

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

State Polytechnic of Bengkalis is a polytechnic located in Bengkalis, Riau, Indonesia. State Polytechnic of Bengkalis was established by the Bengkalis Regency government in 2000 under the auspices of Yayasan Bangun Insani (YBI). The State Polytechnic of Bengkalis accepted its first batch of students in 2001. In 2011, the State Polytechnic of 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 the State Polytechnic of Bengkalis. Until finally State Polytechnic of Bengkalis officially became State Polytechnic of Bengkalis on December 26, 2011.

Apprenticeship is an activity that includes understanding the theory/concept of science which is applied in work according to the profession of study. Apprenticeship can add insight, knowledge and skills to students, and be able to solve scientific problems in accordance with the theory they have obtained in college. Apprenticeship is carried out so that students can understand and apply well the knowledge learned. In addition, so that students can find out the profession and work atmosphere in accordance with their study program. Apprenticeship is a learning process by directly recognizing the scope of the real world of work. Each student is required to go directly to the world of work which is their respective fields, so that each student is expected to be able to directly apply the knowledge that has been learned before into the world of work.

International Business Administration (ABI) is one of the Study Programs at State Polytechnic of Bengkalis under the Departement Administration. This study program aims to equip students with relevant knowledge and skills in running businesses on a national and international scale. This study program emphasizes an in-depth understanding of business administration including human resource

management, logistics, operations, marketing and finance. The International Business Administration (ABI) Study Program hopes that with the Apprenticeship students will have the opportunity to apply theoretical/conceptual knowledge in the real world of work, and can broaden the horizons of each student to be more skilled, responsive, and able to compete and be of good use in the future.

This apprenticeship was carried out at one of the agencies in Bengkalis which is a Public Sector Agency, namely PT. Bank Riau Kepri Syariah Bengkalis Branch in the Account Officer (AO) section which was carried out 4 months from February 03, 2025 to June 11, 2025.

1.2 Purposes of the Apprenticeship

In general, apprenticeship is one of the activities for students of the State Polytechnic of Bengkalis in completing their studies. The purpose of holding this Apprenticeship to achieve the expected results, namely as follows:

1. To find out the job description at PT. Bank Riau Kepri Syariah Bengkalis Branch.
2. To find out the work system and work procedures at PT. Bank Riau Kepri Syariah Bengkalis Branch.
3. Seeking knowledge and experience
4. Understand the work process and service flow at PT. Bank Riau Kepri Syariah Bengkalis Branch.
5. To find out the obstacles and solutions during the internship at PT. Bank Riau Kepri Syariah Bengkalis Branch.

1.3 Significances of the Apprenticeship

Field apprenticeship carried out are very beneficial for several parties such as students, companies, and State Polytechnic of Bengkalis. Based on the purpose and benefits of field apprenticeship, it is hoped that it can provide important information for several parties:

1.3.1 Significances for Student

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

- a. Students get the opportunity to apply theoretical/consep knowledge acquired during lecturers at the real working world.
- b. Students get Apprenticeship applying theoretical in accordance with their study program.
- c. Students have the opportunities to be able to analyze problems related to science that are applied in work in accordance with their study program.

1.3.2 Significances for Company

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

- a. The establishment of cooperation between the world of education and certain companies or agencies
- b. Companies will be helped by students who do apprenticeship at their companies

1.3.3 Significances for State Polytechnic of Bengkalis

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

- a. Be able to strengthen cooperation and socialization between State Polytechnic of Bengkalis and Goverment agencies or companies where Apprenticeship is carried out
- b. Be able to improve the competence of graduates of the International Business Administration Study Program.
- c. Polytechnic State of Bengkalis will be better known in the industrial world or the corporate world.