

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. Established in 2000, the institution has continued to develop both academically and institutionally. Currently, State Polytechnic of Bengkalis offers various study programs designed to produce graduates who possess competencies aligned with industry needs and professional standards.

The International Business Administration Study Program is one of the study programs under the Department of Business Administration. Through both theoretical and practical learning approaches, students are equipped with knowledge and skills in business administration, office management, marketing, communication, and other business related fields. As a vocational institution, State Polytechnic of Bengkalis emphasizes the importance of practical learning experiences to support students' readiness for entering the professional working environment.

One of the academic activities implemented to achieve this objective is the Apprenticeship Program. This program provides students with opportunities to gain direct experience in the workplace and apply the knowledge obtained during their studies. Through apprenticeship activities, students can understand organizational structures, work systems, business processes, and professional responsibilities within an institution or company. In addition, the program helps students improve their communication skills, adaptability, discipline, and problem solving abilities in a real working environment.

For students of the International Business Administration Study Program, apprenticeship activities are conducted during the final semesters as one of the academic requirements for completing their studies. Students are given the opportunity to choose institutions or companies that are relevant to their field of

study and career interests. Through this program, students are expected to gain practical insights and experiences that complement the theoretical knowledge acquired on campus.

The author undertook the apprenticeship at PT. Bank Rakyat Indonesia (Persero) Tbk Bengkalis Branch Office based on a recommendation from a lecturer. This recommendation was made because State Polytechnic of Bengkalis has an established collaboration with PT. Bank Rakyat Indonesia (Persero) Tbk Bengkalis Branch Office in supporting apprenticeship opportunities for students. Through this collaboration, the author was given the opportunity to apply for the apprenticeship program and gain practical experience in the banking industry that is relevant to the field of International Business Administration.

The author carried out the apprenticeship program at PT. Bank Rakyat Indonesia (Persero) Tbk Bengkalis Branch Office. PT. Bank Rakyat Indonesia (Persero) Tbk is one of the largest state owned banking institutions in Indonesia, with a long history in supporting national economic development and providing financial services to the community. Since its establishment, BRI has continuously expanded its services and network across Indonesia, including Bengkalis Regency.

During the apprenticeship period, the author was involved in various administrative and operational activities that supported daily banking operations. The activities included assisting in document digitization and archiving processes, organizing credit related documents, supporting administrative processes for credit disbursement, documenting operational activities, organizing collateral files, assisting in customer data management, participating in promotional activities for banking and insurance products, and supporting customer service activities related to financial services. Through these activities, the author gained practical experience regarding administrative procedures, document management, customer relations, and operational workflows within the banking sector.

The apprenticeship was conducted from February 2nd, 2026 until June 30th, 2026. Through this experience, the author gained valuable insights into the professional working environment and developed practical competencies that support future career preparation in the business and banking sectors.

1.2 Purpose of the Apprenticeship

The apprenticeship program at PT. Bank Rakyat Indonesia (Persero) Tbk Bengkalis Branch Office was conducted with several objectives. These objectives were designed to help students gain practical knowledge and experience while understanding the working environment within the banking industry. The objectives of the apprenticeship are as follows:

1. To find out the job descriptions at PT. Bank Rakyat Indonesia (Persero) Tbk Bengkalis Branch Office.
2. To find out the working system and work procedures at PT. Bank Rakyat Indonesia (Persero) Tbk Bengkalis Branch Office.
3. To find out the place and time of the apprenticeship at PT. Bank Rakyat Indonesia (Persero) Tbk Bengkalis Branch Office.
4. To find out the kinds and descriptions of activities carried out during the apprenticeship at PT. Bank Rakyat Indonesia (Persero) Tbk Bengkalis Branch Office.
5. To find out the obstacles and solutions encountered during the apprenticeship at PT. Bank Rakyat Indonesia (Persero) Tbk Bengkalis Branch Office.

1.3 Significance of the Apprenticeship

The apprenticeship program provides various benefits for students, the company, and the educational institution. Through this program, students are able to gain practical experience, while companies and educational institutions can strengthen cooperation and support the development of future professionals. The significance of the apprenticeship program are as follows:

a. Significances for Students

1. To gain practical experience and a better understanding of professional working environments.
2. To improve communication, administrative, and problem-solving skills.
3. To develop professional attitudes, discipline, and responsibility in carrying out assigned tasks.

4. To apply theoretical knowledge obtained during academic studies to real workplace situations.

b. Significances for the Company

1. To receive support in carrying out administrative and operational activities.
2. To strengthen cooperation between the company and educational institutions.
3. To contribute to the development of students' professional competencies and work readiness.

c. Significances for the Campus

1. To strengthen partnerships between educational institutions and industry.
2. To obtain feedback regarding industry needs and workplace practices.
3. To support the development of graduates who are better prepared for professional careers.