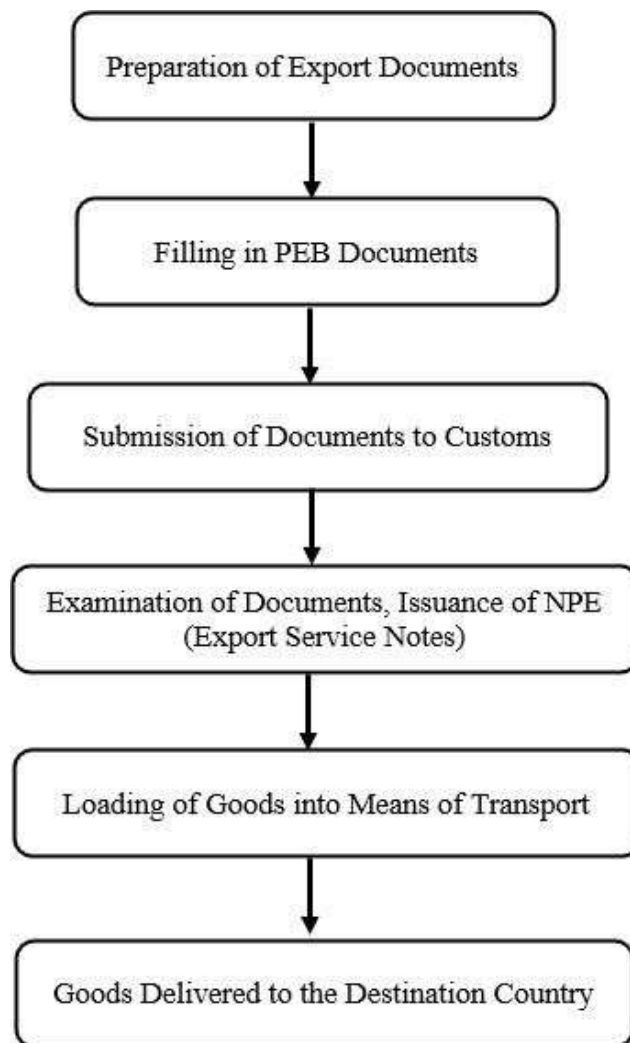


Figure 2.6 Processing exported goods data

Source: Processed data 2025

3. Filed Activity

During the internship period at the Customs Bengkalis Office, one of the main responsibilities assigned was related to the collection and processing of international ferry passenger data. This task was carried out directly in the field at the Bandar Sri Setia Raja International Port of Bengkalis and played a crucial role in supporting border security and ensuring accurate documentation of individuals entering Indonesia, particularly those arriving from Malaysia. The intern was authorized and responsible for performing the following tasks:

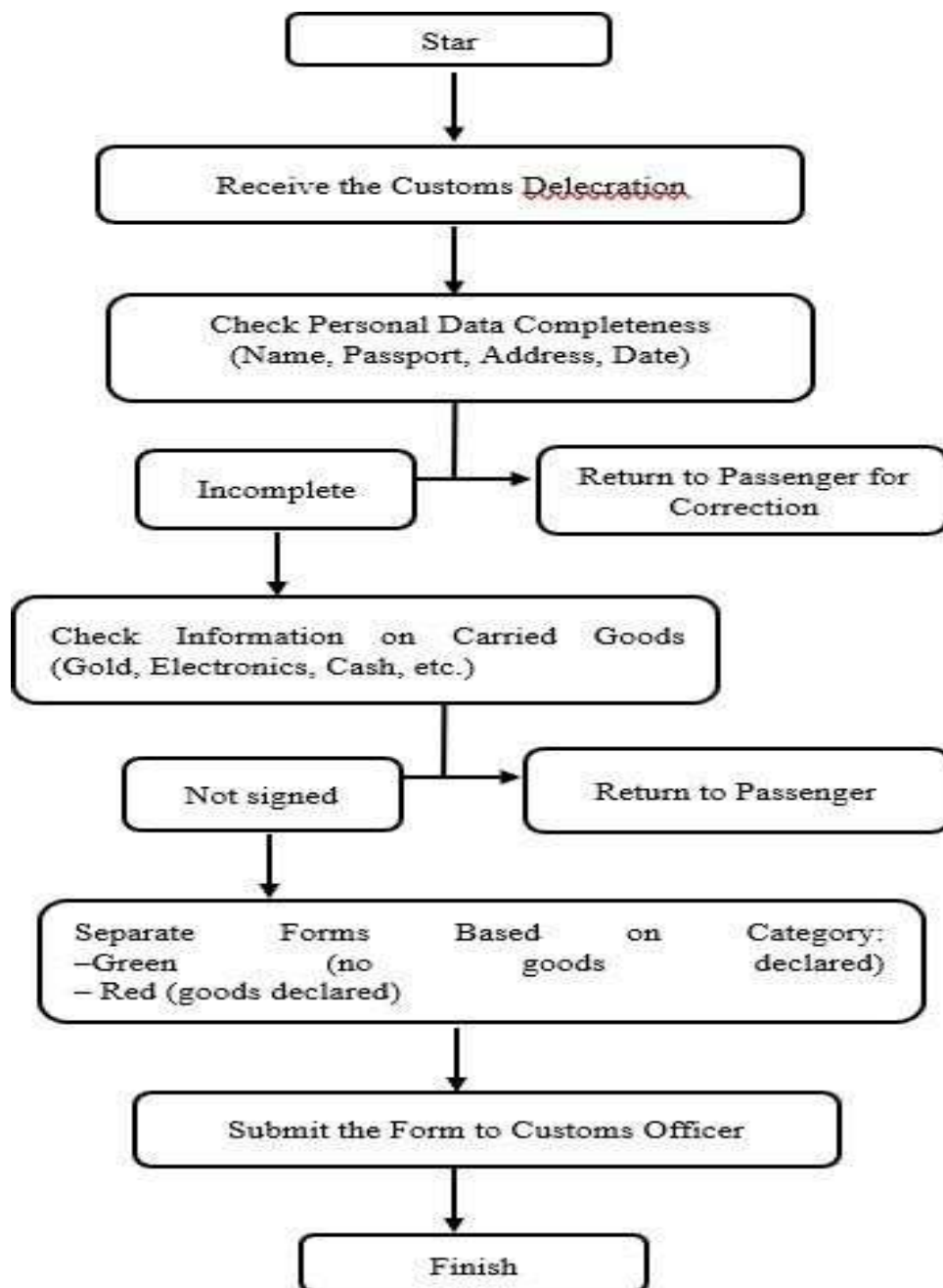


Figure 2.4 Direct Filed Descent
Source: Processed data 2025

4. Internal Security Officer (PKD)

During the internship, assignments were also given to assist the Internal Security Officer (PKD), whose role is essential in maintaining security, order, and smooth operations within the Customs Office environment. The tasks carried out included the following: Supervise the entry and exit activities of employees and goods.

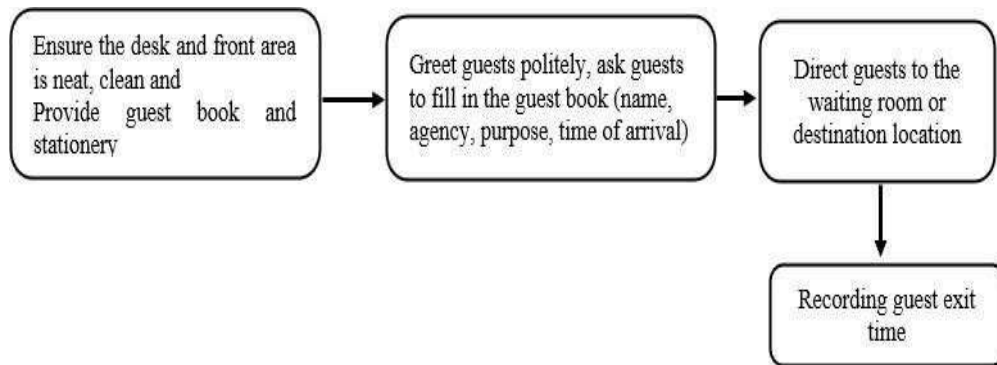


Figure 2.7 Internal Security Officer Process

Source: Processed data 2025

2.6 Documents Used for Activity

carrying out its operational activities, there are several documents used by Bengkalis Customs as follows:

1. Customs Declaration (CD)

Figure 2.8 Customs Declaration (CD)

Source: Processed Data, 2025

The picture above is a Customs Declaration (CD) form that must be filled out by every passenger coming from abroad, especially from Malaysia to Indonesia. This form is used to declare passenger luggage, both

personal items, merchandise, and goods that have certain restrictions according to customs provisions.

2. Entry Book



Figure 2.9 Entry Book

Source: Processed Data, 2025

The picture above shows the Customs entry book, which is a recording book used by the Internal Security Officer (PKD) to record every letter, document, or item that enters the Customs office environment. This book serves as a manual archive that records the date of receipt, sender, destination of the letter/goods, and the recipient's signature.

3. Invitation guest book



Figure 2.10 Invitation guest book

Source: Processed Data, 2025

The picture above shows the Customs invitation guest book, which is a book used to record data on guests or invitees who attend official activities within the Customs office. This book contains columns for the guest's name, institution of origin, purpose of visit, time of arrival, and signature as proof of attendance.

4. Export Paper



Figure 2.11 Export Papaer

Source: Processed Data, 2025

The image above shows a Customs export document, which is one of the important files in the process of releasing goods from within the country to overseas. This document usually includes a Notice of Export of Goods (PEB) and includes information about the exporter, type and quantity of goods, destination country, value of goods, and export application number and date .

CHAPTER III

SCOPE OF THE APPRENTISECHIP

3.1 Job Description

At the Bengkalis Customs Office, the author was assigned to the general division. The General Division is one of the supporting elements within the Customs Office that has the main function of managing administration, human resources, finance, equipment, and facilities and infrastructure. This division is tasked with ensuring that all internal organizational needs are met so that technical units can carry out their main duties and functions optimally.

