APPRENTICESHIP REPORT

BENGKALIS CUSTOMS

By: <u>NORSYAFIKA</u> 5404211416



INTERNATIONAL BUSINESS ADMINISTRATION BUSINESS ADMINISTRATION DEPARTMENT STATE POLYTECHNIC OF BENGKALIS

APPRENTICESHIP REPORT COMPANY

BENGKALIS CUSTOMS

Written as one of the conditions for completing apprenticeship

NORSYAFIKA 5404211416

Bengkalis, June 13th 2025

Branch Manager Customs Bengkalis

Advisor

Anggoro.S.T.,M.Eng

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

Approved By,
Head of Study Program
International Business Administration

Wan Junita Raflah . 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 Apprenticeship report. This Apprenticeship report is prepared based on the implementation of Apprenticeship that the author did at Bengkalis Customs, on February 07 to May 13 2025.

In the implementation of this apprenticeship report 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.
- Mr.Romadhoni S.T., M.T as Deputy Director 1 of State Polytecthnic 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. Fuad Asrofillah, S.E., M.M as lecturer supervisor of Apprenticeship writers.

- Especially for both parents, Father Zainal, Mother Noryah who have given strength, sacrifice, support, prayers, time, energy and materials to help and provide convenience during lectures to realize the ideals for them.
- 10. To brother Belly and Herwan, sister Noriana and Army and aunts and uncles who cannot be mentioned one by one who always contribute in terms of material, enthusiasm and advice in completing the thesis on time.
- 11. Hajatul Muharil, thank you for your endless support and patience while the author is completing this thesis, your presence is the biggest source of encouragement for the author, especially when the author feels tired and about to give up. Thank you for being a loyal listener, motivator and friend in my every step.

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 August 2025

TABLE OF CONTENT

COVERi
VALIDATION FORMii
ACKNOWLEDGMENTiii
TABLE OF CONTENSv
LIST OF TABLESvii
LIST OF FIGURESviii
LIST OF APPENDICESix
CHAPTER I INTRODUCTION1
1.1 Background of the Apprenticeship
1.2 Purpose of the Apprenticeship2
1.3 Significances of the Apprenticeship
1.3.1 For the Student
1.3.2 For the Company
1.3.3 For the State Polytechnic of Bengkalis4
CHAPTER II GENERAL DESCRIPTON OF THE COMPANY5
2.1 Company History5
2.2 Vision and Mission7
2.2.1 Vision of Bengkalis Customs7
2.2.2 Mission of Bengkalis Customs8
2.3 Kind of Business8
2.4 Organization Structure10
2.5 The Working Process12
2.6 Document Used for Activity
CHAPTER III SCOPE OF THE APPRENTICESHIP19
3.1 Job Description

3.2 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