

APPRENTICESHIP REPORT

**DIRECTORATE GENERAL OF CUSTOMS AND EXCISE
BENGKALIS CUSTOMS AND EXCISE SUPERVISION AND
SERVICE OFFICE TYPE MADYA CUSTOMS C (KPPBC
TMP C BENGKALIS)**

MELDA IRWAN PRATAMA
NIM. 5404221486



**APPLIED BACHELOR DEGREE OF INTERNATIONAL
BUSINESS ADMINISTRATION STUDY PROGRAM
BUSINESS ADMINISTRATION DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS**

2026

APPROVAL SHEET

**DIRECTORATE GENERAL OF CUSTOMS AND EXCISE
BENGKALIS CUSTOMS AND EXCISE SUPERVISION AND
SERVICE OFFICE TYPE MADYA CUSTOMS C (KPPBC
TMP C BENGKALIS)**

Written as one of the requirements for completing the apprenticeship

MELDA IRWAN PRATAMA
NIM. 5404221486

Bengkalis, 31st May, 2026

Examining Officer

General Affairs Subdivision



Idham Aflah Rafif, S.E.
NIP. 199604132015021001

Advisor



Yanisha Dwi Astari, S.S., M.Hum.
NIP. 199301142022032010

Approve by:

**Head of International Business
Administration Study Program**



Muhammad Fuad Asrofillah, S.E., M.M.
NIP. 199304202022031007

ACKNOWLEDGMENTS

Praise be to Allah SWT for His endless blessings, mercy, and guidance, which have granted the Intern good health, strength, and the opportunity to successfully complete the apprenticeship program and this Apprenticeship Report. The apprenticeship was conducted at the Bengkalis Type Madya Customs and Excise Supervision and Service Office (KPPBC TMP C Bengkalis) from February 02nd until May 31st, 2026.

The Intern would also like to express sincere gratitude to all officers and employees of the Bengkalis Type Madya Customs and Excise Supervision and Service Office for their warm welcome, guidance, valuable knowledge, and continuous support throughout the apprenticeship period. Their assistance enabled the Intern to gain practical experience and broaden understanding of customs and excise administration, public services, and office administration.

In preparing this Apprenticeship Report, the Intern realizes that it would not have been completed successfully without the guidance, encouragement, and support of many individuals. Therefore, the Intern would like to express heartfelt appreciation to:

1. Mr. Johny Custer, S.T., M.T., as the Director of the State Polytechnic of Bengkalis.
2. Mr. Romadhoni, S.T. M.T., as Vice Director 1 for Academic Affairs at State Polytechnic of Bengkalis.
3. Ms. Nurhazana, S.E., M.Sc., as the Head of the Business Administration Department.
4. Mr. Muhammad Fuad Asrofillah, S.E., M.M., as the Head of the International Business Administration Study Program.
5. Mr. M. Alkadri Perdana, B.IT., M.Sc., as the Apprenticeship Coordinator of the International Business Administration Study Program.
6. Ms. Yanisha Dwi Astari, S.S., M.Hum., as the advisor of this Apprenticeship Report and the academic advisor of the Applied Bachelor of International Business Administration Class 22B, for her invaluable

guidance, advice, patience, and encouragement throughout the preparation of this report.

7. All lecturers, especially those of the Applied Bachelor of International Business Administration Study Program, for the knowledge, guidance, and valuable learning experiences provided throughout the author's academic journey.
8. Mr. Novryansyah, S.S.T., Ak., as the Head of the Bengkalis Type Madya Customs and Excise Supervision and Service Office, for granting the opportunity to carry out the apprenticeship program and for his support throughout the apprenticeship period.
9. Mr. Imam Aflah Rafif, S.E., as the apprenticeship mentor at the Bengkalis Type Madya Customs and Excise Supervision and Service Office, for his guidance, support, valuable knowledge, and assistance throughout the apprenticeship program.
10. All officers and employees of the Bengkalis Type Madya Customs and Excise Supervision and Service Office, whose names cannot be mentioned individually, for their kindness, cooperation, guidance, and willingness to share their knowledge and professional experiences during the apprenticeship period.
11. Especially, I would like to express my deepest gratitude to my beloved parents, Aslindawati and Defi Irwan, and my younger brothers, Muhammad Gibran Raqqila Firaz and Hafiiz Dwi Andika Irwansyah, for their unconditional love, endless prayers, unwavering support, encouragement, and sacrifices. Your support and belief in me have been a constant source of strength and motivation throughout my educational journey.
12. Last but not least, I would like to express my gratitude to myself for staying committed, persevering through every challenge, and never giving up throughout this journey. I am thankful for the strength, resilience, and determination that have brought me to this point.

The author would like to express sincere apologies to all parties mentioned above for any shortcomings or inaccuracies that may be found in this Apprenticeship Report. The author realizes that this report is not yet perfect and still has certain limitations. Nevertheless, every effort has been made to prepare and complete this report to the best of the author's ability. It is sincerely hoped that this Apprenticeship Report will provide valuable information, broaden readers' knowledge, and serve as a useful reference for students, researchers, and other interested parties in the future.