During internship at the Bengkalis Customs Office, the author was assigned to the General Division and was given four main tasks, namely Passenger Data Collection, Filling in Export Goods Data, Field Activities and Internal Security Officer.

The first task was in the Passenger Data Collection section. In this section, the author was responsible for collecting, processing, and recording passenger data entering and leaving the control area. The activities involved included:

1. Checking the completeness of passenger data documents from the airline / port
2. Enter passenger data into Excel format
3. Checking passenger files and filling out post-arrival passenger reports
4. Ensure that each passenger has filled out and submitted the Custom Declaration (CD)

After completing the duties in passenger data collection, the author was then assigned to the Filling in Export Goods Data section. In this role, the author was responsible for inputting and verifying data related to goods intended for export, ensuring that the information complied with customs regulations and administrative procedures. The tasks in this position included:

1. Accurately record export details (name, type, quantity, and physical condition) in Microsoft Excel to prevent errors in shipping and customs documents.
2. Record the name of the owner/person responsible for the goods and their physical location in the warehouse on an Excel spreadsheet as supporting data for tracking and accountability purposes.

Furthermore, the author was also involved in field activities during the internship period. These activities were conducted outside the office, such as monitoring operations at Bandar Sri Setia Raja Bengkalis International Port. The tasks in this position included:

1. Prepare to conduct field inspections.
2. Receive Customer Declaration Forms from passengers, containing information about their luggage.
3. Checking passengers' baggage and matching it with the data on the Customer Declaration form to ensure that no items are hidden or exceed legal limits.
4. Counting passengers' baggage to determine whether the quantity or type of items exceeds the maximum permitted limit.
5. If any excess is found, further action will be taken in accordance with customs regulations.
6. Continue inspection inside the ship/ferry to ensure that no items are missed.

Lastly, the author was placed as an Internal Security Officer. This position played an important role in maintaining the security and order of the work environment, as well as being at the forefront in providing initial services to the public and visitors to the Customs Office. The Internal Security Officer role was vital because it served as the first point of interaction between the agency and external parties, requiring alertness, friendliness, and professionalism. The tasks in this position included:

1. Greet and record every guest or visitor
2. Ensure the security of the Customs office environment c. Direct visitors to the intended section or room
3. Operate and monitor CCTV (Closed-Circuit Television)
4. Record daily incident reports (log book)

5. Record incoming goods and letter

3.2 Working System and Procedure

A procedure is a systematic sequence of steps or actions that must be followed to achieve a particular goal or complete a job. The procedures that are usually carried out at Customs Bengkalis when carrying out Apprenticeship are as follows:

1. Place of Apprenticeship

The place of implementation of apprenticeship at a customs The following is information on company data where Apprenticeship is carried out:

Company Name : Bengkalis Customs Office

Address : Jl. Syahbandar No.02, Bengkalis Kota, Kec. Bengkalis,

Phone : (0766) 23030

2. Time of Apprenticeship

Working hours at customs are five days (Monday-Friday) a week. Bengkalis Customs has provisions regarding working hours. The schedule of working hours Bengkalis Customs can be seen in table 1.1. below:

NO	Day	Work Hours	Break
1.	Monday- Thursday	8:00 am-5:00 pm	12.00 am-1 pm
2.	Friday	8:00 am-5:00 pm	11:30 am-1:30pm
3.	Saturday-Sunday	Weekend	-

Table 3.1 work House Schedule

Source :Bengkalis Customs

3. Uniform for Apprenticeship Implementation

Customs work uniform is (PDH, casual formal) during the week. Bengkalis Customs has uniform requirements. The work uniform requirements at Bengkalis Customs are:

Monday	:	Orange Cloting
Tuesday	:	Generation Cloting
Wednesday	:	Class Cloting
Thursday	:	Batik Cloting
Friday	:	Casual Cloting

4. Ceremony

Every Tuesday, the Customs agency routinely holds ceremonial activities in the Customs Office Hall. The ceremony is attended by all Customs employees as well as internship students who are undergoing work practice activities. This activity is a form of character building, as well as instilling a work culture that is disciplined, responsible, and upholds integrity values in the Customs environment.

5. Sports

Every Friday, Customs regularly organizes joint sports activities that are participated in by all employees and student interns. This activity usually takes place in the morning and includes various types of sports such as joint gymnastics, cycling, and volleyball games. The purpose of this activity is to maintain physical fitness, strengthen relationships between employees, and create a healthy and harmonious work atmosphere.

3.3 Place of Apprenticeship

The implementation of Apprenticeship activities carried out at Customs Bengkalis, which is located on Jl. Syahbandar No.02, Bengkalis Kota, Kec. Bengkalis. In the field of marketing, services and operations for 4 (four) months starting from February 07, 2025 to July 13, 2025. The time of implementation of Apprenticeship activities at Bengkalis Customs is carried out every Monday to Friday starting at 08.00 WIB until 17.00 WIB by wearing clothes from campus, Formal and Casual while doing practical work. Apprenticeship is given direction and guidance by Mr. Yoga Anggoro.



Figure 3.1 Location of Apprenticeship Bengkalis Customs
Source: Bengkalis Customs, 2025

3.4 Kind and Description of the Activities

Apprenticeship activities are carried out at Bengkalis Customs Apprenticeship activities are carried out by the author for five days a week. The activities carried out by the author at Becukai Bengkalis are as follows:

Table 3.2 Daily Activities February 07 to February 14, 2025

No	Day/Date	Description of Activities	Place
1.	Friday February 07, 2025	1. Morning briefing 2. Introduction of internship students	Customs Office
2.	Monday February 10, 2025	1. Morning briefing 2. Directions on customs clearance 3. Distribution of fieldwork schedules 4. Briefing on Workflow in Export and Import Companies	Customs Office
3.	Tuesday February 11, 2025	1. Briefing on jastip, empty luggage, conflict discovery in passengers	Customs Office
4	Wednesday February 12, 2025	1. Bengkalis Customs Ceremony 2. Prepare meeting forms (take minutes) 3. Participate in the meeting	Customs Office
5.	Thursday February 13, 2025	1. Explanation of how to record passengers 2. Ramadan holy month preparation meeting	Customs Office
6.	Friday February 14, 2025	1. Sports together (Gymnastics, Volleyball, Cycling) 2. israk miraj event	1. Residential Ball Field Customs 2. Customs Office

Source:Processed Data,2025

Table 3.2 shows the series of work practice activities in the first week of February. In this week, the author was placed in the Customs and Excise section, specifically within the scope of duties related to passenger surveillance and export-import activities. During this time, the author participated in various activities such as briefings on export and import procedures, handling jastip (entrustment services), and identifying conflicts in passenger luggage. In addition, the author also participated in ceremonial activities such as the Bengkalis Customs Ceremony and the Isra Mi'raj commemoration event, and was involved in administrative processes such as recording meetings and preparing documents. All of these activities provide first-hand experience of the work process and official environment at the Bengkalis Customs office.

Table 3.3 Daily Activities February 17 to February 21, 2025

No	Day/Date	Description of Activities	Place
1.	Monday February 17, 2025	1. Morning briefing 2. learn how to check for legal and illegal cigarettes	Customs Office
2.	Tuesday February 18, 2025	1. Prepare meeting needs 2. Mental resilience situation	Customs Office
3.	Wednesday February 19, 2025	1. Bengkalis Customs Ceremony 2. Morning briefing 3. Farewell event for customs employees and meal together	Customs Office
4.	Thursday February 20, 2025	1. Preparing for meetings 2. Taking minutes	Customs Office
5.	Friday February 21, 2025	1. Go to the Field 2. checking passenger goods 3. collection of Customer Declaration (CD) paper 4. Give directions to passengers 5. checking the contents inside the ferry	Ferry port office

Source:Processed Data,2025

Table 3.3 ,In the second week, the author carried out work practices at the Bengkalis Customs with a focus on supervision. Activities included learning to identify illegal cigarettes, preparing for meetings, and participating in mental

resilience activities. The author was also involved in checking passenger goods, collecting Customer Declaration (CD) sheets, and giving directions to passengers at the port. This experience broadened the author's understanding of the tasks of customs supervision and services in the field.

Table 3.4 Daily Activities February 24 to February 28, 2025

No	Day/Date	Description of Activities	Place
	Monday February 24, 2025	<ol style="list-style-type: none"> 1. Record Ferry passengers 2. Go to the Field 3. checking passenger goods 4. collection of Customer Declaration (CD) paper 5. Give directions to passengers 6. checking the contents inside the ferry 	Ferry port office
	Tuesday February 25, 2025	<ol style="list-style-type: none"> 1. Meeting on Bengkalis Customs planning 2. Record Ferry passengers 	Customs Office
	Wednesday February 26, 2025	<ol style="list-style-type: none"> 1. Bengkalis Customs Ceremony 2. learn how to fill in export and import data 3. Record Ferry passengers 	Customs Office
	Thursday February 27, 2025	<ol style="list-style-type: none"> 1. Record Ferry passengers 2. Go to the Field 3. Checking passenger goods 4. Collection of Customer Declaration (CD) paper 5. Give directions to passengers checking the contents inside the ferry 	
	Friday February 28, 2025	<ol style="list-style-type: none"> 1. Sports together (Gymnastics, Volleyball, Cycling) 2. Registering ferry passengers 3. Bill of Leading filling 	Customs Office

Source:Processed Data,2025

. Table 3.4 is the last week in February , the author returned to work practice with a focus on field activities and customs administration. The main activities included recording ferry passengers, checking goods, collecting Customer Declaration (CD) documents, and giving directions to passengers. The author also participated in the Bengkalis Customs planning meeting and learned about filling in export-import data and Bill of Lading documents. Through this combination of

administrative and operational activities, the author gained a broader understanding of the service and supervision procedures within Customs.

