

APPRENTICESHIP REPORT

**PT. BANK RAKYAT INDONESIA (PERSERO) TBK
BRANCH OFFICE BENGKALIS
HUMAN RESOURCES DEVELOPMENT DIVISION**

**ULFA RAMADANI
5404211391**



**INTERNATIONAL BUSINESS ADMINISTRATION
BUSINESS ADMINISTRATION DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS
2025**

VALIDITY SHEET

**PT. BANK RAKYAT INDONESIA (PERSERO) TBK
BRANCH OFFICE BENGKALIS
HUMAN RESOURCES DEVELOPMENT DIVISION**

Written as one of the conditions for completing Apprenticeship

ULFA RAMADANI

5404211391

Bengkalis, June 5th 2025

Branch Manager

**PT. Bank Rakyat Indonesia
Branch Office Bengkalis**



PN. 00071803

Advisor

**International Business Administration
Study Program**

Nageeta Tara Rosa, SE., M.BA

NIP. 199204272024062001

Approved by,

**The Head of International Business Administration
State Polytechnic of Bengkalis**

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

NIP. 198406142018032001

ACKNOWLEDGEMENT

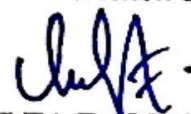
Praise for the blessings and grace of Almighty God, who has provided health and opportunities to The Author thus he can complete practical work activities and have completed practical work reports that The Author do at PT. Bank Rakyat Indonesia (Persero) Tbk Branch Office Bengkalis on time, namely February 03, 2025 to June 06, 2025. The Author also express their gratitude to all employees of PT. Bank Rakyat Indonesia (Persero) Tbk Branch Office Bengkalis who are very kind, friendly and accept the writers to join and have an opportunity to become one of the family members of PT. Bank Rakyat Indonesia (Persero) Tbk Branch Office Bengkalis. In compiling this apprenticeship report, The Author realizes that without the guidance from various parties this apprenticeship report cannot be completed in a specific time, then The Author want to thank all those who have been involved and assisted The Author. Related parties include:

1. Mr. Johny Custer S.T., M.T as the Director of State Polytechnic of Bengkalis
2. Mr. Romadhoni, S.T., M.T as Deputy Director Of State Polytechnic of Bengkalis
3. Mrs. Supriati, M.Si as Head of Business Administration the Department.
4. Mrs. Wan Junita Raflah, B.Sc., M.Ec.Dev as Head of the International Business Administration Study Program.
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. Mulkan as branch leader of PT. Bank Rakyat Indonesia (Persero) Tbk Branch Office Bengkalis.
8. Mrs. Julaiha as operational support supervisor at PT. Bank Rakyat Indonesia (Persero) Tbk Branch Office Bengkalis.
9. All employee of PT. Bank Rakyat Indonesia (Persero) Tbk Branch Office Bengkalis that already give the writer guidance and lot of experience while did the Apprenticeship.

10. Especially for my parents, Romi Candra and Julianawati who have provided a lot of support, prayer, time, energy and materials to help and provide convenience during college to realize my goals.
11. For my younger brother, Muhammad Reza Anjasmara and Muhammad Reifa Atmaja who always provides support, encouragement and advice in completing the thesis on time.
12. To my best friend Nur Sri Rahayu thank you for providing support to me in completing this apprenticeship report and also always providing assistance.
13. Thanks to my cousins especially Kartika Alfira who always help me and support me.
14. Fellow students of the International Business Administration Study Program, classes A, B, and C at Bengkalis State Polytechnic, who always provided information, gave support, and helped me in completing this thesis. Thank you for your cooperation and attention.

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, ... , 2025
Written by



ULFA RAMADANI
NIM. 5404211391

TABLE OF CONTENT

APPRENTICESHIP REPORT	i
VALIDATION FORM	ii
PREFACE.....	iii
TABLE OF CONTENT.....	v
LIST OF FIGURES	vii
LIST OF TABLES	viii
LIST OF APPENDICES	ix
CHAPTER 1 INTRODUCTION	1
1.1 Background of the Apprenticeship	1
1.2 Purposes of the Apprenticeship	2
1.3 Significances of the Apprenticeship	3
CHAPTER 2 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	12
2.5 The Working Process.....	15
2.6 Document Used for activity	17
CHAPTER 3 SCOPE OF THE APPRENTICESHIP.....	22
3.1 Job Description	22
3.2 System and Procedure.....	22
3.2.1 System	22
3.2.2 Procedure	23
3.3 Place of Apprenticeship	28
3.4 Type and Job Description	28
3.5 Work Activities	44

3.6	Obstacles and Solutions During the Apprenticeship	46
3.6.1	Obstacles	46
3.6.2	Solutions	47
CHAPTER 4 CONCLUSION AND SUGGESTION		49
4.1	Conclusion	49
4.2	Suggestion.....	50
REFERENCES.....		52
APPENDICES		1
WRITER BIOGRAPHY		15