

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

State Polytechnic of Bengkalis is one of the vocational higher education institutions located in Bengkalis Regency, Riau Province, Indonesia. The institution was established to provide quality vocational education and produce graduates who are competent, skilled, and ready to compete in the professional world. Along with its development, State Polytechnic of Bengkalis continues to improve the quality of education by providing various study programs that combine theoretical learning with practical activities. One of the study programs available at State Polytechnic of Bengkalis is the International Business Administration Study Program. This study program focuses on business and administrative fields by equipping students with knowledge related to office administration, business communication, correspondence, export-import activities, and foreign language proficiency. In addition, students are also trained to develop professional attitudes, communication skills, and managerial abilities that are needed in the workplace.

As a vocational higher education institution, State Polytechnic of Bengkalis implements an apprenticeship program as part of the academic curriculum that must be completed by final semester students. The apprenticeship program is intended to provide students with opportunities to apply the theories and knowledge learned during lectures into real working environments. Through this activity, students are expected to gain practical experience and improve their competencies according to their field of study. Apprenticeship activities also help students understand workplace systems, organizational culture, and professional responsibilities in both government and private institutions. In addition, students can improve their soft skills such as teamwork, discipline, adaptability, communication, and problem-solving abilities. Therefore, the apprenticeship program becomes an important process in preparing students to face the professional working world after graduation.

According to Bank Rakyat Indonesia (n.d), PT Bank Rakyat Indonesia (Persero) Tbk or BRI is one of the largest state-owned banks in Indonesia that provides various banking services for society. Through its extensive operational network and professional services, BRI has an important role in supporting economic growth and public financial activities in Indonesia. BRI also continues to improve the quality of its services in order to meet customer needs effectively and professionally. Bank Rakyat Indonesia (BRI) covers almost all regions in Indonesia. It consists of work units such as Regional Offices, Branch Offices, Sub-Branch Offices, Cash Offices, BRI Units, and BRI Teras which are connected through an online system to support banking services efficiently. The Bank Rakyat Indonesia (BRI) Branch Office in Bengkalis Regency is located on Jalan Jenderal Sudirman, Bengkalis District, Bengkalis Regency, Riau. The Bengkalis Branch Office supervises several unit offices, namely BRI Bengkalis Kota Unit, BRI Unit Selatbaru, and BRI Unit Sungai Pakning. BRI Unit Selatbaru is located on Jalan Soekarno-Hatta, Bantan District, Bengkalis Regency, Riau Province, and provides banking services for the surrounding community.

In carrying out the apprenticeship program, the writer chose PT Bank Rakyat Indonesia (Persero) BRI Tbk, especially at BRI Unit Selatbaru, as the place for practical work activities. During the apprenticeship program, the writer was assigned to assist administrative and operational activities related to office work and banking services. The apprenticeship was conducted from February 2, 2026 until June 30, 2026. Through this apprenticeship activity, the writer gained practical experience and broader knowledge regarding administrative activities and the working environment in the banking sector. This apprenticeship program is expected to improve the writer's competencies, professionalism, and readiness to face the real world of work in the future.

BRI was selected as the place for the apprenticeship because it is one of the largest and most trusted banks in Indonesia, with a strong commitment to providing banking services, especially for Micro, Small, and Medium Enterprises (MSMEs). Through its extensive network and various digital banking innovations, BRI provides a professional working environment that enables students to gain practical

knowledge and develop both technical and interpersonal skills relevant to the banking industry. Therefore, BRI is considered an appropriate institution for students to apply the theories learned during their studies. In addition, Polytechnic Negeri Bengkalis has established a cooperative relationship with BRI in supporting student apprenticeship programs. Through this collaboration, students are provided with opportunities to gain practical experience in the banking industry under the guidance of experienced professionals. This partnership also helps bridge the gap between academic learning and workplace practice, allowing students to improve their competencies and prepare for future careers. The writer chose BRI because it offers opportunities to gain direct experience in banking operations, customer service, document administration, and digital banking services, which are relevant to the writer's field of study in International Business Administration.

1.2 Purpose of the Apprenticeship

Apprenticeship or Practical Work (KP) is one of the activities for Bengkalis State Polytechnic students in completing their studies. To achieve the expected results, it is necessary to know the objectives of the apprenticeship, which are as follows:

1. To find out the Job Description at BRI Unit Selatbaru.
2. To find out the work system and work procedures at BRI Unit Selatbaru.
3. To find out the place and time of apprenticeship at BRI Unit Selatbaru.
4. To find out kind and description of activity at BRI Unit Selatbaru.
5. To find out the obstacles and solutions during apprenticeship at PT Bank Rakyat Indonesia Unit Selatbaru.

1.3 Significances of the Apprenticeship

The benefits of the implementation of the Bengkalis State Polytechnic apprenticeship activities are as follows:

1.3.1 Significances for Students

There are several benefits from the implementation of the apprenticeship program obtained by students, namely as follows:

1. Students have the opportunity to apply theoretical knowledge or concepts in the real world of work.
2. Students gain practical experience in applying theoretical knowledge or concepts in accordance with their study program.
3. Students have the opportunity to be able to analyze problems related to the knowledge applied in work in accordance with their study program.
4. Students can develop work relationships and gain experience in resumes.
5. As one of the requirements that must be met to complete vocational education at Bengkalis State Polytechnic, especially Diploma IV in the International Business Administration Study Program.

1.3.2 Significances for the Company

The benefits of implementing the apprenticeship program are also obtained by companies or institutions that accept apprenticeship students, such as:

1. The company will get labor assistance from students who do apprenticeship so that the work becomes a little lighter and easier.
2. The company will be better known by academics and the world of education.

1.3.3 Significances for the Campus

There are several benefits from the implementation of the apprenticeship program obtained by the Bengkalis State Polytechnic, namely as follows:

1. Polytechnic of Bengkalis obtains feedback from the world of work for curriculum development and learning processes.
2. The creation of good cooperation or relationship between the campus and the company where students do apprenticeship.
3. State Polytechnic of Bengkalis will be better known in the industrial or corporate world.