Table 3.5 Daily Activities March 3 to March 7, 2025

No	Day/Date	Description of Activities	Place
1.	Monday March 3, 2025	<ol style="list-style-type: none"> 1. Go to the Field 2. Checking passenger goods 3. Collection of Customer Declaration (CD) paper 4. Give directions to passengers checking the contents inside the ferry 5. Calculating tax on ferry passenger luggage 6. Checking passenger luggage 	Ferry port office
2.	Tuesday March 4, 2025	<ol style="list-style-type: none"> 1. Registering ferry passengers 2. Bill of Lading filling 	Customs Office
3.	Wednesday March 5, 2025	<ol style="list-style-type: none"> 1. Bengkalis Customs Ceremony 2. Registering ferry passengers 3. Bill of Lading filling 	Customs Office
4.	Thursday March 6, 2025	<ol style="list-style-type: none"> 1. Morning briefing 2. Go to the Field 3. Checking passenger goods 4. Collection of Customer Declaration (CD) paper 5. Give directions to passengers checking the contents inside the ferry 6. Calculating tax on ferry passenger luggage 	Customs Office
5.	Friday March 7, 2025	<ol style="list-style-type: none"> 1. Sports together (Gymnastics, Volleyball, Cycling) 2. Registering ferry passengers 3. Bill of Lading filling 	Customs Office

Source: Processed Data, 2025

Table 3.5 is the first week in March, the author was again given the same assignment with a focus on field activities and customs administration. The main activities included recording ferry passengers, checking goods, collecting Customer Declaration (CD) documents, and giving directions to passengers. The author also participated in the Bengkalis Customs planning meeting and learned about filling in export-import data and Bill of Lading documents. Through this combination of administrative and operational activities, the author gained a broader understanding of the service and supervision procedures within Customs.

Table 3.6 Daily Activities March 10 to March 14, 2025

No	Day/Date	Description of Activities	Place
1.	Monday March 10,2025	1. Go to the Field 2. Checking passenger goods 3. Collection of Customer Declaration (CD) paper 4. Give directions to passengers checking the contents inside the ferry 5. Calculating tax on ferry passenger luggage 6. Checking passenger luggage	Ferry port office
2.	Tuesday March 11, 2025	1. Morning briefing 2. Registering ferry passengers 3. Bill of Lading filling	Customs Office
3.	Wednesday March 12, 2025	1. Bengkalis Customs Ceremony 2. Registering ferry passengers	Customs Office
4.	Thursday March 13, 2025	1. Morning briefing 2. Go to the Field 3. Checking passenger goods 4. Collection of Customer Declaration (CD) paper 5. Give directions to passengers checking the contents inside the ferry 6. Calculating tax on ferry passenger luggage	Ferry port office
5.	Friday March 14, 2025	1. Morning briefing 2. Sports together (Gymnastics, Volleyball, Cycling) 3. Zoom with customs employees 4. Registering ferry passengers	Customs Office

Source:Processed Data,2025

Table 3.6 is the second week in March, the author was again given the same assignment with a focus on field activities and customs administration. Through this combination of administrative and operational activities, the author gained a broader understanding of the service and supervision procedures within Customs.

Table 3.7 Daily Activities March 17 to March 21, 2025

No	Day/Date	Description of Activities	Place
1.	Monday March 17,2025	1. Morning briefing 2. Registering ferry passengers 3. Bill of Lading filling 4. Coloring competition, children's recitation 5. Sharing takjil	Customs Office

		6. Open Together	
2.	Tuesday March 18, 2025	1. Bill of Lading filling 2. Registering ferry passenger	Customs Office
3.	Wednesday March 19, 2025	1. Bengkalis Customs Ceremony 2. Registering ferry passenger	Customs Office
4.	Thursday March 20, 2025	1. Go to the Field 2. Checking passenger goods 3. Collection of Customer Declaration (CD) paper 4. Give directions to passengers checking the contents inside the ferry 5. Calculating tax on ferry passenger luggage 6. Checking the content in Ferry	Ferry port office
5.	Friday March 21, 2025	1. Morning briefing 2. Sports together (Gymnastics, Volleyball, Cycling) 3. Go to the Field 4. Checking passenger goods 5. Collection of Customer Declaration (CD) paper 6. Give directions to passengers checking the contents inside the ferry 7. Checking the content in Ferry	Ferry port office

Source: Processed Data, 2025

Table 3.7 In the third week of March, the author was again given the same assignment with a focus on field activities and customs administration. Through this combination of administrative and operational activities, the author gained a broader understanding of service and supervision procedures within Customs.

Table 3.8 Daily Activities March 24 to March 28, 2025

No	Day/Date	Description of Activities	Place
1.	Monday March 24, 2025	1. Morning briefing 2. Goods export data filler	Customs Office
2.	Tuesday March 25, 2025	Holiday	Holiday
3.	Wednesday March 26, 2025	Holiday	Holiday
4.	Thursday March 27, 2025	Holiday	Holiday
5.	Friday	Holiday	Holiday

	March 28, 2025		
6.	Monday March 31, 2025	Holiday	Holiday

Source: Processed Data, 2025

Table 3.8 is the second week in March, it is known that activities are only carried out on Monday, March 24, 2025, which includes morning briefing and filling in export data. Meanwhile, from March 25 to 28, 2025 (Tuesday to Friday) and March 31, 2025 (Monday) are designated as holidays. These days off were given in order to welcome and prepare for Eid al-Fitr 1446 H. Therefore, activities during the week were very limited and dominated by the holiday period ahead of the big religious celebration.

Table 3.9 Daily Activities April 1 to April 4, 2025

No	Day/Date	Description of Activities	Place
1.	Tuesday April 1, 2025	Holiday	Holiday
2.	Wednesday April 2, 2025	Holiday	Holiday
3.	Thursday April 3, 2025	Holiday	Holiday
4	Friday April 4, 2025	Holiday	Holiday

Source: Processed Data, 2025

Table 3.9 is the first week of April the author did not do any activities because there was a long national holiday welcoming Eid al-Fitr and the Eid al-Fitr holiday until March 31, 2025. The author started working again on April 7, 2025.

Table 3.10 Daily Activities April 7 to April 11, 2025

No	Day/Date	Description of Activities	Place
1.	Monday April 7, 2025	Holiday	Holiday
2.	Tuesday April 8, 2025	1. Morning briefing 2. Bill of Lading filling 3. Registering ferry passenger	Customs Office
3.	Wednesday April 9, 2025	1. Bengkalis Customs Ceremony 2. Bill of Lading filling 3. Registering ferry passenger	

4.	Thursday April 10, 2025	<ol style="list-style-type: none"> 1. Go to the Field 2. Checking passenger goods 3. Collection of Customer Declaration(CD) paper 4. Give directions to passengers checking the contents inside the ferry 5. Checking the content in Ferry 	Ferry port office
5.	Friday April 11, 2025	<ol style="list-style-type: none"> 1. Morning briefing 2. Sports together (Gymnastics, Volleyball, Cycling) 3. Go to the Field 4. Checking passenger goods 5. Collection of Customer Declaration(CD) paper 6. Give directions to passengers checking the contents inside the ferry 7. Checking the content in Ferry 	Ferry port office

Source:Processed Data,2025

Table 3.10 In the second week of April, the authors were again given the same assignment with a focus on field activities and customs administration. Through this combination of administrative and operational activities, the authors gained a broader understanding of the service and supervision procedures at Customs.

Table 3.11 Daily Activities April 14 to April 18, 2025

No	Day/Date	Description of Activities	Place
1.	Monday April 14,2025	<ol style="list-style-type: none"> 1. Morning briefing 2. fill in data on exported goods 	Customs Office
2.	Tuesday April 15, 2025	<ol style="list-style-type: none"> 1. Go to the Field 2. Checking passenger goods 3. Collection of Customer Declaration(CD) paper 4. Give directions to passengers checking the contents inside the ferry 5. Checking the content in Ferry 	Ferry port office
3.	Wednesday April 16, 2025	<ol style="list-style-type: none"> 1. Bengkalis Customs Ceremony 2. Calculating tax on ferry passenger luggage 3. Checking passenger luggag 4. Checking passenger goods 5. Collection of Customer Declaration(CD) paper 	Ferry port office

		6. Give directions to passengers checking the contents inside the ferry	
4.	Thursday April 17, 2025	1. Go to the Field 2. Checking passenger goods 3. Collection of Customer Declaration (CD) paper 4. Give directions to passengers checking the contents inside the ferry 5. Calculating tax on ferry passenger luggage 6. Checking passenger luggage	Ferry port office
5.	Friday April 18, 2025	1. Sports together (Gymnastics, Volleyball, Cycling) 2. Go to the Field 3. Checking passenger goods 4. Collection of Customer Declaration (CD) paper 5. Give directions to passengers checking the contents inside the ferry 6. Calculating tax on ferry passenger luggage 7. Checking passenger luggage	Ferry port office

Source: Processed Data, 2025

Table 3.11 In the third week of April, the authors were again given the same assignment with a focus on field activities and customs administration. Through this combination of administrative and operational activities, the authors gained a broader understanding of the service and supervision procedures at Customs.

Table 3.12 Daily Activities April 21 to April 25, 2025

No	Day/Date	Description of Activities	Place
1.	Monday April 21, 2025	1. Morning briefing 2. Fill in data on exported goods 3. Registering ferry passenger	Customs Office
2.	Tuesday April 22, 2025	1. Morning briefing 2. Fill in data on exported goods	Customs Office
3.	Wednesday April 23, 2025	1. Bengkalis Customs Ceremony 2. Fill in data on exported good 3. Registering ferry passenger	Customs Office
4.	Thursday April 24, 2025	1. Go to the Field 2. Checking passenger goods 3. Collection of Customer Declaration (CD) paper	Ferry port office

		4. Give directions to passengers checking the contents inside the ferry 5. Calculating tax on ferry passenger luggag 6. Checking passenger luggage	
5.	Friday April 25, 2025	1. Sports together (Gymnastics, Volleyball, Cycling) 2. Go to the Field 3. Checking passenger goods 4. Collection of Customer Declaration (CD) paper 5. Give directions to passengers checking the contents inside the ferry 6. Calculating tax on ferry passenger luggag 7. Checking passenger luggage	Ferry port office

Source:Processed Data,2025

Table 3.12 In the fourth week of April, the authors were again given the same assignment with a focus on field activities and customs administration. Through this combination of administrative and operational activities, the authors gained a broader understanding of the service and supervision procedures at Customs.

