

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

In today's increasingly competitive and dynamic industrial environment, higher education institutions are expected to produce graduates who possess not only strong theoretical knowledge but also practical competencies that meet industry demands. Rapid technological advancement, digital transformation, and evolving business practices require graduates to adapt quickly, solve problems effectively, and demonstrate professional skills in real workplace settings. Therefore, institutions are encouraged to integrate academic learning with practical experience to prepare students for the challenges of the workforce.

One of the strategies implemented by higher education institutions to bridge the gap between academic knowledge and professional practice is the apprenticeship program. Apprenticeships provide students with opportunities to experience real working environments, apply classroom knowledge, and develop technical and interpersonal skills. According to Ebert et al. (in Liana et al., 2025), apprenticeship is a practice-based learning process that enables students to acquire contextual understanding, practical competencies, and professional insights that cannot be fully achieved through classroom learning alone. Consequently, apprenticeship plays an important role in improving graduates' employability and readiness for professional careers.

For students of the International Business Administration Program, apprenticeships provide valuable opportunities to develop competencies in business administration, office management, communication, and organizational coordination. Throughout the apprenticeship period, students are expected to apply the knowledge acquired during their studies while enhancing analytical skills, problem-solving abilities, teamwork, and professional ethics. The apprenticeship program is conducted during the final semester and lasts for four months, allowing students to gain comprehensive exposure to industrial operations.

Practical work is an important part of the learning process because it provides an opportunity for students to get to know the world of work directly according to their field of interest. In this activity, students are expected to be able to apply the knowledge that has been obtained during college. Practical work is carried out in the 8th semester or final semester, provided that students have completed and passed the previous semester. Through practical work experience, students can broaden their horizons, improve skills, and increase knowledge and work experience that will be useful after graduation.

Bank Syariah Indonesia (BSI) is a banking institution in Indonesia that conducts its operations in accordance with Islamic Sharia principles. BSI was formed through the merger of three major Islamic banks: Bank Syariah Mandiri, BNI Syariah, and BRI Syariah. This merger was carried out as part of the Indonesian government's efforts to strengthen and improve the efficiency of the Islamic banking sector in Indonesia. As a result of this merger, BSI has become one of the banking institutions that conducts its business activities based on Sharia principles (Salsabila, 2022).

As it has evolved, BSI has also faced changes in the banking system that are increasingly moving toward digitalization. Technological advancements have prompted BSI to enhance the competencies of its human resources so that employees can adapt to the demands of digital banking services. One of the initiatives undertaken is the implementation of Digital Learning as a tool for employee training and competency development. Through digital learning, employees can acquire knowledge and develop skills more flexibly, thereby supporting the improvement of their competencies and performance in navigating the digital transformation within the Islamic banking sector (Salsabila, 2022).

1.2 Purposes of the Apprenticeship

Internship or Practical Work (KP) is one part of the activities that must be carried out by Bengkalis State Polytechnic students as part of completing their studies. To achieve optimal results, it is important to understand the objectives of implementing practical work, namely:

1. Knowing the job description (job description) at PT Bank Syariah Indonesia, Tbk Duri Hangtuah 1 Sub-Branch Office.
2. Knowing the work systems and procedures implemented at PT Bank Syariah Indonesia, Tbk Duri Hangtuah 1 Sub-Branch Office.
3. Knowing the location and time of implementation of practical work at PT Bank Syariah Indonesia, Tbk Duri Hangtuah 1 Branch Office.
4. Knowing the types of activities and job descriptions carried out at PT Bank Syariah Indonesia, Tbk Duri Hangtuah 1 Branch Office.
5. Knowing the obstacles faced during practical work and the solutions taken to overcome them.

1.3 Significances of the Apprenticeship

Practical work basically provides various significant benefits, both for students, companies where practical work is done, and for the university. The benefits of the implementation of practical work are as follows: 1. Significances for Students As for some of the benefits of implementing Apprenticeship program that students get, they are as follows:

1.3.1 For Students

The program provides an opportunity for students to apply the knowledge gained during the lecture period directly in the work environment. In addition, this program also helps students understand the world of work in a more real and in-depth manner. Through this activity, students can assess their abilities, expertise, and skills in a corporate environment. Not only that, this program also provides experience working in a team consisting of individuals with diverse backgrounds and characters in solving a problem.

1.3.2 For the Company

The purpose of this activity is to improve the good cooperation relationship between Politeknik Negeri Bengkalis and PT Bank Syariah Indonesia. In addition, the presence of practical work students from Politeknik Negeri Bengkalis is expected to contribute to increasing the productivity of PT Bank Syariah Indonesia. This program is also an effort to build a positive image of the company in the eyes of the community through the involvement of students, especially from Politeknik Negeri Bengkalis, in the world of work.

1.3.3 For Politeknik Negeri Bengkalis

The purpose of this program is to strengthen the relationship and constructive cooperation between Politeknik Negeri Bengkalis and PT Bank Syariah Indonesia as a place for practical work as well as a potential for future workforce recruitment. In addition, this program is a means to support the improvement of the quality of vocational education programs in order to produce graduates who are competent and in accordance with the needs of the world of work.