

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. Aksa, 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. Apprenticeships 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 an apprenticeship from February 2, 2026, through April 20, 2026. The author chose PT United Tractors Tbk Pekanbaru Branch as the site for the apprenticeship because the company is one of the leading companies in Indonesia engaged in the distribution of heavy equipment and operates in various sectors, including mining, construction, forestry, and energy. 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 Customer Order Processing (COP) Division. In this role, the author participated in various activities related to administrative processes, document preparation and management,

customer order processing, data recording, document verification, and filing, as well as supporting the operational activities of 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, business processes, document management, and customer service.

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 that aligns with the needs of the business and industrial sectors.

1.2 Purposes of the Apprenticeship

1.2.1 Purpose of Apprenticeship

The apprenticeship of the internship at PT United Tractors Tbk's Pekanbaru Branch are as follows:

1. To understand the roles and responsibilities of employees in the Customer Order Processing (COP) Division at PT United Tractors Pekanbaru.
2. To understand the work system, work procedures, and administrative processes implemented in the Customer Order Processing (COP) Division.
3. To gain practical experience and develop an understanding of the professional work environment and organizational structure at PT United Tractors Pekanbaru.
4. To develop administrative, technical, and professional skills through active participation in daily operational activities in the Customer Order Processing (COP) Division.

1.2.2 Benefit of Apprenticeship

The apprenticeship program provides various benefits for students, the company, and the Polytechnic. The benefits of the apprenticeship are described as follows:

1. Benefits for Students

The benefits gained by students from the implementation of the apprenticeship program are as follows:

- a. Students obtain an apprenticeship certificate from the company after successfully completing the apprenticeship program.
- b. Students are able to develop professional working relationships and enhance their work experience, which can be added to their resumes.
- c. Students have the opportunity to apply theoretical and conceptual knowledge gained during their academic studies to real workplace situations.
- d. Students gain practical experience in implementing theories and concepts that are relevant to their field of study.
- e. Students are provided with opportunities to understand and handle work-related problems based on the knowledge applied in the professional work environment in accordance with their study program.

2. Benefit for Companies

The apprenticeship program provides several benefits for the company by supporting its operational activities and strengthening collaboration with educational institutions. The benefits for the company are as follows.

- a. The company is assisted in carrying out daily operational and administrative activities through the involvement of apprentices.
- b. The apprenticeship program helps the company introduce its work systems, procedures, and organizational culture to students.
- c. The company gains additional human resource support that can improve work efficiency and productivity.
- d. The apprenticeship program strengthens cooperation and partnership between the company and the State Polytechnic of Bengkalis.

3. Benefits for the State Polytechnic of Bengkalis

The apprenticeship program provides several benefits for the State Polytechnic of Bengkalis. The significances are as follows:

- a. The apprenticeship program helps strengthen cooperation and partnerships between the State Polytechnic of Bengkalis and industry.
- b. The program supports the improvement of curriculum relevance by aligning academic learning with industry needs and practices.
- c. The apprenticeship program provides valuable feedback from industry that can be used to enhance teaching and learning processes.
- d. The program contributes to improving the quality of graduates by equipping students with practical skills and work readiness.

1.3 Significances of the Apprenticeship

The apprenticeship program provides significant benefits for students, the company, and educational institutions, as follows:

1. For Students
 - a. Gain practical work experience in the Customer Order Processing (COP) Division at PT United Tractors Pekanbaru.
 - b. Apply the knowledge and theories acquired during academic studies in a real working environment.
 - c. Develop professional competencies, including communication, teamwork, discipline, adaptability, and an understanding of administrative procedures and business operations in the heavy equipment industry.
2. For PT United Tractors Pekanbaru
 - a. Support daily operational and administrative activities in the Customer Order Processing (COP) Division.
 - b. Assist employees in completing administrative tasks more efficiently and accurately.
 - c. Strengthen the partnership between PT United Tractors Pekanbaru and the State Polytechnic of Bengkalis through internship collaboration.

3. For the International Business Administration Study Program, State Polytechnic of Bengkalis.
 - a. Improve the quality of education by integrating academic knowledge with practical industry experience.
 - b. Strengthen cooperation between the study program and industry partners.
 - c. Prepare graduates who possess practical experience and are ready to meet the demands of the professional workforce.