

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

The rapid advancement of science, technology, and globalization has significantly increased the demand for highly qualified human resources who possess adequate knowledge, technical skills, and professional competencies. In today's increasingly competitive business environment, organizations require employees who are able to adapt to technological advancements, dynamic workplace conditions, and continuously evolving business demands.

In this context, work readiness has become a crucial aspect that students must develop before entering the workforce. Work readiness encompasses not only theoretical knowledge but also adaptability, self-confidence, communication skills, and the ability to perform effectively in a professional working environment.

According to Mabruroh and Nurhidayati (2024), published in *JlIP: Jurnal Ilmiah Ilmu Pendidikan*, internship experience significantly improves students' work readiness by enhancing their self-confidence, adaptability, and preparedness to enter the labor market. Similarly, Annisa and Susanti (2024), in their study involving students from the Faculty of Economics and Business at Universitas Negeri Padang, found that internship experience had a significant positive effect on students' work readiness. Their findings also indicated that interpersonal communication developed during the internship process played an important role in strengthening students' readiness for employment. Therefore, practical workplace experience contributes not only to the development of technical competencies but also to the improvement of communication and interpersonal skills.

To support the development of competent and work-ready graduates, higher education institutions play an essential role in providing learning experiences that integrate academic knowledge with practical application. One of these initiatives is the Practical Work (KP) program, an intra-curricular activity designed to provide students with opportunities to apply the knowledge and skills acquired during their studies in a real working environment. This program serves as a bridge between academic learning and industrial practice while fostering the development of professional attitudes, technical competencies, and soft skills required in today's workplace.

As a student of the Applied Bachelor's Degree Program in International Business Administration at the State Polytechnic of Bengkalis, the author completed the Practical Work (KP) program at PT. Sinar Putra Dumai for four months, from February 16, 2026, to June 19, 2026. PT. Sinar Putra Dumai is a company engaged in logistics and warehousing services, particularly in fertilizer storage and distribution. During the Practical Work (KP) program, the author was assigned as a Cashier Administrative Assistant in the Administration and Finance Division. The author's primary responsibilities included recording fertilizer loading Bon Tally data, recapitulating Delivery Orders (DO), recording truck security seal numbers (Locis), recording and distributing employee lunch coupons, and inputting transaction data into the Accurate 5 system. In addition to these primary responsibilities, the author also assisted with other administrative tasks assigned by the supervisor as needed. These responsibilities provided valuable practical experience in administrative and financial operations while enhancing the author's understanding of operational procedures within a logistics and warehousing company.

PT. Sinar Putra Dumai was selected as the apprenticeship location because it was engaged in the logistics and warehousing sector, which was relevant to the International Business Administration field. During the apprenticeship, the author gained practical experience in administrative processes, document management, and financial activities within a professional working environment. This experience allowed the author to apply academic knowledge, improve practical

skills, and gain a better understanding of business operations, particularly in the logistics and warehousing industry.

Through the implementation of the Practical Work (KP) program, the author gained valuable opportunities to apply academic knowledge in a professional working environment while developing practical skills and industry-related competencies. Furthermore, this experience strengthened the author's work readiness, enhanced professional capabilities, and served as valuable preparation for future career challenges in the field of business administration.

1.2 Purpose and Benefits of the Apprenticeship

The Apprenticeship (Practical Work/KP) program is designed to provide students with opportunities to gain practical experience and apply academic knowledge in a professional working environment. Through this program, students are expected to enhance their competencies, improve their understanding of workplace practices, and develop skills that are relevant to their future careers.

1.2.1 Purpose of the Apprenticeship

The objectives of the Apprenticeship conducted at PT. Sinar Putra Dumai are as follows:

1. To understand the tasks, responsibilities, and work procedures related to administrative activities at PT. Sinar Putra Dumai.
2. To understand the management of documents and data processing activities, such as Bon Tally recording, Delivery Order (DO) recapitulation, and other administrative documents.
3. To gain knowledge of the software and supporting tools used in administrative activities, particularly Accurate 5 and Microsoft Office.
4. To understand transaction processing, financial document management, and administrative recapitulation procedures that support company operations.
5. To develop practical skills and professional experience in supporting administrative and financial activities within a logistics and warehousing company.

1.2.2 Benefits of the Apprenticeship

The Apprenticeship program provides benefits for students, companies, and educational institutions. Through this program, students gain practical experience, improve professional skills, and understand real workplace environments. The company receives support in administrative activities, while educational institutions strengthen cooperation with industry and improve the relevance of learning programs.

1.3 Significance of Apprenticeship

The Apprenticeship (Practical Work/KP) program provides significant benefits for students, companies, and the State Polytechnic of Bengkalis. The significance of the apprenticeship program is described as follows:

1. For Students

The Apprenticeship program at PT. Sinar Putra Dumai enables students to apply the knowledge and skills acquired during their academic studies in a real working environment. Through direct involvement in administrative activities related to fertilizer distribution, inventory management, and financial administration, students gain practical experience while improving their technical competencies. In addition, the program helps students develop professional attitudes, adaptability, communication skills, and work discipline, all of which are essential for their future career development.

2. For the Company

The Apprenticeship program benefits the company by providing additional support in carrying out administrative and operational activities. Students contribute to various tasks, including document preparation, data verification, inventory administration, financial administration, and record management, thereby supporting the efficiency of the company's daily operations. Furthermore, the company contributes to the development of future human resources by providing students with valuable opportunities to gain practical work experience in a professional environment.

3. For State Polytechnic of Bengkalis

For the State Polytechnic of Bengkalis, the Apprenticeship program serves as a means of integrating academic learning with industrial practice. Through students' participation in workplace activities, the institution is able to evaluate the relevance of its curriculum to industry requirements and ensure that its graduates possess competencies that meet labor market demands. Furthermore, the program strengthens collaboration between the Polytechnic and its industry partners in producing competent, skilled, and work-ready graduates.