

# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Background of the Apprenticeship**

In the current era of free competition, education is expected to play an important role in supporting all aspects needed to contribute ideas and real work in building the nation and state. The modern world of work demands the availability of human resources (HR) that are superior and competitive, and able to adapt to increasingly rapid global developments and challenges. Therefore, it is very important to have a workforce with high professional skills, both for present and future needs (Fauziah Ratih, 2022).

Internships are a means for students to channel ideas and thoughts through direct activities in the field. This activity strengthens students' understanding of the material that has been obtained in college through real experience in the world of work. In addition, students also gain new experiences that are not found in the classroom and are able to develop thoughts that continue to develop according to the needs of the world of work.

The internship program in fact is also effective for improving the ability to communicate well, the ability to adjust, the managerial ability to work in groups, the ability to interact, and increase accuracy in work as part of the soft skills that students must have (Haddad, et al., 2023). This theory presented emphasizes the importance of internship programs as practical learning platforms that bridge academic knowledge with real-world applications. These programs not only enhance technical competencies but also play a crucial role in shaping students' soft skills—such as communication, adaptability, teamwork, interpersonal interaction, and attention to detail—which are essential for career readiness and professional success.

During the internship at PT Tiara Mulia Pratama, a company engaged in the rental of heavy equipment, the Intern was placed in the administration department. Activities carried out include document management, recording rental data, making

reports, and other administrative activities related to company operations. These activities provide valuable experience and new insights that are very useful as provisions for entering the world of work in the future.

Apart from fulfilling graduation requirements, internships aim to produce skilled, work-ready graduates with strong ethics and the ability to face professional challenges. This is achieved by placing students in workplaces relevant to their field of study. Specifically, for students of the International Business Administration Study Program, internship activities aim to enable students to get to know firsthand the business world and the world of work, as well as add insight to be more skilled, responsive, and able to compete effectively in the future. After completing internship activities, students are required to prepare an Internship Report as a form of accountability for the results of internship activities and as one of the requirements to continue to the next semester.

Internship activities at PT Tiara Mulia Pratama which were carried out from February 3 to June 6, 2025 aim to apply academic knowledge in a real work environment, gain experience in the administrative field, and fulfill one of the graduation requirements for the D4 International Business Administration Study Program.

## **1.2 Purpose of the Apprenticeship**

The purpose of the apprenticeship conducted at PT. Tiara Mulia Pratama, a company engaged in heavy equipment rental services, is as follows:

1. To find out the type of work performed at PT. Tiara Mulia Pratama, especially in the administrative division.
2. To find out the time and place of the work position during the apprenticeship at PT. Tiara Mulia Pratama.
3. To understand the systems and work procedures applied at PT. Tiara Mulia Pratama, particularly in document handling and data recording.
4. To identify the obstacles encountered during the apprenticeship and the solutions implemented at PT. Tiara Mulia Pratama.

### **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 Significances for the Students**

Apprenticeship is place for student to gain insight into the real working world. Benefits of the apprenticeship for students are as follows:

1. Students have the opportunity to apply theoretical or concepts knowledge in the real working world.
2. Students gain practical experience in applying theoretical or concept knowledge according to their study program.
3. Students have the opportunity to work in teams consisting of several people so that they are able to provide ideas.

#### **1.3.2 Significances for State Polytechnic of Bengkalis**

The benefits of the apprenticeship for State Polytechnic of Bengkalis are as follows:

1. Apprenticeship can strengthen cooperation and socialization between the State Polytechnic of Bengkalis and the PT. Tiara Mulia Pratama (TMP).
2. Apprenticeship can improve the competence of State Polytechnic of Bengkalis graduates

#### **1.3.3 Significances for the Company**

Apprenticeship is one of the activities for every student to complete them assignments. The benefits of the apprenticeship for the company are:

1. Establishment of cooperation between the world of education and certain companies or agencies.
2. There are constructive criticisms from companies or agencies for students participating in work practices.