

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

State Polytechnic of Bengkalis is a state vocational higher education institution located in Bengkalis Regency, Riau Province, Indonesia. Established in 2000 and officially becoming a state higher education institution based on the Regulation of the Minister of National Education Number 28 of 2011, the institution is committed to producing graduates with theoretical knowledge, practical skills, professionalism, adaptability, and readiness to enter the workplace. As part of this commitment, apprenticeship is an integral component of vocational education that bridges academic learning with practical workplace experience. Through apprenticeship activities, students can apply theoretical knowledge in real working situations while developing technical competencies and soft skills, such as communication, teamwork, time management, problem-solving, discipline, adaptability, and professional ethics.

The International Business Administration Study Program, under the Business Administration Department of State Polytechnic of Bengkalis, prepares students to develop competencies in various areas of business and administration, including office administration, human resource management, financial management, operations, marketing, logistics, business communication, and international business. Therefore, apprenticeship provides students with an opportunity to gain direct exposure to professional work environments and understand how administrative and operational knowledge is implemented in organizations.

The banking industry, particularly Islamic banking in Indonesia, continues to develop and plays an important role in supporting financial activities and regional economic growth. Banking institutions are required not only to provide secure and customer-oriented financial services but also to maintain efficient operational and administrative systems. The increasing use of information

technology and digital transformation has further emphasized the importance of accurate document management, effective internal communication, secure information handling, and well-organized administrative procedures in supporting banking operations.

In this context, the General Affairs function has an important role in ensuring the continuity of an organization's daily operations. However, academic discussions and practical studies on banking operations often focus more heavily on core banking activities, such as financial services, customer service, financing, and risk management, while the supporting role of General Affairs in maintaining operational effectiveness receives comparatively less attention. This creates a practical and academic gap in understanding how administrative support functions contribute to the smooth operation of banking institutions. In practice, General Affairs is responsible for managing correspondence, administrative documents, office supplies, document distribution, official travel administration, and other operational supporting activities. Although these activities may not directly generate banking products or services, they provide essential support for coordination, accountability, document traceability, and the timely completion of organizational processes. Therefore, understanding the role of General Affairs is important to demonstrate how administrative functions contribute to operational efficiency and support the overall performance of banking institutions.

PT Bank Riau Kepri Syariah Bengkalis Branch was selected as the apprenticeship location because it is a regional Islamic banking institution that provides a relevant professional environment for applying the knowledge and competencies gained from the International Business Administration Study Program. The bank's operations involve structured administrative procedures, document management, internal coordination, and the implementation of technology-based systems, which are closely related to the competencies developed in business administration. In addition, the location was selected because the General Affairs function provides direct exposure to various administrative and operational processes within a banking environment. Through this placement, the apprenticeship offered an opportunity to observe and

participate in real administrative activities while gaining a better understanding of how supporting functions contribute to the effectiveness of banking operations.

PT Bank Riau Kepri Syariah Bengkalis Branch plays a strategic role in providing Islamic financial services and supporting economic activities in Bengkalis Regency and surrounding areas. As an Islamic financial institution, the bank is committed to providing professional, secure, and trustworthy services based on Islamic principles. To support its operations and maintain service quality, the bank implements structured administrative procedures and utilizes information technology in managing organizational documents and correspondence.

The advancement of information technology and digital transformation in the banking sector has also influenced administrative and document management systems. Banking institutions are required to establish administrative systems that are efficient, accurate, secure, and capable of supporting operational activities while maintaining data confidentiality. PT Bank Riau Kepri Syariah Bengkalis Branch has implemented a technology-based administrative system through the use of the Official Manuscript Application (Naskah Dinas), which facilitates the management of incoming and outgoing correspondence electronically. The system supports document recording, archiving, monitoring, and distribution, enabling administrative activities to be conducted more systematically and efficiently in accordance with established operational procedures.

The apprenticeship program was conducted in the General Affairs function of PT Bank Riau Kepri Syariah Bengkalis Branch, where various administrative and operational support activities were carried out. The activities included managing incoming and outgoing correspondence from internal and external parties, recording letter numbers through the Official Manuscript Application (Naskah Dinas), preparing Business Trip Orders (SPPD), drafting Official Memos, preparing Power of Attorney letters, recording office supplies, and managing operational supporting documents, such as debit notes, credit notes, tax transfer notes, and other administrative forms. The activities also involved distributing documents for review, approval, and signatures from the Head of Operational and Accounting Division and the Branch Manager.

Based on these activities, the apprenticeship at PT Bank Riau Kepri Syariah Bengkalis Branch provided valuable practical experience in understanding the relationship between administrative support functions and banking operations. The experience enhanced competencies in administrative work, document management, communication, accuracy, confidentiality, responsibility, and professionalism. Furthermore, the apprenticeship provided a practical understanding of how General Affairs supports the smooth flow of organizational activities through systematic document management and administrative procedures. The knowledge and experience gained during the apprenticeship are expected to serve as a valuable foundation for developing professional competencies and preparing for future challenges in the increasingly competitive business environment.

1.2. Purposes of the Apprenticeship

The purposes of conducting the apprenticeship at PT Bank Riau Kepri Syariah Bengkalis Branch are as follows:

1. To describe the job descriptions and responsibilities assigned in the General Affairs unit.
2. To explain the administrative systems and procedures used, particularly the Naskah Dinas system.
3. To identify the operational documents used during the apprenticeship.
4. To gain practical knowledge and experience in banking administration and document management.
5. To identify the obstacles encountered and the solutions implemented during the apprenticeship.

1.3. Significance of the Apprenticeship

The apprenticeship program provides significant benefits to various parties, including students, the company, and State Polytechnic of Bengkalis. In accordance with the objectives and expected outcomes of the apprenticeship program, it is anticipated that this activity will contribute valuable knowledge,

practical experience, and meaningful benefits to all parties involved. The benefits of the apprenticeship program are described as follows:

1.3.1 For Students

The apprenticeship program provides students with the opportunity to apply the theories, concepts, and knowledge acquired during lectures to real working environments. In addition, students gain practical experience that enhances their competencies, administrative skills, communication abilities, teamwork, and problem-solving skills in professional settings. Through apprenticeship activities, students also develop an understanding of professional work culture, work ethics, and improve their readiness to enter the workforce after completing their studies.

1.3.2 For Companies

For the company, the apprenticeship program provides positive contributions by supporting operational activities through students' involvement in various tasks related to their field of study. Furthermore, the apprenticeship program strengthens the cooperation between educational institutions and the industrial sector. The presence of apprentices may also bring fresh ideas and new perspectives that contribute to the company's development while demonstrating the company's commitment to supporting the development of qualified human resources.

1.3.3 For Polytechnics

For State Polytechnic of Bengkalis, the apprenticeship program strengthens cooperation with government institutions and companies as partners in vocational education. In addition, the apprenticeship program serves as an evaluation tool to ensure that the curriculum implemented remains relevant to the needs of the industry. Through this program, State Polytechnic of Bengkalis can improve the quality of its graduates, expand its cooperation network with the industrial sector, and enhance the institution's reputation at both regional and national levels.