

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Internships have unequivocally solidified their position as an indispensable cornerstone for both comprehensive educational enrichment and robust career development. Acknowledging with increasing clarity that hands-on practical work experience is arguably the most pivotal key to successfully unlocking their desired job opportunities, a significant and growing number of astute students and recent graduates are actively and strategically pursuing these invaluable experiences. Far beyond merely enhancing a resume, these immersive programs offer an unparalleled, dynamic platform where aspiring professionals can seamlessly bridge the often-perceived gap between the abstract theories learned in academic settings and their tangible, real-world application within authentic, fast-paced professional environments.

Through internship programs, students can learn directly from professionals in their field, understand the dynamics of teamwork, and develop skills that are not always taught in class. In addition, internships also help students to build a professional network that can be useful in the future. By interacting with various parties in the industry, students can open wider job opportunities. Overall, internships are not just an additional activity but an important step in preparing to enter the world of work. The experience gained during an internship can be a significant added value in helping students to be more confident in facing future challenges.

Politeknik Negeri Bengkalis requires its students to undergo an internship program as a graduation requirement. This activity is important because education and knowledge are not only obtained through theory but must also be supported by practical experience in the world of work. Internship and final project are two important components that must be fulfilled by students at Politeknik Negeri

Bengkalis. The internship program must be carried out in semester VII for Diploma IV students.

In the International Business Administration Study Program, practical work is a compulsory course that must be taken in semester 8. Each student is required to go directly to the field or to a predetermined practical work location. The implementation of practical work is important because it is the first step for students to enter the real world of work. Through this experience, students can understand the difference between theory and practice by interacting with professionals in their fields and proving that these students have high quality and competence. The International Business Administration Study Program requires students to undergo an internship for 4 (four) months from February 03, 2025 to June 11, 2025, where students can choose the place and location of the internship as desired. Before making a choice, the internship coordinator provides several options for internship places that students can choose from. From the various choices available, the author decided to carry out an internship at PT Bank Riau Kepri Syariah, located in Bengkalis.

PT Bank Riau Kepri Syariah is a regional bank, or BUMD, owned by the Government of Riau Province and Riau Islands Province, which is headquartered at Menara Dang Merdu Bank Riau Kepri Syariah, which is located at Jl. Pahlawan No. 108 Bengkalis, Riau, Indonesia. PT Bank Riau Kepri Syariah was established in 1961 under the name Riau Regional Development Bank (BPDR or BAPERI) with the legal form of a Regional Company (PD), but based on the results of the Decree of the Riau Regional Development Bank.

1.2 Purpose of the Apprenticeship

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

1. To find out the time and place of implementation of apprenticeship at PT Bank Riau Kepri Syariah Bengkalis.

2. To know the description of work activities at PT Bank Riau Kepri Syariah Bengkalis.
3. To find out the work system and work procedures of Customer Service at PT Bank Riau Kepri Syariah Bengkalis.
4. To find out what facilitates which provided by the company to help employees in carrying out their duties.

1.3 Significances of the Apprenticeship

The apprenticeship carried out is very beneficial for several parties such as students, companies and State Polytechnic of Bengkalis :

1. Significances for Students

The benefits of Apprenticeship activities for students are as follows :

- a. Students have the opportunity to apply theoretical / concept knowledge acquired during lectures at the real working world.
- b. Students can develop work relationships and add experience to their resumes.

2. For Companies

The benefits of Apprenticeship activities for companies are as follows :

- 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 company.

3. For State Polytechnic of Bengkalis

The benefits of Apprenticeship activities for Bengkalis State Politechnic are as follows :

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