

# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Background of Apprenticeship**

Bengkalis State Polytechnic is a state university located on Jl. Bathin Alam, Sungai Alam Village, Bengkalis District, Bengkalis Regency, Riau Province, Indonesia. The university was established in early 2000 by the Bengkalis Regency Government through the Gema Bahari Foundation with the initial name Bengkalis Shipbuilding Polytechnic and opened three initial study programs, namely Ship Electrical Engineering, Ship Building Engineering, and Ship Mechanical Engineering. Subsequently, the Polytechnic changed its name to Politeknik Bengkalis under the auspices of Yayasan Bangun Insani (YBI) with the addition of two new study programs, namely Civil Engineering and Business Administration. In July 2001, Politeknik Bengkalis officially accepted the first batch of students. To adjust to the interests of prospective students, in 2006 two additional study programs were opened, namely Business English and Informatics Engineering.

In early 2008, Politeknik Bengkalis submitted an application for an increase in status from a Private College (PTS) to a State College (PTN) to the Bangun Insani Foundation, the Bengkalis Regency Government, and the Bengkalis Regency Regional House of Representatives. Then, in 2009, the application for PTN status was continued to the Ministry of National Education through the Directorate General of Higher Education. On February 9, 2011, the Bengkalis Polytechnic together with YBI and the Bengkalis Regency Government made a presentation on the feasibility of penegerian before the Minister of Administrative Reform and Bureaucratic Reform. This process bore fruit on July 29, 2011, when Politeknik Bengkalis officially became a state university under the name Politeknik Negeri Bengkalis based on the Regulation of the Minister of National Education (Permendiknas) No. 28 of 2011. The official inauguration was carried out by the Minister of Education and Culture of the Republic of Indonesia on December 26, 2011.

Since changing its status to PTN, Politeknik Negeri Bengkalis has continued to develop the number of departments and study programs. Now, Polbeng has eight departments, namely Shipbuilding Engineering, Mechanical Engineering, Electrical Engineering, Civil Engineering, Commercial Administration, Informatics Engineering, Language, and Maritime, with a total of 21 study programs. These programs consist of three Diploma-II study programs, eight Diploma-III study programs, and ten Diploma-IV (applied undergraduate) study programs. In addition, Politeknik Negeri Bengkalis also opened a Fast Track Diploma-II program to provide more higher education options for the community.

One of the study programs offered at Politeknik Negeri Bengkalis is International Business Administration. This study program includes learning in the fields of economics and business. In the lecture process, students are equipped with knowledge related to the business world both on a national and international scale. The material studied includes correspondence management, office administration, secretarial, export-import, entrepreneurship, taxation, accounting, banking, and management. All these aspects are studied to equip students to be ready to enter the world of work. Students in this program are also required to take part in practical work in companies, both government-owned (BUMN) and private.

Practical work is an important part of the learning process because it provides an opportunity for students to get to know the world of work directly according to their field of interest. In this activity, students are expected to be able to apply the knowledge that has been obtained during college. Practical work is carried out in the 8th semester or final semester, provided that students have completed and passed the previous semester. Through practical work experience, students can broaden their horizons, improve skills, and increase knowledge and work experience that will be useful after graduation.

In the practical work course run in the 8th semester of the International Business Administration study program, this activity lasts for four months. Students are given the freedom to choose a company that suits their abilities and interests. The practical work coordinator also provides directions and recommendations for practical work places that are relevant and support the learning process. After

consideration, the author decided to carry out practical work in the financial sector, precisely at PT Bank Syariah Indonesia, Duri Hang Tuah 1 Branch Office.

PT Bank Syariah Indonesia Tbk was officially established on February 1, 2021 or 19 Jumadil Akhir 1442 AH. This bank is the result of a merger of three state-owned Islamic banks, namely BRI Syariah, BNI Syariah, and Mandiri Syariah, with the head office located at Jalan Jendral Gatot Subroto No. 27, Semanggi Rubber Village, Setiabudi District, South Jakarta 12930. This merger aims to present an Islamic Bank that is the pride of the people, and is expected to be a new force in driving national economic growth and improving people's welfare.

PT Bank Syariah Indonesia has an extensive operational network spread in various regions throughout Indonesia. The existence of this network is supported by thousands of professional employees who are committed to providing the best service to the community. With a wide range of services, Bank Syariah Indonesia plays an active role in strengthening sharia-based financial inclusion in the country. The author carried out practical work in one of the operational units of Bank Syariah Indonesia, namely the Duri Hangtuah I Sub-Branch Office which is located at Jalan Hangtuah No. 35, Bengkalis Regency, Riau Province. Through this experience, the author gained direct insight into the operational practices of Islamic banking in a professional work environment.

## **1.2 Purposes of the Apprenticeship**

Internship or Practical Work (KP) is one part of the activities that must be carried out by Bengkalis State Polytechnic students as part of completing their studies. To achieve optimal results, it is important to understand the objectives of implementing practical work, namely:

1. Knowing the job description (job description) at PT Bank Syariah Indonesia, Tbk Duri Hangtuah 1 Sub-Branch Office.
2. Knowing the work systems and procedures implemented at PT Bank Syariah Indonesia, Tbk Duri Hangtuah 1 Sub-Branch Office.
3. Knowing the location and time of implementation of practical work at PT Bank Syariah Indonesia, Tbk Duri Hangtuah 1 Branch Office

4. Knowing the types of activities and job descriptions carried out at PT Bank Syariah Indonesia, Tbk Duri Hangtuah 1 Branch Office.
5. Knowing the obstacles faced during practical work and the solutions taken to overcome them.

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

Practical work basically provides various significant benefits, both for students, companies where practical work is done, and for the university. The benefits of the implementation of practical work are as follows:

#### **1.3.1 For Students**

The program provides an opportunity for students to apply the knowledge gained during the lecture period directly in the work environment. In addition, this program also helps students understand the world of work in a more real and in-depth manner. Through this activity, students can assess their abilities, expertise, and skills in a corporate environment. Not only that, this program also provides experience working in a team consisting of individuals with diverse backgrounds and characters in solving a problem.

#### **1.3.2 For the Company**

The purpose of this activity is to improve the good cooperation relationship between Politeknik Negeri Bengkalis and PT Bank Syariah Indonesia. In addition, the presence of practical work students from Politeknik Negeri Bengkalis is expected to contribute to increasing the productivity of PT Bank Syariah Indonesia. This program is also an effort to build a positive image of the company in the eyes of the community through the involvement of students, especially from Politeknik Negeri Bengkalis, in the world of work.

#### **1.3.3 For Politeknik Negeri Bengkalis**

The purpose of this program is to strengthen the relationship and constructive cooperation between Politeknik Negeri Bengkalis and PT Bank Syariah Indonesia as a place for practical work as well as a potential for future workforce recruitment. In addition, this program is a means to support the improvement of the quality of vocational education programs in order to produce graduates who are competent and in accordance with the needs of the world of work.