

Apprenticeship Report

**PT. BENGKALIS KUDA LAUT, PT DIPO PAHALA
OTOMOTIF, PT. UMADA PERKEBUNAN PERNANTIAN**

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ADMINISTRATION STUDY PROGRAM BUSINESS
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STATE POLYTECHNIC OF BENGKALIS
2025**

APPROVAL SHEET

**PT. BENGKALIS KUDA LAUT, PT DIPO PAHALA
OTOMOTIF PEKANBARU, PT. UMADA PERKEBUNAN
PERNANTIAN**

Written as one of the conditions for completing job training

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Bengkalis, November 20, 2025

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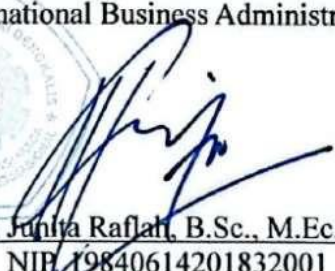


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The author realizes that this report is far from perfect. Therefore, the author expects constructive suggestions and criticism for the improvement of this report in the future.

I realize that this report is far from perfect. Therefore, I look forward to constructive suggestions and criticism for the improvement of this report in the future.

Finally, I hope this report can provide benefits and add insight for all parties who read it.

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CHAPTER 1

INTRODUCTION

1.1. Background of the Apprenticeship

Bengkalis State Polytechnic is a state university that has produced many experts with Diploma II, Diploma III, and Diploma IV degrees. Bengkulu State Polytechnic currently has 8 departments with 21 study programs, including: Naval Engineering, Mechanical Engineering, Electrical Engineering, Civil Engineering, Business Administration, Informatics Engineering, Languages, and Maritime Affairs.

Bengkalis State Polytechnic is responsible for producing superior, character-driven, and competent human resources, particularly in achieving quality outcomes for its students. To achieve this goal, the knowledge imparted must be absorbed and applied in accordance with the aspects required in the future industrial world. In response to this demand, the university has implemented a breakthrough by implementing a work practice/internship program.

According to Dian Ayu Lestari and friends (2023) "Management of the Implementation of Independent Learning, Independent Campus, internship or Work Practice (KP) is part of the Independent Learning Independent Campus (MBKM) program. This program provides hands-on learning experiences in the workplace (experiential learning), with the aim of improving students' soft skills, hard skills, and expanding their professional connections.

According to Nugroho (2021), internships play a crucial role in improving students' competencies and enabling them to compete in the dynamic industrial world. Through these internship programs, students can develop themselves according to their individual talents and interests. To produce competent graduates ready to compete in the workforce, the Department of Business Administration, an internationally recognized Business Administration study program, consistently strives to combine theory with practical experience. One strategic step taken is the Internship Program (KP).

PT Bengkalis Kuda Laut is a company specializing in heavy equipment and light vehicle rentals, established in Pekanbaru, Riau, in 2003. The company provides heavy equipment and operational vehicle rentals, both with and without drivers, for both national and multinational companies. PT Bengkalis Kuda Laut is also known as a local partner, having supported the operations of PT Chevron Pacific Indonesia and continues to grow, with hundreds of units spread across Sumatra.

In running its business, PT Bengkalis Kuda Laut applies the 3S principle: Safety, Satisfaction, and Services. The company has also begun integrating fleet monitoring systems using GPS, digitizing rental contracts, and a preventive maintenance system to maintain unit performance. This experience is invaluable in helping me understand the important role of Customer Service in supporting the achievement of company targets, both in terms of sales and the company's image in the eyes of customers.

PT Dipo Internasional Pahala Otomotif Pekanbaru is an authorized Mitsubishi Motors dealership, providing vehicle sales, after-sales service, and genuine Mitsubishi spare parts. As a service and sales company, customer satisfaction is a top priority in all of its operations.

Therefore, Customer Service (CS) plays a crucial role in bridging the relationship between the company and its customers. Through professional and responsive CS services, it is hoped that every customer need, question, and complaint can be handled effectively, thereby increasing customer loyalty to Mitsubishi products and services.

PT. Umada is a plantation company that controls a palm oil plantation located in Merbau District, North Labuhan Batu Regency, North Sumatra. Historically, this plantation area was originally a rubber plantation area which was later converted into a palm oil plantation area. The area of this plantation covers 1,661 Ha, with legal ownership of the HGU Cultivation Use Rights Certificate issued on April 15, 1988 with a validity period of December 31, 2005 to December 31, 2013. In 1987, a palm oil processing factory was built, and officially began operating in 1988.

The location of this factory and plantation activity is located in one study area in Pernantian-A village located ± 6 km from the District Capital and 17 km from the Capital of Rantau Prapat Regency, or ± 268 km from Medan, the Provincial Capital. Meanwhile, the Meranti Omas Plantation area is located ± 28 km from the nearest Capital and 50 km from the Capital of Rantau Prapat Regency, or ± 281 km from Medan, the Provincial Capital. The geographical position of the area is located at $2^{\circ} 15' N$ and $99^{\circ} 48' E$. The straight distance from the East Coast is ± 58 km.

Plantation processing is carried out within the plantation itself by establishing a factory, namely the PKS Palm Oil Mill of PT. Umada Kebun Pernantian-A, Merbau District, Labuhan Batu Regency, North Sumatra. The location of PT. Umada's plantation is at an altitude of 20-30 m above sea level, with an average surface elevation of 25 m above sea level.

PT. Umada Plantation has several other plantation branches, namely:

- PT. Binanga Karya is located in Labuhan Batu Regency
- PT. Tindoan Bujing is located in South Tapanuli Regency

PT. Sidojadi is located in North Sumatra Province. The Pernantian-A plantation is located near the villages of Pernantian-A and Aek Tapa.

Thus, by carrying out my internship at PT Umada Perkebunan Pernantian, I gained real experience and broad industrial insight, as provisions to face challenges in the world of work after completing my education.

1.2. Purposes of the Apprenticeship

1.2.1. PT Bengkalis Sea Horse

The implementation of the Internship (KP) at PT Bengkalis Kuda Laut Pekanbaru has several objectives, including:

1. Understanding Organizational Structure and Workflow

Students are expected to understand the company's organizational structure as well as the function and role of the BDA Section in supporting the

company's overall operations, particularly regarding heavy equipment rental management activities and developing business relationships with clients.

2. **Applying Business Administration Knowledge**
Applying basic knowledge and administrative skills, such as: Creating and archiving rental contract documents, Preparing invoices and billing reports, Recapitulating daily equipment and vehicle usage, Coordinating with operational teams and clients regarding rental schedules.
3. **Studying Data and Information Management Systems**
Students are involved in the use of software or digital systems used in the BDA Section, such as rental information system, GPS monitoring application, and Microsoft Office/Google Workspace based administration tools.
4. **Improving Professional Soft Skills**
Training interpersonal skills such as communication, accuracy, discipline, and the ability to work in a team. This is in line with the opinion Maryani & Jatmoko (2024) that industrial internships have a significant influence on the development of students' soft skills.
5. **Providing Contributions and Solutions**
Through practical activities and observations, students are expected to be able to identify administrative problems and offer solutions or recommendations for improving work processes in the BDA section.
6. **Compiling an Internship Report**
Be the basis for compiling KP reports as a form of accountability academic answers and as documentation of student learning while in the industrial world.

1.2.2. PT Dipo Pahala Automotive Pekanbaru

The implementation of the Internship (KP) at PT Dipo Internasional Pahala Otomotif Pekanbaru has several objectives, including:

1. **Understand and learn the customer service process**
In the Mitsubishi authorized dealers, starting from the customer reception stage, providing product and service information, to

handling complaints and after-sales service follow-up.

2. Increase insight and practical experience
Implementation of service excellence standards carried out by Customer Service to support company operations.
3. Identifying obstacles or problems
Problems that Customer Service often faces in providing services to customers, and learning how to handle them in customer service.
4. Observing and studying the role of Customer Service
Din an effort to increase customer satisfaction and loyalty, which in the end can have a positive impact on the company's image and the achievement of sales targets.
5. Analyzing Customer Service work procedures
Dnature handles complaints, requests for information, and customer complaints so that they can be implemented properly according to company operational standards.

1.2.3. PT Umada Pernantian Plantation

The implementation of the Internship (KP) at PT Umada Perkebunan Pernantian has several objectives, including:

1. Understanding Organizational Structure and Workflow
Students are expected to understand the company's organizational structure as well as the functions and roles of the field section, which has an important role in observing the situation and conditions in the field.
2. Applying Business Administration Knowledge
Applying basic knowledge and administrative skills, such as: Creating and archiving cooperation contract documents, Preparing invoices and billing reports, paying employee wages.
3. Studying Data and Information Management Systems
Students are involved in the use of software or digital systems which are currently in the era of globalization, in order to carry out activities in the field.
4. Improving Professional Soft Skills

It trains interpersonal skills such as communication, accuracy, discipline, and the ability to work in a team. This aligns with Maryani & Jatmoko's (2024) opinion that industrial internships significantly influence the development of students' soft skills.

5. Providing Contributions and Solutions

Through practical activities and observations, students are expected to be able to identify administrative problems and offer solutions or recommendations for improving work processes in the field.

6. Compiling an Internship Report

To be the basis for compiling KP reports as a form of academic accountability and as documentation of student learning while in the industrial world.

