

CHAPTER 1

INTRODUCTION

1.1 Background of the Apprenticeship

In this increasingly competitive era of globalization, every individual is required to continuously improve their quality and competence in order to compete across various sectors, especially in the industrial sector. In the context of higher education, the achievement of such competencies cannot be optimally obtained solely through theoretical learning in the classroom. Practical learning is required, allowing students to apply the knowledge they have acquired directly in the workplace.

As part of efforts to prepare students to face the industrial world, Politeknik Negeri Bengkalis requires all students to participate in the Internship Program (Praktik Kerja Lapangan – PKL) held in the even semester. The PKL program is part of the Kehidupan Berbangsa dan Bernegara (MBB) course and is an intra-curricular program mandatory for all study programs, including the International Business Administration Program.

In general, the purpose of implementing the internship program is to improve students' abilities and skills, especially in the fields of technology and administration, through direct involvement in various activities within industries and institutions. Students are expected to gain experience that covers planning, implementation, and job execution processes in the work units where they are placed.

Through this activity, students are equipped with real-world understanding of the working environment, thus shaping a professional character with applicable knowledge and skills in their respective fields. Therefore, graduates of the Applied International Business Administration Program are expected to be able to implement the knowledge acquired in college into practical work effectively and efficiently.

As part of the internship program, the author a student of the International Business Administration Program undertook a four-month internship at Bank

Syariah Indonesia KCP Duri Hangtuah 1. During this internship period, the author had the opportunity to gain insights into knowledge development, mastery of interpersonal and professional skills such as teamwork, time management, and problem-solving.

In addition to providing practical experience, the internship also helps students develop essential social, interpersonal, and professional skills necessary for workplace success. During this period, students can learn about the culture of the banking office, the work processes used, and gain insights into the industry they are about to enter. The opportunity for students to explore other professional disciplines and develop a deeper understanding of their career path interests is one of the main advantages of internships. Furthermore, internships offer them the chance to build valuable professional networks that can assist in job searches after graduation.

Students of the Business Administration Study Program hope that the Internship Program (KP) can contribute significantly to the development of their knowledge, skills mastery, and the formation of professional and efficient academic human resources, in line with the vision and mission of Politeknik Negeri Bengkalis. Through the Internship Program (KP), students are supported to become skilled professionals ready to work in the banking office environment according to the Business Administration Study Program. The Internship Program (KP) was carried out in the KTU (Financial Administration) division at PT Bank Syariah Indonesia Tbk KCP Duri Hangtuah 1 for a duration of 4 (four) months, starting from January 20 to May 20, 2025.

1.2 Purpose of the Apprenticeship

In general, the purpose of the Internship Program (KP) is one of the activities for students of Politeknik Negeri Bengkalis in completing their studies. To achieve the expected outcomes, it is important to understand the objectives and benefits of this internship program, as follows:

1. To understand the job specifications carried out during the internship at Bank Syariah Indonesia KCP Duri Hangtuah 1.

2. To identify the location and schedule of the internship at PT Bank Syariah Indonesia KCP Duri Hangtuhah 1.
3. To identify the hardware and software used during the internship at PT Bank Syariah Indonesia KCP Duri Hangtuhah 1.
4. To understand the tools and equipment used during the internship.
5. To identify the challenges and solutions encountered during the internship at PT Bank Syariah Indonesia KCP Duri Hangtuhah 1.

1.3 Significances of the Apprenticeship

The internship program benefits multiple parties, including students, the company, and Politeknik Negeri Bengkalis.

1. For Students

Some benefits students can gain from participating in the internship program include:

- a. Receiving a certificate from the company upon completion of the internship program.
- b. Developing work relationships and adding experiences to their CVs.
- c. Having the opportunity to analyze problems related to their field of study as applied in the real working world.
- d. Having the opportunity to apply theoretical/conceptual knowledge in a real-world work environment.
- e. Gaining practical experience in applying their academic knowledge according to their field of study.

2. For the Company

The company or institution that accepts interns also benefits, including:

- a. Receiving assistance from interns, making the workload slightly lighter and easier.
- b. Gaining recognition from the academic and educational community.
- c. When there is a shortage of employees, the company can directly contact previous interns who demonstrated good performance during their internship.

3. For Politeknik Negeri Bengkalis:

Some benefits of implementing the internship program for the institution include:

- a. Receiving feedback from organizations/companies regarding the students' performance in the working world.
- b. Improving the quality of graduates through student internship experiences.
- c. Strengthening collaboration and relationships between the campus and the companies hosting the interns.
- d. Receiving input from the working world for curriculum and learning process development.
- e. Increasing the recognition of Politeknik Negeri Bengkalis within the industrial and corporate sectors.