

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Bengkalis State Polytechnic is one of Indonesia's vocational higher education institutions committed to producing competent and professional graduates who are well prepared to compete in the workforce. As a vocational institution, Bengkalis State Polytechnic implements a learning system that integrates theoretical knowledge with practical experience, enabling students not only to understand academic concepts but also to develop the technical skills required by businesses, industries, and government institutions. Through this educational approach, students are expected to enhance their academic abilities, practical competencies, and professional attitudes as essential preparation for their future careers (Politeknik Negeri Bengkalis, 2025).

One of the academic departments at Bengkalis State Polytechnic is the Department of Business Administration. This department is dedicated to developing students' competencies in the fields of administration, management, business, entrepreneurship, and public services. In addition to acquiring theoretical knowledge, students are equipped with practical skills in office administration, data management, document preparation, professional communication, and effective teamwork. These competencies are designed to prepare graduates to meet the evolving demands of today's professional environment (Politeknik Negeri Bengkalis, 2025).

Under the Department of Business Administration, the International Business Administration Study Program is established to produce graduates with expertise in business administration from a global perspective. The curriculum covers a wide range of subjects, including office administration, international business, management, customs procedures, export and import, business communication, and the application of information technology in administrative activities. Through this comprehensive curriculum, students are expected to

develop critical thinking skills, adapt to the dynamics of the global business environment, and contribute effectively to both public and private sector organizations (Politeknik Negeri Bengkalis, 2025).

As an integral part of vocational education, students enrolled in the International Business Administration Study Program are required to undertake an apprenticeship program. This program provides students with the opportunity to gain direct work experience in accordance with their field of study. Apprenticeship serves as a bridge between academic learning and professional practice, allowing students to apply the knowledge acquired during their studies in real workplace situations. In addition, the program helps students improve their technical competencies, communication skills, discipline, sense of responsibility, and adaptability within a professional working environment (Politeknik Negeri Bengkalis, 2025).

To fulfill this academic requirement, the author carried out the apprenticeship program at the Bengkalis Customs and Excise Supervision and Service Office, Intermediate Customs Type C. This government institution operates under the Directorate General of Customs and Excise and is responsible for providing customs and excise services while ensuring compliance with customs and excise regulations in accordance with applicable laws and regulations (Kementerian Keuangan Republik Indonesia, 2020; Direktorat Jenderal Bea dan Cukai, 2025). During the apprenticeship, the author was involved in various administrative activities, including document management, records filing, document digitization, data entry, and assisting with administrative tasks across several work divisions. These activities provided valuable practical experience and enhanced the author's understanding of the implementation of business administration within a government institution while strengthening professional and technical competencies.

As one of the government agencies responsible for facilitating international trade, protecting the community, and securing state revenue through customs and excise duties, the Bengkalis Customs and Excise Supervision and Service Office plays an important role in supporting national economic development and public

service. The Directorate General of Customs and Excise performs functions related to customs and excise services, supervision, law enforcement, and the collection of state revenue in accordance with applicable regulations (Direktorat Jenderal Bea dan Cukai, 2025). The implementation of administrative systems within the institution is therefore essential to ensure that customs and excise services are carried out efficiently, transparently, and in accordance with established regulations (Kementerian Keuangan Republik Indonesia, 2024). Through direct involvement in the office's administrative processes, the author was able to observe how effective administrative practices contribute to the achievement of the institution's objectives and the delivery of quality public services.

The apprenticeship program was conducted over a period of four months, from February 2, 2026, to May 31, 2026, in accordance with the academic regulations of Bengkalis State Polytechnic (Politeknik Negeri Bengkalis, 2025). Throughout this period, the author gained valuable hands on experience, developed a deeper understanding of administrative systems and public service procedures at the Bengkalis Customs and Excise Supervision and Service Office, and applied the knowledge acquired during academic studies in a professional setting. Therefore, this apprenticeship report has been prepared as a form of academic accountability and as documentation of the activities, experiences, and competencies gained throughout the apprenticeship program. It also aims to provide an overview of the role and implementation of business administration in supporting the operational effectiveness of the Bengkalis Customs and Excise Supervision and Service Office, as well as to reflect the practical knowledge and professional skills acquired during the apprenticeship.

1.2 Purpose and Benefit of the Apprenticeship

The apprenticeship program is designed to provide students with the opportunity to apply the knowledge acquired during their academic studies in a real world work environment. It aims to broaden students' understanding of industry practices, strengthen their professional competencies, and bridge the gap between academic learning and workplace requirements.

1.2.1 Purpose of the Apprenticeship

The apprenticeship aims to provide students with practical experience by applying the knowledge and skills acquired during their studies in a professional work environment. The purposes of the apprenticeship are as follows:

1. To understand the job descriptions of each work unit at the Bengkalis Type Madya Custom and Excise Supervision and Service Office (KPPBC)
2. To understand the work systems and procedures implemented at the Bengkalis Customs and Excise Office during the apprenticeship program
3. To understand the apprenticeship location and implementation schedule
4. To understand the use of systems and applications that support customs and excise activities.
5. To identify the obstacles faced and the solutions applied during the apprenticeship.

1.2.2 Benefits of the Apprenticeship

The apprenticeship program provides students with the opportunity to expand their knowledge, enhance their skills, and prepare themselves for the professional work environment. The benefits gained from participating in the apprenticeship program are as follows:

1. To enhance knowledge and practical skills through direct involvement in customs and excise administration, service, and supervision activities.
2. To develop professionalism, discipline, responsibility, and the ability to adapt to the work culture within the Directorate General of Customs and Excise.
3. To strengthen communication, teamwork, critical thinking, and problem-solving skills through the completion of assigned tasks and interaction with employees and stakeholders.
4. To improve career readiness by gaining hands on experience, broadening understanding of the operational system of government institutions, and developing the competencies required in the field of customs and excise.

1.3 Significances of the Apprenticeship

The apprenticeship is an academic activity that provides students with the opportunity to apply the knowledge and skills acquired during their studies directly in a real working environment. The implementation of the apprenticeship has significance for several parties, namely students, the host institution, and Bengkalis State Polytechnic.

1.3.1 For students

The apprenticeship provides direct experience in customs administration and international trade activities, including exposure to confiscated or seized goods, which are not limited only to export and import activities. This broadens students' understanding of the scope of customs supervision. In addition, students are able to enhance their knowledge and skills in International Business Administration through real work experience, as well as develop professional competencies, communication skills, teamwork, and problem solving abilities in a professional environment.

1.3.2 For Bengkalis State Polytechnic

The apprenticeship strengthens cooperation with the Customs and Excise Office in the field of education and training. In addition, the institution obtains valuable feedback from industry regarding curriculum relevance to workplace needs and improves the quality of education by integrating academic learning with practical field experience.

1.3.3 For the Company (KPPBC)

The apprenticeship supports administrative and operational activities, as students actively assist in both office based tasks and field operations, including supervision activities at Bandar Sri Setia Raja Port. Furthermore, the program strengthens cooperation with Bengkalis State Polytechnic in developing competent human resources and helps prepare students to be more ready for the workforce.