CHAPTER I
INTRODUCTION

1.1. Background of the Apprenticeship

Advances in science, technology, and globalization have brought about significant changes in the demand for human resources in the business and industrial sectors. Companies not only need graduates with academic abilities but also those who can apply their knowledge, possess both technical and non-technical skills, adapt to the work environment, and demonstrate strong ethics and professionalism. Therefore, higher education institutions are required to produce graduates with competencies aligned with the needs of the workforce through a learning process that integrates theory and practice. This is in line with Law No. 12 of 2012 on Higher Education, which states that higher education aims to develop students' potential so they become knowledgeable, competent, creative, innovative individuals capable of contributing to society, the nation, and the state. Furthermore, Ministry of Education and Culture Regulation No. 3 of 2020 on National Standards for Higher Education also emphasizes that the learning process must provide learning experiences that support the attainment of graduate competencies in line with advancements in science, technology, and the needs of the workforce.

One way to implement vocational education to produce job-ready graduates is through work-study programs or internships. An internship program is an academic activity that provides students with the opportunity to gain hands-on work experience in industry, the business sector, or government agencies, in line with their field of expertise. Through these activities, students can apply the theories they have learned during their studies to real-world work situations, understand a company's operational systems, improve their communication skills, teamwork, discipline, and sense of responsibility, and develop a professional attitude. In addition, internships also serve as a means for students to recognize the obstacles faced in the workplace, thereby enhancing their ability to analyze and solve problems in line with their field of study. The Bengkalis State Polytechnic

Internship Guidelines explain that an internship is a learning process that applies theory to the industrial world, thereby broadening students' perspectives, knowledge, skills, and readiness to enter the workforce.

Bengkalis State Polytechnic is a vocational higher education institution committed to producing graduates who are competent, professional, and capable of competing in the workforce. Upon its establishment, the institution was founded by the Bengkalis Regency Government through the Gema Bahari Foundation under the name Bengkalis Maritime Polytechnic. At that time, there were three programs of study: Marine Electrical Engineering, Shipbuilding Engineering, and Marine Mechanical Engineering. As the institution developed, its name was changed to Bengkalis Polytechnic under the auspices of the Bangun Insani Bengkalis Foundation, and the number of programs of study was expanded to five: Marine Engineering, Mechanical Engineering, Electrical Engineering, Civil Engineering, and Business Administration. In 2001, Bengkalis Polytechnic admitted its first class of students, and in 2006, it launched two new programs of study: Business English and Computer Science. Subsequently, pursuant to Regulation of the Minister of National Education No. 28 of 2011, on December 26, 2011, Bengkalis Polytechnic officially changed its status to Bengkalis State Polytechnic. Currently, Bengkalis State Polytechnic offers eight departments with various Diploma III and Applied Bachelor's degree programs designed to meet the demand for professional workers across various industrial sectors.

One of the degree programs offered is the Applied Bachelor's Degree (D-IV) in International Business Administration, which falls under the Department of Business Administration. This program aims to produce graduates who possess competencies in the fields of business administration, office administration, secretarial work, business communication, and the management of administrative activities supported by the use of information technology. To achieve these competencies, students not only receive classroom instruction but are also required to participate in an internship program as part of the vocational education curriculum. Through this activity, students are expected to be able to connect the

concepts learned during their studies with real-world work practices, thereby better preparing them to enter the workforce.

In accordance with the academic regulations in effect at the Bengkalis State Polytechnic, students who have met the academic requirements are required to complete an internship program at a company or institution relevant to their field of study. The internship program conducted by the author lasted for five months, from February 3, 2025, to June 30, 2025. During this period, students are expected to understand the company's business processes, enhance their competencies in their respective fields of expertise, develop a strong work ethic, and gain professional experience to prepare them for life after graduation.

In accordance with these provisions, the author completed an internship program at PT. Indah Kiat Pulp & Paper Tbk – Perawang Mill, one of the largest pulp and paper manufacturing companies in Indonesia. During the internship, the author was assigned to the Industrial Relations (IR) Unit, focusing on contractor administration, specifically the process of managing and issuing contractor ID cards using the Application Portal. Tasks included verifying the completeness of documents, entering contractor data, processing ID card issuance, recording administrative data, and delivering the cards to vendors in accordance with company procedures. Through this internship, the author had the opportunity to apply the knowledge gained during college, improve administrative skills, understand the use of the company's information systems, and develop a professional attitude, attention to detail, a sense of responsibility, and the ability to work in an industrial environment. It is hoped that this experience will serve as valuable preparation for the author as they enter the workforce and support the achievement of the competencies expected of graduates of the International Business Administration program.

1.2. Purpose and Benefits of the Apprenticeship

1.2.1. Purpose of the Apprenticeship

The internship is conducted as a way to apply the knowledge gained during the academic program to the professional world. Through this activity, students are

expected to gain work experience, enhance their competencies, and understand the work environment relevant to their field of study. The objectives of the internship are as follows:

1. To understand the job description and responsibilities carried out during the internship at PT. Indah Kiat Pulp & Paper Tbk – Perawang Mill.
2. To understand the work systems and procedures implemented during the internship, particularly regarding the management and issuance of contractor ID cards.
3. To determine the location and schedule of the internship at PT. Indah Kiat Pulp & Paper Tbk – Perawang Plant.
4. To determine the types and descriptions of activities carried out during the internship.
5. To identify the obstacles faced during the internship and the solutions implemented to address them.

1.2.2. Benefits of the Apprenticeship

1. To provide students with the opportunity to apply the knowledge and skills they have acquired during their studies to the workplace.
2. To enhance students' knowledge, insights, work experience, and competencies through direct involvement in operational activities within an industrial setting.
3. Developing technical skills (hard skills) and interpersonal skills (soft skills), such as communication, teamwork, discipline, responsibility, and problem-solving abilities.
4. Assisting companies in supporting the implementation of operational activities while strengthening cooperation with universities.
5. Serving as a means for universities to evaluate and develop their curricula to align with the needs of the business and industrial sectors and to produce professional, job-ready graduates.

1.3. Significances of the Apprenticeship

Through the Field Work Placement program, it is hoped that participants will gain various benefits that support the development of their knowledge, skills, and work experience. These benefits are as follows:

1. For Student

   For Students, the apprenticeship provides opportunities to apply the knowledge, skills, and theories learned during their studies in a real work environment. It enables students to gain practical experience, understand workplace systems and culture, and develop both technical and interpersonal skills, such as communication, teamwork, discipline, responsibility, and problem-solving. In addition, the apprenticeship enhances students' professionalism, self-confidence, and readiness to enter the workforce after graduation.

2. For the Company

   For Companies, the apprenticeship program provides benefits by supporting operational activities through students' contributions based on their knowledge and skills. It also enhances work effectiveness, introduces fresh perspectives, strengthens collaboration with educational institutions, and provides opportunities to identify potential future employees.

3. For Bengkalis State Polytechnic

   For Bengkalis State Polytechnic, the internship program represents a form of vocational education delivery that bridges campus-based learning with the needs of the industrial sector. Through this program, the polytechnic can strengthen partnerships with companies, gain insights into the alignment of the curriculum with industry demands, and enhance the quality of the learning process. Furthermore, the success of the student internship program is expected to improve graduate quality, bolster the institution's reputation, and produce competent, professional human resources ready to face competition in the workforce.