

CHAPTER I

INTRODUCTION

1.1 Background of Apprenticeship

State Polytechnic of Bengkalis is a public vocational higher education institution located in Bengkalis Regency Riau Province, Indonesia. Its history began in 2000 with the establishment of Bengkalis Shipbuilding Polytechnic by the Bengkalis Regency Government through the Gema Bahari Foundation. Initially, the institution focused on maritime education by offering several study programs designed to meet the needs of the maritime industry. As the demand for vocational education increased, the institution expanded its academic programs, student enrollment, and educational facilities and infrastructure. As part of its development, the institution was renamed polytechnic negeri bengkalis and officially became a state higher education institution on July 29, 2011 based on the Minister of National Education Regulation Number 28 of 2011. Since then, polytechnic negeri bengkalis has continuously enhanced the quality of its education by implementing a competency based curriculum, improving the quality of its human resources, providing adequate learning facilities, and establishing collaborations with various government institutions and private companies. These efforts are intended to produce competent graduates who meet the needs of industry and the business sector (Mauli, 2012).

As a vocational higher education Polytechnic Negeri Bengkalis applies a learning system that emphasizes a balance between theory and practice. Students are not only provided with theoretical knowledge in the classroom but are also given opportunities to apply what they have learned through practical activities. This approach aims to ensure that graduates have relevant experience and skills in their field so they can adapt quickly when entering the workforce. One of the implementations of vocational education at Polytechnic Negeri Bengkalis is the Field Work Practice. This program is a compulsory academic activity for students

as a means of gaining direct work experience in industry or related institutions. Through this program, students can understand how the theories learned in lectures are applied in real work environments. In addition, this activity also helps students become familiar with workplace culture, improve communication skills, discipline and teamwork abilities.

The field work practice plays an important role in developing students competencies. by being directly involved in the workplace, students can observe operational activities, understand work systems applied in companies, and gain experience in solving problems encountered in the field. this experience becomes valuable preparation for facing the increasingly competitive world of work. in order to fulfill academic requirements and improve competence and work experience, the writer carried out field work practice at pt dipo internasional pahala otomotif pekanbaru a company engaged in the sales, maintenance, and spare parts supply of mitsubishi vehicles. during the internship, the writer was placed in the customer service department where the main responsibilities included providing services to customers, assisting in handling customer needs and complaints, and supporting the administrative processes related to customer service activities.

This placement provided the writer with valuable experience in understanding how a company delivers good customer service, maintains effective communication, and develops patience, accuracy, and responsibility in handling various situations in the workplace.

Through this field work practice at pt dipo internasional pahala otomotif pekanbaru, the writer is expected to gain real work experience, improve the skills learned during college, and understand the application of theory in the workplace. furthermore, this activity also helps develop a professional attitude, responsibility, and work ethics, which will be important preparation for entering the workforce after completing studies at polytechnic negeri bengkalis.

1.2 Purpose and Benefit of the Apprenticeship

The internship program aims to provide students with direct work experience and a better understanding of the professional working environment. Through this program, students have the opportunity to apply the knowledge and skills they have learned during their studies to real workplace situations. In addition, the internship helps students improve their communication, teamwork, discipline, and sense of responsibility while performing their assigned tasks.

By participating in the internship, students are expected to gain practical experience that supports both their academic learning and personal development. The program also helps students become more confident, adaptable, and prepared to face the challenges of the workplace. Therefore, the main objectives of the internship program are as follows:

1.2.1 Purpose of the Apprenticeship

The apprenticeship program is conducted to achieve several objectives that support students academic and professional development. The main objectives of the apprenticeship are presented as follows:

1. To learn about the job description and activities at PT. Dipo Pahala Internasional Otomotif Pekanbaru
2. To learn about the systems and procedures at PT. Dipo Pahala Internasional Otomotif Pekanbaru
3. To understand the location and time of the internship at PT. Dipo Pahala Internasional Otomotif Pekanbaru
4. To gain an understanding of the types and descriptions of activities at PT. Dipo Pahala Otomotif Internasional Pekanbaru
5. To evaluate the obstacles encountered during the apprenticeship at PT. Dipo Pahala Internasional Otomotif Pekanbaru

1.2.2 Benefit Apprenticeship

The apprenticeship program provides students with an opportunity to gain practical experience by applying the knowledge learned during their studies in a real working environment. through this program, students can improve their

technical skills, communication abilities, and teamwork while adapting to daily workplace activities. In addition, the internship allows students to understand professional ethics, work responsibilities, and the organizational system within a company. Therefore, the expected benefits of the apprenticeship program are as follows:

1. To provide students with the opportunity to apply the knowledge and theories learned during lectures to real work activities in the company.
2. To help students understand the differences and relationships between the knowledge gained in college and its application in the workplace.
3. To train students to become more responsible, disciplined, and professional in carrying out tasks and following workplace regulations.
4. To provide students with valuable work experience that can be used as preparation before entering the workforce after graduation.
5. To give students the opportunity to learn about and use various tools, equipment, and technologies that are commonly used in the workplace.

1.3 Significances of the Apprenticeship

Internships provide many benefits for various parties, including students, companies, and Polytechnic Negeri Bengkalis. Through internship activities, students can gain work experience and acquire valuable knowledge. Therefore, it is expected that this internship program will provide positive benefits for all parties involved, as follows:

1. For Students.

The internship program provides students with the opportunity to apply the theories and knowledge gained during their studies in a real work environment, gain practical experience related to their field of study, improve their ability to build professional relationships and broaden their understanding of the working world, develop their skills in identifying, analyzing, and solving workplace problems, as well as enhance their professionalism, discipline, sense of responsibility, and adaptability to the company culture and work environment.

2. For Company

The purpose of this internship program is to strengthen the cooperation between Polytechnic Negeri Bengkalis and PT. Dipo Internasional Pahala Otomotif Pekanbaru. Through this program, a sustainable partnership between the educational institution and the industry is expected to support the development of qualified and work ready human resources. In addition, the presence of internship students is expected to contribute positively to the company through their participation in various operational activities, helping to improve work effectiveness and productivity. This program also provides students with practical experience in a professional work environment related to their field of study. Furthermore, the involvement of students is expected to enhance the company's positive image as an organization that supports education and the development of young talent.

3. For Polytechnic Negeri Bengkalis

The purpose of this internship program is to strengthen the relationship and constructive cooperation between Polytechnic Negeri Bengkalis and PT. Dipo Internasional Pahala Otomotif Pekanbaru as a place for practical work and professional learning. In addition, this program serves as a means of connecting academic knowledge with practical experience in the workplace, while supporting the improvement of vocational education quality in order to produce competent graduates who are prepared to meet the demands of the automotive industry and the world of work.