

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Currently, competition in finding a job is very tight because of the large number of applicants who are graduates from various campuses and the few job vacancies available. As a campus graduate, of course, students have a diploma that can be used as an assessment in knowledge ability. But in reality, a diploma is not only a reference in getting a job because currently many companies or job agencies because currently many companies or government agencies are asking for experience and skills at work. asking for experience and skills at work. If graduates without experience and skills at work apply for jobs, then they will experience many obstacles such as to apply for jobs, then they will experience many obstacles such as knowledge. The knowledge obtained on campus is only in the form of theories that are delivered so that it lacks knowledge of how to practice the knowledge. knowledge, the theory obtained is not necessarily the same as practice in the field and time and field limitations and space and time limitations that result in the knowledge obtained is still the same and limited. still the same and limited.

Therefore, the campus requires students to take part in the apprenticeship report program apprenticeship report. Apprenticeship report 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 previously learned to the world of work. previously learned to the world of work. In addition, with apprenticeship report students can increase their knowledge, skills, and experience in working which can later be applied in the real world of work. applied in the real world of work. Bengkalis State Polytechnic is one of the campuses that requires students to take part in apprenticeship report to complete their studies.

The Bengkalis Regency Government, through the Gema Bahari Foundation, established a university under the name Bengkalis Shipbuilding Polytechnic, which has 3 (three) study programs, namely: Ship Electrical Engineering, Ship Building Engineering, and Ship Mechanical Engineering. In its journey, Bengkalis Sailing Polytechnic changed its name to Bengkalis Polytechnic and was under the Bangun Insani (YBI) Bengkalis Foundation, with 5 (five) study programs, namely: Shipping Shipbuilding Engineering, Mechanical Engineering, Electrical Engineering, Civil Engineering, and Business Administration. In July 2001, Bengkalis Polytechnic accepted the first batch of new students. In 2006 Bengkalis Polytechnic added 2 (two) new study programs, namely Business English and Engineering Informatics.

On December 26, 2011 Bengkalis Polytechnic officially became a State Higher Education with the name. Bengkalis State Polytechnic through the Regulation of the Minister of National Education (Permendiknas) No. 28 of 2011 concerning the Establishment, Organization and Work Procedures of. Bengkalis State Polytechnic (OTK Polbeng) which was inaugurated by the Minister of Education and Culture of the Republic of Indonesia. Currently . Bengkalis State Polytechnic has 8 (eight) departments including the Department of Shipbuilding Engineering, Mechanical Engineering, Electronic Engineering, Civil Engineering, Administration, English, Informatics Engineering and Maritime Engineering.

. Bengkalis State Polytechnic is a vocational campus that educates students to create competent souls in various fields. Bengkalis State Polytechnic implements an Internship program which must be followed by all final semester students. Internship is a means for students to develop themselves when they will later enter the world of work. This Internship activity can make a meaningful contribution to the development of students to prepare themselves as well as possible before entering the world of work and for developing competence at the Bengkalis State Polytechnic. This Internship activity is carried out after Bengkalis State Polytechnic students complete a minimum of 4 (four) semesters and are declared graduates. The apprenticeship is carried out for 4 (four) months.

Based on the foregoing, the author as a student of the Business Administration Study Program is required to carry out Internship Work for 4 (Four) months. The author has chosen PT. Dipo International Pahala Automotive Riau Pekanbaru as a place to carry out Internship Work activities because the author wants to get the opportunity to apply the knowledge or theoretical concepts obtained during lectures to the real world of work and the author gets direct experience in applying theories or concepts in accordance with his field of expertise. Then the author has the opportunity to analyze problems related to the knowledge applied in the work according to his study program.

During the implementation of internship work, the author gets a place in the Customer Service (CS) section. This internship starts from February 03, 2025 to June 04, 2025. The implementation of this Internship Work is expected to broaden the author's knowledge about various good and correct task implementation and be able to face the real world of work with the experience gained. Internship is one of the activities for Bengkalis State Polytechnic students in completing their assignments. In order to achieve the expected results, it is necessary to know the objectives and benefits of holding Internship activities.

1.2 Purpose and Benefits of Apprenticeship

1.2.1 Purpose of Apprenticeship

Based on the background description described above, the objectives of the internship are: To find out the job description and activities at PT Dipo International Pahala Automotive Riau Pekanbaru.

- a. To find out the systems and procedures that exist at PT Dipo International Pahala Automotive Riau Pekanbaru.
- b. To find out the place and time of the internship at PT Dipo International Pahala Automotive Riau Pekanbaru.
- c. Can understand the type and description of internship work activities at PT Dipo International Pahala Automotive Riau Pekanbaru.

1.2.2 Benefits of Apprenticeship

- a. Getting the opportunity to apply the knowledge or theoretical concepts obtained during lectures into the real world of work.

- b. As a comparison between the knowledge gained by students in the world of work and the world of education.
- c. Students can practice a sense of responsibility and discipline in the world of work.
- d. Gaining work experience to improve their quality before being recruited into the world of work.
- e. Obtaining the opportunity to recognize and operate various equipment used by companies, agencies, and offices in the world of work that carry out actual activities.

1.3 Significances of the Apprenticeship

The internship work carried out is very useful for several parties such as St companies and Bengkalis State Polytechnic. Based on the Objectives and Based on the Objectives and Benefits of Internship, this is expected to provide significant information For several parties:

1. For Students.

There are several benefits from implementing an internship program that can be obtained by students, namely Obtained by students, namely as follows:

- a). Students are given the opportunity to apply the knowledge and theoretical concepts obtained during lectures to the real world.
- b). Students can develop work relationships and gain work experience.
- c). Students gain practical experience in applying theories/concepts of science in accordance with their study program.
- d). Have the opportunity to be able to analyze problems related to those applied in work in accordance with their study program.

2. For the company.

The benefits of implementing an apprenticeship program are also obtained by the company or institution that receives the apprentices. That receive apprentices, among others:

- a). The existence of cooperation between the world of education and the world of industry or companies so that it is recognized by the academic world and

companies to get alternative get alternative prospective employees who are known for their quality, dedication, and credibility.

- b). The company will get labor assistance from students who Interns so that the work becomes a little lighter and more efficient.
 - c). The company will be better known by academics and the world of education.
3. For Bengkalis State Polytechnic.

There are several benefits from the implementation of the internship program obtained by the Bengkalis State Polytechnic. Bengkalis State Polytechnic, which are as follows:

- a). Establishment of good cooperation / relationship between the campus and the company where students carry out internships.
- b). Bengkalis State Polytechnic can improve the quality of its graduates through the internship program.
- c). Bengkalis State Polytechnic will be better known in the industrial world or the world of industry or companies.