

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Practical Work is one of the compulsory academic activities undertaken by students of the International Business Administration Study Program, Department of Business Administration, Politeknik Negeri Bengkalis, as a means of applying the knowledge and skills acquired throughout their academic studies to a real professional working environment. This program provides students with the opportunity to gain practical experience, understand professional workplace conditions, become familiar with organizational work systems, and enhance the competencies required in both the industrial and public sectors. Through Practical Work, students are expected not only to master theoretical concepts but also to apply their knowledge effectively in carrying out tasks relevant to their field of study.

The rapid development of the business and industrial sectors, particularly in transportation, logistics, and port services, has significantly contributed to supporting both national and international economic activities. Companies are increasingly expected to deliver effective and efficient services supported by competent and professional human resources. Therefore, students, as future professionals, are required to develop not only strong academic competence but also practical skills, communication abilities, teamwork, discipline, responsibility, and the adaptability needed to perform effectively in a dynamic workplace environment.

Practical Work serves as one of the higher education institution's initiatives to prepare students for their future careers by providing valuable workplace experience prior to entering the professional workforce. Through this program, students are able to observe and participate directly in administrative processes, organizational operational systems, workplace culture, and professional relationships among employees within the company. This experience enables

students to bridge the gap between theoretical knowledge acquired in the classroom and its practical application in the workplace, while also developing the professional competencies required in today's competitive business environment.

PT Pelabuhan Indonesia (Persero) Regional 1 Dumai Branch is one of Indonesia's State-Owned Enterprises (SOEs) operating in the port services, transportation, and logistics sectors. As a company that plays a significant role in supporting the smooth flow of goods, logistics distribution, and shipping services, PT Pelabuhan Indonesia (Persero) Regional 1 Dumai Branch continuously strives to improve the quality of its services and the effectiveness of its operational performance. The port serves not only as a facility for cargo handling and passenger services but also as a vital contributor to regional and national economic growth.

During the Practical Work program at PT Pelabuhan Indonesia (Persero) Regional 1 Dumai Branch, the author was given the opportunity to participate directly in various administrative and office operational activities. These activities included compiling employee overtime records, organizing and managing administrative documents, assisting the receptionist in receiving visitors and handling incoming correspondence, monitoring public relations news from the media and the press, and supporting other administrative tasks as required. These responsibilities provided the author with valuable experience in understanding the company's operational system, administrative procedures, and the importance of accuracy, responsibility, and professionalism in completing assigned tasks.

Through this Practical Work program, the author gained valuable experience and knowledge that extended beyond theoretical learning to practical application. The program enabled the author to understand workplace processes within a professional organization, become familiar with professional ethics and organizational culture, and enhance communication and teamwork skills. These experiences are expected to serve as valuable preparation for entering the professional workforce upon completing higher education.

1.2 Purpose and Benefits of the Apprenticeship

1.2.1 Purpose of Apprenticeship

From the implementation of the apprenticeship program, several objectives are expected to be achieved. The purposes of the apprenticeship are as follows:

1. To identify and understand the job descriptions assigned during the apprenticeship program in the General Affairs Department at PT Pelabuhan Indonesia (Persero) Regional 1 Dumai Branch.
2. To understand the systems and procedures applied in carrying out administrative and operational activities, including the utilization of office applications and digital administrative systems at PT Pelabuhan Indonesia (Persero) Regional 1 Dumai Branch.
3. To identify the time and place of the apprenticeship implementation at PT Pelabuhan Indonesia (Persero) Regional 1 Dumai Branch as an overview of the apprenticeship activities.
4. To analyze and describe the types of activities performed during the apprenticeship program, as well as the knowledge and practical skills acquired through administrative and operational tasks in the General Affairs Department.
5. To identify the obstacles encountered during the apprenticeship program and to explain the solutions implemented in overcoming those obstacles to support the effectiveness of the apprenticeship activities.

