

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Facing the ongoing era of globalization has forced some people to think and work hard to make ends meet. Competition for jobs is now very fierce due to the large number of applicants and the limited number of jobs available, especially for students, with universities producing thousands of graduates every year. If graduates without experience and skills in working apply for jobs, they will experience many obstacles such as the knowledge obtained on campus is only theory conveyed so that there is a lack of knowledge on how to practice the science, the theory obtained is not necessarily the same as work practice in the field, and the limitations of time and space that result in the knowledge obtained are still limited.

Given the current situation, every student must prepare themselves either before or after graduation to seek better employment opportunities. Hard skills are the primary key to securing such employment. However, possessing hard skills alone is insufficient; they must be complemented by soft skills to effectively navigate the various challenges encountered while performing the job. Developing both hard skills and soft skills while studying at Politeknik Negeri Bengkalis is the key and the best way to achieve success and navigate the competition in the workplace.

A polytechnic is a type of vocational higher education institution. The State Polytechnic of Bengkalis was established in 2001 by the Bengkalis Regency Government under the auspices of the Bangun Insani Foundation (YBI). As of July 29, 2011, Bengkalis Polytechnic changed its status to a State Higher Education Institution (PTN) through Minister of National Education Regulation No. 28 of 2011 on the Establishment, Organization, and Management of Bengkalis Polytechnic. On December 26, 2011, Bengkalis State Polytechnic was officially recognized as a state institution by the Minister of Education and Culture of the Republic of Indonesia, Prof.

Dr. Ir. Muhammad Nuh, DEA. Currently, the Polytechnic (Eight) Departments including the Department of Marine Engineering, Mechanical Engineering, Electronics Engineering, Civil Engineering Civil Engineering, Business Administration, English Language, Computer Science, and Maritime Studies. Bengkalis State Polytechnic offers 15 programs, including 8 (Eight) D-III programs: Naval Engineering, Mechanical Engineering, Electronics Engineering, Civil Engineering, Business Administration, Computer Science, Nautical Science, and Maritime Transportation Management. Bengkalis State Polytechnic also offers 6 (six) D-IV programs, including: Mechanical Engineering in Production and Maintenance, Electrical Engineering, International Business Administration, Public Financial Accounting, and Software Engineering.

The Business Administration Department is one of the departments at the State Polytechnic of Bengkalis. The Business Administration Department offers 3 (three) programs, one of which is the D-III program, namely the D-III Business Administration program. In 2016, two D-IV programs were added: the D-IV International Business Administration program and the Public Sector Accounting program.

The Business Administration Program is one of the programs offered at Bengkalis State Polytechnic, focusing on secretarial and office administration. In accordance with the curriculum of the Business Administration Program at Bengkalis State Polytechnic, every student who completes their studies must undertake an internship as stipulated in a special regulation issued by the Director of Bengkalis State Polytechnic.

This internship is conducted after students have completed at least four semesters and passed all their courses. The internship is an annual activity that all students at Bengkalis State Polytechnic are required to participate in. The purpose of this activity is to apply the theories learned in the classroom to the workplace, such as secretarial studies, which include office management, correspondence handling, communication, and archiving procedures.

1.2. Purposes of the Apprenticeship

1. To understand the job description at PT Telkom Indonesia Tbk (Witel) Riau in the Shared Services and General Support Unit
2. To understand the work system and work procedures at PT Telkom Indonesia Tbk (Witel) Riau in the Shared Services and General Support Unit
3. To understand the Place of Apprenticeship at PT Telkom Indonesia Tbk(Witel) Riau in the Shared Services and General Support Unit.
4. To understand the Kind and Description of the activity at the Shared Services and General Support Unit of PT Telkom Indonesia Tbk (Witel) Riau.
5. To understand the Obstacles and Solutions encountered during the internship

1.3 Significances for the Apprenticeship

The benefits of practical work for students are as follows:

1.3.1 For the student

1. To improve knowledge and skills through direct involvement PT.Telkom Indonesia, Tbk (Witel) Riau, unit Shared Service & General Support.
2. Gain work experience to improve oneself before being recruited into the workforce.
3. Be able to familiarize oneself with and operate various equipment used by PT in carrying out actual work activities.
4. Train oneself to be more disciplined.
5. Train oneself to be more confident in making decisions at work.

1.3.2 Significances for The Company

The benefits of practical work for companies are as follows:

1. Practical work is one of the links for cooperation between the company and the campus.
2. The company received manpower assistance with students who did practical work.