

# **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.

Given the current situation, every student should prepare themselves, whether before or after graduation, to seek better job opportunities. Hard skills are the primary key to securing such jobs. However, having hard skills alone is insufficient; they must be complemented by soft skills to effectively tackle 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 professional world.

A polytechnic is a type of vocational higher education institution. The Bengkalis State Polytechnic was established in 2001 by the Bengkalis Regency Government under the auspices of the Bangun Insani Foundation (YBI). Effective 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 Governance of Bengkalis. 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.

Bengkalis State Polytechnic has 8 (eight) departments, including the Department of Naval Engineering, Mechanical Engineering, Electronics Engineering, Civil Engineering, Business Administration, English Language, Computer Science, and Maritime Studies. Bengkalis State Polytechnic offers 15 study 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 Bengkalis State Polytechnic. The Business Administration Department has three study programs, one of which is a D-III program, namely D-III Business Administration. In 2016, two D-IV programs were added, namely D-IV International Business Administration and Public Sector Accounting.

The Business Administration Study Program is one of the study programs available at the Bengkalis State Polytechnic, focusing on the fields of secretarial work and office administration. In accordance with the curriculum of the Business Administration Study Program at the Bengkalis State Polytechnic, every student who is about to complete their studies must carry out an internship as stipulated in a special regulation issued by the Director of the Bengkalis State Polytechnic.

This internship is conducted after students have completed at least four semesters and graduated. The internship is one of the activities conducted annually and is mandatory for all students at Bengkalis State Polytechnic. 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. The internship was carried out at PT Telekomunikasi Indonesia. Tbk. Witel Riau Daratan unit Shared Service & General Support for 4 (four) months from February 10, 2025 to June 10, 2025.

## **1.2 Purpose of the Apprenticeship**

The purpose of an internship is to provide students or interns with real-world work experience so that they can apply the knowledge and skills they have acquired during their studies in the actual workplace. Through internships,

students are expected to improve their practical understanding of the field they are studying, develop professional skills, expand their professional network, and prepare themselves mentally and technically for the workplace after graduation. In general, the objectives of the internship are as follows:

1. To learn about the job specifications at PT. Telekomunikasi Indonesia. Tbk. Witel Riau Daratan, Shared Service & General Support unit.
2. To learn about the expected targets of the job at PT Telekomunikasi Indonesia. Tbk. Witel Riau Daratan, Shared Service & General Support unit.
3. To identify the data required at PT. Telekomunikasi Indonesia Tbk. Witel Riau Daratan unit Shared Service & General Support.
4. To identify the hardware and software used at PT. Telekomunikasi Indonesia Tbk. Witel Riau Daratan unit Shared Service & General Support.
5. To identify the equipment and supplies used at PT. Telekomunikasi Indonesia. Tbk. Witel Riau Daratan unit Shared Service & General Support .
6. To identify the obstacles and solutions to the obstacles encountered in performing work during the Internship at PT. Telekomunikasi Indonesia. Tbk. Witel Riau Daratan unit Shared Service & General Support .

### **1.3 Significances of the Apprenticeship**

On the apprenticeship is one of the activities for every State Polytechnic of Bengkalis student in completing their assignments. To achieve the expected results, it is necessary to find out the benefits of holding the on the apprenticeship. The benefits of on the apprenticeship are as follows:

#### **1.3.1 Significances for the Study**

Internship programs provide students with an opportunity to apply the knowledge they have learned in the classroom while gaining a deeper understanding of the dynamics and demands of the real world of work. Through internship programs, students can understand real-world work processes, build

professional skills, and develop skills relevant to their field of study. The benefits of internships for students include the following:

1. **Gaining Work Experience** Students can directly experience the atmosphere and responsibilities of a professional work environment.
2. **Improving Skills** During the internship, students have the opportunity to hone both soft skills and hard skills required in the industry.
3. **Applying Learned Knowledge** Students can apply the theories learned during lectures to real-world work practices.
4. **Building Professional Relationships and Networks** Internships provide opportunities to build connections with professionals in fields aligned with students' interests and competencies.
5. **Preparing for the Workplace** Internship experience can serve as a valuable asset when applying for jobs after graduation.

#### 1.3.2 Significances for State Polytechnic of Bengkalis

Internships undertaken by students are very important for Bengkalis State Polytechnic as a vocational education institution. Through this program, the campus can evaluate the extent to which the curriculum and learning processes implemented are able to meet the real needs of industry. Internship results are one indicator of the relevance of lecture material to practical experience in the field. The benefits of the apprenticeship for State Polytechnic of Bengkalis are as follows:

1. **Strengthening the cooperation between Bengkalis State Polytechnic and PT Telkom Witel Pekanbaru** opens up broader opportunities for cooperation between the campus and the business and industrial world.
2. **Enhancing Institutional Reputation:** Good performance during internships can reflect the quality of campus education in the eyes of industry partners.
3. **Expanding the Campus Industry Partner Network:** The campus can build new networks with companies where students intern for long-term cooperation.

### 1.3.3 Significances for the Company

Internships provide significant benefits for companies as a form of contribution to the development of competent human resources. By accepting interns, companies gain additional manpower that can assist with operations and specific projects. In addition, internships provide a means of identifying potential employees through direct observation of students' performance, discipline, and adaptability. The presence of interns also brings new perspectives, academic insights, and fresh ideas that can drive innovation in the workplace. Furthermore, the company's active involvement in the internship program enhances the institution's image as an educational partner that cares about the development of future professionals. The benefits of the Apprenticeship for the Company are.

1. **Enhanced Company Image** The company's involvement in the internship program demonstrates its commitment to education and human resource development, which can enhance the company's social image.
2. **Good Relations with Educational Institutions** Establishing cooperation with the Bengkalis State Polytechnic opens up opportunities for future collaboration in research, training, and recruitment.
3. **Contribution to the World of Education** By accepting interns, companies play an active role in producing a generation of professionals who are ready to work.