Table 3.13 Daily Activities April 28 to May 2, 2025

No	Day/Date	Description of Activities	Place
1.	Monday April 28,2025	1. Go to the Field 2. Checking passenger goods 3. Collection of Customer Declaration (CD) paper 4. Give directions to passengers checking the contents inside the ferry 5. Calculating tax on ferry passenger luggag 6. Checking passenger luggage	Ferry port office
2.	Tuesday April 29, 2025	1. Morning briefing 2. Fill in data on exported goods 3. Registering ferry passenger	Customs Office
3.	Wednesday April 30, 2025	1. Bengkalis Customs Ceremony 2. Go to the Field 3. Checking passenger goods	Ferry port office

		4. Collection of Customer Declaration (CD) paper 5. Give directions to passengers checking the contents inside the ferry 6. Checking passenger luggage	
4.	Thursday May 1, 2025	1. Registering ferry passenger	Customs Office
5.	Friday May 2, 2025	1. Sports together (Gymnastics, Volleyball, Cycling) 2. Registering ferry passenger	Customs Office

Source: Processed Data, 2025

Table 3.13 In the last week of April, the authors were again given the same assignment with a focus on field activities and customs administration. Through this combination of administrative and operational activities, the authors gained a broader understanding of the service and supervision procedures at Customs.

Table 3.14 Daily Activities May 5 to May 9, 2025

No	Day/Date	Description of Activities	Place
1.	Monday May 5, 2025	1. Go to the Field 2. Checking passenger goods 3. Collection of Customer Declaration (CD) paper 4. Give directions to passengers checking the contents inside the ferry 5. Checking passenger luggage	Ferry port office
2.	Tuesday May 6, 2025	1. Go to the Field 2. Checking passenger goods 3. Collection of Customer Declaration (CD) paper 4. Give directions to passengers checking the contents inside the ferry 5. Checking passenger luggage	Ferry port office
3.	Wednesday May 7, 2025	1. Bengkalis Customs Ceremony 2. Fill in data on exported goods	Customs Office
4.	Thursday May 8, 2025	1. Internal Security Officer (PKD) 2. Serve guests who come to the office 3. Direct guests to the intended department, ensure guests fill out the guest book 4. Receiving incoming goods or documents 5. Supervise the entry and exit activities of	Customs Office

		employees and goods	
5.	Friday May 9, 2025	<ol style="list-style-type: none"> 1. Sports together (Gymnastics, Volleyball, Cycling) 2. Go to the Field 3. Checking passenger goods 4. Collection of Customer Declaration (CD) paper 5. Give directions to passengers checking the contents inside the ferry 6. Checking passenger luggage 	Ferry port office

Source:Processed Data,2025

Table 3.14 In the Second week of May 2025, activities in the Bengkalis Customs environment ran intensively with the main focus on field supervision and public services. activities focused on checking passenger luggage, collecting Customer Declaration (CD) documents, and giving directions to passengers in the port area. attending ceremonies and inputting data on exports of goods, carrying out duties as an Internal Security Officer (PKD) which includes guest services, receiving documents, and monitoring activities in and out of goods and employees. Activities are also balanced with exercise to maintain fitness and work enthusiasm.

Table 3.15 Daily Activities May12 to May 16, 2025

No	Day/Date	Description of Activities	Place
1.	Monday May 12,2025	Holiday	Holiday
2.	Tuesday May 13, 2025	Holiday	Holiday
3.	Wednesday May 14, 2025	<ol style="list-style-type: none"> 1. Morning briefing 2. Registering ferry passenger 3. Goes to campus meeting (STAIN Bengkalis) 	Customs Office
4.	Thursday May 15, 2025	<ol style="list-style-type: none"> 1. Morning briefing 2. Socialization to STAIN Bengkalis campus 	STAIN Bengkalis campus
5.	Friday May 15, 2025	<ol style="list-style-type: none"> 1. Sports together (Gymnastics, Volleyball, Cycling) 2. Registering ferry passenger 	Ferry port office

Source:Processed Data,2025

Table 3.15 is the third week of May, the author was again given the same assignment with a focus on field activities and customs administration. The main activities carried out included recording ferry passengers, filling in export-import data and Bill of Lading documents. Through this combination of administrative and operational activities, as well as attending meetings and socialization to the STAIN Bengkalis campus, the activity was closed with a joint exercise to maintain fitness and strengthen team cohesiveness.

Table 3.16 Daily Activities May 19 to May 23, 2025

No	Day/Date	Description of Activities	Place
1.	Monday May 19, 2025	<ol style="list-style-type: none"> 1. Go to the Field 2. Checking passenger goods 3. Collection of Customer Declaration (CD) paper 4. Give directions to passengers checking the contents inside the ferry 5. Checking passenger luggage 	Ferry port office
2.	Tuesday May 20, 2025	<ol style="list-style-type: none"> 1. Morning briefing 2. Registering ferry passenger 	Customs Office
3.	Wednesday May 21, 2025	<ol style="list-style-type: none"> 1. Bengkalis Customs Ceremony 2. Registering ferry passenger 	Customs Office
4.	Thursday May 22, 2025	<ol style="list-style-type: none"> 1. Internal Security Officer (PKD) 2. Serve guests who come to the office 3. Direct guests to the intended department, ensure guests fill out the guest book 4. Receiving incoming goods or documents 5. Supervise the entry and exit activities of employees and goods 	Customs Office
5.	Friday May 23, 2025	<ol style="list-style-type: none"> 1. Sports together (Gymnastics, Volleyball, Cycling) 2. Go to the Field 3. Checking passenger goods 4. Collection of Customer Declaration (CD) paper 5. Give directions to passengers checking the contents inside the ferry 6. Checking passenger luggage 	Ferry port office

Source: Processed Data, 2025

Table 3.16 In the Fourth week of May 2025, the author was still given the same activities, activities focused mainly on field supervision and public services. activities focused on checking passenger luggage, collecting Customer Declaration (CD) documents, and giving directions to passengers in the port area. attending ceremonies and inputting export data on goods, carrying out duties as an Internal Security Officer (PKD) which includes guest services, receiving documents, and supervising activities in and out of goods and employees. Activities are also balanced with exercise to maintain fitness and work enthusiasm.

Table 3. 17 Daily Activities May 26 to May 30, 2025

No	Day/Date	Description of Activities	Place
1.	Monday May 26,2025	1. Morning briefing 2. Registering ferry passenger	Customs Office
2.	Tuesday May 27, 2025	1. Go to the Field 2. Checking passenger goods 3. Collection of Customer Declaration (CD) paper 4. Give directions to passengers checking the contents inside the ferry 5. Checking passenger luggage	Ferry port office
3.	Wednesday May 28, 2025	1. Bengkalis Customs Ceremony 2. Internal Security Officer (PKD) 3. Serve guests who come to the office 4. Direct guests to the intended department, ensure guests fill out the guest book 5. Receiving incoming goods or documents 6. Supervise the entry and exit activities of employees and goods	Customs Office
4.	Thursday May 29, 2025	Holiday	Holiday
5.	Friday May 30, 2025	Holiday	Holiday

Source:Processed Data,2025

Table 3.17 In the last week of May 2025, the author was still given the same duties. activities included customs services, field supervision, and administrative duties. focused on morning briefing and ferry passenger registration. involved checking passenger goods, collecting CD documents, and giving directions. filled with ceremonies, duties as PKD, guest services, and

monitoring the entry and exit of goods and employees. Overall, the activities reflect support for services and supervision in the office environment.

Table 3.18 Daily Activities June 2 to June 6, 2025

No	Day/Date	Description of Activities	Place
1.	Monday June 02,2025	1. Pancasila ceremony 2. Go to the Field 3. Checking passenger goods 4. Collection of Customer Declaration (CD) paper 5. Give directions to passengers checking the contents inside the ferry 6. Calculating tax on ferry passenger luggage 7. Checking the content in Ferry	Ferry port office
2.	Tuesday June 03, 2025	1. Morning briefing 2. Registering ferry passenger	Customs Office
3.	Wednesday June 04, 2025	1. Go to the Field 2. Checking passenger goods 3. Collection of Customer Declaration (CD) paper 4. Give directions to passengers checking the contents inside the ferry 5. Calculating tax on ferry passenger luggage 6. Checking the content in Ferry	Ferry port office
4.	Thursday June 05, 2025	Morning briefing Registering ferry passenger	Customs Office
5.	Friday June 06, 2025	Holiday	Holiday

Source:Processed Data,2025

Table 3.18 In the first week of June 2025, the author was still assigned the same duties. Activities included customs services, field supervision, as well as administrative duties. focused on morning briefing and ferry passenger registration. involved the inspection of passenger goods, collection of CD documents, guest services, and supervision of the entry and exit of goods and employees. Overall, the activities reflect support for services and supervision in the office environment.