1.3. Significance of the Apprenticeship

1.3.1. PT Bengkalis Kuda Laut

The following is the writing of the meaning of Internship (Practical Work) in BDA (Business Development and Administration) as follows:

1. Practical Application of Business Administration
2. Understanding Organizational Structure and Operational Procedures
3. Improve communication skills, teamwork, discipline, and responsibility in completing assigned tasks.
4. To be used as reference material in preparing internship reports and final assignments during the study period.
5. Increasing students' insight and mental readiness to face the challenges of the world of work after graduation.

1.3.2. PT Dipo Pahala Automotive Pekanbaru

The following is the writing of the meaning of Internship (Practical Work) at PT Dipo Pahala Otomotif Pekanbaru as follows:

1. Increased Understanding of the World of Work
2. Communication Skills Development
3. Understanding Customer Service Procedures

4. Improving Professional Attitude and Work Ethics
5. Application of Theoretical Knowledge to Practice
6. Experience Dealing with Various Customer Characters
7. Contribution to the Company
8. Preparing to Face the World of Work

1.3.3. PT Umada Pernantian Plantation

The following is the writing of the meaning of internship (practical work) in the field of division A as follows:

1. Practical Application of Business Administration
2. Understanding Organizational Structure and Operational Procedures
3. Improve communication skills, teamwork, discipline, and responsibility in completing assigned tasks.
4. To be used as reference material in preparing internship reports and final assignments during the study period.
5. Increasing students' insight and mental readiness to face the challenges of the world of work after graduation.

CHAPTER 2

GENERAL DESCRIPTION OF THE COMPANY

2.1. Company History

2.1.1. PT Bengkalis Kuda Laut

PT Bengkalis Kuda Laut is a company specializing in heavy equipment and light vehicle rentals, established in Pekanbaru, Riau, in 2003. The company provides heavy equipment and operational vehicle rentals, both with and without drivers, for both national and multinational companies.



Figure 2.1 PT. Bengkalis Kuda Laut Pekanbaru
Source: Processed Data, 2025

PT Bengkalis Kuda Laut is also known as a local partner that has supported the operations of PT Chevron Pacific Indonesia and continues to grow with hundreds of units spread across Sumatra. In conducting its business, PT Bengkalis Kuda Laut applies the principles of 3S: *Safety, Satisfactory, and Services*. The company has also begun integrating fleet monitoring systems using GPS, digitizing rental contracts, and implementing a preventive maintenance system to maintain unit performance.

According to Sinar Teknik Official (2025), one of the latest trends in the heavy equipment industry is fuel efficiency and the use of telematics systems for

tracking and analyzing unit performance. Rental companies that want to survive must be able to adopt these technologies to increase efficiency and reduce operational downtime.

Through their internship at PT Bengkalis Kuda Laut, students have the opportunity to learn firsthand about the working processes of the heavy equipment rental industry, from administration and fleet management to equipment maintenance, to documentation systems and customer service. This activity is crucial as a bridge between academia and industry.

According to Aprilia & Darmawan (2023) in the Industry and Technology journal, student involvement in industrial practices will enrich technical and professional competencies, as well as shape an adaptive mindset towards changes in technology and work systems.

Thus, the implementation of internship at PT Bengkalis Kuda Laut is expected to provide real experience and broad industrial insight to students, as provisions to face challenges in the world of work after completing their education.

2.1.2. PT Dipo Pahala Automotive Pekanbaru

PT Dipo Internasional Pahala Otomotif is an automotive company and part of the authorized Mitsubishi Motors dealer network in Indonesia. The company plays a key role in distributing Mitsubishi vehicles to various regions in Indonesia, including Pekanbaru, Riau Province. PT Dipo Internasional Pahala Otomotif Pekanbaru was established as a manifestation of PT Mitsubishi Motors Krama Yudha Sales Indonesia's (MMKSI) commitment to expand its distribution network and after-sales service in Sumatra, particularly Riau and its surrounding areas. This dealership exists to meet the public's need for reliable, efficient vehicles suitable to Pekanbaru's geographic conditions and mobility needs.

In addition to providing vehicle units, PT Dipo Internasional Pahala Otomotif Pekanbaru is also equipped with after-sales service facilities in the form of authorized workshops, regular maintenance services, vehicle repair services, provision of genuine spare parts, as well as trained and certified

Mitsubishi Motors technicians.



Figure 2.2 PT. Dipo Internasional Pahala Otomotif Pekanbaru

Source: Processed Data, 2025

To maintain service quality, the company consistently implements standard operating procedures (SOPs) established by MMKSI, including its Customer Service department, which is at the forefront of building strong relationships with customers. Customer Service at PT Dipo Internasional Pahala Otomotif Pekanbaru is tasked with providing product information, assisting with sales processes, handling complaints, and ensuring customer satisfaction.

In carrying out its operations, PT Dipo Internasional Pahala Otomotif Pekanbaru is committed to continuously improving the quality of service and professionalism of human resources, so that it can compete healthily in the automotive market and make a positive contribution to economic development in the Pekanbaru area in particular and Riau Province in general.

2.1.3. PT Umada Pernantian Plantation

PT. Umada is a plantation company that controls a palm oil plantation located in Merbau Gaya Baru District, Labuhan Batu Regency. Historically, this plantation area was originally a rubber plantation area which was later converted into a palm oil plantation area. The plantation area covers 1,661 Ha, with legal

ownership of the HGU Cultivation Use Rights Certificate issued on April 15, 1988 with a validity period of December 31, 2005 to December 31, 2013. In 1987, a palm oil processing factory was built, and officially began operating in 1988.

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PT. Sidojadi is located in North Sumatra Province. The Pernantian-A plantation is located close to the villages of Pernantian-A and Aek Tapa..

2.2. Vision and Mission

2.2.1. Company Vision

2.2.1.1. PT Bengkalis Kuda Laut

To become a local transportation service provider with international standards that prioritizes S3, Satisfying Safety Services (Safety, Comfort, and Punctuality).

2.2.1.2. PT Dipo Pahala Automotive Pekanbaru

As for the company in the form of a company vision, the following is the company vision of PT. Pekanbaru Pahala Automotive International Dipo as

follows; "To be the leading official Mitsubishi Motors dealer in providing the best products and services to achieve customer satisfaction and loyalty in the Pekanbaru area and its surroundings".

2.2.1.3. PT Umada Perkebunan Prnantian

To become a sustainable and visionary palm oil plantation company.

2.2.2. Company Mission

2.2.2.1. PTBengkalis Sea Horse

As for the company in the form of a company mission, the following is the company mission of PT. Bengkalis Seahorse Pekanbaru as follows;

1. Placing occupational safety, health and environmental protection as a priority in providing services.
2. Providing the best service and quality products for safe, efficient and technologically advanced land transportation rentals..
3. Creating jobs and prioritizing the placement of local workers.

2.2.2.2. PT Dipo Pahala Automotive Pekanbaru

As for the company in the form of a company mission, the following is the company mission of PT. Pekanbaru Pahala Automotive International Dipo as follows;

1. Providing quality Mitsubishi vehicle products that meet the needs and expectations of customers in various market segments.
2. Providing professional, fast, and precise sales and after-sales service according to Mitsubishi Motors Krama Yudha Sales Indonesia (MMKSI) standards.
3. Developing the quality of human resources (HR) that are reliable, skilled, and oriented towards customer satisfaction.
4. Building good and sustainable relationships with customers through responsive, communicative and solution-oriented Customer Service.
5. Improve the company's image as a trusted dealer in the Pekanbaru area through service innovation and consistent implementation of work standards.

6. Contributing to regional economic development through automotive services that support community and business mobility.

2.2.2.3. PT Umada Pernantian Plantation

1. Building a solid and professional team that supports each other
2. Improve product quality, health and safety environment

Making a positive contribution to the community and environment in which the company operates

2.3. Kind of Business

2.3.1. PT Bengkalis Sea Horse

PT Umada Perkebunan Pernantian is a company engaged in oil palm farming in North Sumatra. The following is the type of business of PT Umada Perkebunan Pernantian:

1. Heavy Equipment Rental Services

The main business sector of this company is the rental of various types of heavy equipment, such as:

1. Excavator
2. Bulldozer
3. Vibro Roller / Compactor
4. Dump Truck
5. Motor Grader
6. Loader

This heavy equipment rental service serves construction needs on both small and large scales, including land clearing, excavation (cut and fill), road paving, land filling, and irrigation or drainage channel construction.

2. Construction and Civil Project Services

Apart from heavy equipment, PT Bengkalis Kuda Laut also runs a construction project implementation service business such as:

1. Local scale road and bridge construction
2. Land leveling and cultivation for plantations
3. Construction of supporting infrastructure for industrial projects
4. Cut and fill projects for residential or factory areas

2.3.2. PT Dipo Pahala Automotive Pekanbaru

PT Dipo Internasional Pahala Otomotif Pekanbaru is an authorized Mitsubishi Motors dealer under the DIPO Star Group, focusing on distribution and service in the automotive sector. As part of the Mitsubishi dealer network in Indonesia, the company has several core business areas that support operational activities and customer service, including:

1. Motor Vehicle Sales

As an authorized Mitsubishi dealer, PT Dipo Internasional Pahala Otomotif Pekanbaru primarily sells motor vehicles, both passenger cars and light commercial vehicles. The product offerings include various Mitsubishi models, such as the Mitsubishi Xpander, Pajero Sport, Triton, L300, and other models widely recognized in Indonesia.

This sales activity is supported by professional and trained sales consultants who provide product information, explanations of vehicle features, financing simulations, and sales administration services in accordance with applicable procedures.

