

APPRENTICESHIP REPORT

PRACTICAL EXPERIENCE IN GENERAL AFFAIRS DIVISION
AT BANK TABUNGAN NEGARA SYARIAH
PEKANBARU

RYAN HIDAYAT

5404211428



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

2025

VALIDITY SHEET

**APPRENTICESHIP REPORT
PRACTICAL EXPERIENCE IN GENERAL AFFAIRS DIVISION
AT BANK TABUNGAN NEGARA SYARIAH
PEKANBARU**

Written One of the Conditions for Completing Apprenticeship

RYAN HIDAYAT

5404211428

Bengkalis, August 01, 2025

**DBM Supporting
Bank Tabungan Negara
KCS Pekanbaru**


Abdul Ridha
NIP. 5264

Advisor


Yunelly Asra, S.E., M.M
NIP. 197507012012122001

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


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

PREFACE

Praise for the blessings and grace of Almighty God, who has provided health, strength, and opportunity to the author, so that the practical work activities could be carried out smoothly and this apprenticeship report could be completed properly at Bank Tabungan Negara Syariah Pekanbaru Branch, on time, from March 10th to June 28th, 2025.

The author would also like to express sincere gratitude to all employees of Bank Tabungan Negara Syariah Pekanbaru Branch, especially those in the General Affair division, for their kindness, support, and warm welcome throughout the internship period. Their guidance and willingness to share knowledge have greatly contributed to the author's learning experience.

In compiling this Apprenticeship Report, the author realizes that its completion would not have been possible without the support and encouragement from various parties. Therefore, the author would like to extend heartfelt thanks to:

1. Mr. Johny Custer, S.T., M.T., as the Director of the State Polytechnic of Bengkalis.
2. Mr. Romadhoni, S.T., N.T., as Deputy Director I of the State Polytechnic of Bengkalis.
3. Mrs. Supriati, S.St., M.Si., as the Head of the Business Administration Department.
4. Mrs. Wan Junita Raflah, B.Sc., M.Ec. Dev., as the Head of International Business Administration Study Program.
5. Mrs. Yunelly Asra, S.E., M.M., as the Advisor of this Apprenticeship report.
6. Mr. M. Alkadri Perdana, B.IT., M.Sc., as the Apprenticeship Coordinator of the International Business Administration Study Program.
7. All Lecturers, especially the Bachelor of Applied International Business Administration Study Program who have taught during the lecture.

8. Mr. Edwin Barki, as the Branch Manager of Bank Tabungan Negara KCS Pekanbaru, for granting permission and the opportunity to carry out this internship
9. Mr. Ahmad Ridha, as the DBM Supporting of Bank Tabungan Negara KCS Pekanbaru.
10. Mrs. Mutia Prima Dinda, Mr. Rahmad Budi, Mrs. Syuria Kharenni, Mrs. Meilani Farlina Utami, Mrs. Laila Mayasari, Ms. Nony Indah Pratiwi, Mr. Andy Suhendra and Ms. Fitri Ernalisa as the Operation Unit and Sekretary of Bank Tabungan Negara KCS Pekanbaru, who provided guidance throughout the internship.

The author realizes that in the preparation of this Apprenticeship Report, it is still far from perfect, both in terms of preparation, language, and writing. Therefore, the Author really expect constructive criticism and suggestions to become a reference for writers in the future. Hopefully this Apprenticeship Report is useful for the writer and the reader.

Bengkalis, August 01, 2025



RYAN HIDAYAT

5404211428

TABLE OF CONTENTS

APPRENTICESHIP REPORT	i
VALIDITY SHEET	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENT.....	v
LIST OF FIGURES.....	vi
LIST OF TABLES	vii
CHAPTER I INTRODUCTION	1
1.1 Background of the Apprenticeship	1
1.2 Purpose of the Apprenticeship.....	3
1.3 Significance of the Apprenticeship.....	3
CHAPTER II GENERAL DESCRIPTION OF THE COMPANY.....	5
2.1 Company History	5
2.2 Vision and Mission	7
2.3 Kind of Business	9
2.4 Organizational Structure.....	12
2.5 The Working Process	13
2.6 Document Used for Activity.....	15
CHAPTER III SCOPE OF THE APPRENTICESHIP.....	17
3.1 Job Description.....	17
3.2 System and Procedures.....	18
3.3 Place of Apprenticeship.....	22
3.4 Kind and Description of the Activity	35
3.5 Obstacles and Solution	37
CHAPTER IV CONCLUSION AND SUGESTION	39
4.1 Conclusion.....	39
4.2 Suggestion	39
REFERENCES	41
APPENDICES	42