Bengkalis, 31st May, 2026

Author



MELDA IRWAN PRATAMA

5404221486

TABLE OF CONTENTS

COVER	i
APPROVAL SHEET	ii
ACKNOWLEDGMENTS	iii
TABLE OF CONTENTS	vi
LIST OF FIGURES	viii
LIST OF TABLES	ix
LIST OF APPENDICES	x
CHAPTER I INTRODUCTION.....	1
1.1 Background of the Apprenticeship.....	1
1.2 Purposes of the Apprenticeship	3
1.2.1 Purposes of Apprenticeship.....	3
1.2.2 Benefits of Apprenticeship.....	3
1.3 Significances of the Apprenticeship	4
CHAPTER II GENERAL DESCRIPTION OF THE COMPANY	6
2.1 Company Profile	6
2.2 Vision and Mission	9
2.1.1 Vision of the Bengkalis Customs and Excise Office.....	9
2.1.2 Mission of the Bengkalis Customs and Excise Office	9
2.3 Kind of Business	9
2.4 Organization Structure	11
2.5 The Working Process	13
2.6 Documents Used for Activity	14
CHAPTER III SCOPE OF THE APPRENTICESHIP	17
3.1 Job Description	17
3.2 System and Procedure	18
3.2.1 The Working System	18

3.2.2 The Working Procedure	19
3.3 Place and Time of the Apprenticeship	25
3.3.1 Place of the Apprenticeship	25
3.3.2 Time of the Apprenticeship.....	26
3.4 Kind and Description of the Activity	26
3.5 Obstacles and Solutions of the Apprenticeship	51
3.5.1 Obstacles of Apprenticeship	51
3.5.2 Solutions of Apprenticeship.....	52
 CHAPTER IV CONCLUSIONS AND SUGGESSTIONS	53
4.1 Conclusions	53
4.2 Suggestions.....	54
 REFERENCES	56
APPENDICES.....	57

LIST OF FIGURES

Figure 2.1 Bengkalis Customs and Excise Logo.....	7
Figure 2.2 Organizational Structure of Bengkalis Customs and Excise	11
Figure 2.3 Enforcement Action Notice	15
Figure 2.4 Documentation for Customs Service Application.....	16
Figure 2.5 Archival Records Management Documents	16
Figure 3.1 Flowchart of System for Managing PPNNPN Attendance Data	20
Figure 3.2 Documentation of Recording PPNNPN Attendance	20
Figure 3.3 Flowchart of System for Uploading Assignment Letters	21
Figure 3.4 Documentation of the Process Uploading Assignment Letters.....	21
Figure 3.5 Flowchart of System for Verifying and Managing Documents	22
Figure 3.6 Documentation of Verifying and Managing Document	23
Figure 3.7 Flowchart of System for International Passenger Ports	23
Figure 3.8 Documentation of the Process of International Service	25
Figure 3.9 KPPBC Type Madya Customs C Bengkalis Office.....	25

LIST OF TABLES

Table 3.1 Time of Apprenticeship	26
Table 3.2 Daily Activities from February 02 nd to February 08 rd , 2026.....	26
Table 3.3 Daily Activities from February 09 th to February 13 th , 2026	28
Table 3.4 Daily Activities from February 16 th to February 21 st , 2026	30
Table 3.5 Daily Activities from February 23 rd to February 27 th , 2026.....	31
Table 3.6 Daily Activities from March 02 nd to March 06 th , 2026.....	33
Table 3.7 Daily Activities from March 09 th to March 13 th , 2026.....	34
Table 3.8 Daily Activities from March 16 th to March 20 st , 2026.....	36
Table 3.9 Daily activities from March 23 rd to March 31 st , 2026.....	37
Table 3.10 Daily Activities from April 01 th to April 03 rd , 2026	38
Table 3.11 Daily Activities from April 06 th to April 10 th , 2026	39
Table 3.12 Daily Activities from April 13 th to April 19 th , 2026	40
Table 3.13 Daily Activities from April 20 th to April 24 th , 2026	42
Table 3.14 Daily Activities from April 27 th to April 30 th , 2026	44
Table 3.15 Daily Activities from May 01 st to May 02 th , 2026	45
Table 3.16 Daily Activities from May 04 th to May 08 th , 2026	46
Table 3.17 Daily Activities from May 11 th to May 15 th , 2026	47
Table 3.18 Daily Activities from May 18 th to May 22 nd , 2026	48
Table 3.19 Daily Activities from May 25 th to May 29 th , 2026	50

LIST OF APPENDICES

Appendix 1 Apprenticeship Application Letter	57
Appendix 2 Apprenticeship Application Response Letter	58
Appendix 3 List of Attendance.....	59
Appendix 4 Activities of the Apprenticeship	63
Appendix 5 Asseesement Sheet of Apprenticeship	94
Appendix 6 Letter of Apprenticeship Completion	95
Appendix 7 Apprenticeship Certificate.....	96
Appendix 8 Photo with Bengkalis Customs Officers	97
Appendix 9 Awarding a Plaque Appreciation.....	98
Appendix 10 Documentation of Research Asignment Presentation	99
Appendix 11 Consultation Sheet Apprenticeship	100