2. After Sales Service

In addition to vehicle sales, PT Dipo Internasional Pahala Otomotif Pekanbaru also provides after-sales services as a commitment to maintaining customer satisfaction. These services include periodic vehicle maintenance, repairs, vehicle safety checks, and vehicle warranty services in accordance with Mitsubishi Motors Krama Yudha Sales Indonesia (MMKSI) regulations. This after-sales service is supported by authorized workshop facilities equipped with modern equipment and Mitsubishi-certified mechanics, thus ensuring that the quality of vehicle maintenance and repair work.

3. Genuine Parts Sales

To support after-sales service, PT Dipo Internasional Pahala Otomotif Pekanbaru also sells authorized Mitsubishi spare parts and vehicle accessories. Providing genuine spare parts ensures the quality and safety of customers' vehicles, while maintaining optimal vehicle performance

according to manufacturer standards.

4. Customer Service

As an authorized dealer, PT Dipo Internasional Pahala Otomotif Pekanbaru has a Customer Service unit that plays a crucial role in bridging communication between the company and its customers. Customer Service is responsible for handling inquiries, providing information, addressing complaints, and providing after-sales service follow-up to ensure customer satisfaction and loyalty.

2.3.3. PT Umada Pernantian Plantation

PT Umada Perkebunan Pernantian is a palm oil plantation company in North Sumatra. The following is the type of business of PT Umada Perkebunan Pernantian:

1. managing oil palm plantation areas, including the cultivation process (nursery, planting, plant maintenance) until harvest.
2. fresh fruit bunch (FFB) processing palm oil into processed products, such as CPO (Crude Palm Oil) and maybe other palm oil products

2.4. Organization Structure

2.4.1. PT Bengkalis Sea Horse

PT Bengkalis Kuda Laut has an organizational structure that includes the following:

The Organizational Structure at PT Bengkalis Sea Horse

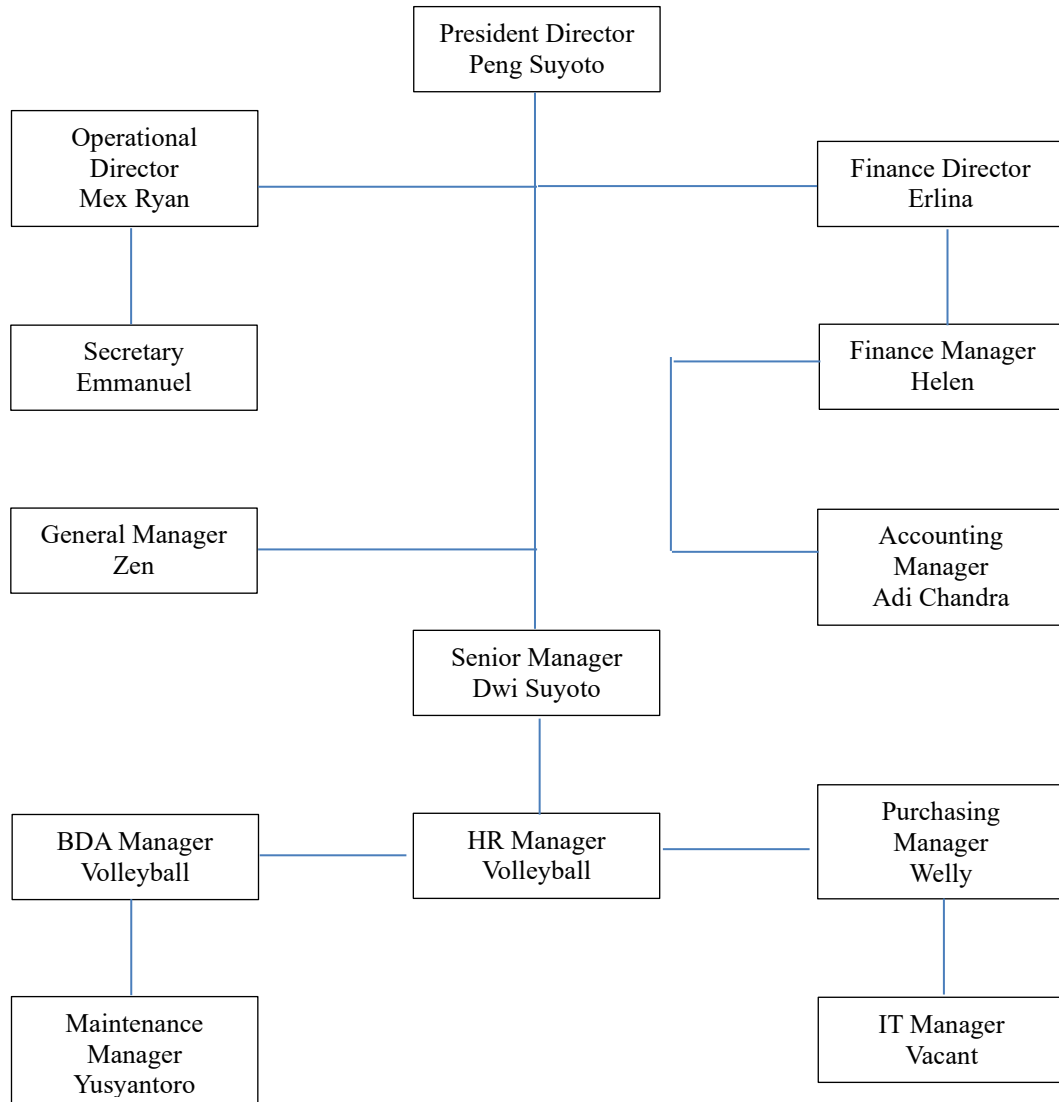


Figure 2.4 Organizational structure of PT. Bengkalis Kuda Laut

Source: PT. Bengkalis Seahorse

2.4.2. PT Dipo Pahala Automotive Pekanbaru

At PT. Dipo Internasional Pahala Otomotif Pekanbaru, the organizational structure within the company is as follows:

The Organizational Structure at
PT. Dipo Internasional Pahala Automotive Pekanbaru

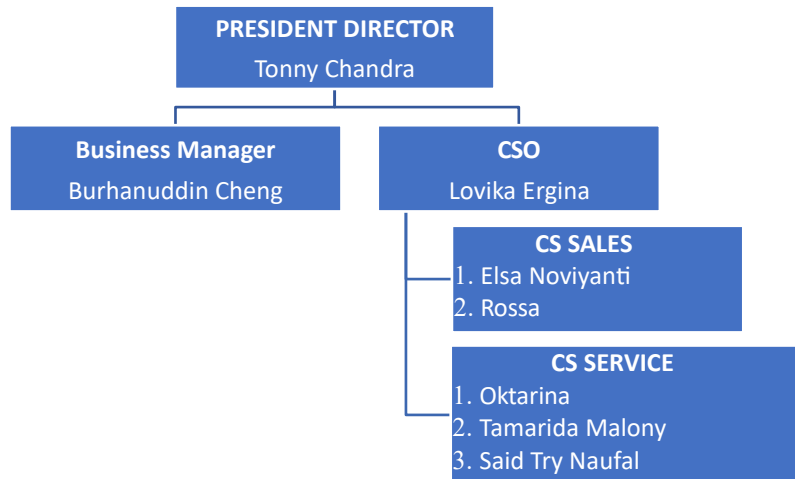


Figure 2.2 Organizational Structure of PT. Dipo Internasional Pahala Otomotif Pekanbaru
Source: Processed Data, 2025

2.4.3. PT Umada Pernantian Plantation

PT Umada Perkebunan Pernantian has an organizational structure that includes the following:

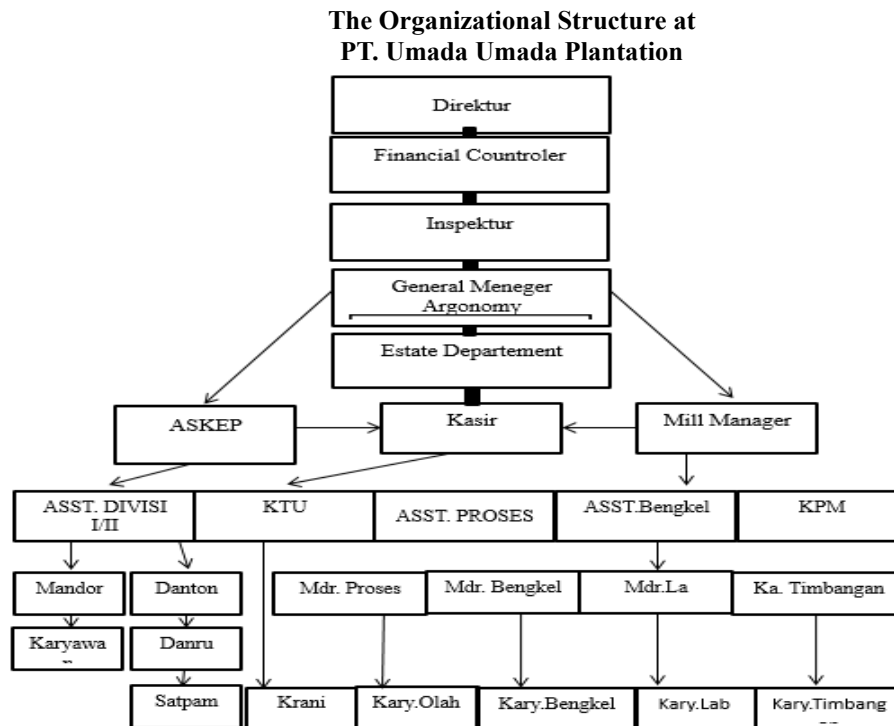


Figure 2.2 Organizational Structure of PT. Dipo Internasional Pahala Otomotif Pekanbaru
Source: Processed Data, 2025

2.5. The Working Process

2.5.1. PT Bengkalis Sea Horse

The Business Development and Administration (BDA) department plays a crucial role in running the company's administrative processes, including heavy equipment inventory, document archiving, equipment rental scheduling, and reporting and business communications. The following is a summary of the workflow:

1. Acceptance of Heavy Equipment Rental Requests

The work process begins with the entry of a rental request from a customer via:

1. Phone, WhatsApp, or official company email.
2. Requests from permanent project partners (government or private).

3. Request Logging

The administrative staff will record the request information on the rental request form, including:

1. Company/client nameType of heavy equipment requestedWork location
2. Rental periodStart and end date
3. Special requests (operator, fuel, etc.)

