

# **CHAPTER I**

## **INTRODUCTION**

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

Bengkalis State Polytechnic is one of the state polytechnics located in Bengkalis, Riau, Indonesia. Bengkalis State Polytechnic was the first polytechnic in Riau, established in 2000. Through the Gema Bahari Foundation, its original name was "Bengkalis Maritime Polytechnic." On July 29, 2011, Bengkalis Polytechnic officially became a state polytechnic under the name Bengkalis State Polytechnic through Regulation of the Minister of National Education (Permendiknas) No. 28 of 2011 concerning the Rules and Procedures of Bengkalis State Polytechnic. On December 26, 2011, Bengkalis State Polytechnic was inaugurated by the Minister of Education and Culture of the Republic of Indonesia.

Bengkalis State Polytechnic offers 18 (eighteen) degree programs, consisting of 10 (ten) D3 (three-year diploma) programs in the Departments of Naval Architecture, Mechanical Engineering, Civil Engineering, Computer Science, Electrical Engineering, Marine Science, Shipping Trade Management, Business English, and Business Administration, and 8 (eight) D4 (four-year diploma) programs, including Production and Maintenance Mechanical Engineering, International Business Administration, Public Financial Accounting, Electrical Engineering, Road and Bridge Planning Engineering, Information Systems Security Engineering, English for Business and Professional Communication, and Software Engineering.

An apprenticeship is a mandatory step for students as they embark on their journey into the professional world. As a transitional phase, it requires thorough preparation. The apprenticeship experience serves as a platform for honing skills and practically developing competencies in preparation for the future. Through this process, students gain insight into workplace systems and the challenges encountered at the apprenticeship site, thereby enhancing their professional skills and readiness to enter the workforce. Akxa, Adi Faisal, et al (2026)

An apprenticeship is a form of learning that provides students with the opportunity to gain firsthand knowledge and understanding of real-world work conditions in their field of study. apprenticeship serve as a means for students to connect the theories they have learned in the classroom with the practices applied in a professional work environment. Through this activity, students are not only expected to apply their academic knowledge, but also to develop technical skills (hard skills) and non-technical skills (soft skills), such as the ability to communicate, collaborate in a team, think critically, solve problems, adapt to the work environment, and uphold ethics and professionalism in carrying out their duties.

The International Business Administration Program at the Bengkalis State Polytechnic has made the apprenticeship program a required course for all students. This program aims to provide real-world work experience while enhancing students' competencies so they can apply their knowledge of administration, management, business communication, customer service, and administrative management in accordance with the needs of the business and industrial sectors. In addition, the apprenticeship program is also expected to help students develop discipline, a sense of responsibility, and professionalism, as well as the ability to work both independently and collaboratively. As a form of evaluation and accountability for the apprenticeship, each student is required to prepare an apprenticeship report detailing all activities, experiences, and learning outcomes gained during the program.

In accordance with these provisions, the author, as a student in the International Business Administration program, undertook a 5-month apprenticeship, from February 2, 2026, through June 30, 2026. The author chose PT Pertamina Patra Niaga RU II Production Sungai Pakning as the site for the apprenticeship because the company is one of the firms engaged in energy distribution and marketing that plays a strategic role in supporting national energy security. In addition to carrying out its business operations, PT Pertamina Patra Niaga is also actively implementing various Corporate Social Responsibility (CSR) programs focused on community empowerment, environmental conservation, and

sustainable development. This provided the author with an opportunity to gain work experience aligned with the skills acquired during college.

During the apprenticeship, the author was assigned to the CSR function. In this role, the author participated in various activities related to program administration, document preparation and management, data collection, activity report drafting, and coordination with assisted communities, as well as supporting the implementation of various community empowerment programs conducted by the company. Through this involvement, the author gained a deeper understanding of the application of International Business Administration principles within a professional work environment, particularly in the areas of administration, organizational communication, program management, and stakeholder relations.

Through this apprenticeship program, the author is expected to enhance both academic and professional competencies, broaden their understanding of the professional world, and gain experience that will prepare them to face the challenges of the professional world after completing their education. In addition, the apprenticeship is expected to help the author develop analytical thinking skills, foster a sense of responsibility, and cultivate a professional attitude aligned with the needs of the business world and the. In addition, the apprenticeship is expected to help the author develop analytical thinking skills, foster a sense of responsibility, and cultivate a professional attitude that aligns with the needs of the business and industrial sectors.

## **1.2 Purposes of the Apprenticeship**

For the apprenticeship program for students at the Bengkalis State Polytechnic, the International Business Administration program has the following objectives :

1. To find out about the job descriptions of the during apprenticeship at PT Pertamina Patra Niaga RU II Production Sungai Pakning.
2. To learn about the operational systems and procedures of the Corporate Social Responsibility Department at PT Pertamina Patra Niaga RU II Production Sungai Pakning.

3. To find out the place and time for PT Pertamina Patra Niaga RU II Production Sungai Pakning.
4. To learn about the kind and descriptions of activities at the Corporate Social Responsibility Department PT Pertamina Patra Niaga RU II Production Sungai Pakning.
5. To identify obstacle and solutions of the job implementation during the apprenticeship activities at the Corporate Social Responsibility Department PT Pertamina Patra Niaga RU II Production Sungai Pakning.

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

There are several benefits to implementing an apprenticeship program, including :

#### **1. Significances for Students**

The significances of the apprenticeship program for the students are as follows :

- a. Provide an opportunity to apply theories learned during coursework to the professional workplace.
- b. Gain practical work experience and broaden understanding of the professional work environment.
- c. Master technical skills (hard skills) and non-technical skills (soft skills) such as communication, teamwork, leadership, discipline, responsibility, and problem-solving.
- d. Enhance adaptability to work cultures, corporate operational systems, and industry developments.
- e. Serve as preparation for entering the workforce and improve competitiveness after graduation.

#### **2. Significances for State Polytechnic of Bengkalis**

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

- a. To strengthen the partnership between Bengkalis State Polytechnic and PT Pertamina Patra Niaga RU II Sungai Pakning to support the implementation of vocational education.
  - b. To enhance the quality of graduates to ensure they possess the knowledge, skills, and work experience relevant to industry needs.
3. Significances for the Company
- The significances of the apprenticeship program for the Company are as follows :
- a. To Strengthen sustainable collaboration between PT Pertamina Patra Niaga RU II Production Sungai Pakning and Polytechnic of Bengkalis in supporting vocational education.
  - b. To provide positive contributions to the company through the students involvement in supporting various work activities related to the assigned responsibilities.