

APPRENTICESHIP REPORT

**PT. RIAU ANDALAN PULP AND PAPER
HRD EMPLOYEE RELATION AND COMMUNITY AND
RELIGIOUS AFFAIRS (ER/CRA)**

MUTIARA SRIWIRDA HARYANTI
5404221520



**APPLIED BACHELOR OF INTERNASIONAL BUSINESS
ADMINISTRATION STUDY PROGRAM
BUSINESS ADMINISTRATION DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS
2026**

APPROVAL SHEET

**PT. RIAU ANDALAN PULP AND PAPER
HRD EMPLOYEE RELATION AND COMMUNITY AND
RELIGIOUS AFFAIRS (ER/CRA)**

Written as one of the conditions for completing Apprenticeship

MUTIARA SRIWIRDA HARYANTI
54042221520

Pangkalan Kerinci, June 30, 2026

EIR & CRA Manager
PT. Riau Andalan Pulp and Paper

PT Riau Andalan Pulp and Paper
Hermawan
SAP ID. 10007200

ADVISOR

Wan Junita Raffles, B. Sc., M. Ec. Dev
NIP. 198406142018032001

Approved by:
Head of International Business Administration Study Program



Wan Junita Raffles, B. Sc., M. Ec. Dev
NIP. 198406142018032001

ACKNOWLEDGEMENT

Praise be to the presence of God Almighty for all His graces and gifts, so that the author can complete these activities and Practical Work (KP) reports well and on time. This report is compiled as a form of accountability and documentation of the activities that the author has carried out during the internship.

The implementation of this Practical Work provides a lot of valuable experience for the author, both in developing skills, knowledge, and understanding of the world of work directly. The author realizes that the compilation of this report is inseparable from the help of various parties who have provided support, guidance, and learning opportunities.

Therefore, the author expresses his deepest gratitude to:

1. God Almighty, for the grace, health, and strength given so that the author can undergo Practical Work activities and complete this report well.
2. Dear Mother for her prayers, moral support, enthusiasm, and unceasing affection. And Father, who from afar joined in praying.
3. Mr. Johny Custer, S.T., M.T., who has provided opportunities and facilities for students to carry out Practical Work activities as part of the learning process.
4. Ms. Nurhazana, S.E., M.Sc. as Head of the Department of Business Administration.
5. Mr. Muhammad Fuad Asrofillah, S.E., M.M. as the Head of the International Business Administration Study Program.
6. Ms. Wan Junita Raflah, B.Sc., M.Ec, Dev., as the author's Supervisor, for her invaluable guidance, encouragement, and continuous support throughout the academic journey and during the Practical Work program.
7. Mr. Alkadri Perdana, B.IT., M.Sc as the coordinator of the 2025 digital business student Practical Work who has guided and provided briefings related to practical work activities.
8. PT Riau Andalan Pulp And Paper, Pangkalan Kerinci, which has provided learning opportunities, work experience, and facilities during the activity, especially the *ER/CRA Team section*

9. Mr. Hermawan as the *Manager of ER/CRA* PT Riau Andalan Pulp and Paper with his permission gave us space to explore the deepest knowledge.
10. Mr. Ishak as the Leader of ER/CRA mentors and supervisors for the mentoring, guidance, and knowledge provided during the internship period.
11. The entire ER/CRA Team of Adelia, Mariza and Pak Zulkifli who have helped, guided, and provided a good work environment during the process of implementing activities.
12. Friends and colleagues who have provided motivation, assistance, and encouragement during both the internship program and the preparation of this report.
13. International Business Administration students class of 2022, for their enthusiasm, mutual sharing of information, and support during the lecture period and the preparation of this report.

The author realizes that this report is far from perfect. For this reason, constructive criticism and suggestions are highly expected for the sake of improvement future reports. Finally, the author is very grateful to be able to complete this report with all the limitations that exist. The long process from the implementation of the internship to the preparation of the report provides many lessons, both academically and personally. The author hopes that this report will not only be a form of accountability, but also a meaningful documentation of the learning journey, and can be useful for readers and other students who will carry out similar activities.

