

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

An apprenticeship program, commonly referred to as an apprenticeship, is a form of competency development designed to prepare individuals for the professional workplace in accordance with their knowledge and skills. apprenticeship programs are commonly offered to university students as an opportunity to gain practical exposure to the working environment while pursuing their academic studies. They serve as an initial step in developing both hard skills and soft skills, enabling students to strengthen their competencies before entering the workforce. Furthermore, apprenticeship programs provide a bridge between academic learning and professional practice by allowing students to apply the theoretical knowledge acquired during their studies to real workplace situations. Recognizing the significant benefits of apprenticeship programs, the Government of Indonesia introduced a dedicated apprenticeship initiative under the Merdeka Belajar Kampus Merdeka (MBKM) program. MBKM is a national policy established by the Ministry of Education, Culture, Research, and Technology of the Republic of Indonesia to provide university students with opportunities to develop, enhance, and explore their competencies as preparation for their future careers. This initiative is expected to contribute positively to the development of highly competent graduates who will become part of Indonesia's future qualified human resources. (Ufia, Silfi. et al. 2024).

State Polytechnic of Bengkalis is a state vocational higher education institution established to produce competent and professional graduates who are ready to meet the demands of industry. Initially established as Bengkalis Maritime Polytechnic by the Bengkalis Regency Government through the Gema Bahari Foundation, the institution later became Bengkalis Polytechnic under the Bangun Insani Foundation before officially becoming Bengkalis State Polytechnic in 2011 through the Regulation of the Minister of National Education No. 28 of 2011. Currently, Bengkalis State Polytechnic consists of eight departments offering twenty study programs in engineering, business, and applied sciences.

As a vocational higher education institution, Bengkalis State Polytechnic requires all final-semester students to complete an apprenticeship program as part of the curriculum. This program provides students with opportunities to apply academic knowledge, improve practical skills, and gain professional experience in accordance with their respective fields of study.

The International Business Administration Study Program aims to prepare students with the knowledge, practical skills, and professional competencies required in the fields of business, management, administration, and international commerce. Therefore, the apprenticeship program is designed to provide students with direct exposure to business operations and professional work environments, enabling them to integrate classroom learning with workplace practices.

For the 2026 apprenticeship program, eighth-semester students of the International Business Administration Study Program completed their apprenticeship for approximately four months, from February to May, in accordance with the academic regulations of Bengkalis State Polytechnic.

PT Pegadaian UPC Pasar Pagi Arengka was selected as the apprenticeship venue because it is a Unit Pelayanan Cabang (UPC) of PT Pegadaian, a state-owned enterprise (BUMN) operating in the financial services sector. The company provides various financial services, including pawn loans, Gold Savings, Gold Installments, financing services, and other financial products. The apprenticeship offered the writer the opportunity to gain practical experience in customer service, administrative activities, document management, and the use of operational systems such as Tring by Pegadaian. These activities were relevant to the competencies developed in the International Business Administration Study Program and enabled the writer to apply academic knowledge in a professional working environment.

This apprenticeship report presents the activities carried out during the apprenticeship at PT Pegadaian UPC Pasar Pagi Arengka. It covers the company's profile, vision and mission, organizational structure, operational systems, duties and responsibilities performed during the apprenticeship, work processes, supporting documents, challenges encountered, and the knowledge and skills

gained throughout the program. The report is expected to provide a comprehensive overview of the apprenticeship experience and demonstrate its contribution to the writer's academic and professional development.

1.2 Purpose of the Apprenticeship

1.2.1 Purpose of Apprenticeship

The purpose of the apprenticeship at PT Pegadaian UPC Pasar Pagi Arengka are as follows:

1. To understand the operational system and business processes implemented at PT Pegadaian UPC Pasar Pagi Arengka.
2. To develop practical skills in providing customer service and assisting customers with various Pegadaian transactions.
3. To apply administrative knowledge by performing document filing, record management, and other administrative tasks in accordance with company procedures.
4. To gain practical experience in using Pegadaian's operational systems and applications, including Tring by Pegadaian, cash book records, and document filing systems.
5. To improve professional competencies, including communication, teamwork, discipline, responsibility, and workplace ethics in a professional environment.

1.2.2 Benefits of Apprenticeship

The apprenticeship at PT Pegadaian UPC Pasar Pagi Arengka provides the following benefits:

1. To enhance the writer's understanding of the operational system and business processes implemented at PT Pegadaian UPC Pasar Pagi Arengka.
2. To improve the writer's practical skills in providing customer service and assisting customers with various Pegadaian transactions.

3. To strengthen the writer's ability to perform administrative tasks, including document filing, record management, and other administrative activities in accordance with company procedures.
4. To increase the writer's proficiency in using Pegadaian's operational systems and applications, including Tring by Pegadaian, cash book records, and document filing systems.
5. To develop the writer's professional competencies, including communication, teamwork, discipline, responsibility, and workplace ethics, as preparation for a future career.

1.3 Significances of the Project

The apprenticeship program provides significant benefits for the student, the company, and Politeknik Negeri Bengkalis.

1. For the Student
 - To gain practical experience in customer service, administrative work, and daily operational activities at PT Pegadaian UPC Pasar Pagi Arengka.
 - To apply the knowledge and skills acquired during academic studies in a professional working environment.
 - To improve technical, interpersonal, and professional competencies, including communication, teamwork, discipline, responsibility, and workplace ethics.
2. For PT Pegadaian UPC Pasar Pagi Arengka
 - To obtain additional support in customer service and administrative activities.
 - To improve operational efficiency through assistance with document filing, transaction administration, and customer registration for Tring by Pegadaian.
 - To strengthen collaboration with higher education institutions in developing competent and work-ready graduates.

3. For Politeknik Negeri Bengkalis

- To strengthen cooperation and partnerships with PT Pegadaian in implementing apprenticeship programs.
- To obtain feedback from industry regarding students' competencies for curriculum improvement.
- To enhance the quality of education by providing students with opportunities to gain practical experience that complements classroom learning.