

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Apprenticeship is an integral component of vocational higher education because it bridges academic learning with professional practice. Through apprenticeship, students are provided with opportunities to apply the knowledge and skills acquired in the classroom to real workplace situations while developing technical competence, professional ethics, communication skills, and adaptability. In Indonesia, the implementation of student apprenticeships is also supported by the Regulation of the Minister of Education, Culture, Research, and Technology of the Republic of Indonesia Number 63 of 2024 concerning Student Apprenticeships, which emphasizes experiential learning, competency development, and collaboration between higher education institutions and industry (Ministry of Education, Culture, Research, and Technology, 2024). Furthermore, State Polytechnic of Bengkalis, as a public vocational higher education institution, adopts a practice-oriented curriculum to produce graduates who are competent and ready to meet the needs of industry (State Polytechnic of Bengkalis, 2025).

For students of the International Business Administration Study Program at State Polytechnic of Bengkalis, completing an apprenticeship is a compulsory academic requirement before graduation. The program enables students to experience professional working environments, understand organizational structures and business processes, and strengthen competencies that support their future careers. During the apprenticeship, students are expected to enhance their administrative, analytical, communication, teamwork, problem-solving, and professional responsibility skills through direct involvement in workplace activities under the supervision of both academic and industry mentors (State Polytechnic of Bengkalis, 2025).

Based on these considerations, the writer selected PT Pegadaian UPC Tampan Pekanbaru, Branch Office of PT Pegadaian Panam Pekanbaru, as the apprenticeship placement. The company was chosen because it operates in the

financial services industry, which is closely related to the field of business administration. As one of Indonesia's state-owned financial institutions, PT Pegadaian provides various financial products and services, including pawn loans, gold savings, precious metal investment, micro-financing, and digital financial services. These business activities provide an appropriate learning environment for understanding administrative processes, customer service, financial documentation, and organizational operations in the financial services sector.

Throughout the apprenticeship period, the writer participated in various administrative and operational activities under the direct supervision of authorized company personnel. The assigned tasks included managing customer documents, assisting customer service, organizing administrative records, supporting daily office operations, and observing financial transaction procedures. The writer's responsibilities were limited to administrative support and observation and did not include the authority to approve or authorize financial transactions. In addition, all activities were conducted in accordance with the company's confidentiality policies, and no customers' personal or confidential information is presented in this report. These activities enabled the writer to apply business administration concepts while improving competencies in office administration, communication, teamwork, time management, responsibility, and professional ethics.

This apprenticeship report was prepared to document the activities carried out during the apprenticeship at PT Pegadaian UPC Tampan Pekanbaru and to describe the knowledge and competencies gained throughout the program. In addition, the report serves as evidence of the writer ability to integrate academic knowledge with practical workplace experience and fulfills one of the academic requirements for completing the Applied Bachelor's Degree in International Business Administration at State Polytechnic of Bengkalis.

1.2 Purpose of the Apprenticeship

The apprenticeship program is a compulsory academic activity for students of the Applied Bachelor's Degree in International Business Administration at State Polytechnic of Bengkalis. The program has the following objectives:

1. To identify the job descriptions, duties, and responsibilities of employees at PT Pegadaian UPC Tampan Pekanbaru.
2. To understand the products and services offered by PT Pegadaian UPC Tampan Pekanbaru.
3. To identify the documents, administrative procedures, and operational systems used in daily business activities.
4. To understand the workflow and Standard Operating Procedures (SOPs) applied in serving customers.
5. To identify the obstacles encountered during the apprenticeship and the solutions used to overcome them.
6. To improve practical skills, communication, professionalism, work ethics, and readiness for future employment.

1.3 Significance of the Apprenticeship

The apprenticeship program provides significant benefits for students, the company, and State Polytechnic of Bengkalis. Through this program, students are able to gain practical experience while the company and the institution benefit from mutual cooperation in supporting the development of qualified human resources.

1. For Students

There are several benefits from the implementation of Apprenticeship programs obtained by students, namely as follows:

- a. To gain practical experience by applying the knowledge and skills acquired during academic study in a real working environment.
- b. To improve professional competencies, including communication skills, teamwork, responsibility, discipline, and problem-solving abilities.
- c. To understand the organizational structure, work culture, business processes, and operational activities of a financial service institution.
- d. To broaden knowledge and insight into the financial services industry, particularly the products and services provided by PT Pegadaian UPC Tampan Pekanbaru.

- e. To build professional relationships with company employees and expand networking opportunities that may support future career development.
 - f. To obtain an apprenticeship certificate from the company upon successful completion of the apprenticeship program, in accordance with the company's policy.
2. For the Company

The implementation of the apprenticeship program also provides benefits for PT Pegadaian UPC Tampan Pekanbaru, including:

- a. To receive administrative support from apprenticeship students in completing selected daily activities under employee supervision.
 - b. To strengthen cooperation between PT Pegadaian and State Polytechnic of Bengkalis in vocational education and human-resource development.
 - c. To provide feedback on the competencies and professional readiness of vocational students.
 - d. To introduce the company's work culture, services, and career environment to potential future graduates.
3. For State Polytechnic of Bengkalis

The apprenticeship program also provides several benefits for State Polytechnic of Bengkalis, including:

- a. To strengthen cooperation and establish sustainable partnerships between the institution and industry partners, especially PT Pegadaian UPC Tampan Pekanbaru.
- b. To improve the quality of graduates by providing students with practical experience that complements their academic learning.
- c. To obtain feedback from the company regarding students' competencies, performance, and professional readiness in the workplace.
- d. To use the feedback from industry as a reference for evaluating and improving the curriculum and learning process.
- e. To enhance the reputation of State Polytechnic of Bengkalis as a vocational higher education institution that produces competent graduates who meet the needs of industry.