

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Education plays a vital role in shaping individuals to become competent and skilled professionals who are ready to face the challenges of the real working world. In higher education, especially in vocational institutions such as the State Polytechnic of Bengkalis, the learning process is not only focused on theoretical understanding but also emphasizes practical application in the field. One of the key methods implemented to achieve this balance between theory and practice is through an apprenticeship program.

The apprenticeship program is a compulsory academic requirement for students of the International Business Administration Study Program. It aims to provide students with the opportunity to gain real-world work experience, apply the knowledge and skills they have learned during lectures, and understand the professional work environment in a more comprehensive manner. It also helps students improve essential soft skills such as communication, discipline, problem-solving, teamwork, and adaptability—skills that are highly valued in today’s competitive job market.

In today’s dynamic and growing financial sector, administrative management plays a crucial role in supporting the smooth operation of institutions. One such institution is Bank Tabungan Negara Syariah (BTNS), a Sharia-based banking institution committed to providing inclusive and ethical financial services in Indonesia. BTNS focuses on facilitating services that align with Islamic principles, while also ensuring customer satisfaction and operational efficiency. The bank operates with various divisions, including General Affairs, which is responsible for managing internal administrative support, document handling, logistics, correspondence, and daily operational needs.

To support the goal of gaining meaningful practical experience, the author carried out an apprenticeship at Bank Tabungan Negara Syariah (BTNS), Pekanbaru Branch, from March 10th to June 28th, 2025. During this period, the author was assigned to the General Affair Division, where the author had the opportunity to engage in a wide range of tasks. These included preparing and recording payment orders (surat perintah membayar), photocopying and organizing documents, delivering and retrieving files between departments, assisting with internal office needs, and obtaining approvals and signatures from division heads such as the DBM Supporting and DBM Manager.

This apprenticeship experience provided the author with valuable exposure to how a financial institution operates internally, especially in terms of administrative and general support functions. It also allowed the author to observe and participate in how Sharia banking principles are applied in daily operations, further enriching the author's understanding of the industry. Through interactions with professional staff, the author was also able to enhance communication skills, develop time management abilities, and improve work discipline.

Furthermore, the internship fostered a sense of responsibility, professionalism, and confidence in the workplace. It helped the author gain insight into the importance of teamwork and coordination across departments to ensure smooth and efficient service delivery. All of these experiences serve as a valuable foundation for the author to prepare for future career endeavors in the fields of business administration and finance, both in conventional and Sharia-based institutions.

In conclusion, the apprenticeship program at Bank Tabungan Negara Syariah Pekanbaru Branch has not only fulfilled academic requirements but has also provided the author with meaningful lessons and professional experiences that will serve as a strong stepping stone for personal and career development.

1.2 Purpose of the Apprenticeship

The purpose of the apprenticeship conducted at Bank Tabungan Negara Syariah Pekanbaru Branch, a Sharia-based financial institution, is as follows:

1. To find out the job description during the internship at the General Affair unit.
2. Explain work practice systems and procedures in the General Affair unit at Bank BTN Syariah Pekanbaru.
3. To find out the work schedule for the General Affair unit.
4. To find out the kind and description of the activity during the internship at the General Affair unit.
5. To find out the obstacles and solutions during the internship at the General Affair unit.

1.3 Significant of the Apprenticeship

The apprenticeship is one of the important academic activities that must be undertaken by every student of the State Polytechnic of Bengkalis as a requirement to complete their study. In order to achieve meaningful outcomes, it is necessary to understand the benefits or significances of carrying out the apprenticeship program. The benefits are described as follows:

1. For Students

The internship serves as a critical transition phase from academic learning to real-world professional environments. It challenges students to step beyond theoretical understanding and apply knowledge within actual work settings. This experience fosters discipline, resilience, independent problem-solving, and the ability to operate under real organizational demands—skills that are often underdeveloped in classroom-based learning

2. Significances for State Polytechnic of Bengkalis

For companies, internship programs are more than just a source of temporary assistance they represent a long-term investment in human capital. Through structured mentorship and hands-on involvement, companies

contribute to shaping future professionals while gaining access to fresh perspectives. Furthermore, internships provide a valuable opportunity to identify and evaluate potential recruits before committing to long-term employment

3. For State Polytechnic of Bengkalis

For educational institutions, internship outcomes offer a tangible measure of curriculum relevance and effectiveness. Positive student performance in the field indicates strong alignment between academic content and industry expectations. Conversely, when gaps are identified between classroom instruction and practical application, curriculum revision becomes necessary to ensure graduates are not only theoretically competent but also professionally prepared.