Table 3.19 Daily Activities June 09 to June 13,2025

No	Day/Date	Description of Activities	Place
1.	Monday June 09,2025	Holiday	Holiday
2.	Tuesday June 10, 2025	1. Morning briefing 2. Registering ferry passenger	Customs Office
3.	Wednesday June 11, 2025	1. Go to the Field 2. Checking passenger goods 3. Collection of Customer Declaration (CD) paper 4. Give directions to passengers checking the contents inside the ferry 5. Calculating tax on ferry passenger luggage 6. Checking the content in Ferry	Ferry port office
4.	Thursday June 12, 2025	1. Internal Security Officer (PKD) 2. Serve guests who come to the office 3. Direct guests to the intended department, ensure guests fill out the guest book 4. Receiving incoming goods or documents Supervise the entry and exit activities of employees and goods	Customs Office
5.	Friday June 13, 2025	1. Sports together (Gymnastics, Volleyball, Cycling) 2. Go to the Field 3. Checking passenger goods 4. Collection of Customer Declaration (CD) paper 5. Give directions to passengers checking the contents inside the ferry 6. Calculating tax on ferry passenger luggage 7. Checking the content in Ferry	Ferry port office
6.	Monday June 16, 2025	1. farewell 2. Eating together	Customs Office

Source:Processed Data,2025

Table 3.19 Second week of May 2025, last week of internship the author was still given the same activities, activities focused mainly on field supervision and public services. activities focused on checking passenger luggage, collecting Customer Declaration (CD) documents, and giving directions to passengers in the port area. attending ceremonies and inputting export data on goods, carrying out

duties as an Internal Security Officer (PKD) which includes guest services, receiving documents, and supervising activities in and out of goods and employees. Activities are also balanced with exercise to maintain fitness and work enthusiasm.

3.4.1 Equipment Used

During my internship at the Bengkalis Customs Office, work equipment was used to support the smooth running of tasks and ensure data accuracy. The equipment chosen is in accordance with operational needs and follows standard procedures applicable in the office environment. . Bengkalis Customs Branch is as follows:

1. X-Ray Machine

The picture above is the author's security scanner or commonly called an airport X-Ray machine that is used to check passengers' luggage before entering the departure area. This machine works by utilizing X-rays to view the contents inside the bag or luggage without having to open it. The aim is to detect prohibited or dangerous items such as sharp weapons, explosives, or large amounts of liquid.



Figure 3.2 X-Ray Machine
Source: Processed Data 2025

2. Monitor Screen of the Security Check X-Ray Machine

The picture above is the author's the monitor screen of a security screening X-Ray machine, which is commonly used in areas such as airports or seaports. This monitor displays the results of scanning the contents of a passenger's suitcase or bag in the form of a color image that shows the structure and type of item based on its density. Different colors indicate different materials, such as organic, metallic, or mixed.

The benefit of this device is to help security officers identify suspicious or prohibited items, such as weapons, explosives, or large quantities of liquids, without the need to manually open the suitcase.



Figure 3.3 Monitor Screen of the Security Check X-Ray Machine
Source: Processed Data 2025

3. Printer and Scanner



Figure 3.4 Printer and Scanner
Source: Processed Data 2025

3.5 Obstacles and Solutions

In carrying out this practical work, the author gets several obstacles that hinder the author in doing practical work. With these obstacles, the author also tries to find solutions so that these obstacles can be overcome properly and activities run smoothly.

3.5.1 Obstacles

Obstacles Faced by the Author During the Apprenticeship at Customs Bengkalis. The author gets the obstacles faced and things that cause delays in the implementation of practical work. The obstacles and obstacles that the author applies are as follows:

1. In the first week of practical work, the author is still adapting to the work environment so that the author is a little awkward in communicating and socializing with employees.
2. The problem experienced by the author was that he was unable to adapt to the work environment, which made the author feel embarrassed to start on his
3. Lack of confidence when interacting directly with passengers and office guests.
4. Difficulty adapting to the fast pace of work and busy field schedule.

3.5.2 Solutions

Although the authors faced several challenges during their Apprenticeship at Customs Bengkalis, the authors were able to overcome the challenges and obstacles well and carry out Apprenticeship activities smoothly. The way practitioners overcome these obstacles is as follows:

1. In the first obstacle, the author took the initiative to greet when meeting and socializing with other employees during break time.
2. The author realizes that it is difficult to adapt to the work environment to adapt to the surrounding situation with other members, but as time goes by

the author begins to get better at adapting to the work environment and carrying out the work well, thus making the team members feel helped.

3. The author improved her communication skills through peer observation and gradually began to take on roles in public service.
4. The author tries to manage time well, maintain physical condition, and attend morning briefings in a disciplined manner to understand the distribution of daily tasks.

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

After doing Apprenticeship at Customs Bengkalis, the following conclusions can be drawn:

1. The Job Description of activities during Apprenticeship of Bengkalis Customs and Excise, which consists of four sections, each having clearly defined duties that contribute to the smooth running of office operations. These sections handle tasks such as correspondence, archiving, office supply management, and other administrative functions. Understanding the job description of each section provides valuable insight into how the division supports the overall mission of Bengkalis Customs.
2. The working system at Customs and Excise Bengkalis follows a structured hierarchy and standard procedures. Activities are carried out based on SOPs (Standard Operating Procedures), which are consistently applied across all divisions to maintain efficiency and accountability. Coordination between sections is essential in executing daily tasks and ensuring services run effectively.
3. The Place of Apprenticeship at Bengkalis Customs Office provides a professional and disciplined work environment that allows apprentices to gain hands-on experience in customs-related activities. The office facilities, work atmosphere, and supportive staff help create a learning environment where apprentices can observe real operational practices and apply their knowledge directly.
4. The kind and description of Activities Bengkalis Customs and Excise During the internship, apprentices are involved in various activities, such as document handling, data entry, administrative assistance, and observing customs inspection processes. These activities reflect the wide scope of duties at Bengkalis Customs, ranging from office-based administrative work to field operations related to customs supervision and public service.
5. Several challenges were encountered during the internship, including limited

access to confidential data, time constraints in completing tasks, and the need to quickly adapt to work routines. These obstacles were overcome through active communication with supervisors, teamwork with fellow apprentices, and learning from experienced staff members who provided guidance and solutions when difficulties arose.

4.2 Suggestion

After carrying out Apprenticeship at Bengkalis Customs branch office Bengkalis, the author can provide the following suggestions:

1. It is expected that interns will be given more opportunities to participate in relevant field or technical activities, of course, while taking into account security aspects and internal policies.
2. If possible, students can be given limited access or simulated use of the system used by Customs so that they better understand the administrative processes that take place.
3. Students can be involved in morning briefings or team discussions as a medium for learning and understanding the flow of daily tasks.

REFERENCE

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- Polytechnic of Bengkalis, (2022) History of State https://id.wikipedia.org/wiki/Politeknik_Negeri_Bengkalis. Bengkalis, Riau. 2023
- Hardi Fardiansyah, S. E., SH, M., Christina Bagenda, S. H., MH, C., Citra Lutfia, S. E., Gita Arasy Harwida, S. E., ... & Roza Fitriawati, S. E.(2023). *Kepabeanan Dan Customs*. Penerbit Widina.

APPENDICES

Appendix 1: Apprenticeship Acceptance Letter



KEMENTERIAN KEUANGAN REPUBLIK INDONESIA
DIREKTORAT JENDERAL BEA DAN CUKAI
KANTOR WILAYAH DIREKTORAT JENDERAL BEA DAN CUKAI RIAU
KANTOR PENGAWASAN DAN PELAYANAN BEA DAN CUKAI TIPE
MADYA PABEAN C BENGKALIS
JALAN SYAHBANDAR NOMOR 002, KAB. BENGKALIS 28712
TELEPON (0766) 23030; FAKSIMILE (0766) 23030; LAMAN WWW.BCBENGKALIS.BEACUKAI.GG.ID
PUSAT KONTAK LAYANAN 1500225

Nomor	: S-1356/KBC.0304/2024	23 November 2024
Sifat	: Biasa	
Lampiran	: -	
Hal	: Permohonan Kerja Praktek Mahasiswa	

Yth. Pimpinan Politeknik Negeri Bengkalis

Sehubungan dengan surat Saudara Nomor: 5863/PL.31/TU/2024 tanggal 18 November 2024 Hal Permohonan Kerja Praktek (KP), dengan ini kami sampaikan bahwa 4 (empat) mahasiswa yang Saudara ajukan untuk kerja praktek dimaksud kami persilahkan. Untuk komunikasi selanjutnya dan CP silahkan menghubungi Staff Subbagian Umum KPPBC TMP C Bengkalis.

Demikian surat ini kami sampaikan. Atas perhatian dan kerja sama Saudara, kami mengucapkan terima kasih.

Kepala Kantor Pengawasan dan
Pelayanan Bea dan Cukai Tipe Madya
Pabean C Bengkalis



Ditandatangani secara elektronik

Agoes Widodo

Appendix 2: Apprenticeship Statement Letter

 KEMENTERIAN PENDIDIKAN TINGGI, SAINS,
DAN TEKNOLOGI
POLITEKNIK NEGERI BENGKALIS
Jalan Bathin Alam, Sungai Alam, Bengkalis, Riau 28711
Telepon: (+62766) 24566, Fax: (+62766) 800 1000
Laman: <http://www.polbeng.ac.id>, E-mail: polbeng@polbeng.ac.id

18 November 2024

Nomor : 586/PL31/TU/2024
Hal : Permohonan Kerja Praktek (KP)

Yth. Pemimpin Bea Cukai Bengkalis
di
Bengkalis

Dengan hormat,
Sehubungan akan dilaksanakannya Kerja Praktek untuk mahasiswa Politeknik Negeri Bengkalis yang bertujuan untuk meningkatkan pengetahuan & keterampilan mahasiswa melalui keterlibatan secara langsung dalam berbagai kegiatan di Perusahaan, maka kami mengharapkan kesediaan dan kerjasamanya untuk dapat menerima mahasiswa kami guna melaksanakan Kerja Praktek di Kantor Bea Cukai Bengkalis yang Bapak/Ibu pimpin. Pelaksanaan Kerja Praktek mahasiswa Politeknik Negeri Bengkalis akan dimulai pada bulan 03 Februari s/d 06 Juni 2025, adapun nama Mahasiswa sebagai berikut :

No	Nama	NIM	Prodi
1	Sikin Sahira	5404211433	D4 Administrasi Bisnis Internasional
2	Norsyafika	5404211416	D4 Administrasi Bisnis Internasional
3	Nadiatul Fitri	5404211447	D4 Administrasi Bisnis Internasional
4	Siti Nor Hartini	5404211443	D4 Administrasi Bisnis Internasional

Kami sangat mengharapkan informasi lebih lanjut dari Bapak/Ibu melalui bahasan surat atau menghubungi contact person dalam waktu dekat.

