

CHAPTER 1

INTRODUCTION

1.1 Background of the Apprenticeship

The increasingly dynamic and competitive nature of the workforce demands that college graduates possess not only academic competencies but also practical skills, adaptability, and work experience relevant to the needs of the business and industrial sectors. Therefore, colleges and universities need to prepare students to face these challenges through learning activities that integrate theory with practice. One way to implement this is through apprenticeship programs, which provide students with the opportunity to gain firsthand work experience and understand real-world conditions in a professional environment. This aligns with the research by Wahyuddin et al. (2026), which states that apprenticeship experience has a positive and significant impact on students' work readiness. The study shows that apprenticeship experience is the most dominant factor in shaping students' readiness to enter the workforce.

The Apprenticeship Program is one of the academic activities organized by the D-IV International Business Administration Program at the Bengkalis State Polytechnic as part of efforts to enhance students' competencies through professional work experience. Through this program, students are expected to develop the knowledge, skills, and professional attitudes acquired during their studies so that they can be optimally applied in the workplace. In addition, the apprenticeship serves as a means for students to improve their abilities in the areas of administration, communication, customer service, document management, teamwork, and problem solving in the workplace.

PT Bank Rakyat Indonesia (Persero) Tbk is one of the largest state-owned banks in Indonesia, playing a strategic role in supporting national economic growth by providing a variety of banking services to the public. As a service-oriented financial institution, BRI remains committed to delivering high-quality service through the implementation of good corporate governance, effective

administrative management, the utilization of information technology, and the enhancement of human resource quality. In Bengkalis Regency, BRI's operations are coordinated by the Bengkalis Branch Office (KC), which oversees three operational units: BRI Unit Bengkalis Kota, BRI Unit Selatbaru, and BRI Unit Sungai Pakning. These three units play a vital role in providing banking services to the public within their respective operational areas and in supporting the achievement of the company's goals and performance targets.

The author chose BRI Unit Selatbaru as the site for the apprenticeship because BRI is a banking institution with a good reputation, professional operational systems, and a work culture that supports the development of students' competencies. In addition, the BRI Unit Selatbaru provides students with the opportunity to be directly involved in various banking operations, particularly in the areas of administration, document management, customer service, and lending activities. Through this experience, the author was able to understand the implementation of work procedures in accordance with the company's operational standards while gaining insight into real-world banking business processes. The selection of BRI Unit Selatbaru was also based on its alignment with the academic field of study in the D-IV International Business Administration Program, with the expectation that it would provide an optimal learning experience relevant to the competencies required in the workforce.

During my apprenticeship at BRI Unit Selatbaru, I participated in various operational activities, such as document management and filing, document retrieval, document administration, credit surveys, administrative services for customers, operational data management, and various other support tasks. Involvement in these activities provided valuable experience in understanding banking operational systems, enhancing technical and administrative skills, developing communication and teamwork skills, and fostering a professional attitude, attention to detail, responsibility, and discipline in performing work duties.

Based on this description, the apprenticeship at BRI Unit Selatbaru is expected not only to serve as a means for the author to gain real-world work experience but also to enhance professional competencies, broaden understanding of banking industry operations, develop skills aligned with the needs of the workforce, and prepare the author to become a competent, adaptable graduate ready to compete in the job market upon completing studies at the Bengkalis State Polytechnic.

1.2 Purpose of the Apprenticeship

Apprenticeship or Practical Work (KP) is an academic activity for Bengkalis State Polytechnic students as part of the requirements for completing their studies. The objectives of the apprenticeship are as follows:

1. To find out the apprenticeship job descriptions at BRI Unit Selatbaru.
2. To find out the work systems and procedures of the apprenticeship at BRI Unit Selatbaru.
3. To find out the place and time of the apprenticeship at BRI Unit Selatbaru.
4. To find out the kind and description of the activity at BRI Unit Selatbaru.
5. To find out the obstacles and solutions at BRI Unit Selatbaru.

1.3 Significances Apprenticeship

The apprenticeship program is one of the academic activities organized by students at the Bengkalis State Polytechnic as part of the requirements for completing their studies. Through this program, students have the opportunity to apply the knowledge and concepts they have learned during their studies to a real-world work environment. In addition, the apprenticeship program provides valuable experience in developing professional skills, understanding workplace culture, and enhancing students' readiness to enter the workforce. The key significance of this apprenticeship program is as follows:

1. Significances for the Study

This apprenticeship program provides students with the opportunity to apply the academic knowledge and theories gained during their studies to

practical work activities. Through direct involvement in the workplace, students can enhance their technical skills, communication skills, teamwork abilities, problem-solving skills, and professional attitudes. Furthermore, this apprenticeship program helps students understand work ethics and organizational culture by maintaining good relationships with coworkers, taking responsibility for assigned tasks, and ensuring the confidentiality of company information. The program also allows students to gain valuable work experience, develop their abilities, and improve their career readiness, including the opportunity to be considered for future employment at PT Bank Rakyat Indonesia.

2. Significances for State Polytechnic of Bengkalis

The implementation of the apprenticeship program provides benefits for Bengkalis State Polytechnic by strengthening cooperation and communication with PT Bank Rakyat Indonesia. This collaboration creates a mutually beneficial relationship that supports educational development and helps align academic learning with industry needs. Through this program, Bengkalis State Polytechnic can provide students with opportunities to gain practical experience that is relevant to the professional workplace. In addition, feedback and evaluations from companies can serve as valuable input for improving the quality of education and preparing students with competencies that meet industry requirements.

3. Significances for the Company

This apprenticeship program also provides benefits for BRI as a partner institution in supporting student development through practical learning opportunities. Through this collaboration, the company can contribute to preparing future professionals by sharing knowledge, experience, and workplace practices with students.