

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Higher education institutions are strategic institutions in the development of excellent and competent human resources. As the industrial world becomes increasingly dynamic, college graduates are expected not only to master theoretical aspects but also to be able to adapt to practical needs in the field. Therefore, the integration of academic Learned and real-world work experience has become an essential component of the higher education process (Susanti 2022, as cited in Anas & Rivai, 2025). One effective method for bridging this gap is the implementation of apprenticeship programs.

Apprenticeship provides students with the opportunity to apply the knowledge they have gained during their studies in a real-world work environment. This program helps develop both technical and non-technical skills, such as time management, interpersonal communication, professional ethics, and the ability to solve problems independently.

The apprenticeship program is one of the academic activities designed for senior students at State Polytechnic of Bengkalis. This program aims to prepare students to become competent, professional graduates who are able to compete in the workforce in their respective fields of expertise. Through the apprenticeship, students are given the opportunity to gain firsthand experience of the real-world workplace, enabling them to adapt to the demands and dynamics of a professional environment. In the International Business Administration program at State Polytechnic of Bengkalis, the apprenticeship lasts for four months. This duration is considered sufficient to provide students with in-depth work experience, while also fostering discipline, responsibility, and the ability to adapt to a professional work environment.

Pegadaian is a financial services company that provides short-term financing to the public through a collateral-based mechanism. As a State-Owned Enterprise (SOE), PT Pegadaian operates under an official government license and

is regulated by the Financial Services Authority (OJK) through the applicable legal framework, including OJK Regulation No. 39 of 2024 on Pawnshops, as amended by Regulation No. 29 of 2025. These regulations govern operational standards, consumer protection, and the business activities of pawnshop institutions in Indonesia (Otoritas Jasa Keuangan. 2024).

Before beginning an apprenticeship, students are required to submit a letter of application to the intended institution to obtain official approval and ensure that the apprenticeship placement aligns with their academic background. In this context, the author chose PT Pegadaian UPC Pasar Delima Pekanbaru as the apprenticeship location due to its strategic role as a service unit that directly handles customer transactions, including loan disbursements and administrative services.

Operationally, PT Pegadaian is supported by an extensive network of service units throughout Indonesia, including Branch Service Units (UPC) such as PT Pegadaian UPC Pasar Delima Pekanbaru. In particular, it plays an active role in carrying out daily operational activities related to pawnshop transactions and other supporting services. The processes carried out at this unit illustrate the practical application of Pegadaian's operational system, ranging from administrative procedures to direct interactions with customers.

Therefore, the selection of this apprenticeship location was based not only on ease of access but also on its relevance to the author's field of study. Through direct involvement in operational activities at UPC Pasar Delima in Pekanbaru, the author was able to observe and understand how the administrative theories studied during the author's academic program are applied in a real-world work environment, particularly in the context of a financial services institution.

1.2 Purpose of Apprenticeship

The apprenticeship program for students at the State Polytechnic of Bengkalis, specifically those in the D-IV International Business Administration program, is conducted at PT Pegadaian UPC Pasar Delima in Pekanbaru for approximately four months and has the following objectives:

1. To apply the knowledge and skills acquired during the course of study to real-world work situations.
2. To develop communication skills, teamwork skills, and the ability to adapt to the apprenticeship environment.
3. To understand the systems, procedures, and work culture at UPC Pasar Delima in Pekanbaru.
4. To foster discipline, responsibility, and good work ethics.

1.3 Benefits of Apprenticeship

The apprenticeship program has been highly beneficial for various parties, including students, companies, and the State Polytechnic of Bengkalis.

1. For Students

There are several benefits students gain from participating in the apprenticeship program, namely:

- a. Direct work experience in a professional environment.
- b. Improved technical and non-technical skills relevant to their field of study.
- c. Development of communication and teamwork skills, as well as increased self-confidence and readiness to enter the workforce.
- d. A certificate from the company upon completion of the apprenticeship.

2. For Companies

Companies and organizations that host apprenticeship also reap benefits, such as:

- a. Providing additional manpower to Assisted with operational activities.
- b. Helping to complete specific tasks as needed by the organization.
- c. Serving as a means to share knowledge and experience with students.
- d. Contributing to the development of competent, job-ready graduates.

3. For State Polytechnic of Bengkalis

There are several benefits derived from implementing an apprenticeship program at State Polytechnic of Bengkalis, namely:

- a. State Polytechnic of Bengkalis can enhance its institutional reputation through effective collaboration with various companies and organizations where students complete their apprenticeship.
- b. State Polytechnic of Bengkalis plays a role in producing more competent graduates who are ready to enter the workforce through student apprenticeship experiences.
- c. State Polytechnic of Bengkalis receives feedback from various organizations and companies regarding the abilities of students participating in apprenticeship programs in the workplace.
- d. State Polytechnic of Bengkalis receives input from the workforce regarding the competencies and skills required in the workplace through student participation in apprenticeship programs.

1.4 Significance of the Apprenticeship

Apprenticeship programs play a vital role in supporting student Learning, as they serve as a bridge between the world of education and the world of work. During their studies, students learn various theories and concepts that form the foundation of their knowledge in their respective fields of study. However, through apprenticeship programs, students can see firsthand how these theories are applied in daily work activities, thereby deepening and broadening their understanding.

In addition, apprenticeship programs play a crucial role in shaping student professional character. The experience of interacting with employees, clients, customers, and other parties involved in work activities can help students develop a sense of responsibility, discipline, work ethics, and strong communication skills. These qualities are essential in a wide range of professional fields.