

## **CHAPTER I**

### **INTRODUCTION**

#### **1.1 Background of the Apprenticeship**

Internships are an important learning process, where students can experience the dynamics of the real world of work firsthand. Every student is required to immerse themselves in a work environment relevant to their field of study, so that they can apply the knowledge they have learned in practice in the field. In addition, internship programs provide students with the opportunity to expand their knowledge, skills, and work experience, which are invaluable for their future. Through internships, they can gain practical experience at institutions relevant to their respective fields of study.

This program combines classroom learning with real-world experience, helping students acquire skills and qualifications recognized in the workplace. These skills and qualifications are tailored to various career paths, ranging from entry-level positions to supervisory and managerial roles. Each internship level is supervised by experienced professionals, and the duration of training varies depending on the skills and abilities of the participants. With a successful internship, students will be able to achieve good performance at work, which will significantly impact their future careers.

State Polytechnic of Bengkalis is the only state polytechnic in Riau Province. The institution has a policy requiring its students to undertake practical work as part of their studies. This activity is considered important because education and knowledge are not solely acquired through theory, but also require direct experience in the workplace. As one of the requirements for graduation, students at State Polytechnic of Bengkalis must meet two main criteria: an internship and a final project. The internship is mandatory during the fifth semester for Diploma III students and the seventh semester for Diploma IV students.

The International Business Administration program focuses on the fields of Economics and Business, where students study various aspects of the business

11 world, including correspondence handling, administration, management, finance, human resources, and entrepreneurship. To prepare its students for work in this field, the International Business Administration Program requires them to complete a four-month internship at a government or private institution, with the internship location chosen by the student. Before making a choice, the internship coordinator provides students with several internship options. From these options, the author chose to conduct their internship at PT. Bank Rakyat Indonesia KCP Simpang Tiga Pekanbaru.

PT Bank Rakyat Indonesia (Persero) Tbk is one of the largest state-owned banks in Indonesia, founded on December 16, 1895, in Purwokerto, Central Java, by Raden Bei Aria Wirjaatmadja. With its head office located at Jl. Jenderal Sudirman Kav. 44-46, Jakarta, Bank BRI is well-known for its focus on micro, small, and medium enterprises (MSMEs) and has become a major player in providing inclusive financial services throughout the country.

In the province of Riau, particularly in the city of Pekanbaru, Bank BRI has several regional offices and branch offices to support its banking services. Currently, there are multiple Branch Offices (Kantor Cabang/Kanca) and Sub-Branch Offices (Kantor Cabang Pembantu/KCP) operating in the city. These offices serve various districts and provide services ranging from personal banking, business financing, to BRILink and BRISpot digital banking.

The author had the opportunity to undergo an internship at one of the sub-branch offices, namely Bank BRI KCP Simpang Tiga Pekanbaru, located at Jl. Kaharudin Nasution street No.171, Pekanbaru, Riau, Indonesia.

## **1.2 Purposes of the Apprenticeship**

The objectives of the apprenticeship carried out by Bengkalis State Polytechnic students are as follows :

1. To find out the job description at PT Bank Rakyat Indonesia KCP Simpang Tiga, Pekanbaru.
2. To find out the work system and work procedures at PT Bank Rakyat Indonesia KCP Simpang Tiga, Pekanbaru.

3. To find out the place and time of practical work at PT Bank Rakyat Indonesia KCP Simpang Tiga, Pekanbaru.
4. To find out the types and overview of activities at PT Bank Rakyat Indonesia KCP Simpang Tiga, Pekanbaru.
5. To find out the obstacles and solutions during practical work.

### 1.3 Significances of the Apprenticeship

The importance of internship activities at Bengkalis State Polytechnic can be explained through the following points:

1. Students are given the opportunity to apply the theoretical knowledge and concepts they have learned in a real-world work context.
2. They also gain practical experience in applying theoretical knowledge in accordance with their respective study programs.
3. Additionally, students can analyze issues related to the academic discipline they are applying in the field, in line with their field of study.
4. State Polytechnic of Bengkalis receives feedback from organizations or companies regarding the capabilities of students undergoing internships in the workplace.
5. This feedback is also useful for Bengkalis Polytechnic in developing the curriculum and learning processes for the future.

### 1.4 Time Implementation of the Apprenticeship

Apprenticeship activities will be carried out for four months, starting from March 03 to June 30, 2025. The work schedule at PT Bank Rakyat Indonesia KCP Simpang Tiga, Pekanbaru. can be seen in table 1. 1 below:

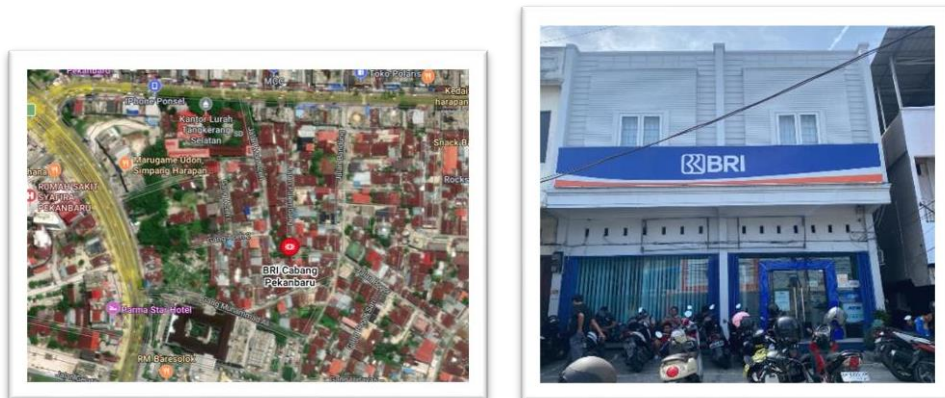
No	Day	Working Hours	Break Time
1	Monday to Thursday	07:15 to 17.00	12:00 to 13:00
2	Friday	07:15 to 16:30	11:30 to 13:30
3	Saturday to Sunday	Holiday	Holiday

**Table 1. 1 Work Schedule**

*Source : PT. Bank Rakyat Indonesia KCP Simpang Tiga Pekanbaru*

### 1.5 Place of Apprenticeship

PT. Bank Rakyat Indonesia (Persero) Kantor Cabang Pembantu (KCP) Simpang Tiga Pekanbaru is located at Pekanbaru, Kharudin Nasution street No.171 Riau. Apprenticeship location can be seen in the figure:



**Figure 1. 1 Address of Bank Rakyat Indonesia KCP Simpang Tiga**

*Source :PT. Bank Rakyat Indonesia KCP Simpang Tiga*