4. Checking Tool Availability

The BDA section will coordinate with the field section or equipment warehouse to ensure:

1. Availability of requested heavy equipment
2. Equipment condition and mobilization readiness
3. Estimated delivery time of equipment to location
4. If the tools are available, the process continues to preparing the tender documents.

5. Preparation of Offer Letter

The offer letter is made in the company's official format, including:

1. Daily/monthly rental price
2. Mobilization-demobilization costs

3. Payment terms and conditions
 4. Estimated processing time
 5. This letter is then sent to the client via email/WhatsApp for signature.
6. Making Delivery Notes and Invoices
- After the offer is accepted:
1. A delivery note is made as proof of delivery of heavy equipment to the project location.
 2. Made **Invoice** as an official bill for payment by the client.
7. Documentation and Archiving
- All transaction documents are stored neatly in physical and digital folders:
1. Arranged by project date or client name Backed up on Google Drive or external hard disk
 2. Used as evaluation data and monthly report recap
8. Monthly Reporting
- The BDA section also compiles:
1. Heavy equipment in/out reports every month
 2. Tool usage data according to project
 3. Completed transaction archive
 4. Financial summary (in coordination with the finance department)

2.5.2. PT Dipo Pahala Automotive Pekanbaru

The Customer Service (CS) department at PT Dipo Internasional Pahala Otomotif Pekanbaru plays a crucial role in bridging the relationship between the company and its customers. Excellent customer service aims to increase customer satisfaction and loyalty towards Mitsubishi products and services. The general Customer Service work process includes the following stages:

1. Customer Reception and Greeting

The Customer Service work process begins with receiving and welcoming customers who arrive at the dealership. Customer Service officers are responsible for:

- Greet customers in a friendly, polite and professional manner.
- Asking about customer needs or requirements, whether for purchasing a unit, vehicle maintenance, or other needs.
- Record customer identity and vehicle data if necessary.

2. Providing Information and Explanation of Products / Services

After recording the customer's needs, the Customer Service officer provides the required information, such as:

- Explains vehicle product details, features, prices, and available promotions.
- Provides information regarding service schedules, estimated maintenance costs, types of repair services, and warranty procedures.
- Help customers understand their rights and obligations regarding after-sales service.

3. Service Request Handling

If a customer wants to service their vehicle or make a warranty claim, CS will:

- Make a service schedule (service booking).
- Direct customers to the Service Advisor (SA) section for further vehicle inspection.
- Provide transparent information on estimated work time and costs.

4. Handling Customer Complaints and Grievances

Customer Service is also responsible for handling customer complaints related to products and services. The steps involved include:

- Receive customer complaints with empathy and professionalism.
- Listen and record complaints in detail.
- Find solutions or answers by coordinating with related departments (eg Service Advisors, technicians, or workshop managers).
- Deliver follow-up results to customers quickly and accurately.

5. Follow-up and Monitoring

After the complaint is handled or the service is completed, CS also does:

- Follow up (recheck) with customers to ensure service satisfaction.
- Filling out customer service reports as internal evaluation material.
- Compile customer satisfaction data and statistics as a basis for improving service quality.

6. Reporting and Evaluation

All customer service activities are recorded and reported periodically to the customer service supervisor or manager. This report data is used for:

- Evaluate customer satisfaction levels.
- Identify recurring issues that need improvement.
- Become the basis for decision making to improve work procedures.

7. Other Supporting Activities

In addition to the core tasks above, Customer Service also has supporting tasks, such as:

- Assist in the preparation of promotional materials related to customer service.
- Coordinate with the marketing team to support sales activities.
- Attend internal training to improve communication and service skills.

2.5.3. PT Umada Pernantian Plantation

The Business Development and Administration (BDA) department plays a crucial role in running the company's administrative processes, including heavy equipment inventory, document archiving, equipment rental scheduling, and reporting and business communications. The following is a summary of the workflow:

1. Land Preparation

1. Clearing the land of weeds and plant residues.

Clearing the land of weeds is crucial for the health of oil palm trees. This cleaning is carried out in stages, including checking the tree trunks, new shoots, and yellowing leaves.

2. Land processing using manual tools or machines.

This soil preparation is important because it is used to check the soil's condition. This inspection can be done manually or with an excavator.

3. Determining planting distance and making plant paths.

This determination of planting distance is done so that the trees do not overlap and the determination of this planting distance is made in the form of a five-square.

2. Nursery

Selecting superior seeds according to company standards. Sowing seeds in polybags or seedbeds. Seedling care includes watering, initial fertilization, and weeding.

3. Planting

Transplanting seedlings to production areas after they reach a certain age. Planting according to a predetermined row pattern. Staking or supporting certain plants.

4. Plant Maintenance

Regular watering according to weather conditions. Regular fertilization using organic and inorganic fertilizers. Weeding around the plants. Pest and disease control through routine observation and pesticide spraying if necessary.

5. Growth Monitoring

Measurement of plant height, diameter, and plant health. Recording monitoring results in a log book or company system.

6. Harvesting

Determining harvest time is based on plant age or optimal production conditions. Cutting of fruit/leaves/harvest materials according to company SOP. Collection of harvest results to the collection point.

7. Sorting and Processing

Separation of the harvest based on size and quality. Initial cleaning before further processing. Processing of materials according to the products produced by the company.

8. Production Recording

Recording of daily harvest quantities. Production documentation for monthly analysis and reporting.

9. Transportation and Distribution

Packaging of results according to standards. Delivery to warehouse or distribution partner.

2.6. Document Used for activity

2.6.1. PT Bengkalis Sea Horse

In practical work activities (KP) there are several activities carried out as follows:

1. Invoice

Used to check rental data via the company's website

2. Daily Report

This daily report is intended to include activities in the office or field.

3. Monthly report

This monthly report covers activities in the administration section in carrying out rental activities, income, expenses and performance evaluation during the activities.

4. Travel report

This travel report is a report on the use of office funds for out-of-town travel or for conducting reviews of activities related to the company.

5. Employment contract archives

The work contract archive contains archives of cooperation between companies, institutions or agencies.

2.6.2. PT Dipo Pahala Automotive Pekanbaru

The following is an internship application letter at PT. Dipo Internasional Pahala Otomotif Pekanbaru:

1. Serving Customers Who Come to the Dealer

Assist Customer Service by welcoming customers to the dealership in a friendly and professional manner. This includes providing customers with initial information about available services, such as vehicle servicing, spare parts purchasing, and vehicle consultations.

1. Handling Vehicle Service Registration

Assisting with the customer's vehicle service registration process by recording vehicle data, customer identification, and any complaints or issues. This data is then forwarded to the Service Advisor or technician for follow-up.

3. Providing Service and Product Information

Also helps provide explanations to customers regarding the types of service, estimated processing time, service costs, as well as information on promotions or service packages currently in effect at PT Dipo Pahala Otomotif Pekanbaru.

4. Answering Customer Questions and Complaints

They are involved in answering customer questions, both in person and over the phone. They also help record customer complaints regarding service or vehicle service results, which are then forwarded to the relevant parties.

5. Customer Data Archiving and Management

Assist Customer Service with filing documents, such as service registration forms, customer data, and daily service reports. This activity aims to maintain administrative order and facilitate data retrieval.

6. Assisting Customer Follow Up Process

Participate in follow-up activities with customers after service, such as contacting customers to ensure satisfaction with the service provided and reminding them of the next service schedule.

7. Coordinate with Related Sections

Assisting the communication process between Customer Service and other departments, such as Service Advisors, mechanics, and administration, to

ensure that the information provided to customers is in accordance with actual conditions in the field.

8. Studying Company Service Standards

Study and implement the applicable customer service standard operating procedures (SOP) at PT Dipo Pahala Otomotif Pekanbaru, including service ethics, how to communicate with customers, and handling complaints.

2.6.3. PT Umada Pernantian Plantation

In practical work activities (KP) there are several activities carried out as follows:

1. Nursery

Nursery is carried out in preparation for new oil palm planting.

2. Daily Report

This daily report is intended to include activities in the office or field.

3. Monthly report

This monthly report includes activities in the administration section in carrying out work activities, income, expenses and performance evaluation during the activities.

4. Travel report

This travel report is a report on the use of office funds for out-of-town travel or for conducting reviews of activities related to the company.

5. Employment contract archives

The work contract archive contains archives of cooperation between companies, institutions or agencies.

