

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Apprenticeship programs are a tangible manifestation of experience-based learning that bridges the gap between the academic world and the professional world. In line with the mandate of Law No. 12/2012 on Higher Education, universities are required to produce graduates who have adequate competencies and are able to compete in the world of work. Apprenticeship programs emerge as an effective solution to meet these demands by providing authentic on-the-job experience. This apprenticeship program is designed to offer a balanced experience between hands-on practice and knowledge development. Students not only perform technical tasks in the field but also regularly participate in discussion forums and daily classes aimed at strengthening their conceptual understanding of administrative management and public service (Syaidaturrahmah et al, 2025).

This apprenticeship program provides dual benefits, not only developing soft skills but also helping students determine their future career paths. Through hands-on practice, students gain a realistic picture of the job, from daily tasks to the various challenges they may face. Students often struggle to meet the expectations of the workplace, which not only require technical skills but also demand mastery of soft skills. Abilities such as effective communication, teamwork, time management, and adaptability to change have become essential prerequisites for career success (Syaidaturrahmah et al, 2025).

As part of efforts to improve the quality of higher education, each study program is designed not only to provide theoretical knowledge, but also to encourage students to be able to apply it in the context of the workplace (Syaidaturrahmah et al, 2025). This activity is one of the mandatory components of the International Business Administration study program at State Polytechnic of Bengkalis, which is supervised by advisors who have been assigned by the study program.

Apprenticeship are conducted directly at a company. For Diploma III graduate students, this is done after they have completed a minimum of 4 (four) semesters and graduated with full credits, lasting for 1 month. For Diploma IV graduate students, this is done after they have completed a minimum of 6 (six) semesters and graduated with full credits, lasting for a minimum of 4 months and a maximum of 6 months. This apprenticeship provides students with the opportunity to gain direct understanding of the working world. Students are required to immerse themselves directly into the workplace in their respective fields, so that they can apply the knowledge, skills, and experience gained during their internship to the workplace.

Based on the above, the author, as a student of the International Business Administration Study Program, is required to complete an apprenticeship for a maximum of 6 months and a minimum of 4 months. The author chose Bank Rakyat Indonesia (BRI) as one of the places to carry out the apprenticeship for 4 months. The apprenticeship period began on February 3, 2025, and ended on June 5, 2025. Through this internship, it is hoped that the author will gain a deeper understanding of various tasks and responsibilities, as well as be better prepared to face the real working world with the experience gained.

1.2 Purpose of the Apprenticeship

The purpose of the apprenticeship activities of students of State Polytechnic of Bengkalis, International Business Administration study program are as follows:

1. To find out the job description during the apprenticeship at Bank Rakyat Indonesia (BRI) Unit Bengkalis Kota.
2. To find out the systems and procedures used during the apprenticeship at Bank Rakyat Indonesia (BRI) Unit Bengkalis Kota.
3. To find out the time and place of the apprenticeship at Bank Rakyat Indonesia (BRI) Unit Bengkalis Kota.
4. To find out kind and description of activities the apprenticeship at Bank Rakyat Indonesia (BRI) Unit Bengkalis Kota.
5. To find out work of activities used during the apprenticeship at Bank Rakyat Indonesia (BRI) Unit Bengkalis Kota.

6. To find out the obstacles and solutions encountered during the apprenticeship at Bank Rakyat Indonesia (BRI) Unit Bengkalis Kota.

1.3 Significances of the Apprenticeship

Apprenticeship are very beneficial for several parties, such as students, companies and the State Polytechnic of Bengkalis, as follows:

1. For Students

There are several benefits from the implementation of the internship program obtained by students, namely as follows:

- 1) Obtain a certificate from the company once the internship is complete.
- 2) Students can build professional relationships and gain additional experience.
- 3) Students have the opportunity to apply theoretical and conceptual knowledge in the real world of work.
- 4) Students have the opportunity to analyze scientific issues related to their field of study as applied in the workplace.

2. For Companies

Companies/institutions that accept students for internships benefit from implementing internship programs, such as:

- 1) The company will get labor assistance from students who do practical work, which makes the process easier and lighter.
- 2) The company will be recognized by the academic and educational world.

3. For State Polytechnic of Bengkalis

There are several benefits of implementing the work experience program obtained by State Polytechnic of Bengkalis, namely as follows:

- 1) A cooperative relationship and good relations have been established between State Polytechnic of Bengkalis and the companies where students carry out their work experience.
- 2) State Polytechnic of Bengkalis receives feedback from organizations and companies about the abilities of students who carry out work experience.