

## **CHAPTER I**

### **INTRODUCTION**

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

An internship, also referred to as an apprenticeship, is an educational and training program provided by a company or organization, where participants receive guidance and supervision often from professionals or industry experts to develop specific skills. Internship programs typically last from several weeks to a few months and are designed to offer hands-on experience in a particular field of interest. These programs also allow students to apply the theoretical knowledge gained in college to real-world situations, thereby enhancing their practical understanding and professional readiness.

Politeknik Negeri Bengkalis is the only state vocational polytechnic in Riau, operating under the Ministry of Education and Culture. It offers a range of programs through eight departments: Marine Engineering, Mechanical Engineering, Electrical Engineering, Civil Engineering, Informatics, Maritime Engineering, Commercial Administration, and Language.

Politeknik Negeri Bengkalis offers a total of 21 study programs across various levels. At the Diploma II (D-II) level, there are three study programs: Computer Network Administration, Machine Manufacturing Engineering, and Welding and Fabrication Techniques.

At the Diploma III (D-III) level, there are eight study programs: Shipping Engineering, Mechanical Engineering, Electrical Engineering, Civil Engineering, Informatics Engineering, English, Nautical Studies, and Commercial Shipping Management.

Additionally, the institution offers ten Diploma IV (D-IV) programs, including: Production and Maintenance Mechanical Engineering, Electrical Engineering, Road and Bridge Design Engineering, Digital Business, International Business Administration, Public Financial Accounting, Software Engineering, Information Systems Security, Marine Architecture Engineering Technology, and English for Business and Professional Communication.

Politeknik Negeri Bengkalis implements a curriculum tailored to meet the demands of a skilled and job-ready workforce. The curriculum consists of approximately 40% theoretical learning and 60% practical application, with a total credit load ranging from 110 to 150 Semester Credit Units (SKS) and 22 to 32 effective learning hours per week.

Politeknik Negeri Bengkalis is designed to meet the demands of an industry-ready workforce. To graduate, students are required to fulfill two key requirements: the completion of a final report and participation in an apprenticeship program.

The apprenticeship is carried out in a workplace relevant to the student's academic background. The Language Department at Politeknik Negeri Bengkalis offers two study programs: the Diploma III (D-III) in Language and the Diploma IV (D-IV) in English for Professional Business Communication.

As part of the graduation requirements, students must complete an apprenticeship program. This program provides valuable on-the-job training opportunities, allowing students to develop professional skills in both scientific and technological fields. In addition to technical expertise, the program aims to cultivate key soft skills such as responsibility, a strong work ethic, and adaptability particularly within the business industry.

The author chose to undertake an apprenticeship at PT. Riau Andalan Pulp and Paper (PT. RAPP) due to its reputation as one of the largest companies in Indonesia, with extensive collaborations and partnerships with international corporations. Many of the company's foreign staff reside at Hotel Unigraha, a business unit owned by PT. RAPP.

This apprenticeship provided the author with a valuable opportunity to apply the knowledge and theoretical concepts learned in the classroom particularly in the field of English for Business Communication to real world professional settings.

The apprenticeship program was conducted from July 17 to November 30, 2024. During this period, the author was assigned to several departments,

including the Front Office, Food and Beverage Services, and the General Management Office.

## **1.2 Purpose of Apprenticeship**

The purposes of apprenticeship done at Hotel Unigraha are as follows:

1. To know kinds of jobs done in the Housekeeping, HRD, and Engineering Departements.
2. To know working procedures used in the Housekeeping, HRD, and Engineering Departements.
3. To know documents used in the Housekeeping, HRD, and Engineering Departements.

## **1.3 Significance of the Apprenticeship**

### **1.3.1 Significance for the Apprentice**

This Program provides students with valuable Through this program student has opportunities to apply theoretical knowledge during lectures in to the real world of work and get the new knowledge.

### **1.3.2 Significance for Politeknik Negeri Bengkalis**

Apprenticeship assists polytechnic in preparing quality of graduates' and preparation for the workforce. The apprenticeship thus helps the polytechnic develop and implement the curriculum.

### **1.3.3 Significance for the Company**

Internship programs are mutually beneficial, offering growth opportunities for interns while allowing companies to meet immediate needs, innovate, and invest in their future workforce.