

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

In this era of globalization and rapid advancements in digital technology, the education sector is tasked with producing high-quality, competent human resources who are ready to compete in the workforce. Higher education institutions play a crucial role in preparing students not only to master theoretical knowledge but also to develop practical skills, adaptability, and a strong work ethic. Therefore, programs are needed that can bridge academic learning with the real-world workplace, one of which is through internship programs.

An internship is a learning activity that takes place in the real world to develop cognitive, psychomotor, and affective skills. Knowledge and attitudes are shaped by the experience of carrying out assigned tasks, including overcoming problems encountered in the field. At the same time, skills consist of the habit of doing or performing something (Fareza & Mukhsin, 2024).

Meanwhile, referring to Melati (2024), internships help students gain a realistic understanding of the professional world. Students also acquire skills, knowledge, and attitudes through hands-on work and learning, thereby producing graduates who are job-ready and possess competencies aligned with the needs of the professional world. In addition, internships also serve as a means for students to build a professional network to help them find employment in the future.

Through the internship program at PT PLN Icon Plus Pekanbaru, students have the opportunity to gain firsthand insight into how the company operates. This experience is invaluable for enhancing students' professional knowledge, skills, and readiness to enter the workforce upon graduation.

In addition to being an academic requirement, the internship aims to produce graduates who are work-ready, possess integrity, and are capable of competing in the modern era. For students in the International Business Administration program, the internship at PT PLN Icon Plus Pekanbaru is expected to provide practical experience, broaden their business and industry perspectives, and enhance

competencies aligned with the demands of the professional world. Therefore, this internship report is prepared as a form of accountability for all activities conducted during the internship period.

1.2 Purpose of the Apprenticeship

The purposes and benefits of the apprenticeship at PT. PLN Icon Plus Pekanbaru are as follows:

1.2.1 Purpose of Apprenticeship

- 1 To gain an understanding of the various types of work performed at PT. PLN Icon Plus, particularly within the administrative department.
- 2 To determine the schedule and placement location for the internship at PT. PLN Icon Plus.
- 3 To learn the work systems and procedures implemented at PT. PLN Icon Plus, particularly regarding document management and data recording.
- 4 To analyze the challenges encountered during the internship and the solutions implemented at PT. PLN Icon Plus.

1.2.2 Benefits of Apprenticeship

1. To gain practical work experience in a professional environment.
2. To improve knowledge and skills related to the field of work.
3. To develop discipline, responsibility, and adaptability in the workplace.
4. To increase readiness and confidence to enter the workforce.

1.3 Significances of the Apprenticeship

The apprenticeship program is a mandatory academic activity that must be undertaken by students of the State Polytechnic of Bengkalis as one of the requirements for completing their studies. In order to ensure that the program provides optimal outcomes, it is essential to understand the various benefits it offers. The significances of the apprenticeship are described as follows:

1.3.1 For Students

Through the apprenticeship program, students are able to gain direct exposure to the actual working environment. The benefits for students include:

1. Students can apply the knowledge they have learned during their studies to real-world work practices.
2. Students gain work experience relevant to their field of study.
3. Students can develop teamwork skills and improve their ability to communicate ideas.

1.3.2 For State Polytechnic of Bengkalis

For the institution, the internship program offers the following benefits:

1. Strengthening the partnership between Bengkalis State Polytechnic and PT. PLN Icon Plus.
2. Supporting the improvement of graduate quality through the practical experience gained by students.

1.3.3 For Company

For the company, the apprenticeship program also offers several advantages, such as:

1. Building closer relationships between educational institutions and industry.
2. Providing an opportunity for the company to evaluate and give feedback on students' performance during the apprenticeship.