Bengkalis, 11 Agustus 2026

Mutiara Sriwirda Haryanti

NIM.5604221520

TABLE OF CONTENTS

APPRENTICESHIP REPORT	i
APPROVAL SHEET	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	v
LIST OF FIGURES	vi
LIST OF TABLES	vii
CHAPTER I INTRODUCTION.....	9
1.1. Background of the Apprenticeship.....	9
1.2. Purpose Apprenticeship	11
1.3. Significances of the Apprenticeship	12
CHAPTER II GENERAL DESCRIPTION OF THE COMPANY.....	13
2.1 Company Profile	13
2.2 Vision and Mission	21
2.3 Kind of Business	22
2.4. Organizational Structure	23
2.5. The Work Process	27
2.6. Documents Used for Activity.....	28
CHAPTER III SCOPE OF APPRENTICESHIP	32
3.1 Job Description	32
3.2 Systems and Procedures	32
3.3 Place and Time of the Apprenticeship	42
3.4 Kind and Descriptions of the Activity	43
3.5. Obstacles and Solutions Faced During Practical Work	57
CHAPTER IV CONCLUSIONS AND SUGGESTIONS	59
4.1. Conclusion	59
4.2. Suggestions	60
REFERENCES	62
APPENDICES	63

LIST OF FIGURES

Figure 2.1 RGE Group	13
Figure 2.2 RGE Group Companies	14
Figure 2.3 Logo APRIL.....	16
Figure 2. 4 History from 1993 - 1999	17
Figure 2.5 History from 2001 - 2005	17
Figure 2.6 History from 2007 - 2011	18
Figure 2.7 Mill Area.....	20
Figure 2.8 Paper Product PT. Riau Andalan Pulp and Paper.....	23
Figure 2.9 Organizational Structure of PT RAPP	24
Figure 2. 10 Organizational Structure of Mill Office	26
Figure 2.11 Attendance List Document (Attendance)	29
Figure 2.12 Inauguration Document	30
Figure 2.13 Maid/Gardener/Driver ID Badge Document	31
Figure 3.1 Documentation of Entering and Archiving Documents	33
Figure 3.2 Create Activity News and Monthly Newsletters.....	34
Figure.3.3 Create Activity Administration Documents	34
Figure 3.4 Documentation of Attending Meetings & Nuotulens	35
Figure 3.5 LSA Activities	36
Figure 3.6 Iftar Distribution in Mill Area	36
Figure 3.7 Car Free Day (CFD) Activities	37
Figure 3.8 Spiritual Activities of Counseling	37
Figure 3.9 Paskib Selection Activities	38
Figure 3.10 Publication Media Design.	38
Figure.3.11 Document Input and Archiving Process.....	39
Figure.3.12 Monthly Newsletter Creation Process.....	39
Figure.3.13 Process of Making Activity Administration Documents	40
Figure.3.14 The Process of Becoming a Meeting Minutes.....	40
Figur .3. 15 Process of Assisting Field Activities and Getting Involved as a PIC..	41
Figure.3.16 The Process of Making Publication Media Design	41

LIST OF TABLES

Table 3.1 Working Schedule at ER/CRA PT. RAPP.....	42
Table 3. 2 Daily Activities to 02 February to 08 February 2026	43
Table 3. 3 Daily activities from 09 February to 13 February 2026.....	43
Table 3. 4 Daily Activities of February 16 to February 20, 2026.....	44
Table 3. 5 Daily Activities of February 23 to February 27, 2026.....	44
Table 3. 6 Daily Activities of March 02 to March 07, 2026.....	45
Table 3. 7 Daily Activities of March 09 to March 13, 2026.....	46
Table 3. 8 Daily Activities of March 16 to March 21, 2026.....	47
Table 3. 9 Daily Activities of March 23 to March 27, 2026.....	47
Table 3. 10 Daily Activities of March 10 to April 03, 2026.....	48
Table 3. 11 Daily Activities of April 06 to April 10, 2026.....	48
Table 3. 12 Daily Activities of April 19 to April 19, 2026.....	49
Table 3. 13 Daily Activities of April 20 to April 24, 2026.....	50
Table 3. 14 Daily Activities of April 27 to May 01, 2026.....	51
Table 3. 15 Daily Activities of May 04 to May 10, 2026	51
Table 3. 16 Daily Activities of May 11 to May 15, 2026	52
Table 3. 17 Daily Activities of May 18 to May 22, 2026	53
Table 3. 18 Daily Activities of May 25 to May 29, 2026	53
Table 3. 19 Daily Activities of June 01 to June 05, 2026	54
Table 3. 20 Daily Activities of June 08 to June 12, 2026	54
Table 3. 21 Daily Activities of June 15 to June 19, 2026	55
Table 3. 22 Daily Activities of June 22 to June 26, 2026	55
Table 3. 23 Daily Activities of June 29 to June 30, 2026	56

LIST OF APPENDICES

Appendix 1. Apprenticeship Request Letter	63
Appendix 2. Statement Letter	64
Appendix 3. Apprenticeship Assessment Sheet.....	65
Appendix 4. Daily Activities of the Apprenticeship	58
Appendix 5. Documentation of Apprenticeship	78