Demikian permohonan ini disampaikan, atas perhatian dan kerjasamanya kami ucapkan terima kasih.


Wakil Direktur,
Wakil Direktur III
Marhadi Sastra, S.T., M.Sc.
NIP. 198903142015041001

Contact person :
M. Alkadri Perdana, B.IT., M.Sc (0812 7648 4321)

Appendix 3: Sertificate



Appendix 4: Company Appraisal Sheet

Form-4:

EVALUATION RESULTS FROM JOB TRAINING COMPANY PENILAIAN. BEACUKAI BENGKALIS

Name : Nadiatul Fitri
Student's Identity No. : 5404211447
Study Program : International Business Administration
Politeknik Bengkalis

No.	Assessment Aspect	percentage	Scores
1.	Disciplin	20%	34
2.	Responsibility	25%	52
3.	Adjustment/Adaptation	10%	43
4.	Work Result	30%	35
5.	Behavior in General	15%	56
Total (1+2+3+4+5)		100%	

18.8
23.0
9.3
28.5
14.9
94.0

Explanation :

Score : Criteria

81 - 100 : Excellence

71 - 80 : Very Good

66 - 70 : Good

61 - 65 : Good Enough

56 - 60 : Enough

Notes:

Bengkalis, June 13th 2025



Yoga Anggoro, S.T., M.Eng

General Subdivision
Beacukai Bengkalis

Appendix 5 : List of Attendance

ABSEN PESERTA KERJA PRAKTEK BEACUKAI BENGKALIS

NAMA : NADIATUL FITRI

NIM : 5404211447

BULAN : FEBRUARI

No	Hari	Tanggal	Jam Masuk	Jam Istirahat	Jam Pulang	Paraf Mahasiswa	Paraf Pengawas	Keterangan
1	Jumat	7	7.30	12.00	17.00			
2	Senin	10	7.30	12.00	17.00			
3	Selasa	11	7.30	12.00	17.00			
4	Rabu	12	7.30	12.00	17.00			
5	Kamis	13	7.30	12.00	17.00			
8	Jumat	14	7.30	12.00	17.00			
9	Senin	17	7.30	12.00	17.00			
10	Selasa	18	7.30	12.00	17.00			
11	Rabu	19	7.30	12.00	17.00			
12	Kamis	20	7.30	12.00	17.00			
13	Jumat	21	7.30	12.00	17.00			
14	Senin	24	7.30	12.00	17.00			
15	Selasa	25	7.30	12.00	17.00			
16	Rabu	26	7.30	12.00	17.00			SAKIT
17	Kamis	27	7.30	12.00	17.00			
18	Jumat	28	7.30	12.00	17.00			

Bengkalis, 28 Februari 2025

Mengetahui,

General Subdivision
Beacukai Bengkalis



Yoga Anggoro, S.T., M.Eng
NIP.198509212010121004

Mahasiswa Kerja Praktek









































Nadiatul Fitri
NIM.5404211447

**ABSEN PESERTA KERJA PRAKTEK
BEACUKAI BENGKALIS**

NAMA : NADIATUL FITRI

NIM : 5404211447

BULAN : MARET

No	Hari	Tanggal	Jam Masuk	Jam Istirahat	Jam Pulang	Paraf Mahasiswa	Paraf Pengawas	Keterangan
1	Senin	3	7.30	12.00	17.00			
2	Selasa	4	7.30	12.00	17.00			
3	Rabu	5	7.30	12.00	17.00			
4	Kamis	6	7.30	12.00	17.00			
5	Jumat	7	7.30	12.00	17.00			
8	Senin	10	7.30	12.00	17.00			
9	Selasa	11	7.30	12.00	17.00			
10	Rabu	12	7.30	12.00	17.00			
11	Kamis	13	7.30	12.00	17.00			
12	Jumat	14	7.30	12.00	17.00			
13	Senin	17	7.30	12.00	17.00			
14	Selasa	18	7.30	12.00	17.00			
15	Rabu	19	7.30	12.00	17.00			
16	Kamis	20	7.30	12.00	17.00			
17	Jumat	21	7.30	12.00	17.00			
18	Senin	24	7.30	12.00	17.00			
19	Selasa	25	7.30	12.00	17.00			
20	Rabu	26	7.30	12.00	17.00			
21	Kamis	27	7.30	12.00	17.00			
22	Jumat	28	7.30	12.00	17.00	CUTI BERSAMA NYEPI		
21	Senin	31	7.30	12.00	17.00	IDUL FITRI		

Bengkalis, 28 Maret 2025
Mengetahui,

General Subdivision
Beacukai Bengkalis



Yoga Anggoro.S.T.,M.Eng
NIP.198509212010121004

Mahasiswa Kerja Praktek



Nadiatul Fitri
NIM.5404211447

**ABSEN PESERTA KERJA PRAKTEK
BEACUKAI BENGKALIS**

NAMA : NADIATUL FITRI

NIM : 5404211447

BULAN : APRIL

No	Hari	Tanggal	Jam Masuk	Jam Istirahat	Jam Pulang	Paraf Mahasiswa	Paraf Pengawas	Keterangan
1	Selasa	1	7.30	12.00	17.00			IDUL FITRI
2	Rabu	2	7.30	12.00	17.00			CUTI IDUL FITRI
3	Kamis	3	7.30	12.00	17.00			CUTI IDUL FITRI
4	Jumat	4	7.30	12.00	17.00			CUTI IDUL FITRI
5	Senin	7	7.30	12.00	17.00			CUTI IDUL FITRI
6	Selasa	8	7.30	12.00	17.00			
7	Rabu	9	7.30	12.00	17.00			
8	Kamis	10	7.30	12.00	17.00			
9	Jumat	11	7.30	12.00	17.00			
10	Senin	14	7.30	12.00	17.00			
11	Selasa	15	7.30	12.00	17.00			
12	Rabu	16	7.30	12.00	17.00			
13	Kamis	17	7.30	12.00	17.00			
14	Jumat	18	7.30	12.00	17.00			WAFAT ISA ALMASIH
15	Senin	21	7.30	12.00	17.00			SAKIT
16	Selasa	22	7.30	12.00	17.00			
17	Rabu	23	7.30	12.00	17.00			
18	Kamis	24	7.30	12.00	17.00			
19	Jumat	25	7.30	12.00	17.00			
20	Senin	28	7.30	12.00	17.00			
21	Selasa	29	7.30	12.00	17.00			
22	Rabu	30	7.30	12.00	17.00			

Bengkalis, 30 April 2025

Mengetahui,

General Subdivision
Beacukai Bengkalis

Mahasiswa Kerja Praktek



Yoga Anggoro.S.T.,M.Eng
NIP.198509212010121004



Nadiatul Fitri
NIM.5404211447

**ABSEN PESERTA KERJA PRAKTEK
BEACUKAI BENGKALIS**

NAMA : NADIATUL FITRI

NIM : 5404211447

BULAN : MEI

No	Hari	Tanggal	Jam Masuk	Jam Istirahat	Jam Pulang	Paraf Mahasiswa	Paraf Pengawas	Keterangan
1	Kamis	1	7.30	12.00	17.00			H.Buruh Internasional
2	Jumat	2	7.30	12.00	17.00			
3	Senin	5	7.30	12.00	17.00			
4	Selasa	6	7.30	12.00	17.00			
5	Rabu	7	7.30	12.00	17.00			
6	Kamis	8	7.30	12.00	17.00			
7	Jumat	9	7.30	12.00	17.00			
8	Senin	12	7.30	12.00	17.00			Hari Raya Waisak
9	Selasa	13	7.30	12.00	17.00			Cuti Bersama Waisak
10	Rabu	14	7.30	12.00	17.00			
11	Kamis	15	7.30	12.00	17.00			
12	Jumat	16	7.30	12.00	17.00			
13	Senin	19	7.30	12.00	17.00			
14	Selasa	20	7.30	12.00	17.00			
15	Rabu	21	7.30	12.00	17.00			
16	Kamis	22	7.30	12.00	17.00			
17	Jumat	23	7.30	12.00	17.00			
18	Senin	26	7.30	12.00	17.00			
19	Selasa	27	7.30	12.00	17.00			
20	Rabu	28	7.30	12.00	17.00			
21	Kamis	29	7.30	12.00	17.00			Kenaikan Isa Al Masih
22	Jumat	30	7.30	12.00	17.00			Kenaikan Isa Al Masih

Bengkalis, 30 Mei 2025

Mengetahui,

General Subdivision
Beacukai Bengkalis

Mahasiswa Kerja Praktek



Yoga Anggoro.S.T.,M.Eng
NIP.198509212010121004



Nadiatul Fitri
NIM.5404211447

ABSEN PESERTA KERJA PRAKTEK
BEACUKAI BENGKALIS

NAMA : NADIATUL FITRI

NIM : 5404211447

BULAN : Juni

No	Hari	Tanggal	Jam Masuk	Jam Istirahat	Jam Pulang	Paraf Mahasiswa	Paraf Pengawas	Keterangan
1	Senin	2	7.30	12.00	17.00			
2	Selasa	3	7.30	12.00	17.00			
3	Rabu	4	7.30	12.00	17.00			
4	Kamis	5	7.30	12.00	17.00			
5	Jumat	6	7.30	12.00	17.00			
6	Senin	9	7.30	12.00	17.00			
7	Selasa	10	7.30	12.00	17.00			
8	Rabu	11	7.30	12.00	17.00			
9	Kamis	12	7.30	12.00	17.00			
10	Jumat	13	7.30	12.00	17.00			