1.2.2 Benefit of Apprenticeship

The benefits of the apprenticeship are as follows:

1. Benefits for Students
 - a. Students gain practical work experience in the company environment.
 - b. Students can improve their administrative and communication skills.
 - c. Students gain better understanding regarding the real working world.
 - d. Students can develop discipline, responsibility, and professionalism at work.

2. Benefits for the Company
 - a. The company receives assistance in completing administrative and operational activities.
 - b. The company can establish good cooperation with educational institutions.
 - c. The company can contribute to improving students' competencies and work experience.
3. Benefits for the State Polytechnic of Bengkalis
 - a. To strengthen cooperation between the campus and the company.
 - b. To improve the quality of education by adjusting it to industrial needs.
 - c. To produce graduates who are ready to compete in the professional working world.

1.3 Significances of the Apprenticeship

The apprenticeship program has significant value for students, companies, and educational institutions as it serves as a bridge between academic learning and professional practice. It is designed not only to fulfill an academic requirement but also to prepare students for the challenges of the working world by providing opportunities to gain practical experience in a real organizational environment. Through this program, students are expected to integrate theoretical knowledge acquired during their studies with practical skills, enabling them to develop competencies that are relevant to current industry demands.

For students, the apprenticeship program provides valuable opportunities to gain first-hand experience in a professional workplace. During the apprenticeship period, students are able to observe and participate in daily operational and administrative activities, allowing them to understand how organizational systems, work procedures, and professional standards are implemented in practice. This experience enables students to apply concepts

learned in the classroom to real business situations while also improving their technical and interpersonal skills.

Furthermore, the apprenticeship program contributes to the development of students' professional competencies beyond academic knowledge. Students learn to communicate effectively with supervisors, colleagues, and external stakeholders, adapt to organizational culture, work collaboratively in teams, manage time efficiently, and complete assigned responsibilities according to company standards and deadlines. They also develop greater discipline, accuracy, responsibility, problem-solving abilities, and critical thinking skills, all of which are essential qualities required in today's competitive business environment. These experiences help students become more confident and better prepared to transition from academic life to professional employment after graduation.

For the company, the apprenticeship program provides mutual benefits by involving students in supporting various operational and administrative activities. Apprentices can assist employees in completing routine administrative tasks, organizing and managing company documents, preparing reports, conducting data recapitulation, supporting correspondence processes, and carrying out other office-related responsibilities. Their involvement contributes to improving work efficiency while providing additional support for daily office operations. Moreover, companies have the opportunity to introduce students to their organizational culture, operational systems, and professional standards, thereby contributing to the development of future human resources who possess knowledge and experience relevant to the industry.

In addition, the apprenticeship program creates a mutually beneficial relationship between the company and educational institutions. Companies can provide constructive feedback regarding the competencies expected by industry, enabling educational institutions to continuously improve their curriculum and learning approaches. Such collaboration helps ensure that graduates possess not only academic excellence but also practical skills and professional attitudes that meet labor market expectations.

For educational institutions, particularly the International Business Administration Study Program of the State Polytechnic of Bengkalis, the apprenticeship program represents an important strategy for improving the quality of higher education. It serves as an effective medium for evaluating whether the curriculum, teaching methods, and learning outcomes are aligned with the needs of business and industry. Through direct exposure to workplace practices, students are able to validate and strengthen the competencies acquired during their academic studies while providing valuable feedback that can be used for future curriculum development.

Furthermore, the implementation of apprenticeship programs strengthens the partnership between higher education institutions and industry. Strong collaboration with companies facilitates knowledge exchange, enhances opportunities for future cooperation in research and community service, and expands internship and employment opportunities for subsequent students. This collaboration also supports the implementation of industry-oriented education by ensuring that learning remains responsive to technological advancements, business developments, and changing workforce requirements.

Overall, the apprenticeship program provides comprehensive benefits for all parties involved. It equips students with practical experience and professional competencies, supports companies in carrying out operational activities while contributing to human resource development, and enables educational institutions to continuously improve the relevance and quality of education. Therefore, the apprenticeship program plays an essential role in producing competent, adaptive, and highly competitive graduates who are well prepared to meet the challenges of the global professional working environment.