

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

In the era of globalization, economic development and technological progress are occurring at a dynamic pace, creating increasingly intense competition across various sectors, including the labor market. These conditions demand a workforce that possesses not only academic abilities but also professional competencies, technical skills, adaptability, critical thinking, and the ability to keep pace with technological advancements and organizational needs. Therefore, improving the quality of human resources has become a key factor in supporting national development. In this context, higher education plays a strategic role in producing competent graduates through a learning process that integrates theory and practice, thereby equipping them to address the increasingly complex challenges of the workforce (Erlangga, 2025).

As a vocational institution of higher education, the Bengkalis State Polytechnic plays a vital role in producing competent graduates who are ready to compete in the workforce. The institution was originally established by the Bengkalis Regency Government through the Gema Bahari Foundation under the name Bengkalis Maritime Polytechnic. In its early years, the polytechnic offered three programs of study: Maritime Electrical Engineering, Marine Engineering, and Maritime Mechanical Engineering.

In response to evolving educational needs, Bengkalis Maritime Polytechnic was reorganized into Bengkalis State Polytechnic, managed by the Bengkalis Bangun Insani Foundation. Concurrent with this change, the number of study programs increased to five: Marine Engineering, Mechanical Engineering, Electrical Engineering, Civil Engineering, and Business Administration. In 2001, Bengkalis State Polytechnic began accepting its first cohort of students; then, in 2006, it launched two new study programs: English and Computer Science.

On December 26, 2011, Bengkalis State Polytechnic officially became a state higher education institution pursuant to Regulation of the Minister of National Education No. 28 of 2011 concerning the Establishment, Organization, and Operational Procedures of Bengkalis State Polytechnic. The inauguration was conducted by the Minister of Education and Culture of the Republic of Indonesia. To date, Bengkalis State Polytechnic continues to grow, offering eight departments: Naval Architecture, Mechanical Engineering, Electrical Engineering, Civil Engineering, Business Administration, English, Computer Science, and Maritime Studies.

Currently, Bengkalis State Polytechnic offers 18 study programs consisting of 9 Diploma III (D-III) programs and 9 Applied Bachelor's Degree (D-IV) programs. One of the departments that continues to grow is the Department of Business Administration, which offers three study programs: the D-IV in International Business Administration, the D-IV in Public Financial Accounting, and the D-IV in Digital Business. The International Business Administration program is designed to produce graduates with competencies in administration, business, and communication, who are capable of adapting to developments in the business world and industry.

As a vocational institution, the Bengkalis State Polytechnic emphasizes a balance between theoretical and practical learning. One way this approach is implemented is through the Field Work Practice Program (PKL), or internship, which students are required to complete during their final semester. The internship program provides students with the opportunity to gain hands-on work experience at government agencies or companies relevant to their field of study. In addition to serving as a means of applying the knowledge gained during their studies, the internship program also aims to develop students' competencies, both in terms of hard skills and soft skills, such as communication skills, teamwork, discipline, responsibility, and the ability to solve problems effectively (Wahjuningsih et al., 2025).

The Field Work Practice is conducted after students have completed at least seven semesters of study and met the established academic requirements. This program lasts for six months and is an important part of the students' learning process. Through this activity, students are expected to gain a realistic understanding of the working world, enhance their professional competencies, and prepare themselves to enter the workforce upon completing their education.

As a student in the D-IV International Business Administration program, the author was required to complete a field internship as one of the academic requirements for graduation. For this internship, the author chose the Bengkalis Regency Trade and Industry Office, a local government agency tasked with carrying out governmental affairs in the fields of trade and industry. This agency plays a strategic role in supporting regional economic growth through the development of the trade sector, the fostering of small and medium-sized industries, the enhancement of local product competitiveness, the oversight of the distribution of goods and services, consumer protection, and the empowerment of business actors.

During the internship, the author was assigned to the administrative division responsible for supporting the agency's operations, such as document management, filing, data entry, office administration, and assisting with various administrative services as needed by the work units. The internship took place from February 2, 2026, to May 30, 2026. Through this experience, the author gained firsthand experience with government administrative mechanisms, interdepartmental coordination systems, and the implementation of professional work procedures. Additionally, this experience provided the author with an opportunity to enhance work skills, develop the ability to apply theories learned during college to a real-world work environment, and serve as valuable preparation for facing future challenges in the professional world.

1.2 Purpose of the Apprenticeship

Internship is an academic activity designed to provide students with real-world work experience in their respective fields of study. The objectives of the Field

Work Practice for students in the D-IV International Business Administration Program at the Bengkalis State Polytechnic are as follows:

1. To learn about the Job Description at the Bengkalis Regency Department of Trade and Industry.
2. To explain work practices and procedures at the Bengkalis Regency Department of Trade and Industry.
3. To learn about the work schedule at the Bengkalis Regency Department of Trade and Industry.
4. To learn about the types and descriptions of activities during the internship program at the Bengkalis Regency Department of Trade and Industry.
5. To learn about the challenges and solutions encountered during the internship at the Bengkalis Regency Department of Trade and Industry.

1.2.1. Benefit of the Apprenticeship

This internship program provides significant benefits in enhancing students' knowledge, practical skills, and work experience through direct involvement in administrative activities at the Bengkalis Regency Department of Trade and Industry. The benefits of the internship are as follows:

1. Enhancing students' skills in receiving, reviewing, and managing administrative documents in accordance with the procedures implemented by the Bengkalis Regency Department of Trade and Industry.
2. Improving students' ability to input, process, and update administrative data using office applications such as Microsoft Excel and Microsoft Word, thereby increasing their accuracy and efficiency in data management.
3. Developing students' competencies in document and correspondence filing by applying the filing and classification system used by the institution to ensure effective document management.
4. Strengthening students' competencies in preparing official letters, administrative documents, activity reports, and recording incoming and outgoing correspondence, while improving their communication skills, responsibility, discipline, teamwork, and professionalism in the workplace.

1.3 Significances of the Apprenticeship

On the apprenticeship is one of the activities for every State Polytechnic of Bengkalis student in completing their assignments. To achieve the expected results, it is necessary to find out the benefits of holding the on the apprenticeship. The benefits of on the apprenticeship are as follows:

1.3.1. for the Students

The apprenticeship program provides students with the opportunity to gain firsthand experience and a deeper understanding of the real working environment. Through this program, students are able to apply the theories and concepts they have learned during their studies to actual workplace situations. In addition, the apprenticeship enhances students' practical skills in accordance with their field of study and allows them to develop teamwork, communication, and problem-solving abilities by collaborating with colleagues in a professional setting.

1.3.2 for State Polytechnic of Bengkalis

The apprenticeship program benefits the State Polytechnic of Bengkalis by strengthening cooperation and partnerships with the Bengkalis Regency Department of Trade and Industry. Furthermore, the program supports the institution's mission of improving the quality and competence of its graduates by providing them with practical work experience that complements their academic learning.

1.3.3 for the Company

The apprenticeship program also provides benefits for the Bengkalis Regency Department of Trade and Industry. Through this program, the institution can strengthen its collaboration with the education sector while contributing to the development of students' professional competencies. In addition, the presence of apprentices creates opportunities for the institution to provide constructive guidance, supervision, and feedback, helping students improve their knowledge, skills, and work readiness.