

CHAPTER 1

INTRODUCTION

1.1 Background of Apprenticeship

English for Business and Professional Communication study program at the State Polytechnic of Bengkalis is designed to equip students with comprehensive competencies in professional communication. The curriculum prepares graduates for various career paths such as public relations, translation, marketing communication, content development, social media management, and public speaking. These abilities are increasingly relevant in today's professional landscape, where effective communication and digital literacy play central roles in business operations and organizational development.

Public speaking and social media management, in particular, have become integral skills that support personal growth and professional performance. Public speaking enables individuals to articulate ideas clearly, confidently, and persuasively, contributing to effective interaction within both workplace and community settings. Meanwhile, social media management serves as a strategic tool in the digital era, supporting branding efforts, information dissemination, and engagement with diverse audiences. Through these skill sets, students are expected to navigate various professional contexts and contribute meaningfully to communication related roles.

Industrial Work Practice is a mandatory academic program that provides students with experiential learning through direct exposure to real-world professional environments. This program aims to bridge theoretical knowledge with practical application, allowing students to understand organizational structures, workplace culture, and operational procedures. Furthermore, it serves as a platform for developing professional competencies, administrative skills, communication abilities, and ethical work habits that are essential for future career readiness.

PT Riau Andalan Pulp and Paper (PT RAPP), a subsidiary of APRIL Group, is recognized as one of the largest pulp and paper manufacturers in Asia. As a global industry player, PT RAPP prioritizes operational excellence, sustainability, and employee well-being. The company implements structured and systematic human resource strategies to ensure that its workforce remains healthy, competent, and productive.

Within the Human Resource Department, several specialized units operate to support employee needs and uphold organizational performance. One of these is the HR Medical & Insurance Unit, which plays a vital role in administering employee healthcare services. Its responsibilities include coordinating medical check-ups, managing health insurance claims, maintaining medical documentation, supporting occupational health initiatives, and ensuring that employees and their families receive appropriate medical assistance. The presence of this unit reflects the company's commitment to safeguarding employee welfare as an essential component of organizational sustainability.

The writer's placement in the HR Medical & Insurance Unit provided significant opportunities to observe, understand, and participate in the administration of employee health services at PT RAPP. This environment offered a human-centered perspective on how health protection contributes not only to employee well-being but also to organizational productivity and job satisfaction. PT RAPP's health management system is supported by clear standard operating procedures, integrated health information systems, and collaborative partnerships with internal clinics, affiliated hospitals, and insurance providers. These factors collectively enhance the effectiveness and reliability of the company's healthcare services.

Throughout the Industrial Work Practice, the writer engaged in various tasks, including medical administration, insurance claim processing, data entry, coordination of medical check-ups, organizing employee health records, and assisting in health promotion activities. These experiences provided valuable practical insights into the management of employee healthcare in a large

industrial setting and strengthened the writer's competencies in administrative work, communication, and attention to detail.

In essence, the Industrial Work Practice carried out at the HR Medical & Insurance Unit of PT RAPP served not only as an academic requirement but also as an enriching learning experience that contributed to the writer's personal and professional development. It is expected that the knowledge and skills gained through this program will enhance the writer's preparedness to enter the professional workforce. This report further elaborates on the relevance of these activities to the operational needs of PT Riau Andalan Pulp and Paper, particularly within the HR Department at the MILL Office, during the internship period from July 21st to November 21st.

1.2 Purpose Of Apprenticeship

The purposes of conducting the apprenticeship at the Human Resource Department, specifically the HR Medical & Insurance Unit of PT Riau Andalan Pulp and Paper (PT RAPP), are as follows:

1. To understand the roles, functions, and workflow of the HR Medical & Insurance Unit, including medical administration, health services, and insurance claim management for employees.
2. To learn the procedures and standards of medical documentation such as medical check-up records, referral letters, insurance claim forms, and employee health data systems.
3. To gain practical experience in business and professional communication, particularly in handling employee inquiries, preparing written correspondence, supporting health-related announcements, and coordinating with internal and external healthcare partners.
4. To develop administrative competencies related to data entry, filing, document validation, and report preparation, in accordance with the company's professional standards.
5. To support the implementation of health and insurance programs provided by PT RAPP, including medical check-up scheduling, claim verification, and

health education activities.

6. To strengthen workplace soft skills, including accuracy, confidentiality, responsibility, teamwork, and problem-solving within a corporate environment.

7. To apply theoretical knowledge from the English for Business and Professional Communication study program into real work practices, especially in terms of business writing, document management, and interpersonal communication.

1.3 Significance of Apprenticeship

The practical work carried out is very beneficial for several parties such as students, companies and Politeknik Negeri Bengkalis:

1. For Students

Students have the opportunity to apply theoretical knowledge and concepts acquired during lectures into the real world of work. And The apprenticeship provides the student with direct experience in handling medical administration, insurance documentation, and employee communication within the HR Medical & Insurance Unit of PT RAPP. This experience allows the student to apply business and professional communication skills in real workplace situations while improving accuracy, responsibility, and professional interaction.

2. For Companies

There is a collaboration between the world of education and the world of industry/companies so that it is known by academics and companies to get alternative candidates for employees who are known for their quality, dedication, and credibility. And for PT RAPP, the student's presence helps support daily administrative tasks such as data entry, document verification, filing, and reporting. This assistance contributes to smoother operations in the HR Medical & Insurance Unit and helps improve the efficiency of employee health and insurance services.

3. For State Polytechnic of Bengkalis

State Polytechnic of Bengkalis get feedback from companies related to curriculum development and learning processes for students who take part

in Practical Work which can improve the quality of their graduates through practical work experience. And, the apprenticeship strengthens industry collaboration and ensures that the curriculum remains aligned with workplace needs. The student's experience also demonstrates the institution's success in preparing graduates who are capable of working in professional environments.

1.4 Job and Length of the Apprenticeship

Job Training Activities (KP) are carried out in accordance with the provisions of the rules for implementing the Job Training. The period of practical work is 5 (five) months, starting from July 21th to November 21th, 2025. The schedule for practical work at PT. Riau Andalan Pulp and Paper are as follows:

Table 1. 1 Office Hours Schedule

No.	Day	Office Hours	Breaks
1.	Monday to Friday	08.00-17.00	12.00-13.30
2.	Saturday	08.00-12.00	-
3.	Sunday	Holiday	-

This practical work activity was carried out at PT Riau Andalan Pulp and Paper (Mill) Jl. Lintas Timur, Pangkalan Kerinci, Pelalawan Regency, Riau 28300, Indonesia, Tel: +62-761-491-000, Fax: +62-761-491-846. The activities carried out by the author during practical work are in the HR Department, MILL Office.