

CHAPTER I

INTRODUCTION

1.1 Background of Apprenticeship

Higher education plays a strategic role in preparing competent and professional human resources capable of competing in the workforce. Through structured learning processes, students are not only equipped with academic knowledge (hard skills) relevant to their fields of study but are also given opportunities to develop various non-technical skills (soft skills) highly valued by the industry. These skills include effective communication, teamwork, critical and analytical thinking, problem solving, adaptability, leadership, and professional ethics. Competence development is fostered through diverse activities such as lectures, laboratory work, research, internships, student organizations, seminars, training sessions, and community service initiatives. Furthermore, higher education institutions continuously strive to align their curricula with workforce needs, ensuring that graduates possess competencies relevant to advancements in science and technology as well as industry demands. By balancing the mastery of hard skills and soft skills, graduates are expected to navigate increasingly fierce job market competition, adapt to the evolving professional landscape, and make tangible contributions to organizations, companies, and society at large.

To prepare work ready graduates, Bengkalis State Polytechnic mandates an internship program for all its students. Through this program, students have the opportunity to immerse themselves in the professional workforce, build networks with industry partners, and hone skills that align with labor market demands. Internship programs have become a vital component of higher education systems in many countries, including Indonesia. Serving as a bridge between the academic and professional worlds, these programs play a crucial role in preparing students for the realities of the workforce. They also serve a strategic function in developing participants' competencies; upon entering a professional environment, participants encounter various scenarios they may not have previously

experienced. This range of experiences from the simple to the complex stimulates the development of both technical and non technical skills written by (Andini et al., 2025)

This internship program helps students develop the ability to adapt to different work environments. During the internship, they will face various challenges and learn how to adapt to new settings. According to a journal by Aksa (2023), Internships enable students to enhance their discipline, creativity, courtesy, adaptability, and communication skills, as well as improve their performance in activities. Therefore, internships are highly significant and can serve as a stepping stone toward securing a desired career in the future.

Experience is a key factor influencing an individual's work readiness. Through experience, one can develop the knowledge, skills, and adaptability required for the work environment. For university students, such experience can be gained through internship programs, which offer opportunities to apply theory to practice and enhance the competencies needed in the professional world. Therefore, internship programs are vital they serve as a means of gaining experience and introducing students to the professional landscape, while also fostering creativity and productivity thereby preparing them to face or enter the real working world written by (Setiarini et al., 2022).

The internship is a course conducted during the eighth semester of the International Business Administration study program, spanning a duration of four months. Students are given the opportunity to select their internship location based on their personal interests and competencies. Additionally, the internship coordinator provides guidance and recommendations for sites that align with the students' field of study. Based on these considerations, the author chose to undertake the internship in the Sharia banking sector, specifically at PT Bank Syariah Indonesia, Duri Hang Tuah 1 Branch Office.

PT Bank Syariah Indonesia Tbk officially commenced operations on February 1, 2021 coinciding with 19 Jumadil Akhir 1442 H. The bank was formed through the merger of three state-owned sharia banks BRI Syariah, BNI Syariah, and Mandiri Syariah and is headquartered at Jalan Jenderal Gatot Subroto No. 27,

Semanggi, Setiabudi District, South Jakarta 12930. The establishment of Bank Syariah Indonesia aims to create a stronger sharia banking institution capable of contributing to national economic growth and enhancing public welfare.

PT Bank Syariah Indonesia Tbk has a service network spread across various regions in Indonesia and is supported by professional human resources in providing services to customers. Through various Sharia-based products and services, this bank continuously strives to increase public access to Sharia financial services. During the implementation of the work practice, the author was placed at PT Bank Syariah Indonesia Branch Office Duri Hang Tuah 1, located at Jalan Hang Tuah No. 35, Bengkalis Regency, Riau Province. During the work practice, the author gained direct experience regarding the operational activities of Sharia banking and the implementation of professional services in the work environment.

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:

1.3.1 For Students

This program serves as a means for students to gain work experience not acquired during their academic studies. Through this activity, students can familiarize themselves with workplace culture, understand professional responsibilities, and enhance their communication and adaptability skills. Furthermore, the internship helps students cultivate discipline, a sense of responsibility, and a strong work ethic, providing valuable preparation for entering the workforce after completing their education.

1.3.2 For the Company

This internship program aims to strengthen the collaborative relationship between Bengkalis State Polytechnic and PT Bank Syariah Indonesia. The presence of student interns is expected to support smooth operations, thereby contributing to increased company productivity. Furthermore, the program serves as a means for PT Bank Syariah Indonesia to build a positive public image through the involvement of Bengkalis State Polytechnic students in a professional work environment.

1.3.3 For Politeknik Negeri Bengkalis

This program aims to establish and strengthen collaboration between Bengkalis State Polytechnic and PT Bank Syariah Indonesia regarding the implementation of practical work placements. The partnership is expected to benefit both parties, including by creating future career opportunities for graduates. Furthermore, the program supports the enhancement of vocational education quality by aligning the learning process with the needs of the industry and the workforce.