

APPRENTICESHIP REPORT

**PT. PELABUHAN INDONESIA (PERSERO) REGIONAL I
DUMAI BRANCH**

**MAIZATUL AKMA
5404221506**



**APPLIED BACHELOR DEGREE OF INTERNATIONAL
BUSINESS ADMINISTRATION STUDY PROGRAM
BUSINESS ADMINISTRATION DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS
2026**

APPROVAL SHEET

APPRENTICESHIP REPORT

PT. PELABUHAN INDONESIA (PERSERO) REGIONAL I DUMAI BRANCH

Written as one of the conditions for completing Apprenticeship

Maizatul Akma
5404221506

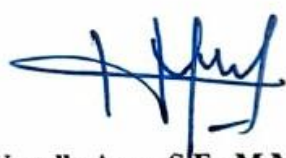
Dumai, May 22th, 2026

On behalf of the Executive General Manager
General Affairs Manager
PT Pelindo (persero) Regional 1 Dumai



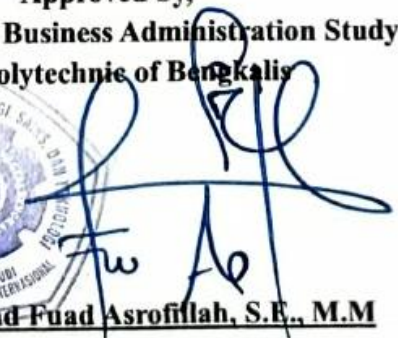
M. Nirwan, S.T., M.M
NIPP. 100993

Advisor
International Business
Administration Study Program



Yunelly Asra, S.E., M.M., CPISC
NIP:197507012012122001

Approved by,
Head of International Business Administration Study Program
State Polytechnic of Bengkalis



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

AKNOWLEDGMENT

Praise and gratitude are addressed to Allah SWT for His mercy, blessings, and guidance so that the writer can complete the apprenticeship activities and finish this apprenticeship report properly. Shalawat and salam are also delivered to Prophet Muhammad SAW who has brought mankind from darkness into the bright path as we feel today.

This apprenticeship report is prepared as one of the requirements to complete the Apprenticeship Program in the International Business Administration Study Program, Business Administration Department, State Polytechnic of Bengkalis. During the apprenticeship process and the preparation of this report, the writer received a lot of support, guidance, assistance, and motivation from many parties. Therefore, on this occasion, the writer would like to express sincere gratitude to:

1. Ir. Johny Custer, S.T., M.T as the Director of the Bengkalis State of Polytechnic.
2. Ir. Romadhoni, S.T., M.T as Deputy Director 1 of 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. Yunelly Asra, S.E., M.M., CPISC as the Supervisor in the preparation of the Apprenticeship of the International Business Administration Study Program.
7. Ms. Yanisha Dwi Astari, S.S., M.Hum as Academic Advisor of the International Business Administration.

8. Mr. Jonatan Ginting, S.E., M.H as the Executive General Manager of PT Pelabuhan Indonesia (Persero) Regional 1 Dumai Branch.
9. Muhammad Nirwan, S.T., M.M as the General Manager of the General Affairs Department at PT Pelabuhan Indonesia (Persero) Regional 1 Dumai Branch.
10. Antoni Nofril Edisa, S.T as the Junior Manager of the General Affairs Department at PT Pelabuhan Indonesia (Persero) Regional 1 Dumai Branch.
11. Mr. Wawan Kurniawan, as the Field Supervisor of PT Pelabuhan Indonesia (Persero) Regional 1 Dumai Branch.
12. All employees and staff of PT Pelabuhan Indonesia (Persero) Regional 1 Dumai Branch.
13. All fellow internship students who completed their internship at PT Pelabuhan Indonesia (Persero) Regional 1 Dumai Branch.