Bengkalis, 13 Juni 2025
Mengetahui,

General Subdivision
Beacukai Bengkalis



Yoga Anggoro.S.T.,M.Eng
NIP.198509212010121004

Mahasiswa Kerja Praktek




Nadiatul Fitri
NIM.5404211447

Appendix 6: Daily Activites Partical Work (KP)

DAILY ACTIVITY OF THE APPRENTICESHIP

Day : Friday

Date : February 07, 2025






No.	Description of Activities	Assignor	Assignor
1.	1. Morning briefing 2. Introduction of internship students 3. introduction to the head of customs and excise in bengkalis and staffs	General Subdivision	

No.	Activities	Description
1.		Briefing about the customs office to direct the workflow at the bengkalis customs office

**DAILY ACTIVITY
OF THE APPRENTICESHIP**

Day : Monday - Friday

Date : February 10th, 2025 to February 14th 2025

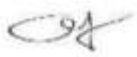


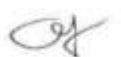

No.	Description of Activities	Assignor	Signature
1.	1. Morning briefing 2. Placed in the field (Bandar Sri Setia Raja International Port of Bengkalis), the first time was taught how to work at the port.	General Subdivision	
2.	1. Get to know the office environment 2. an explanation was given from one of the customs staff regarding empty baggage, luggage storage services, and passengers who do not comply with the rules.	General Subdivision	
3.	1. Morning briefing 2. compile meeting necessities such as (forms, and minutes).	General Subdivision	
4.	1. Morning briefing 2. Ramadan preparation meeting	General Subdivision	
5.	1. Morning briefing 2. Sport together 3. Isra mir'aj event	General Subdivision	

No.	Activities	Description
1.		Placed in the field (Bandar Sri Setia Raja International Port of Bengkalis), the first time was taught how to work at the port. One of the customs work is that the one in the picture takes CDs from passengers and checks whether passengers fill them out or not.

**DAILY ACTIVITY
OF THE APPRENTICESHIP**

Day : Monday - Friday

Date : February 17th, 2025 to February 21st 2025





No.	Description of Activities	Assignor	Signature
1.	1. Morning briefing 2. Briefing on knowing the difference between real and fake cigarettes in various ways.	General Subdivision	
2.	1. Morning briefing 2. Preparing snacks 3. Attending meetings	Functional research document	
3.	1. Morning briefing 2. Customs Employee Farewell Event	General Subdivision	
4.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. Checking the Customs Declaration (e-CD) of passengers one by one. 3. participated in checking the ferry boat.	General Subdivision	
5.	1. playing volleyball with the head of customs and staff 2. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 3. Checking the Customs Declaration (e-CD) of passengers one by one. 4. participated in checking the ferry boat	General Subdivision	

No.	Activities	Description
1.		Briefing to find out the difference between real and fake cigarettes in various ways, namely Genuine cigarettes must be attached to the official excise band from Customs which indicates that excise has been paid. Counterfeit cigarettes can be in the form of plain cigarettes without excise stamps, or using fake excise stamps, used, misappropriated, or mis-personalized.

**DAILY ACTIVITY
OF THE APPRENTICESHIP**

Day : Monday - Friday

Date : February 24th, 2025 to February 28th 2025






No.	Description of Activities	Assignor	Signature
1.	1. Morning briefing 2. compile proof of action letters in accordance with the sequence number that has been determined.	Functional research document	
2.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. Checking the Customs Declaration (e-CD) of passengers one by one. 3. participated in checking the ferry boat	General Subdivision	
3.	Sick	Sick	-
4.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. Checking the Customs Declaration (e-CD) of passengers one by one. 3. participated in checking the ferry boat	General Subdivision	
5.	1. playing volleyball with the head of customs and staff 2. collect passenger data	Functional research document	


No.	Activities	Description
1.		In addition to checking documents and passenger goods (passenger CD check), another task of Customs at the port is to conduct a ship inspection (boatzoeking). This ship inspection includes physical checking of the ship, ship documents, and ship cargo to ensure there are no violations of customs and excise regulations. Customs has the authority to conduct inspections of ships entering or leaving the port. This includes inspection of the vessel's hull, engine room, deck, and other areas for illegal goods or goods that violate customs rules.

DAILY ACTIVITY OF THE APPRENTICESHIP

Day : Monday - Friday

Date : March 03th, 2025 to March 07th 2025






No.	Description of Activities	Assignor	Signature
1.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. Checking the Customs Declaration (e-CD) of passengers one by one. 3. participated in checking the ferry boat	General Subdivision	
2.	1. Morning briefing 2. checking bill of lading	General Staff	
3.	1. Morning briefing 2. compile meeting requirements (forms, minutes)	General Staff	
4.	1. Morning briefing 2. recapitulate data on notification of export goods reconciliation results	General Staff	
5.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. Checking the Customs Declaration (e-CD) of passengers one by one. 3. participated in checking the ferry boat	General Subdivision	


No.	Activities	Description
1.		examine and study the bill of lading (B/L) to ensure that the information listed matches the goods entering or leaving the port. This check is important to ensure there are no discrepancies between the documents and the physical goods, which can cause problems in the logistics and customs processes.

**DAILY ACTIVITY
OF THE APPRENTICESHIP**

Day : Monday - Friday

Date : March 10th, 2025 to March 14th 2025



No.	Description of Activities	Assignor	Signature
1.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. Checking the Customs Declaration (e-CD) of passengers one by one.	General Staff	
2.	1. Recap Passenger Data in Excel 2. From name, place of residence, date of birth, date of departure, date of arrival, and passport number	Functional research document	
3.	1. Recap Passenger Data in Excel 2. From name, place of residence, date of birth, date of departure, date of arrival, and passport number	Functional research document	
4.	1. Recap Passenger Data in Excel 2. From name, place of residence, date of birth, date of departure, date of arrival, and passport number must match.	Functional research document	
5.	1. Recap Passenger Data in Excel 2. From name, place of residence, date of birth, date of departure, date of arrival, and passport number must match. 3. playing volleyball with the head of customs and staff	Functional research document	


No.	Activities	Description
1.		Passenger Data Recap in Excel, from name, place of residence, date of birth, departure date, arrival date, and passport number must match.

**DAILY ACTIVITY
OF THE APPRENTICESHIP**

Day : Monday - Friday

Date : March 17th, 2025 to March 21st 2025




No.	Description of Activities	Assignor	Signature
1.	1. Recap Passenger Data in Excel 2. From name, place of residence, date of birth, date of departure, date of arrival, and passport number must match.	General Staff	
2.	1. Recap Passenger Data in Excel 2. From name, place of residence, date of birth, date of departure, date of arrival, and passport number must match.	General Staff	
3.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one 3. participating in checking the ferry	General Subdivision	
4.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one 3. participating in checking the ferry	General Subdivision	
5.	1. Recap Passenger Data in Excel 2. From name, place of residence, date of birth, date of departure, date of arrival, and passport number must match.	General Subdivision	

No.	Activities	Description
1.		Passenger Data Recap in Excel, from name, place of residence, date of birth, departure date, arrival date, and passport number must match.

**DAILY ACTIVITY
OF THE APPRENTICESHIP**

Day : Monday - Friday

Date : March 24th, 2025 to March 28th 2025

No.	Description of Activities	Assignor	Signature
1.	1. Recap Passenger Data in Excel 2. From name, place of residence, date of birth, date of departure, date of arrival, and passport number must match.	General Staff	
2.	1. Down to the field (Bandar Sri Setia Raja - Bengkalis International Port) 2. Checking the Customs Declaration (e-CD) of passengers one by one.	General Subdivision	
3.	1. Down to the field (Bandar Sri Setia Raja - Bengkalis International Port) 2. Checking the Customs Declaration (e-CD) of passengers one by one.	General Subdivision	
4.	Holiday	Holiday	-
5.	Holiday	Holiday	-

No.	Activities	Description
1.		Function of Customs Declaration (CD): This document serves as an official notification of imported luggage carried by passengers or crew members. CD is used to report goods brought into the customs area so that they can be inspected and subject to customs provisions in accordance with applicable regulations.

**DAILY ACTIVITY
OF THE APPRENTICESHIP**

Day : Monday - Friday





Date : March 31st, 2025 to April 04th 2025


No.	Description of Activities	Assignor	Signature
1.	Holiday	Holiday	-
2.	Holiday	Holiday	-
3.	Holiday	Holiday	-
4.	Holiday	Holiday	-
5.	Holiday	Holiday	-

**DAILY ACTIVITY
OF THE APPRENTICESHIP**

Day : Monday - Friday

Date : April 07th, 2025 to April 11th 2025





No.	Description of Activities	Assignor	Signature
1.	Holiday	Holiday	-
2.	1. Recap the fill in export data in Excel, summarize all information related to goods that will be displayed in export activities. 2. The data entered includes the name of the goods, type or category of goods, quantity, condition of the goods, owner or person responsible for the goods, and location of the goods in the export area.	General Staff	
3.	1. Down to the field (Bandar Sri Setia Raja - Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one	General Subdivision	
4.	1. Recap the fill in export data in Excel, summarize all information related to goods that will be displayed in export activities. 2. The data entered includes the name of the goods, type or category of goods, and quantity.	Functional research document	
5.	1. Recap the fill in export data in Excel, summarize all information related to goods that will be displayed in export activities. 2. The data entered includes the name of the goods, type or category of goods, and quantity.	General Staff	


No.	Activities	Description
1.		Recap the fill in export data in Excel, summarize all information related to goods that will be displayed in export activities. The data entered includes the name of the goods, type or category of goods, quantity, condition of the goods, owner or person responsible for the goods, and location of the goods in the export area.

