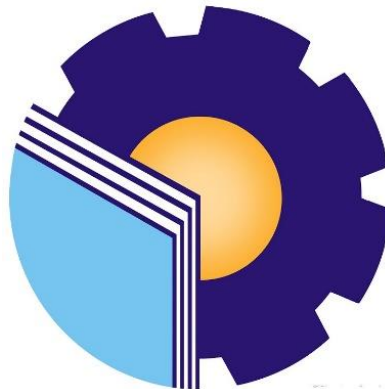


APPRENTICESHIP REPORT

**PT BANK RAKYAT INDONESIA (Persero) Tbk UNIT
BENGKALIS KOTA**

**NUR SRI RAHAYU
5404211395**



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

**VALIDITY SHEET
APPRENTICESHIP REPORT**

**PT BANK RAKYAT INDONESIA (Persero) Tbk UNIT
BENGKALIS KOTA**

Written as one of the conditions for completing Apprenticeship

NUR SRI RAHAYU
5404211395

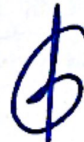
Bengkalis, June 5th 2025

Head of Unit
PT Bank Rakyat Indonesia (BRI)
Unit Bengkalis Kota



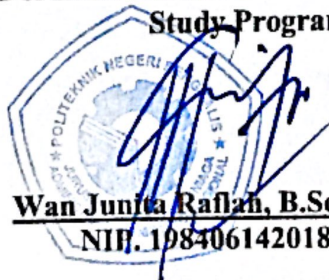
Riki Susanto
PN. 00143265

Advisor
Internasional Business Administration
Study Program



Nageeta Tara Rosa, SE., M.B.A
NIP. 199204272024062001

Approved by,
Head of International Business Administration
Study Program



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

ACKNOWLEDGEMENT

Praise be to Allah SWT, who has bestowed His mercy, guidance, and blessings upon the Author. May peace and blessings be upon Prophet Muhammad SAW, his family, and his companions. Finally, the Author has successfully completed the internship activities and compiled the internship report conducted at Bank Rakyat Indonesia (BRI) Unit Bengkalis Kota, precisely on schedule from February 3 to June 5 2025.

In carrying out this internship, the author endeavored to gain extensive knowledge, insights, and skills in administration acquired during university studies, as well as an understanding of the workplace system to the fullest extent possible, utilizing the facilities provided by the company. The author also extends heartfelt gratitude to all staff at Bank Rakyat Indonesia Unit Bengkalis Kota for providing valuable knowledge, experience, and guidance, as well as for welcoming the author to participate in this internship and for the opportunity to become part of the Bank Rakyat Indonesia Unit Bengkalis Kota family.

In preparing this internship report, the author is aware that without guidance from various parties, this internship report could not have been completed within the specified timeframe. Therefore, the author would like to express gratitude to all parties who have been involved and assisted the author. The relevant parties include:

1. Mr. Johny Custer, S.T., M.T as the Director of the State Polytechnic of Bengkalis.
2. Mr. Romadhoni, ST., M.T as the Vice Director 1 State Polytechnic of Bengkalis.
3. Mrs. Supriati, M.Si as the Head of the Business Administration Department.
4. Mrs. Wan Junita Raflah, B.Sc., M.Ec.Dev as the Head of the International Business Administration Study Program and as guardian lecturer.
5. Mr. M. Alkadri Perdana, B.IT., M.Sc as Coordinator of this Apprenticeship.
6. Mrs. Nageeta Tara Rosa, S.E., M.B.A as the advisor of this Apprenticeship Report.

7. Mr. Eka Saputra as the former Head of the Unit Bengkalis Kota of Bank Rakyat Indonesia (BRI).
8. Mr. Riki Susanto as the new Head of the Unit Bengkalis Kota of Bank Rakyat Indonesia (BRI).
9. Mr. Suharmadi the Supervisor who guided the author in carrying out this internship.
10. All staff at BRI Unit Bengkalis Kota who provided guidance and experience to the author during his internship.
11. The author's beloved family Mr. Indra, Mrs. Rina and the author's two younger sisters Cita Aulia and Keysha Azzahra who always provided encouragement, advice, and support, enabling the author to complete this internship within the specified time frame.
12. To the special person Arep who always took the time and provided extra support to the author so that the author could complete this internship report.
13. To my closest friend Ulfa Ramadani, who has been a great supporter, encouraging me to keep improving and staying motivated in completing this internship report.
14. All friends who have helped and encouraged the author to complete this internship report.

May all the kindness and good character shown be rewarded by Allah SWT. The author realizes that this internship report is far from perfect in terms of structure, language, and writing. Therefore, the author eagerly welcomes criticism and suggestions. Finally, may this thesis be useful to all who need it in the future.

Bengkalis, June 5th, 2025

Author



NUR SRI RAHAYU
5404211395

TABLE OF CONTENTS

COVER

VALIDITY SHEET	i
-----------------------------	----------

ACKNOWLEDGEMENT	ii
------------------------------	-----------

TABLE OF CONTENTS.....	iv
-------------------------------	-----------

LIST OF FIGURES	vi
------------------------------	-----------

LIST OF TABLES	vii
-----------------------------	------------

LIST OF APPENDICES.....	viii
--------------------------------	-------------

CHAPTER 1 INTRODUCTION	1
-------------------------------------	----------

1.1 Background of the Apprenticeship	1
--	---

1.2 Purpose of the Apprenticeship	2
---	---

1.3 Significances of the Apprenticeship	3
---	---

CHAPTER II GENERAL DESCRIPTION OF THE COMPANY.....	4
---	----------

2.1 Company Profile	4
---------------------------	---

2.2 Vision and Mission	6
------------------------------	---

2.3 Kind of Business	7
----------------------------	---

2.4 Organization Structure	11
----------------------------------	----

2.5 The Working Process	13
-------------------------------	----

2.6 Document Used for Activity	14
--------------------------------------	----

CHAPTER III SCOPE OF THE APPRENTICESHIP	19
--	-----------

3.1 Job Description	19
---------------------------	----

3.2 System and Procedure.....	20
-------------------------------	----

3.2.1 System	20
--------------------	----

3.2.2 Procedure	21
-----------------------	----

3.3 Time and Place of Apprenticeship	26
--	----

3.4 Kind and Description of the Activity	26
--	----

3.5 Work of Activities.....	41
-----------------------------	----

3.6 Obstacles and Solution.....	45
---------------------------------	----

3.6.1 Obstacles.....	45
----------------------	----

3.6.2 Solution	45
----------------------	----

CHAPTER IV CONCLUSION AND SUGGESTION.....	46
4.1 Conclusion	46
4.2 Suggestion.....	47
REFERENCES.....	48
APPENDICES	49