CHAPTER 3

SCOPE OF THE APPRENTICESHIP

3.1 Job Description

3.1.1 PT Bengkalis Sea Horse

During their internship at PT Bengkalis Kuda Laut, students have the opportunity to be directly involved in various administrative and business development activities, particularly under the coordination of the Business Development and Administration (BDA) division. The job descriptions include:

1. Rental Request Recording
Recording heavy equipment rental requests received from clients via email, phone, or WhatsApp. The data is recorded on a request form or internal spreadsheet.
2. Preparation of Daily Offer Letter
Assist in creating quotation documents based on existing templates. Price information, equipment type, rental duration, and additional fees are adjusted based on data from supervisors or technicians.
3. Document Input and Archiving
Input transaction data and documents into the computer, and store physical documents on archive shelves according to category (for example, by client name, transaction date, or type of equipment).
4. Making a Delivery Note
Prepare a delivery note as the official document for the delivery of heavy equipment to the project site. This delivery note is then sent to the field department or the client for signature as proof of handover.
5. Preparing Invoices
Assisting the finance and administration department in preparing bills or invoices to clients after equipment is delivered and work begins.

6. Daily Data Recapitulation/Summarize daily data such as:

1. Equipment in/out activity
2. Use of tools in specific projects
3. Client request history

This recap is compiled into weekly and monthly reports.

2. Managing Daily Reports./Receive daily reports from field operators (e.g., number of hours worked by heavy equipment), then record them in the reporting system.
3. Documentation and Reporting/Taking photos of project activity documentation and administrative work, as well as helping to compile reports on practical work activities for company and campus needs.

3.1.2 PT Dipo Pahala Automotive Pekanbaru

During the Internship at PT Dipo Pahala Otomotif Pekanbaru, students get the opportunity to be directly involved in various administrative and business development activities, especially under the coordination of the Customer Service division. The job descriptions include:

1. Input vehicle sales data every week, and record the entry and exit of vehicles that need to be serviced or have already been serviced.
2. Seeing new vehicles coming and exiting, and logging in to customer account
3. Call the customer to inform them that it is time for their vehicle to be serviced.
4. Responding to customers for vehicle service booking list
5. Record a list of service bookings for service to be carried out

3.1.3 PT Umada Pernantian Plantation

During their internship at PT Umada Perkebunan Pernantian, students will have the opportunity to be directly involved in various administrative and business development activities, particularly under the coordination of Division A Field. The job descriptions include:

1. Observation of Plant Conditions

Students make routine observations of:

1. Plant growth rate.
2. Plant health conditions.
3. There is an attack of pests or disease.
4. Need for fertilization or watering.

This observation is important as a basis for decision making for subsequent treatment actions.

2. Field Data Recording

Students record various important data, such as:

1. Plant growth data (height, diameter, number of leaves).
2. Daily production data.
3. Number of workers and job allocation.
4. Weather conditions that affect field activities.

Data is collected and submitted to the field supervisor for analysis.

3. Plant Maintenance

Maintenance activities that students participate in include:

1. Weeding.
2. Watering plants.
3. Fertilize according to the fertilization schedule.
4. Spraying pesticides to control pests and diseases.

Students learn the company's standard operating procedures (SOP) in each process.

4. Harvesting Activities

In the harvesting process, students help:

1. Determining the level of maturity of plants ready for harvest.
2. Carrying out cutting or taking the harvest.
3. Collecting and moving the harvest to the weighing area.
4. Sorting the harvest based on quality.

This activity provides an understanding of harvest management and production quality.

5. Production Data Processing

After the data collection activity, students also do:

1. Input harvest data into company forms or systems.
2. Calculation of total daily production.
3. Comparing production results between blocks.
4. Make brief reports at the end of each shift or daily.

6. Field Documentation

Students document activities in the form of:

1. Photo of plant growth.
2. Photos of maintenance and harvesting activities.
3. Documentation of equipment and field labor.

Documentation is an attachment to the final report.

7. Coordination with Field Supervisor

Students receive regular guidance on:

1. Daily tasks and work targets.
2. Occupational safety standards in the field.
3. Evaluation of activities that have been carried out.

This interaction helps students understand the professional workflow in the plantation sector.

3.2. System and Procedure

The internship systems and procedures are designed to enable students to understand the company's workflow and to develop discipline, professionalism, and technical skills in business administration and management. The following is an explanation of the systems and procedures.

3.2.1. System

3.2.1.1. PT Bengkalis Sea Horse

The internship system at PT Bengkalis Kuda Laut is structured and integrates the administration and operations departments. I was placed in the BDA (Business

Development and Administration) team and was guided by the following supervisor:

1. Working hours

In this KP, the office operating hours are as follows:

1. Days: Monday – Saturday
2. Time: 08:30 – 16:30 WIB (break 12:00 – 13:00 WIB)

2. Mentoring

During my internship, I was guided directly by the field supervisor so that I could understand and teach the internship tasks.

3. Reporting System

I am required to record daily activities in a logbook/daily report, which is then summarized monthly for performance monitoring.

3.2.1.2. PT Dipo Pahala Automotive Pekanbaru

The internship system at PT Bengkalis Kuda Laut is structured and integrates the administration and operations departments. I was placed in the BDA (Business Development and Administration) team and was guided by the following supervisor:

1. Working hours

In this KP, the office operating hours are as follows:

1. Days: Monday – Saturday
2. Time: 08:00 – 17:00 WIB (break 12:00 – 13:00 WIB)

2. Mentoring

During my internship, I was guided directly by the field supervisor so that I could understand and teach the internship tasks.

3. Reporting System

I am required to record daily activities in a logbook/daily report, which is then summarized monthly for performance monitoring.

3.2.1.3. PT Umada Pernantian Plantation

The internship system at PT Umada Perkebunan Pernantian is structured and integrates the administration and operations departments. I was placed in the Field 1 team or division and was guided by the following supervisor:

1. Working hours

In this KP, the office operating hours are as follows:

4. Days: Monday – Saturday
5. Time: 05:30 – 13:30 WIB.

2. Mentoring

During my internship, I was guided directly by the field supervisor so that I could understand and teach the internship tasks.

3. Reporting System

I am required to record daily activities in a logbook/daily report, which is then summarized monthly for performance monitoring.

3.2.2. Procedure

3.2.2.1. PT Bengkalis Sea Horse

The following are the general procedures for practical work that are applied:

1. Student Internship Acceptance

1. Students submit a letter of introduction from the campus.
2. A letter of approval was issued by the company.

2. Initial Briefing

Introduction to organizational structure and work culture. Explanation of duties and responsibilities.

3. Job Placement

Students are placed in the Field Division A section. They are given tasks according to their abilities and the company's needs.

4. Implementation of Tasks

Students start working according to working hours. Daily tasks include: Making delivery notes, data recaps, archiving, transaction input, and helping to prepare invoices and monthly reports.

5. Monitoring and Evaluation

Student performance is monitored weekly by the supervisor. At the end of the internship period, students submit daily activity reports and final reports.

6. Closing and Assessment

Students take part in a final evaluation by the field supervisor. The assessment sheet is filled in and signed by the company.

3.2.2.2. PT Dipo Pahala Automotive Pekanbaru

There are several procedures carried out during internship activities, namely as follows:

1. I must comply with company regulations, arrive on time, dress appropriately, be neat, smell good, and be clean. I am also required to adapt to the company's environment.
2. Input customer account data every day and must achieve the given target
3. Must always check the company system account every day.

3.2.2.3. PT Umada Pernantian Plantation

The following are the general procedures for practical work that are applied:

The following are the general procedures for practical work that are applied:

1. Student Internship Acceptance

1. Students submit a letter of introduction from the campus.
2. A letter of approval was issued by the company.

2. Initial Briefing

Introduction to organizational structure and work culture. Explanation of duties and responsibilities.

3. Job Placement

Students are placed in the Field Division A section. They are given tasks according to their abilities and the company's needs.

4. Implementation of Tasks

Students start working according to working hours. Daily tasks include: Making delivery notes, data recaps, archiving, transaction input, and helping to prepare invoices and monthly reports.

5. Monitoring and Evaluation

Student performance is monitored weekly by the supervisor. At the end of the internship period, students submit daily activity reports and final reports.

6. Closing and Assessment

Students take part in a final evaluation by the field supervisor. The assessment sheet is filled in and signed by the company.

3.3. Place of Apprenticeship

3.3.1. PT Bengkalis Sea Horse

PT Bengkalis Kuda Laut is located in Jl. Imam Munandar No.67, North Tengkerang, Kec. Bukit Raya, Pekanbaru City, Riau 28126.

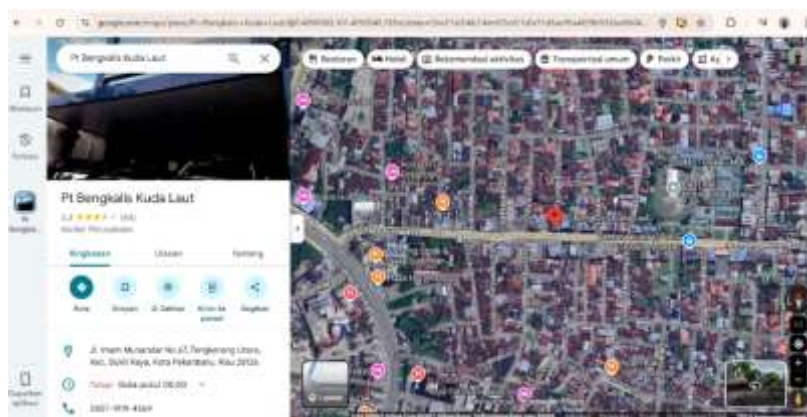


Figure 2.2 Maps of PT. Bengkalis Kuda Laut Pekanbaru

Source: Processed Data, 2025

3.3.2. PT Dipo Pahala Automotive Pekanbaru

PT. Dipo International Pahala Automotive Pekanbaru is located at Jl. Jend. Sudirman No. 230, Tengkerang Tengah, Marpoyan Damai District, Pekanbaru City, Riau 28282.



