

## **CHAPTER I**

### **INTRODUCTION**

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

Advances in science and technology have a significant impact on education and industry. In the era of globalization, companies require human resources who are not only knowledgeable but also adaptable, innovative, and professional. Therefore, higher education, particularly vocational education, is required to prepare students for the world of work. Vocational education plays a role in connecting theory with practice. Students not only learn academically but also train in technical skills, communication skills, and professional attitudes. One example of this is internship programs, which provide hands-on experience in the workplace.

As a vocational education institution, Bengkalis State Polytechnic is committed to producing competent, skilled, and work-ready graduates. This is achieved through a practice-based curriculum that integrates theoretical learning with hands-on experience. An internship program is a mandatory academic requirement for final-year students, providing a means to apply the knowledge they have learned during their studies. Furthermore, this activity helps students understand work culture, discipline, and professional responsibilities.

Eighth-semester students in the International Business Administration study program undertake an internship program for approximately five months. This time is considered sufficient to provide more in-depth and comprehensive work experience. This program aims to integrate various concepts learned, such as Human Resource Management, Business Communication, Office Administration, Organizational Behavior, and Business Ethics, with real-world practice. Thus, students are expected to improve their technical competencies while developing non-technical skills (soft skills) such as communication, teamwork, and problem-solving.

For the internship, the author chose PT Riau Andalan Pulp and Paper, located in Pangkalan Kerinci, Riau. This company is a leading pulp and paper company with a structured management system and a professional work environment. This makes it an ideal place to gain relevant work experience. Furthermore, students can understand how large companies operate effectively and efficiently.

During my internship, I was placed at the Unigraha Hotel in the Human Resources Department (HRD). This department is responsible for managing employee administration, including employee data, leave, work schedules, and various other administrative needs. Furthermore, HRD plays a crucial role in supporting the smooth operation of the company through structured and effective human resource management.

The internship program provided valuable practical experience in administrative activities, employee data management, and organizational communication within the Human Resources Department (HRD) of Hotel Unigraha. Through this experience, I was able to apply the theoretical knowledge acquired during my academic studies to real workplace situations. In addition, the internship enhanced my sense of responsibility, adaptability, teamwork, and professionalism in carrying out assigned tasks. Overall, this internship served as a meaningful learning experience that strengthened my knowledge, skills, and readiness to enter the professional workforce upon completing my studies.

## **1.2 Purpose of the Apprenticeship**

### **1.2.1 Purpose of Apprenticeship**

The internship activities for students of Bengkalis State Polytechnic, especially the D-IV International Business Administration Study Program, have the following objectives:

1. To describe the tasks and responsibilities (job description) during the internship.
2. To find out the procedures and systems for implementing the internship program.

3. To find out the place and time of the internship program.
4. To describe the types of activities and details of activities during the internship.
5. To find out the obstacles faced and solutions during the implementation of the internship program.

#### 1.2.2 Benefits of the Apprenticeship

The internship activities carried out provide benefits for several parties, namely students, companies, and Bengkalis State Polytechnic:

1. For Students

Students have the opportunity to apply the knowledge and concepts gained during lectures to the real world of work and students can build work relationships and gain useful experience for career development and resumes.

2. For Companies

For companies, internships provide a means of establishing partnerships with universities and identifying students' potential as potential employees. Furthermore, student interns can help support the company's operational activities.

3. For Bengkalis State Polytechnic

Bengkalis State Polytechnic benefits from feedback from companies regarding the curriculum's suitability to industry needs. This input is crucial for developing the learning system to be more relevant to the workplace. Furthermore, internships strengthen collaborative relationships between the university and companies.

### 1.3 Significances of the Apprenticeship

The apprenticeship provides significant benefits for students by allowing them to apply the knowledge gained during their studies in a professional work environment. It also helps students gain practical experience, improve their skills, and develop a professional attitude.