

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Apprenticeship is one of the academic activities undertaken by students as a means of applying the knowledge and skills acquired during their studies in a professional working environment. Through this apprenticeship program, students are expected to gain an understanding of actual workplace conditions, enhance their professional competencies, and adapt to the company's work system and culture. In addition to serving as one of the graduation requirements for students of the International Business Administration Study Program, Business Administration Department, State Polytechnic of Bengkalis, the apprenticeship program also provides students with the opportunity to gain work experience relevant to the field of business administration, particularly in office administration, document management, workplace communication, and the company's operational systems and procedures.

In the workplace, administrative activities play an important role in supporting the smooth operation of a company, including within the company's Security Department. Security Administration is not only related to security activities but also involves administrative processes such as data management, letter preparation, document filing, report preparation, and information coordination between departments. These activities are closely related to the field of International Business Administration, as they require administrative skills, workplace communication skills, accuracy, and an understanding of the company's work system in a professional manner.

PT Pertamina (Persero) is a State-Owned Enterprise (SOE) engaged in the integrated energy sector in Indonesia. Based on the company's official profile, PT Pertamina (Persero) conducts business activities in the upstream, midstream, downstream, and new and renewable energy sectors. Pertamina also plays an important role in the supply and distribution of national energy. As part of the

business transformation of PT Pertamina (Persero), PT Pertamina Patra Niaga serves as the Commercial & Trading Subholding, operating in the commercial and energy trading sector, particularly in the downstream oil and gas industry. PT Pertamina Patra Niaga focuses on the distribution, storage, and marketing of energy products to meet the needs of communities and industries throughout Indonesia.

In this apprenticeship program, the author carried out the apprenticeship at PT Pertamina Patra Niaga Refinery Unit II Production Sei Pakning in the Security Administration section from 2 February 2026 to 30 June 2026. The company was selected based on the author's interest in learning about the work system of a State-Owned Enterprise (SOE), particularly in the fields of administration and corporate security. The placement in the Security Administration section provided the author with the opportunity to understand the administrative processes related to the company's security activities, document management, report preparation, and other supporting operational activities.

1.2 Purpose of the Apprenticeship

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The purposes of conducting the apprenticeship at PT Pertamina Patra Niaga Refinery Unit II Production Sei Pakning are as follows:

1. To identify the job description of the Security Administration section at PT Pertamina Patra Niaga Refinery Unit II Production Sei Pakning.
2. To understand the work system and procedures implemented in the Security Administration section at PT Pertamina Patra Niaga Refinery Unit II Production Sei Pakning.
3. To find out the place and time of the apprenticeship at PT Pertamina Patra Niaga Refinery Unit II Production Sei Pakning.
4. To identify kind and description of activities PT Pertamina Patra Niaga Refinery Unit II Production Sei Pakning.
5. To identify the obstacles and solutions in the Security Administration section at PT Pertamina Patra Niaga Refinery Unit II Production Sei Pakning.

1.2.2 Benefits of the Apprenticeship

The benefits obtained from the apprenticeship at PT Pertamina Patra Niaga Refinery Unit II Production Sei Pakning are as follows:

1. To gain knowledge regarding administrative operations within the Security Department at PT Pertamina Patra Niaga Refinery Unit II Production Sei Pakning.
2. To gain hands-on experience in performing administrative tasks in accordance with the company's established systems and procedures.
3. To develop communication, collaboration, and adaptability skills in a professional work environment.
4. To prepare for entry into the workforce through practical experience in an industrial setting.
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1.3 Significances of the Apprenticeship

The apprenticeship program at PT Pertamina Patra Niaga Refinery Unit II Production Sei Pakning is expected to provide benefits for the student, the company, and State Polytechnic Bengkalis. The significances of the apprenticeship are as follows:

1. Significance for the Author

The significance of the internship for the author, as a student of International Business Administration is as follows:

- a. To gain direct work experience at PT Pertamina Patra Niaga Refinery Unit II Production Sei Pakning.
- b. To improve administrative, communication, and work discipline skills.
- c. To understand a professional work system in accordance with the field of International Business Administration.

2. Significances for State Polytechnic of Bengkalis

The significances of the apprenticeship for State Polytechnic of Bengkalis are as follows:

- a. To strengthen cooperation between the institution and industry.
- b. To serve as a means of applying students' knowledge in a professional working environment.
- c. To provide an overview of the competencies required in the workplace in line with current industrial developments.

3. Significances of Company

The significances of the apprenticeship for PT Pertamina Patra Niaga Refinery Unit II Production Sei Pakning are as follows:

- a. To assist in carrying out administrative activities in the Security Administration section according to the company's operational needs.
- b. To support the completion of administrative tasks through the involvement of students during the apprenticeship period.
- c. To establish cooperation between the company and educational institutions in the development of human resources.