

## **CHAPTER I**

### **INTRODUCTION**

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

The advancement of knowledge and technology has a significant impact on the world of education and industry. In the era of globalization, businesses want human resources who are not only knowledgeable but also flexible, innovative, and skilled. Therefore, higher education, especially vocational, is considered to be able to produce students so that everyone can face the world of work. Vocational education is effective in connecting theory and practice. Students not only learn academically but also develop their technical, communication, and professional skills. One type of implementation is the internship program, which provides language education in the workplace.

Bengkalis State Polytechnic is a vocational university that is committed to producing graduates who have competence, skills, and readiness to enter the world of work. This commitment is realized through the implementation of a curriculum that combines theoretical learning with hands-on practice. One form of implementation is an internship program that is mandatory for final year students to participate in as part of academic requirements. Through this activity, students can apply the knowledge that has been gained during lectures while gaining real experience in the work environment. In addition to improving technical skills, the internship program also helps students understand the work culture, foster a disciplined attitude, and form a sense of responsibility as prospective professionals.

Eighth-semester students of the International Business Administration Study Program carry out an internship program for approximately five months. This time is considered sufficient to provide a more in-depth and comprehensive work experience. The program aims to integrate the various concepts that have been learned, such as Human Resource Management, Business Communication, Office Administration, Organizational Behavior, and Business Ethics, with real-world practice in the world of work. Thus, students are expected to be able to improve

technical competence while developing non-technical skills (soft skills) such as communication, teamwork, and problem solving.

In the implementation of the internship program, the author chose PT Riau Andalan Pulp and Paper (RAPP) located in Pangkalan Kerinci, Riau Province, as the place to carry out the activity. The company is one of the largest pulp and paper companies in Indonesia that implements an organized management system and is supported by a professional work environment. Therefore, PT Riau Andalan Pulp and Paper is a suitable place for students to gain work experience that is in line with the scientific field. Through internship activities, students can also learn directly about large-scale company operational processes and understand the implementation of an effective and efficient work system in supporting company activities.

During the implementation of the internship program, the writer was placed in the Pool Transport Department of PT Riau Andalan Pulp and Paper (RAPP). This department is responsible for managing the company's entire operational vehicle fleet, from vehicle use arrangements, maintenance, to ensuring that vehicles are always in good condition and ready to use. In addition, the Pool Transport Department also plays a role in supporting the smooth mobility of employees and company operations through effective, efficient, and transportation management in accordance with applicable procedures. Through placement in this department, the author gained an understanding of the administrative process, management of operational vehicles, and the importance of coordination in supporting the smooth running of company activities.

Through the implementation of the internship program, the author gained experience and practical knowledge about administrative activities, work coordination, and communication processes in the work environment. The experience provides an opportunity for the author to apply the knowledge that has been gained during lectures into real work situations. In addition to adding insight and skills, internship activities also help develop an attitude of responsibility, adaptability, teamwork, and professionalism at work. Overall, this internship

experience is a valuable provision for the author in preparing to enter the world of work after completing education.

## **1.2 Purpose of the Apprenticeship**

### **1.2.1 Purpose of the Apprenticeship**

Apprenticeship activities for Bengkalis State Polytechnic students, especially the D-IV International Business Administration Study Program, have the following objectives:

1. To describe duties and responsibilities (job description) during internship activities.
2. To find out the procedures and system for the implementation of the internship program.
3. To find out the place and time of the internship program.
4. To describe the type of activity as well as the details of the activities during the internship.
5. To find out the obstacles faced and solutions during the implementation of the internship program.

### **1.2.2 Benefits of the Apprenticeship**

The benefits of the apprenticeship carried out provide benefits to several parties, namely students, companies, and the Bengkalis State Polytechnic:

#### **1. For Students**

Students have the opportunity to apply the knowledge and concepts gained during lectures into the real world of work, allowing them to build valuable work relationships and gain experience that is essential for career development and enhancing their resumes.

#### **2. For Companies**

For companies, internship activities are a means to establish cooperation with the world of education, especially vocational universities. Companies can get to know more closely the quality of students as prospective workers, both in terms of abilities, attitudes, and work ethics. This provides an advantage for companies

in getting alternative prospective employees who have potential, dedication, and credibility. In addition, the presence of interns can also help support the company's operational activities.

### 3. For the Bengkalis State Polytechnic

The Bengkalis State Polytechnic received benefits in the form of feedback from companies regarding the suitability of the curriculum with industry needs. This input is very important for the development of a learning system to be more relevant to the world of work. In addition, internship activities also strengthen the cooperative relationship between the campus and the company. With good cooperation, it is hoped that the quality of graduates can continue to improve through the real experience gained by students during the internship program.

### **1.3 Significances of the Apprenticeship**

The apprenticeship program is significant because it enables students to apply theoretical knowledge in a real work environment, gain practical experience, develop professional and interpersonal skills, and understand workplace procedures and culture. In addition, the program strengthens the relationship between educational institutions and industry by providing opportunities for collaboration and ensuring that academic learning remains relevant to current professional and industrial needs.