Figure 2.2 Maps of PT. Dipo Internasional Pahala Otomotif Pekanbaru

Source: Processed Data, 2025

3.3.3. PT Umada Pernantian Plantation

PT Umada Pernantian Plantation is located in Pernantian Village, Marbau District, North Labuhan Batu Regency, North Sumatra.

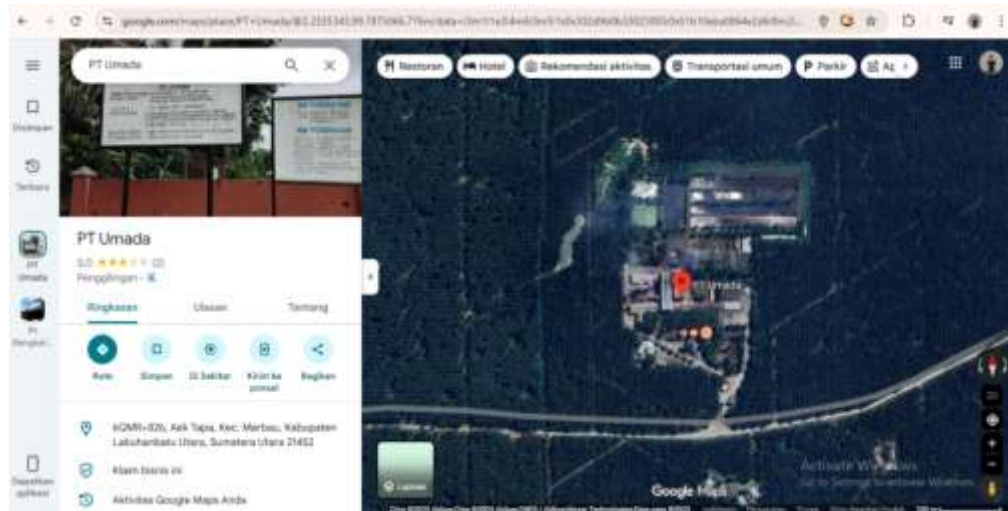


Figure 2.2 Maps of PT. Dipo Internasional Pahala Otomotif Pekanbaru

Source: Processed Data, 2025

3.4. Kind and Description of the Activity

3.4.1. PT Bengkalis Sea Horse

This Apprenticeship activity was carried out starting from 20 January 2025 until 20 May 2025. The following is the schedule of the apprenticeship hours at the PT. Sea Horse Bengkalis;

Table 3.4.1. Daily Activities from 20 – 26 January 2025

No.	Day/Date	Activity	Activity Place
1	Monday/January 20, 2025	1. Introduction To The Company's Staff And Employees	Bda
2.	Tuesday, January 21, 2025	1. See What Processes Are Carried Out During The Internship	Bda
3.	Wednesday/January 22, 2025	1. Start Recording The Tasks Assigned	Bda
4.	Thursday/January 23, 2025	1. Check The Units Currently For Rent 2. Submit Vehicle	Bda
5.	Friday, January 24, 2025	1. Annual Employee Check Off Meeting	Bda

6.	Saturday/January 25, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
7.	Sunday, January 26, 2025	Holiday	Bda

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.2. Daily Activities from 27 January – 02 February 2025

No.	Day/Date	Activity	Activity Place
1	Monday/January 27, 2025	1. Isra Mikrad Leave	Bda
2.	Tuesday, January 28, 2025	2. Isra Mikrad Leave	Bda
3.	Wednesday/January 29, 2025	3. Vesak New Year	Bda
4.	Thursday/January 30, 2025	1. Record/Check Salary Expenditure Data 2. Recording The Driver's Daily Log Book	Bda
5.	Friday, January 31, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
6.	Saturday/February 1, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
7.	Sunday, February 2, 2025	Holiday	Bda

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.3. Daily Activities from 03 – 09 February 2025

No.	Day/Date	Activity	Activity Place
1	Monday/February 3, 2025	1. Submit Vehicle Data That Has Not Been Recorded 2. Recording Mr. Mex's Business Travel Finances	Bda
2.	Tuesday, February 4, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
3.	Wednesday/February 5, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
4.	Thursday/February 6, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
5.	Friday/February 7, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
6.	Saturday/February 8, 2025	1. Submit Vehicle Data That	Bda

		Has Not Been Recorded	
7.	Sunday, February 9, 2025	Holiday	Bda

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.4. Daily Activities from 10 – 16 February 2025

No.	Day/Date	Activity	Activity Place
1	Monday, February 10, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
2.	Tuesday, February 11, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
3.	Wednesday/February 12, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
4.	Thursday/February 13, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
5.	Friday/February 14, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
6.	Saturday/February 15, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
7.	Sunday, February 16, 2025	Holiday	Bda

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.5. Daily Activities from 17 – 23 February 2025

No.	Day/Date	Activity	Activity Place
1	Monday, February 17, 2025	1. Submit Vehicle Data That Has Not Been Recorded 2. Submit Stock Data Workshop	Bda
2.	Tuesday, February 18, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
3.	Wednesday/February 19, 2025	1. Sorum Deliver And Pick Up Files	Bda
4.	Thursday/February 20, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
5.	Friday, February 21,	1. Submit Vehicle Data That	Bda

	2025	Has Not Been Recorded	
6.	Saturday/February 22, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
7.	Sunday, February 23, 2025	Holiday	Bda

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.6. Daily Activities from 24 – 02 March 2025

No.	Day/Date	Activity	Activity Place
1	Monday/February 24, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment. 2. And Deliver And Pick Up Files	Bda
2.	Tuesday, February 25, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment. 2. And Deliver And Pick Up Files	Bda
3.	Wednesday/February 26, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment. 2. And Deliver And Pick Up Files	Bda
4.	Thursday/February 27, 2025	1. Submit Stock Data 2. Go To The Showroom To Deliver Workshop Equipment 3. Deliver and Pick Up Files	Bda
5.	Friday/February 28, 2025	1. Submit Stock Data 2. Go To The Workshop To Deliver Equipment And Pick Up Files	Bda
6.	Saturday/March 1, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
7.	Sunday, March 2, 2025	Holiday	Bda

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.7. Daily Activities from 03 – 09 March 2025

No.	Day/Date	Activity	Activity Place
1	Monday/March 3, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
2.	Tuesday, March 4, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
3.	Wednesday/March 5, 2025	1. Submit Stock Data 2. Go To The Workshop To Deliver Workshop Equipment And Deliver And Collect Files.	Bda
4.	Thursday/March 6, 2025	1. Submit Stock Data 2. Go To The Workshop To Deliver Workshop Equipment And Deliver And Pick Up Files.	Bda
5.	Friday, March 7, 2025	1. Submit Stock Data 2. Go To The Workshop To Deliver Workshop Equipment And Deliver And Pick Up Files.	Bda
6.	Saturday/March 8, 2025	1. Submit Stock Data 2. Kesorum Between Workshop Equipment And Deliver And Pick Up Files	Bda
7.	Sunday, March 9, 2025	Holiday	Bda

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.8. Daily Activities from 10 – 16 March 2025

No.	Day/Date	Activity	Activity Place
1	Monday/March 10, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
2.	Tuesday, March 11, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
3.	Wednesday/March 12, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda

4.	Thursday, March 13, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
5.	Friday, March 14, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
6.	Saturday/March 15, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
7.	Sunday, March 16, 2025	Holiday	Bda

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.9. Daily Activities from 17 – 23 March 2025

No.	Day/Date	Activity	Activity Place
1	Monday/March 17, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
2.	Tuesday, March 18, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
3.	Wednesday/March 19, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
4.	Thursday, March 20, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
5.	Friday, March 21, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
6.	Saturday/March 22, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
7.	Sunday, March 23, 2025	Holiday	Bda

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.10. Daily Activities from 24 – 30 March 2025

No.	Day/Date	Activity	Activity Place
1	Monday/March 24, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
2.	Tuesday, March 25, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
3.	Wednesday/March 26, 2025	1. Submit Stock Data And Go To The Workshop To Deliver Equipment And Deliver And Collect Files.	Bda
4.	Thursday/March 27, 2025	1. Eid Al-Fitr Holiday	Bda
5.	Friday, March 28, 2025	1. Eid Al-Fitr Holiday	Bda
6.	Saturday/March 29, 2025	1. Eid Al-Fitr Holiday	Bda
7.	Sunday, March 30, 2025	Eid Al-Fitr Holiday	Bda

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.11. Daily Activities from 31 – 06 April 2025

No.	Day/Date	Activity	Activity Place
1	Monday/March 31, 2025	1. Eid Al-Fitr Holiday	Bda
2.	Tuesday, April 1, 2025	1. Eid Al-Fitr Holiday	Bda
3.	Wednesday, April 2, 2025	1. Eid Al-Fitr Holiday	Bda
4.	Thursday, April 3, 2025	1. Eid Al-Fitr Holiday	Bda
5.	Friday, April 4, 2025	1. Eid Al-Fitr Holiday	Bda
6.	Saturday/05 April 2025	1. Eid Al-Fitr Holiday	Bda
7.	Sunday, April 6, 2025	Holiday	Bda

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.12. Daily Activities from 07 – 13 April 2025

No.	Day/Date	Activity	Activity Place
1	Monday, April 7, 2025	1. Pick Up Files From Ho To Sorum	Bda
2.	Tuesday, April 8, 2025	1. Pick Up Files From Ho To Sorum	Bda
3.	Wednesday, April 9, 2025	1. Check Mr. Mex's Official Travel Report	Bda
4.	Thursday, April 10, 2025	1. Check Mr. Mex's Official Travel Report To Dumai	Bda
5.	Friday, April 11, 2025	1. Check Parking Receipts And Business Trip Reports	Bda
6.	Saturday/April 12, 2025	1. Submit Mr. Mex's Official Travel Report Data	Bda
7.	Sunday, April 13, 2025	Holiday	Bda

