

APPPRENTICESHIP REPORT

**PT. BANK NEGARA INDOENSIA (PERSERO) TBK
BENGKALIS SUB-BRANCH OFFICE**

SALSHA DILLA FELISA PUTRI
5404211381



**APPLIED BACHELOR DEGREE OF INTERNATIONAL
BUSINESS ADMINISTRATION STUDY PROGRAM
BUSINESS ADMINISTRATION DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS
2025**

APPPRENTICESHIP REPORT

PT. BANK NEGARA INDONESIA (PERSERO) TBK BENGKALIS SUB-BRANCH OFFICE

Written as one of the conditions for completing the Apprenticeship

SALSHA DILLA FELISA PUTRI


5404211381

Bengkalis, July 30 2025

**Sub-Branch Manager
PT. Bank Negara Indonesia
(Persero) Tbk Bengkalis Sub-
Branch Office**


Ahmad Syahbah Addainuri
P032768

Advisor


Yanisha Dwi Astari, S.S., M. Hum
NIP. 199301142022032010

**Approved by:
The Head of International Business Administration Study Program**


Wan Junita Rafiah, B. Sc., M.Ec.Dev
NIP. 198406142018032001

ACKNOWLEDGMENT

Assalamu'alaikum Wr. Wb

Praise be to God Almighty for the blessings and gifts that have given the author health and opportunity to complete his Apprenticeship activities and have completed the Apprenticeship report that the author did at PT. Bank Negara Indonesia Sub-Branch Office Bengkalis on time, namely from February 3, 2025 to June 17, 2025.

The author also thanks all employees of PT. Bank Negara Indonesia Sub-Branch Office Bengkalis, who are very kind and kind, and welcomed the author to join and become part of the PT. Bank Negara Indonesia KCP Bengkalis.

In preparing this Apprenticeship report, the author realizes that without guidance from various parties this Apprenticeship report will not be completed within a certain time, and the author would like to thank all parties who have been involved and helped the author, related parties include:

1. Mr. Johny Custer ST., MT as Director of Bengkalis State Polytechnic.
2. Mr. Armada ST., MT as Deputy Director I of Bengkalis State Polytechnic.
3. Ms. Supriati, S.ST., M.Si as Head of Business Administration Department.
4. Ms. Wan Junita Raflah, B.Sc., M.Ec.Dev as Head of International Business Administration Study Program.
5. Ms. Yanisha Dwi Astari, SS, M.Hum as the supervisor of the International Business Administration Study Program Apprenticeship report.
6. Mr. Alkadri Perdana, B.IT., M.Sc as the Coordinator of the International Business Administration Study Program Apprenticeship.
7. All lecturers, especially students of the International Business Administration Study Program who have provided teaching during the lectures.
8. Mr. Ahmad Syu'bah Addainuri, as the Head of PT. Bank Negara Indonesia (Persero) Tbk Bengkalis Sub-Branch Office.
9. Ms. Nurhakiki as the Supervisor of the PT.Bank Negara Indonesia (Persero) Tbk Bengkalis Sub-Branch Office.

10. Who has provided guidance to the author and a lot of experience during the Apprenticeship.
11. All employees PT. Bank Negara Indonesia (Persero) Tbk Bengkalis Sub-Branch Office.
12. To fellow comrades, especially Amrina Rosyada, Siska who helped a lot in completing the Apprenticeship report.
13. To all parties who helped in completing the Apprenticeship report that I cannot mention one by one.

The author realizes that there are still shortcomings in both the writing method and the structure. Therefore, the author expects constructive criticism and suggestions from the readers for the perfection of this APPRENTICESHIP. The author hopes that this report can be useful for the readers and all parties who need it.

Bengkalis, July 30 2025

Penulis



Salsha Dilla Felisa Putri
5404211381

TABLE OF CONTENTS

| | |
|---|--------------|
| TITLE PAGE..... | |
| APPROVAL SHEET | i |
| ACKNOWLEDGMENT | ii |
| TABLE OF CONTENTS | iv |
| LIST OF FIGURES | vi |
| LIST OF TABLES | vii |
| LIST OF APPENDICES | viii |
| CHAPTER I INTRODUCTION..... | 1 |
| 1.1 Background of the Apprenticeship..... | 1 |
| 1.2 Purpose of the Apprenticeship | 3 |
| 1.3 Significances of the Apprenticeship..... | 3 |
| 1.3.1 Significances for State Polytechnic of Bengkalis Students | 3 |
| 1.3.2 Significances for State Polytechnic of Bengkalis..... | 4 |
| 1.3.2 Significances for the Company..... | 4 |
| CHAPTER II GENERAL DESCRIPTION OF THE COMPANY | 6 |
| 2.1 Company History | 6 |
| 2.2 Vision and Mission of PT. Bank Negara Indonesia (Persero) Tbk | 8 |
| 2.2.1 Vision of PT. Bank Negara Indonesia (Persero) Tbk..... | 8 |
| 2.2.2 Mission of PT. Bank Negara Indonesia (Persero) Tbk | 8 |
| 2.3 Kind of Business | 8 |
| 2.4 Organizational Structure | 9 |
| 2.5 The Working Process..... | 12 |
| 2.5.1 Environmental Culture of PT. Bank Negara Indonesia | 15 |
| 2.5.2 Culture Values of PT. Bank Negara Indonesia | 15 |
| 2.6 Documents Used for Activity..... | 17 |
| CHAPTER III SCOPE OF THE APPRENTICESHIP | 19 |
| 3.1 Job Description..... | 19 |
| 3.2 System and Procedure | 19 |

| | |
|--|-----------|
| 3.2.1 System | 19 |
| 3.2.2 Procedure..... | 20 |
| 3.3 Place of Apprenticeship..... | 25 |
| 3.4 Kind and Description of the Activity | 26 |
| 3.5 Obstacles and Solution..... | 27 |
| 3.5.1 Obstacles | 33 |
| 3.5.2 Solution | 34 |
| CHAPTER IV RESULT AND DISCUSSION | 35 |
| 4.1 Conclusions | 35 |
| 4.2 Suggestions..... | 36 |
| REFERENCES..... | 37 |
| APPENDICES | 38 |