

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Bengkalis State Polytechnic is a public higher education institution located on Bathin Alam Street, Sungai Alam Village, Bengkalis District, Bengkalis Regency, Riau Province, Indonesia. The institution was initially established in early 2000 by the Bengkalis Regency Government through the Gema Bahari Foundation under the name Bengkalis State Polytechnic. At its inception, it offered three study programs: Ship Electrical Engineering, Shipbuilding Engineering, and Ship Mechanical Engineering. As the institution continued to grow, its name was changed to Bengkalis State Polytechnic under the management of the Bangun Insani Foundation (YBI). During this period, two additional study programs, namely Civil Engineering and Business Administration, were introduced. In July 2001, the institution officially welcomed its first cohort of students. To accommodate the increasing interest of prospective students, two more study programs Business English and Informatics Engineering were established in 2006.

In 2008, Politeknik Bengkalis initiated the process of becoming a state higher education institution by submitting a proposal through the Bangun Insani Foundation, the Bengkalis Regency Government, and the Regional House of Representatives. The proposal was then forwarded to the Ministry of National Education through the Directorate General of Higher Education in 2009. On February 9, 2011, representatives from Politeknik Bengkalis, the Bangun Insani Foundation, and the Bengkalis Regency Government presented the institutional feasibility assessment before the Minister of Administrative and Bureaucratic Reform. Their efforts were successful, and on July 29, 2011, the institution officially became a state polytechnic under the name Bengkalis State Polytechnic based on the Regulation of the Minister of National Education No. 28 of 2011. The official inauguration was conducted by the Minister of Education and Culture of the Republic of Indonesia on December 26, 2011.

Since obtaining state university status, Politeknik Negeri Bengkalis has experienced significant academic development. Currently, it consists of eight departments: Shipbuilding Engineering, Mechanical Engineering, Electrical Engineering, Civil Engineering, Commercial Administration, Informatics Engineering, Language, and Maritime. These departments offer a total of 21 study programs, including three Diploma-II programs, eight Diploma-III programs, and ten Diploma-IV (Applied Bachelor's) programs. In addition, the institution also provides a Fast Track Diploma-II program to expand educational opportunities for the wider community.

Practical work is one of the essential components of higher education because it enables students to gain practical experience in a professional working environment that matches their academic discipline. This program allows students to implement the theoretical knowledge acquired during their studies while developing practical skills and professional competence. Practical work is generally undertaken during the eighth semester after students have successfully completed all prerequisite courses. Through this experience, students are expected to improve their knowledge, strengthen their skills, and prepare themselves for future careers. In the International Business Administration Study Program, the practical work course is conducted during the eighth semester and lasts for approximately four months. Students are given the opportunity to select a company or institution that aligns with their interests and career goals. The practical work coordinator also provides recommendations to ensure that the selected workplace supports students' academic development. After careful consideration, the author decided to undertake the practical work at PT Bank Syariah Indonesia, Duri Hang Tuah I Branch Office, to gain practical experience in the Islamic banking industry.

PT Bank Syariah Indonesia Tbk was officially established on February 1, 2021 (19 Jumadil Akhir 1442 AH) through the merger of three state-owned Islamic banks: BRI Syariah, BNI Syariah, and Mandiri Syariah. The company's head office is located at Jalan Jenderal Gatot Subroto No. 27, Semanggi, Setiabudi District, South Jakarta. The merger was intended to establish a stronger Islamic banking

institution capable of supporting Indonesia's economic development while improving public welfare through Sharia-compliant financial services.

PT Bank Syariah Indonesia operates an extensive network of branches across Indonesia and is supported by thousands of qualified employees dedicated to delivering high quality financial services. The author completed the practical work at the Duri Hang Tuah I Sub-Branch Office, located on Jalan Hang Tuah No. 35, Bengkalis Regency, Riau Province. This practical work provided valuable opportunities to observe and participate in the daily operations of Islamic banking while gaining professional experience in a real workplace environment.

1.2 Purposes of the Apprenticeship

The apprenticeship or Practical Work (*Kerja Praktik/KP*) is a compulsory academic program for students of Bengkalis State Polytechnic. It is designed to provide students with practical experience in a professional work environment while supporting the completion of their academic requirements. The objectives of the apprenticeship are as follows:

1. To understand the duties and responsibilities of each position at PT Bank Syariah Indonesia, Duri Hang Tuah I Sub-Branch Office.
2. To learn about the operational systems and work procedures applied by PT Bank Syariah Indonesia, Duri Hang Tuah I Sub-Branch Office.
3. To identify the location, implementation period, and overall arrangement of the apprenticeship program at the Duri Hang Tuah I Sub-Branch Office.
4. To gain knowledge of the daily work activities and assignments performed during the apprenticeship period.
5. To recognize the challenges encountered throughout the apprenticeship and understand the strategies used to address and resolve those challenges.

1.3 Significances of the Apprenticeship

The apprenticeship program provides valuable benefits for all parties involved, including students, the host company, and the university. Through this program, students gain practical experience, companies receive additional support

in their operations, and the institution strengthens its collaboration with industry partners. The significances of the apprenticeship are described as follows:

1.3.1 For Students

The apprenticeship enables students to put into practice the theories and knowledge acquired during their studies in a real working environment. It also helps them gain a deeper understanding of professional practices and workplace culture. By participating in daily business activities, students can develop their technical skills, improve their problem-solving abilities, and evaluate their competencies in accordance with industry standards. Furthermore, the program enhances students' communication and teamwork skills by allowing them to collaborate with colleagues from diverse educational and professional backgrounds.

1.3.2 For the Company

For the company, the apprenticeship program strengthens the partnership between Bengkalis State Polytechnic and PT Bank Syariah Indonesia. The involvement of apprenticeship students can also provide additional support in carrying out daily operational activities, thereby contributing to the company's productivity. Moreover, the program demonstrates the company's commitment to supporting education and human resource development, which helps enhance its positive reputation within the community.

1.3.3 For Bengkalis State Polytechnic

For Bengkalis State Polytechnic the apprenticeship program serves as an important platform for establishing and maintaining strong cooperation with industry partners such as PT Bank Syariah Indonesia. This collaboration creates opportunities for future academic partnerships and graduate recruitment. In addition, feedback obtained from industry helps the institution continuously improve its curriculum and vocational education system, ensuring that graduates possess the knowledge, skills, and competencies required by today's job market.