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.13. Daily Activities from 14 – 20 April 2025

No.	Day/Date	Activity	Activity Place
1	Monday, April 14, 2025	1. Submit Mr. Mex's Official Travel Report Data	Bda
2.	Tuesday, April 15, 2025	1. Submit Mr. Mex's Official Travel Report Data	Bda
3.	Wednesday/April 16, 2025	1. Submit Mr. Mex's Official Travel Report Data	Bda
4.	Thursday, April 17, 2025	1. Check The Unit And Submit Vehicle Data	Bda
5.	Friday, April 18, 2025	Holiday of Death Is Almasaih	Bda
6.	Saturday/April 19, 2025	1. Check The Unit And Submit Vehicle Data	Bda
7.	Sunday, April 20, 2025	Holiday	Bda

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.14. Daily Activities from 21 – 27 April 2025

No.	Day/Date	Activity	Activity Place
1	Monday, April 21, 2025	1. Check The Unit And Submit Vehicle Data	Bda
2.	Tuesday, April 22, 2025	1. Check The Unit And Submit Vehicle Data	Bda
3.	Wednesday/April 23, 2025	1. Submit Unit Photos To Google Drive	Bda
4.	Thursday, April 24, 2025	1. Submit Unit Photos To Google Drive	Bda
5.	Friday, April 25, 2025	1. Submit Unit Photos To Google Drive	Bda
6.	Saturday/April 26, 2025	1. Submit Unit Photos To Google Drive	Bda
7.	Sunday, April 27, 2025	Holiday	Bda

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.15. Daily Activities from 28 – 04 May 2025

No.	Day/Date	Activity	Activity Place
1	Monday, April 28, 2025	1. Submit Unit Photos To Google Drive And Combine Unit Photos	Bda
2.	Tuesday, April 29, 2025	1. To The Showroom, Pick Up And Deliver Files	Bda
3.	Wednesday/April 30, 2025	1. Submit Unit Photos To Google Drive	Bda
4.	Thursday, May 1, 2025	Labor Day Holiday	Bda
5.	Friday, May 2, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
6.	Saturday/May 3, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda

7.	Sunday, May 4, 2025	Holiday	Bda
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Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.16. Daily Activities from 05 – 11 May 2025

No.	Day/Date	Activity	Activity Place
1	Monday/May 5, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
2.	Tuesday/May 6, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
3.	Wednesday/May 7, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
4.	Thursday, May 8, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
5.	Friday, May 9, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
6.	Saturday/May 10, 2025	1. Submit Vehicle Data That Has Not Been Recorded	Bda
7.	Sunday/May 11, 2025	Holiday	Bda

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.17. Daily Activities from 12 – 18 May 2025

No.	Day/Date	Activity	Activity Place
1	Monday/May 12, 2025	Vesak Day	BDA
2.	Tuesday/May 13, 2025	Vesak Day	BDA
3.	WEDNESDAY/MAY 14, 2025	1. Submit Unit Photos To Google Drive	BDA
4.	Thursday/May 15, 2025	1. Submit Unit Photos To Google Drive	BDA
5.	Friday/May 16, 2025	1. Submit Unit Photos To Google Drive	BDA

6.	SATURDAY/MAY 17, 2025	1. Submit Unit Photos To Google Drive	BDA
7.	Sunday/May 18, 2025	Holiday	BDA

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Bengkalis Kuda Laut from 20 January – 20 May 2025 can be seen in the table below as follows:

Table 3.4.18. Daily Activities from 19 – 25 May 2025

No.	Day/Date	Activity	Activity Place
1	Monday/May 19, 2025	1. Submit Unit Photos To Google Drive	Bda
2.	Tuesday/May 20, 2025	1. Farewell	Bda
3.	Wednesday/May 21, 2025	1. Finished	Bda
4.	Thursday/May 22, 2025	1. Finished	Bda
5.	Friday/May 23, 2025	Finished	Bda
6.	Saturday/May 24, 2025	Finished	Bda
7.	Sunday, May 25, 2025	Finished	Bda

Source: Processed Data, 2025

3.4.2. PT Dipo Pahala Automotive Pekanbaru

The agenda of activities or work that has been carried out by the Author during the internship at PT. Dipo Internasional Pahala Otomotif Pekanbaru from 02 – 20 June 2025 can be seen in the table below as follows:

Table 3.4.20 Daily Activities from 02 – 08 June 2025

No.	Day/Date	Activity	Activity Place
1	Monday/June 2, 2025	Conducting A Briefing Entering Vehicle Sales Data For January Login To Your Customer Account On The Company's Official Website Write And Record Vehicle Service Bookings For Today And Tomorrow	Customer Service
2.	Tuesday/June 3, 2025	Morning Exercise And Briefing Entering Vehicle Sales Data For January Login To Your Customer Account On The Company's Official Website Write And Record Vehicle Service Bookings For Today And Tomorrow	Customer Service
3.	Wednesday/June4, 2025	Morning Exercise And Briefing Entering Vehicle Sales Data For January Login To Your Customer Account On The Company's Official Website Write And Record Vehicle Service Bookings For Today And Tomorrow	Customer Service
4.	Thursday/June 5, 2025	1. Eid Al-Adha Holiday	Customer Service
5.	Friday, June 6 2025	1. Eid Al-Adha Holiday	Customer Service
6.	Saturday/June 7, 2025	1. Eid Al-Adha Holiday	Customer Service
7.	Sunday, June 8 2025	Eid Al-Adha Holiday	Customer Service

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Dipo Internasional Pahala Otomotif Pekanbaru from 02 – 20 June 2025 can be seen in the table below as follows:

Table 3.4.21. Daily Activities from 09 – 15 June 2025

No.	Day/Date	Activity	Activity Place
1	MONDAY/JUNE 9, 2025	Conducting A Briefing Entering Vehicle Sales Data For January Login To Your Customer Account On The Company's Official Website Write And Record Vehicle Service Bookings For Today And Tomorrow	CUSTOMER SERVICE
2.	TUESDAY/JUNE 10, 2025	Morning Exercise And Briefing Entering Vehicle Sales Data For January Login To Your Customer Account On The Company's Official Website Write And Record Vehicle Service Bookings For Today And Tomorrow	CUSTOMER SERVICE
3.	WEDNESDAY/JUNE 11, 2025	Morning Exercise And Briefing Entering Vehicle Sales Data For January Login To Your Customer Account On The Company's Official Website Write And Record Vehicle Service Bookings For Today And Tomorrow	CUSTOMER SERVICE
4.	THURSDAY/JUNE 12, 2025	Morning Exercise And Briefing	CUSTOMER SERVICE
		Entering Vehicle Sales Data For January Login To Your Customer Account On The Company's Official Website Write And Record Vehicle Service Bookings For Today And Tomorrow	
5.	Friday, June 13 2025	Morning Exercise And Briefing Entering Vehicle Sales Data For January Login To Your Customer Account On The Company's Official Website Write And Record Vehicle Service Bookings For Today And Tomorrow	CUSTOMER SERVICE

6.	SATURDAY/JUNE14, 2025	Morning Exercise And Briefing Entering Vehicle Sales Data For January Login To Your Customer Account On The Company's Official Website Write And Record Vehicle Service Bookings For Today And Tomorrow	CUSTOMER SERVICE
7.	Sunday, June 15 2025	Holiday	CUSTOMER SERVICE

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Dipo Internasional Pahala Otomotif Pekanbaru from 02 – 20 June 2025 can be seen in the table below as follows:

Table 3.4.22. Daily Activities from 16 – 20 June 2025

No.	Day/Date	Activity	Activity Place
1	Monday/June 16, 2025	Conducting A Briefing Entering Vehicle Sales Data For January Login To Your Customer Account On The Company's Official Website Write And Record Vehicle Service Bookings For Today And Tomorrow	Customer Service
2.	Tuesday/June 17, 2025	Morning Exercise And Briefing Entering Vehicle Sales Data For January Login To Your Customer Account On The Company's Official Website Write And Record Vehicle Service Bookings For Today And Tomorrow	Customer Service
3.	Wednesday/June18, 2025	Morning Exercise And Briefing Entering Vehicle Sales Data For January Login To Your Customer Account On The Company's Official Website Write And Record Vehicle Service Bookings For Today And Tomorrow	Customer Service

4.	Thursday/June19, 2025	Morning Exercise And Briefing Entering Vehicle Sales Data For January Login To Your Customer Account On The Company's Official Website Write And Record Vehicle Service Bookings For Today And Tomorrow	Customer Service
5.	Friday, June 20 2025	Morning Exercise And Briefing Farewell	Customer Service
6.	Saturday/June 21, 2025	Holiday	Customer Service
7.	Sunday, June 22, 2025	Holiday	Customer Service

Source: Processed Data, 2025

3.4.3. PT Umada Pernantian Plantation

This Apprenticeship activity was carried out starting from 20 October 2025 until 20 November 2025. The following is the schedule of the apprenticeship hours at the PT. Umada Pernantian Plantation;

