

APPRENTICESHIP REPORT

BENGKALIS CUSTOMS

NADIATUL FITRI

5404211447



**INTERNATIONAL BUSINESS ADMINISTRATION
BUSINESS ADMINISTRATION DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS
2025**

APPRENTICESHIP REPORT

BENGKALIS CUSTOMS

Written as one of the conditions for completing apprenticeship

NADIATUL FITRI
5404211447

Bengkalis, June 13th 2025

**Branch Manager
Customs Bengkalis**



Ega Anggoro, S.T., M.Eng
NIP.198509212010121004

Advisor



Muhammad Fuad Asrofillah, SE., M.M
NIP. 199304202022031007

**Approved By,
Head of Study Program
International Business Administration**



Wan Junita Rafiah, B.Sc., M.E.c.Dev
NIP.198406142018032001

ACKNOWLEDGMENT

Praise and thank the authors say for the presence of Allah SWT who has given His grace and gifts so that the author can finish writing this Apprenticeshipreport. This Apprenticeshipreport is prepared based on the implementation of Apprenticeshipthat the author did at Bengkalis Customs, on February 07 to May 13 2025.

In the implementation of this practical work the author seeks to gain knowledge, insight and skills regarding administration that has been obtained in collage and systems in the world of work as much as possible by utilizing the facilities provided by the company.

The authors also express their gratitude to all employees of Bengkalis customs who are very kind, friendly and accept the authors to join and have an opportunity to become one of the family members of Bengkalis customs

In compiling this Apprenticeship report, the author realize that without the guidance from various parties this Apprenticeship report cannot be completed in a specific time, so the authors want to thank all the those who have been involved and assisted the author. Related parties include:

1. Mr.Johny Custer,ST., M.T as the Director of State Polytechnic of Bengkalis.
2. Mr.Romadhoni S.T., M.T as Deputy Director 1 of State Polytechnic of Bengkalis.
3. Mrs. Supriati M.Si. as Chair of the Department of Business Administration.
4. Mrs. Wan Junita Raflah, B.Sc, M.Ec Dev as Chair of the International Business Administration Study Program.
5. Yunelly Asra, S.E., M.M. as Academic advisor of International Business Administrasion VII C.
6. Mr. Alkadri Perdana, B.IT., M.Si as the Coordinator apprenticeship.
7. Mr. Muhammad Fuad Asrofillah, SE.,M.M as lecturer supervisor of Practical Work Writers.
8. Mr. Agoes Widodo as the Head of Bengkalis Customs Office
9. Mr. Yoga Anggoro as the General Subdivison Bengkalis Customs Office
10. On this occasion, the author would like to express his sincere gratitude to his beloved parents, Mr. Ivan Setiawan and Mrs. Nurfezri Heryanti, who have

always provided support, prayers, time, energy, and hard work in helping everything run smoothly, from the time the author entered college until now. They have continued to accompany the author with love and affection.

9. To beloved brother Muhammad Rifqi who has provided support, prayers and enthusiasm in completing the thesis on time.
10. Mohd Azri Qusayni, Thank you for your endless words of encouragement every day. The author is very grateful to you for always providing support, strength, and everything else. Thank you for listening to the author's complaints all this time.

With the limited time and ability, the authors realize that in writing this report there are still many shortcomings. Therefore, the authors highly expect all suggestions and constructive critics as lessons for the future, hopefully this report can be useful for readers.

Bengkalis, 7 Agustus 2025



NADIATUL FITRI
5404211447

TABLE OF CONTENT

COVER	i
VALIDATION FORM.....	ii
ACKNOWLEDGMENT	iii
TABLE OF CONTENTS.....	v
LIST OF TABLES.....	vii
LIST OF FIGURES.....	viii
LIST OF APPENDICES	ix
CHAPTER I INTRODUCTION	1
1.1 Background of the Apprenticeship	1
1.2 Purpose of the Apprenticeship	2
1.3 Significances of the Apprenticeship	3
1.3.1 For the Student	3
1.3.2 For the Company	3
1.3.3 For the State Polytechnic of Bengkalis	4
CHAPTER II GENERAL DESCRIPTON OF THE COMPANY.....	5
2.1 Company History.....	5
2.2 Vision and Mission.....	7
2.2.1 Vision of Bengkalis Customs.....	7
2.2.2 Mission of Bengkalis Customs	8
2.3 Kind of Business.....	8
2.4 Organization Structure.....	10
2.5 The Working Process.....	12
2.6 Document Used for Activity	16
CHAPTER III SCOPE OF THE APPRENTICESHIP	19
3.1 Job Description	19
3.2 Working System and Procedure.....	21

3.3 Place of Apprenticeship	22
3.4 Kind and Description of the Activity	23
3.4.1 Equipment Used	39
3.5 Obstacles and Solutions	41
3.5.1 Obstacles	41
3.5.2 Solutions	41
CHAPTER IV CONCLUSIONS AND SUGGESTIONS	43
4.1 Conclusion	43
4.2 Suggestion	44
REFERENCES	45
APPENDICES	46