

CHAPTER I INTRODUCTION

1.1 Background of Apprenticeship

Apprenticeship (KP) is one of the required courses that must be taken by students in the Applied Bachelor's Degree Program in Administration at the Bengkalis State Polytechnic. This program aims to provide students with the opportunity to apply the knowledge, skills, and competencies they have acquired during their studies to the realworld workplace. Through the apprenticeship program, students can gain an understanding of the work environment, enhance their professional skills, and gain experience that cannot be obtained solely through classroom learning.

In line with the development of globalization and advances in information technology, the workforce demands that college graduates not only possess academic abilities but also have work experience, communication skills, adaptability, and an understanding of the operational systems within an organization. Therefore, the implementation of apprenticeships serves as an effective means of preparing students to face the challenges of the workforce and enhance their competitiveness after completing their education.

The Bengkalis Medium Level Customs and Excise Supervision and Service Office (Type C) is a vertical agency of the Directorate General of Customs and Excise under the Ministry of Finance of the Republic of Indonesia, tasked with carrying out supervision, service provision, and law enforcement in the fields of customs and excise. In carrying out these duties, the agency is supported by various administrative activities, document management, archiving, data processing, and services to the public and service users. These activities are closely related to the competencies studied in the International Business Administration program.

The apprenticeship at the Bengkalis Medium Level Customs and Excise Supervision and Service Office provided the author with the opportunity to gain

firsthand insight into administrative processes and work systems within a government agency. During the apprenticeship, the author gained experience in carrying out various administrative activities, document management, filing, and other supporting tasks in accordance with the field supervisor's guidance. It is hoped that this experience will enhance both technical and nontechnical skills, which will serve as a foundation for entering the workforce.

Based on the above description, it is hoped that the apprenticeship at the Bengkalis Medium Level Customs and Excise Supervision and Service Office (Type C) will serve as a means for the author to develop knowledge, skills, and a professional attitude, while also linking the theoretical knowledge gained during college with the apprenticeship carried out within a government agency.

1.2 Purpose of the Apprenticeship

An apprenticeship program is a form of learning activity that provides students with the opportunity to gain hands-on work experience in the professional world. Through apprenticeship programs, students are expected to apply the knowledge and skills they have acquired during their studies and enhance their competencies in their respective fields of study. The objectives and benefits of participating in an apprenticeship are as follows:

1.2.1 Purpose of the Apprenticeship

The apprenticeship program aims to provide students with apprenticeship experience and an understanding of the working environment at the Bengkalis Type Madya Customs and Excise Supervision and Service Office (KPPBC). The objectives of the apprenticeship are as follows:

1. To understand the job descriptions in each work unit at the Bengkalis Type Madya Customs and Excise Supervision and Service Office (KPPBC).
2. To understand the work systems and procedures implemented during the apprenticeship.
3. To find out about the place and apprenticeship schedule.
4. To understand the types of activities carried out during the apprenticeship.

5. To identify the obstacles encountered during the apprenticeship and the solutions implemented to overcome them.

1.2.2 Benefits of the Apprenticeship

Participating in an apprenticeship offers students various benefits in terms of enhancing their knowledge, skills, and work experience through direct involvement in a professional work environment. The benefits of an apprenticeship are as follows:

1. To gain apprenticeship experience in a government institution.
2. To improve knowledge and skills in the fields of administration, public service, and customs.
3. To develop communication skills, teamwork, responsibility, discipline, and adaptability in a professional work environment.
4. To apply the knowledge and skills acquired during academic studies in the workplace.
5. To prepare for future careers by gaining professional work experience.

1.3 Significances of the Apprenticeship

The apprenticeship program provides significant benefits to students, Bengkalis State Polytechnic, and the Bengkalis Type Madya Customs and Excise Supervision and Service Office (KPPBC). The significances of the apprenticeship are as follows:

1. For Students

The apprenticeship provides students with opportunities to apply the knowledge acquired during their studies in a professional work environment. Through direct involvement in administrative, service, and customs operational activities, students gain apprenticeship experience, improve their understanding of workplace procedures, and develop the competencies needed for their future careers.

2. For Bengkalis State Polytechnic

The apprenticeship strengthens the cooperation between Bengkalis State Polytechnic and government institutions. It also provides feedback on workplace requirements that can be used as a reference for improving the curriculum and enhancing the quality of education to better meet industry and institutional needs.

3. For the Company

The apprenticeship supports the implementation of administrative and operational activities through students' participation in various tasks assigned by the institution. Furthermore, it strengthens collaboration between the institution and higher education institutions in developing competent and work ready graduates.