

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

An internship report is a document prepared as a form of accountability for the internship activities carried out by students at an institution or company. This report contains a description of the activities performed, the experiences gained, and the application of knowledge learned during their studies to the workplace. In addition, the internship report also aims to provide a realistic picture of the working conditions and systems within the company.

The development of information and communication technology in today's digital era is progressing at a rapid pace, particularly in the fields of internet services and telecommunications networks. The public's need for fast, accurate, and easily accessible information drives companies to continuously improve service quality and pursue ongoing innovation. This situation positions the telecommunications sector as a strategic sector in supporting various activities, whether in the economic, educational, or social spheres.

In line with these developments, the education sector is required to produce human resources who possess more than just theoretical knowledge. One of the efforts undertaken is through the internship program, which provides students with the opportunity to gain hands-on experience in the workplace. Through this program, students are expected to understand the practical application of their knowledge, become familiar with a real-world work environment, and develop professional skills such as communication, teamwork, and problem-solving.

State Polytechnic of Bengkalis, specifically the Department of Business Administration within the International Business Administration program, mandates the internship program as a required activity conducted during the 8th semester. This program lasts approximately four months, with the aim of enabling

students to apply the knowledge gained during their studies directly into practical work settings.

As part of this internship, the author completed an internship at PT PLN Icon Plus Palembang, a subsidiary of PT PLN (Persero) that specializes in providing network and information technology services, particularly fiber-optic internet services. This company plays a crucial role in supporting digital transformation by providing reliable and high-quality network services to both the public and the industrial sector. With extensive infrastructure support, PT PLN Icon Plus continues to develop services and expand its network coverage to meet customer needs for fast and stable internet access.

During the internship period, the author was involved in various activities such as customer service, data management, marketing activities, as well as network surveys and analysis. This experience provided a deeper understanding of the professional world and enhanced skills relevant to the field of study. Based on the above, this internship report is prepared to describe the activities carried out during the internship period, as well as to fulfill one of the academic requirements for completing the International Business Administration program at the State Polytechnic of Bengkalis.

1.2 Purpose of the Apprenticeship

1.2.1 Purpose of Apprenticeship

The objective of this internship are as follows:

1. To understand the job descriptions of employees at PT PLN Icon Plus Pekanbaru.
2. To understand the work systems and procedures at PT PLN Icon Plus Pekanbaru.
3. To identify the internship location of activities during the internship at PT PLN Icon Plus Pekanbaru.
4. To identify the types and descriptions of activities during the internship at PT PLN Icon Plus Pekanbaru.

1.2.2 Benefits of Apprenticeship

The implementation of internships offers various benefits for students, educational institutions, and the host companies. These benefits are as follows:

1. For students

It provides hands-on work experience in the industry, enhances practical skills, and develops communication, teamwork, and problem-solving abilities. Additionally, students can apply the knowledge gained during their studies to real-world situations.

2. For educational institutions

It serves as a means to foster collaboration between universities and the industry, as well as a basis for evaluating and aligning the curriculum with the needs of the workforce.

3. For companies

It assists in carrying out operational tasks and provides additional manpower. Furthermore, companies can play a role in supporting the development of competent human resources

1.3 Significances of the Apprenticeship

This internship report has the following significance

1. It provides a realistic overview of the application of International Business Administration in the workplace, particularly in the field of network and telecommunications services.
2. Serves as a reference for other students who will undertake internship in similar fields or companies.
3. Expands knowledge and understanding of work systems, business processes, and the challenges faced in the telecommunications industry.
4. Serves as a basis for evaluation and learning for the author to enhance professional competence in the future.