

# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Background of Apprenticeship**

Apprenticeship is a process of applying knowledge or competence from the academic environment to the professional field where interns are expected to understand real working systems in the workplace. The implementation of this internship program is a learning method to increase knowledge, insight, and practical experience by engaging directly in the professional world. It helps students apply the theories and concepts they have learned in college to actual job tasks and face real workplace challenges.

To produce graduates who are competitive in the job market, the State Polytechnic of Bengkalis is one of the vocational institutions that prepares its students to become competent in various professional fields. One of the mandatory programs for final-year students at this institution is an internship or practical work program that lasts for approximately four (4) months. This program is vital because knowledge is not only obtained theoretically but also needs to be supported by real work experience.

The Business Administration Department at the State Polytechnic of Bengkalis offers the D4-International Business Administration program and D4-Public Financial Accounting, focusing on economic and business fields. The curriculum includes administrative management, finance, communication, and human resource studies that equip students with skills required in the business.

To ensure students are well-prepared for real-world challenges, the International Business Administration program requires eighth-semester students to carry out internships in government or private institutions. Before choosing the internship placement, the program offers students several options. From the available options, the author chose to do the internship at PLN Icon Plus, a subsidiary of PT PLN (Persero), which focuses on providing ICT (Information and Communication Technology) infrastructure services.

The internship was conducted at the Regional Office of PT PLN Icon Plus in Pekanbaru, Riau Province, where the author was assigned to both. The internship was carried out at the regional office of PT PLN Icon Plus located in Pekanbaru, Riau Province. During the internship, the author was placed in the technical and administrative division, engaging in various activities including learning internal applications, assisting in data management, and participating in project documentation. The internship period lasted from February 3<sup>th</sup> 2025 to June 6<sup>th</sup> 2025.

## **1.2 Purposes of the Apprenticeship**

The State Polytechnic of Bengkalis apprenticeship activities for the International Business Administration study program have the following objectives:

1. To find out job description of the apprenticeship implementation in the Telecollection Division of PLN Icon Plus Pekanbaru.
2. To understand the system and procedures of work activities in the Telecollection Division at PLN Icon Plus Pekanbaru.
3. To describe the place and time of the apprenticeship implementation at PLN Icon Plus Pekanbaru.
4. To explain the daily activities carried out during the apprenticeship period.
5. To identify obstacles faced during the apprenticeship and apply effective solutions to improve work performance and results.

## **1.3 Significances of the Apprenticeship**

The apprenticeship that was carried out was very beneficial for several parties such as students, companies and the State Polytechnic of Bengkalis.

### **1. Significances for Students**

As for some of the benefits of implementing a Apprenticeship program that students get, they are as follows:

- a. Students get the opportunity to apply theoretical/consept knowledge acquired during lectures at the real working world.
- b. Students can develop working relationships and add experience resume.

- c. Students gain practical experience in applying theoretical or conceptual knowledge to their course of study.
- d. Students are given the opportunity to be able to analyze problems related to knowledge applied in the world of work according to their study program.

## 2. Significances for Companies

The benefits of implementing an Apprenticeship program are also obtained by companies or institutions that accept apprentice students, such as:

- a. The company will receive labor assistance from apprentice students so that the work becomes a little lighter and easier.
- b. Provides companies with additional workforce and fresh perspectives from students.
- c. The company will be recognized by academics and the world of education.

## 3. Significances for State Polytechnic of Bengkalis

There are several benefits from the implementation of the apprenticeship program obtained by the State Polytechnic of Bengkalis, namely as follows:

- a. There is cooperation or a good relationship between the campus and the company where the student interns.
- b. Be able to State Polytechnic of Bengkalis can improve the quality of its graduates through student apprenticeship experiences.
- c. Be able to State Polytechnic of Bengkalis will be better known in the industrial or corporate world.
- d. Be able to State Polytechnic of Bengkalis receives input from the world of work for curriculum development and learning processes.