Table 3.4.1. Daily Activities from 20 – 26 October 2025

No.	Day/Date	Activity	Activity Place
1	Monday/October 20, 2025	1. Morning parade 2. Task briefing 3. nursery	Division 1
2.	Tuesday, October 21, 2025	1. Morning parade 2. Task briefing 3. nursery	Division 1
3.	Wednesday/ October 22, 2025	1. Morning parade 2. Task briefing 3. nursery	Division 1
4.	Thursday/ October 23, 2025	1. Morning parade 2. Task briefing 3. nursery	Division 1
5.	Friday, October 24, 2025	1. Morning parade 2. Task briefing 3. nursery	Division 1
6.	Saturday/ October 25, 2025	1. Morning parade 2. Task briefing 3. Nursery	Division 1
7.	Sunday, October 26, 2025	Holiday	Division 1

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Umada Perkebunan Pernantian from 27 October – 02 November 2025 can be seen in the table below as follows:

Table 3.4.2. Daily Activities from 27 October – 02 November 2025

No.	Day/Date	Activity	Activity Place
1	Monday/ October 27, 2025	4. Morning parade 5. Task briefing 6. nursery	Division 1
2.	Tuesday, October 28, 2025	1. Morning parade 2. Task briefing 3. nursery	Division 1
3.	Wednesday/ October 29, 2025	4. Morning parade 5. Task briefing 6. nursery	Division 1
4.	Thursday/ October 30, 2025	4. Morning parade 5. Task briefing 6. nursery	Division 1
5.	Friday, October 31, 2025	4. Morning parade 5. Task briefing 6. nursery	Division 1
6.	Saturday/ November 01, 2025	4. Morning parade 5. Task briefing 6. Nursery	Division 1
7.	Sunday, November 02, 2025	Holiday	Division 1

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. PT. Umada Perkebunan Pernantian 03 - 09 November 2025 can be seen in the table below as follows:

Table 3.4.3. Daily Activities from 03 – 09 November 2025

No.	Day/Date	Activity	Activity Place
1	Monday/ November 03, 2025	7. Morning parade 8. Task briefing 9. nursery	Division 1
2.	Tuesday, November 04, 2025	1. Morning parade 2. Task briefing 3. nursery	Division 1
3.	Wednesday/ November 05, 2025	7. Morning parade 8. Task briefing 9. nursery	Division 1
4.	Thursday/ November 06, 2025	7. Morning parade 8. Task briefing 9. nursery	Division 1
5.	Friday, November 07, 2025	7. Morning parade 8. Task briefing 9. nursery	Division 1
6.	Saturday/	7. Morning parade 8. Task briefing	Division 1

	November 08, 2025	9. Nursery	
7.	Sunday, November 09, 2025	Holiday	Division 1

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. PT. Umada Perkebunan Pernantian from 10 – 16 November 2025 can be seen in the table below as follows:

Table 3.4.4. Daily Activities from November 10 – 16 2025

No.	Day/Date	Activity	Activity Place
1	Monday/ November 10, 2025	1. Morning parade 2. Task briefing 3. Fertilization	Division 1
2.	Tuesday, November 11, 2025	1. Morning parade 2. Task briefing 3. Fertilization	Division 1
3.	Wednesday/ November 12, 2025	1. Morning parade 2. Task briefing 3. Fertilization	Division 1
4.	Thursday/ November 13, 2025	1. Morning parade 2. Task briefing 3. Fertilization	Division 1
5.	Friday, November 14, 2025	1. Morning parade 2. Task briefing 3. Fertilization	Division 1
6.	Saturday/November 15, 2025	1. Morning parade 2. Task briefing 3. Fertilization	Division 1
7.	Sunday, November 16, 2025	Holiday	Division 1

Source: Processed Data, 2025

The agenda of activities or work that has been carried out by the Author during the internship at PT. Umada Perkebunan Pernantian from 17 – 23 November 2025 can be seen in the table below as follows:

Table 3.4.5. Daily Activities from 17 – 23 November 2025

No.	Day/Date	Activity	Activity Place
1	Monday/ November 17, 2025	4. Morning parade 5. Task briefing 6. Fertilization	Division 1
2.	Tuesday, November 18, 2025	4. Morning parade 5. Task briefing 6. Fertilization	Division 1
3.	Wednesday/ November 19, 2025	4. Morning parade 5. Task briefing 6. Fertilization	Division 1
4.	Thursday/	4. Morning parade	Division 1

	November 20, 2025	5. Task briefing 6. Fertilization	
5.	Friday, November 21, 2025	1. Farewell	Division 1
6.	Saturday/ November 22, 2025	Finish	Division 1
7.	Sunday, November 23, 2025	Finish	Division 1

Source: Processed Data, 2025

CHAPTER 4

CONCLUSION AND SUGGESTION

4.1. Conclusion

Based on the implementation of the Practical Work carried out at PT Bengkalis Kuda Laut Pekanbaru for 1 month, it can be concluded that:

1. Internships provide real-world experience in a professional work environment, particularly in the areas of business administration and corporate document management.
2. Students gain an understanding of the procedures for planting new seedlings, caring for and harvesting oil palms.
3. Students are also directly involved in archiving activities, heavy equipment data collection, and correspondence with clients which strengthens professional communication skills.
4. PT Umada Perkebunan Pernantian has a structured and efficient work system, with good inter-divisional coordination, thus providing a supportive learning environment.
5. The implementation of this KP supports the strengthening of soft skills, such as discipline, responsibility, teamwork, and systematic thinking skills.

4.2. Suggestion

In order to make the implementation of future practical work more optimal, here are some suggestions that can be given:

1. For Companies:

1. Can continue to provide guidance and learning to students, including knowledge of the overall work system.
2. Companies are expected to provide written modules or SOPs so that students can understand the workflow more quickly.

1. For Students:

1. Students are expected to prepare themselves before entering the world of work by studying the basics of business administration and office communication.
2. Maintain work ethics, initiative, and be active in asking questions and learning during practical work activities.

3. For Campus:

1. It is necessary to establish closer relationships with corporate partners, including conducting regular evaluations of KP implementation.
2. Can provide technical training and work ethics before students undergo KP.

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APPENDICES

Appendix 1. Application Letter of Apprenticeship



KEMENTERIAN PENDIDIKAN TINGGI, SAINS, DAN
TEKNOLOGI
POLITEKNIK NEGERI BENGKALIS
Jalan Bathin Alam, Sungai Alam, Bengkalis, Riau 28711
Telepon: (+62766) 24561, Fax: (+62766) 800 1000
Laman: <http://www.polbang.ac.id>, E-mail: polbena@polbang.ac.id

Nomor
Hal

A172PL331/1U/2025
: Permohonan Kerja Praktek (KP)

Bengkalis/Agustus 2025

Yth. Pimpinan PT. Umada Perkebunan Pernantian
Desa Perkebunan Pernantian, Kec. Marbau, Labuhan Batu Utara, Sumatera Utara
21452

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 PT. Umada Perkebunan Pernantian yang Bapak/Ibu pimpin. Pelaksanaan Kerja Praktek mahasiswa Politeknik Negeri Bengkalis akan dimulai pada bulan 08 September s.d 20 November 2025, adapun nama mahasiswa sebagai berikut:

No	Nama	Nim	Prodi
1	Aldino Naufal Azirizki	5404211423	D4 Administrasi Bisnis Internasional

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

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



As-Direktur
Wakil Direktur TU
Marhadi Sastra, S.Tu, M.Sc.
NIP.198903142015041001

Contact Person:
M.Aikadri Perdana,B.IT.,M.Sc (0812 7648 4321)

Appendix 2. Reply Letter

PT . U M A D A

Jl. Gunung Krakatau No. 17 AA Medan 20239 Telp. (061) 6619388, 6638833, 6638338
Fax. (061) 6637678

Nomor : 048/U-X/2025
Lampiran : -
Perihal : IZIN MELAKSANAKAN KERJA PRAKTEK (KP).

Kepada Yth.
Direktur Kementerian Pendidikan Tinggi, Sains, dan Teknologi
Politeknik Negeri Bengkalis
Jalan Bathin Alam, Sungai Alam, Bengkalis
Riau - 28711
di-
Tempat.

Dengan hormat,

Sehubungan surat **Nomor : 4977/PL31/TU/2025 tanggal 29 Agustus 2025** Perihal **Permohonan Kerja Praktek (KP)**, bersama ini disampaikan permohonan tersebut dapat kami izinkan. Pelaksanaannya dari tanggal **20 Oktober 2025 s/d 20 November 2025**. Kepada Mahasiswa yang tersebut dibawah ini :

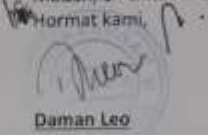
Nama	: Aldino Naufal Azirizki
NIM	: 5404211423
Prodi	: D-IV (4) Administrasi Bisnis Internasional

Supaya Mahasiswa tersebut mematuhi segala peraturan dan SOP yang berlaku di PT. Umada. Dilarang meninggalkan lokasi magang/kebun/PKS tanpa ada izin dari Pimpinan setempat dan izin dari Pihak Kampus. Dan dilarang melakukan kegiatan yang melanggar hukum. Segala kelalaian yang timbul akibat tidak disiplin, ditanggung sendiri oleh yang bersangkutan.

Untuk koordinasi kedatangan, dapat menghubungi **General Manager Agronomy PT. Umada Bapak Ir. Arnold Hutaeruk No. HP. 0813-7568-2868**.

Demikian kami sampaikan, semoga dapat dimaklumi, dan atas perhatiannya kami ucapkan terima kasih.

Medan, 14 Oktober 2025.
Hormat kami,


Daman Leo
Direktur

CC : File

Appendix 3. Nursery





Appendix 4. Morning Roll Call





Appendix 5. Field Survey



Appendix 6. Check Stock



Appendix 7. Stock





Appendix 8. Group Photo