**DAILY ACTIVITY
OF THE APPRENTICESHIP**

Day : Monday - Friday

Date : April 14th, 2025 to April 18th 2025




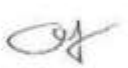

No.	Description of Activities	Assignor	Signature
1.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one 3. participating in checking the ferry	General Subdivision	
2.	1. Recap Passenger Data in Excel 2. From name, place of residence, date of birth, date of departure, date of arrival, and passport number must match.	Functional research document	
3.	1. Recap the fill in export data in Excel 2. summarize all information related to goods that will be displayed in export activities. 3. The data entered includes the name of the goods, type or category of goods, quantity, condition of the goods, owner or person responsible for the goods, and location of the goods in the export area.	General Staff	
4.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one 3. participating in checking the ferry	General Subdivision	
5.	Public Holiday	Holiday	-

No.	Activities	Description
1.		Passenger Data Recap in Excel, from name, place of residence, date of birth, departure date, arrival date, and passport number must match.

**DAILY ACTIVITY
OF THE APPRENTICESHIP**

Day : Monday - Friday

Date : April 21st, 2025 to April 25th 2025





No.	Description of Activities	Assignor	Signature
1.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one 3. participating in checking the ferry	General Subdivision	
2.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one 3. participating in checking the ferry	General Subdivision	
3.	1. Recap Passenger Data in Excel 2. From name, place of residence, date of birth, date of departure, date of arrival, and passport number must match.	Functional research document	
4.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one 3. participating in checking the ferry	General Subdivision	
5.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one 3. participating in checking the ferry	General Subdivision	

No.	Activities	Description
1.		Function of Customs Declaration (CD): This document serves as an official notification of imported luggage carried by passengers or crew members. CD is used to report goods brought into the customs area so that they can be inspected and subject to customs provisions in accordance with applicable regulations.

**DAILY ACTIVITY
OF THE APPRENTICESHIP**

Day : Monday - Friday

Date : April 28th, 2025 to May 02nd 2025






No.	Description of Activities	Assignor	Signature
1.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one	General Subdivision	
2.	1. Recap Passenger Data in Excel 2. From name, place of residence, date of birth, date of departure, date of arrival, and passport number must match.	General Staff	
3.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one	General Subdivision	
4.	International Labor Day Holiday	International Labor Day Holiday	International Labor Day Holiday
5.	1. Recap Passenger Data in Excel 2. From name, place of residence, date of birth, date of departure, date of arrival, and passport number must match.	General Subdivision	

No.	Activities	Description
1.		Passenger Data Recap in Excel, from name, place of residence, date of birth, departure date, arrival date, and passport number must match.

**DAILY ACTIVITY
OF THE APPRENTICESHIP**

Day : Monday - Friday

Date : May 05th, 2025 to May 09th 2025



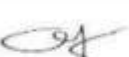
No.	Description of Activities	Assignor	Signature
1.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one	General Subdivision	
2.	1. Recap Passenger Data in Excel 2. From name, place of residence, date of birth, date of departure, date of arrival, and passport number must match.	Functional research document	
3.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one	General Subdivision	
4.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one	General Subdivision	
5.	1. Volleyball with the head of customs and staff 2. Recap Passenger Data in Excel 3. From name, place of residence, date of birth, date of departure, date of arrival, and passport number must match.	Functional research document	


No.	Activities	Description
1.		Go down to the Bandar Sri Setia Raja Bengkalis International Port field, check the (e-CD) passengers, count the number of (e-CD) collected, record the number. Filling out the e-CD is mandatory for every passenger entering Indonesia, to facilitate the process of checking passengers' luggage at airports and ports, and to ensure compliance with customs regulations.

**DAILY ACTIVITY
OF THE APPRENTICESHIP**

Day : Monday - Friday

Date : May 12th, 2025 to May 16th 2025






No.	Description of Activities	Assignor	Signature
1.	Public Holiday	Public Holiday	-
2.	Public Holiday	Public Holiday	-
3.	1. Morning briefing 2. Meeting on custome goes to campus STAIN Bengkalis	General Subdivision	
4.	1. Record items belonging to employees or guests that are brought in or out of the office. 2. fill in daily data such as guest visit reports, patrol books, and security activity logs.	General Subdivision	
5.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one	General Subdivision	


No.	Activities	Description
1.		The duties of the Internal Security Officer (PKD) at Customs and Excise include welcoming guests, having them sign the guest book, inquiring about the purpose of their visit, and directing them to their designated areas. Furthermore, the PKD is responsible for ensuring proper implementation of office security and order protocols, including monitoring activities at the entrance and waiting areas

**DAILY ACTIVITY
OF THE APPRENTICESHIP**

Day : Monday - Friday

Date : May 19th, 2025 to May 23th 2025




No.	Description of Activities	Assignor	Signature
1.	1. Down to the field (Bandar Sri Setia Raja - Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one.	General Subdivision	
2.	1. Recap Passenger Data in Excel 2. From name, place of residence, date of birth, date of departure, date of arrival, and passport number must match.	Functional research document	
3.	1. Record items belonging to employees or guests that are brought in or out of the office. 2. fill in daily data such as guest visit reports, patrol books, and security activity logs.	Functional research document	
4.	1. Recap the fill in export data in Excel. Summarize all information related to goods that will be displayed in export activities. 2. The data entered includes the name of the goods, type or category of goods, quantity, condition of the goods, owner or person responsible for the goods, and location of the goods in the export area.	Functional research document	
5.	1. Morning briefing 2. playing volleyball with the head of customs and staff	General Subdivision	

No.	Activities	Description
1.		The duties of the Internal Security Officer (PKD) at Customs and Excise include welcoming guests, having them sign the guest book, inquiring about the purpose of their visit, and directing them to their designated areas. Furthermore, the PKD is responsible for ensuring proper implementation of office security and order protocols, including monitoring activities at the entrance and waiting areas.

**DAILY ACTIVITY
OF THE APPRENTICESHIP**

Day : Monday - Friday

Date : May 26th, 2025 to May 30th 2025





No.	Description of Activities	Assignor	Signature
1.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one	General Subdivision	
2.	1. Recap Passenger Data in Excel 2. From name, place of residence, date of birth, date of departure, date of arrival, and passport number must match.	Functional research document	
3.	1. Record items belonging to employees or guests that are brought in or out of the office. 2. fill in daily data such as guest visit reports, patrol books, and security activity logs.	General Subdivision	
4.	Public Holiday	Holiday	-
5.	Public Holiday	Holiday	-


No.	Activities	Description
1.		Function of Customs Declaration (CD): This document serves as an official notification of imported luggage carried by passengers or crew members. CD is used to report goods brought into the customs area so that they can be inspected and subject to customs provisions in accordance with applicable regulations.

DAILY ACTIVITY OF THE APPRENTICESHIP

Day : Monday - Friday

Date : June 02th, 2025 to June 06th 2025





No.	Description of Activities	Assignor	Signature
1.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one	General Subdivision	
2.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one	General Subdivision	
3.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one	General Subdivision	
4.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one	General Subdivision	
5.	Public Holiday	Holiday	-


No.	Activities	Description
1.		Function of Customs Declaration (CD): This document serves as an official notification of imported luggage carried by passengers or crew members. CD is used to report goods brought into the customs area so that they can be inspected and subject to customs provisions in accordance with applicable regulations.

DAILY ACTIVITY OF THE APPRENTICESHIP

Day : Monday - Friday

Date : June 09th, 2025 to June 13th 2025

No.	Description of Activities	Assignor	Signature
1.	1. Down to the field (Bandar Sri Setia Raja Bengkalis International Port) 2. checking the Customs Declaration (e-CD) one by one	General Subdivision	
2.	1. Recap the fill in export data in Excel 2. summarize all information related to goods that will be displayed in export activities. 3. The data entered includes the name of the goods, type or category of goods, quantity, condition of the goods, owner or person responsible for the goods, and location of the goods in the export area.	Functional research document	
3.	1. Recap Passenger Data in Excel 2. From name, place of residence, date of birth, date of departure, date of arrival, and passport number must match.	General Staff	
4.	3. Farewell with the head of customs and staff 4. Recap Passenger Data in Excel 5. From name, place of residence, date of birth, date of departure, date of arrival, and passport number must match.	General Subdivision	

No.	Activities	Description
1.		The picture is a picture of the farewell of the intern students to all the staff and the head of Bengkalis Customs.

Appendix 7 : Photo of the author in the field (ferry port)



Figure 1 Collecting Customer Decralation (CD) of Ferry passengers
Source: The Author Personal Photo 2025)



Figure 2 Recapitulation of Passenger Data and CD Documents
Source: The Author Personal Photo (2025)



Figure 3 Ferry Inner Examination
Source: The Author Personal Photo (2025)



Figure 4 Internal Security Officers
Source: The Author Personal Photo (2025)



Figure 6 Sports (gymnastics and volleyball)
Source: The Author Personal Photo (2025)

Appendix 8: Photo of The Author with Employees Customs Bengkalis



Figure 7 Israk miraj event
Source: The Author Personal Photo (2025)



Figure 8 Socialization of STAIN Bengkalis campus
Source: The Author Personal Photo (2025)



Figure 9 Israk miraj event
Source: The Author Personal Photo (2025)

Appendix 9: Internship Release



Figure 10 Photo With Customs Employees
Source: The Author Personal Photo (2025)



Figure 11 Certificate Submission
Source: The Author Personal Photo (2025)



Figure 12 Handing Out Souvenirs
Source: The Author Personal Photo (2025)

REVISION SHEET
STUDENT PRACTICE GUIDANCE
DIV – INTERNATIONAL BUSINESS ADMINISTRATION
STUDY PROGRAM
STATE POLYTECHNIC OF BENGKALIS

Name : Nadiatul Fitri
 Student's Identity No. : 5404211447
 Apprenticeship Place : Bea cukai Bengkalis
 Advisor : Muhammad Fuad Asrofillah, SE.,M.M

No.	Date	Revision	Advisor Initials
1.	01 / Jul-2025	1. Layout the writing 2. Revise the objectives	zf
2.	07 / Jul-2025	move the logbook to an appendix	zf
3.	19 / Jul-2025	Revise 3.3 as a Paragraph	zf
4.	23 / Jul-2025	ACC	zf