The author realizes that this apprenticeship report still has several limitations in terms of both its presentation and content. Therefore, the author sincerely welcomes constructive comments and suggestions from readers for future improvement. The author also hopes that this report will be beneficial and provide valuable insights to its readers, particularly students of the International Business Administration Study Program, while serving as a reference for the implementation of internship activities at PT Pelabuhan Indonesia (Persero) Regional 1 Dumai Branch.

Dumai, 22 Mei 2026

Author



Maizatul Akma
5404221506

TABLE OF CONTENT

TABLE OF CONTENTS.....	iv
LIST OF FIGURES	vi
LIST OF TABLES	vii
LIST OF APPENDICES.....	viii
CHAPTER I INTRODUCTION.....	1
1.1 Background of the Apprenticeship	1
1.2 Purpose and Benefits of the Apprenticeship	3
1.3 Significances of the Apprenticeship	4
CHAPTER II GENERAL DESCRIPTION OF THE COMPANY.....	7
2.1 Company Profile.....	7
2.2 Vision and Mission	12
2.3 Kind of Business.....	12
2.4 Organization Structure	16
2.5 The Working Process	18
2.6 Document Used for Activity.....	19
CHAPTER III SCOPE OF THE APPRENTICESHIP	22
3.1 Job Description	22
3.2 System and Procedure.....	23
3.3 Time and Place of the Apprenticeship	27
3.4 Kind and Description of the Apprenticeship	28
3.5 Obstacles and Solutions of the Apprenticeship	51
CHAPTER IV CONCLUSION AND SUGGESTIONS	54
4.1 Conclusions	54
4.2 Suggestions.....	56
REFERENCES	58
APPENDICES	59

LIST OF FIGURE

Figure 2. 1 Logo of Pelindo	11
Figure 2. 2 Marine Services	13
Figure 2. 3 Cargo Handling Services.....	13
Figure 2. 4 Container Terminal Services	14
Figure 2. 5 Non-Container Terminal Services	14
Figure 2. 6 Logistics and Supply Chain Services.....	15
Figure 2. 7 Warehousing and Storage Services.....	15
Figure 2. 8 Industrial Area and Hinterland Development.....	16
Figure 2. 9 Organizational structure of PT Pelabuhan Indonesia (Persero)	16

LIST OF TABLE

Table 3. 1 Table of Practical work schedule	28
Table 3. 2 Daily activities from February 2 to February 6, 2026	28
Table 3. 3 Daily activities from February 9 to February 13, 2026	30
Table 3. 4 Daily activities from February 16 to February 20, 2026	31
Table 3. 5 Daily activities from February 23 to February 27, 2026	32
Table 3. 6 Daily activities from March 2 to March 6, 2026.....	33
Table 3. 7 Daily activities from March 9 to March 13, 2026.....	35
Table 3. 8 Daily activities from March 16 to March 20, 2026.....	36
Table 3. 9 Daily activities from March 23 to March 27, 2026.....	37
Table 3. 10 Daily activities from March 30 to April 3, 2026.....	38
Table 3. 11 Daily activities from April 6 to April 10, 2026	39
Table 3. 12 Daily activities from April 13 to April 17, 2026	41
Table 3. 13 Daily activities from April 20 to April 24, 2026	42
Table 3. 14 Daily activities from April 27 to May 1, 2026.....	44
Table 3. 15 Daily activities from May 4 to May 8, 2026.....	45
Table 3. 16 Daily activities from May 11 to May 15, 2026.....	47
Table 3. 17 Daily activities from May 18 to May 22, 2026.....	48
Table 3. 18 Daily activities from May 25 to May 29, 2026.....	50

LIST OF APPENDICES

Appendixes 1 : Apprenticeship Letter	59
Appendixes 2 : Apprenticeship Reply Later	60
Appendixes 3 : Certificate Apprenticeship	61
Appendixes 4 : Apprenticeship Assessment Sheet	62
Appendixes 5 : Apprenticeship Statement Letter	63
Appendixes 6 : Apprenticeship Attendance	64
Appendixes 7 : Daily Activity	65