

CHAPTER 1

INTRODUCTION

1.1 Background of the Apprenticeship

The internship program is effective in improving the ability to communicate well, the ability to adjust, the managerial ability to work in groups, the ability to interact, and increase accuracy in work as part of the soft skills that students must have. Systematically and synchronously this program combines theoretical learning as a provision for students to then carry out an internship program which aims at mastering expertise through direct experience in the world of work to achieve a certain level and field of expertise. During this program, students are expected to be able to see firsthand an overview of the process in the world of work, gain practical work experience that can train soft skills, and have skills in certain fields that can be utilized after students graduate from (Tanjung, M. H. A, et al., 2023).

Higher education as a place to provide education and train students' abilities in the academic and professional fields has the aim of graduating students who have ready-to-use skills in the midst of society and the world of work is required to be able to prepare a series of lecture programs that support this so that students have competitiveness and are able to face various challenges globally (Tanjung, M. H. A, et al., 2023). Expertise internship practice is one of the many series of activities included in the compulsory courses in the Politeknik Negeri Bengkalis International Business Administration Study Program with a weight of 4 SKS (Semester Credit Units) accompanied by a supervisor determined by the study program. This program is compulsorily followed by all International Business Administration students as a practice-based learning stage.

Politeknik Negeri Bengkalis has the responsibility of improving the quality of human resources, especially in achieving the quality of students. To achieve the objectives of higher education, students need to have the ability to apply the knowledge they have obtained in order to master the skills needed in the industrial

world. Therefore, practical work activities are carried out as a form of response to these demands.

Internship is a form of real application of the theories that have been learned during lectures, where students will gain work experience as a simulation before actually entering the world of work. Through this activity, students can also implement the knowledge they have gained during their studies. Practical work activities are carried out directly in the company. For Diploma IV students, practical work is carried out after completing a minimum of six semesters and being declared fully graduated, with a minimum implementation duration of four months and a maximum of six months.

The Author chose to do an internship at PT Bank Rakyat Indonesia (Persero) Tbk because PT Bank Rakyat Indonesia (Persero) Tbk is one of the largest and oldest banks in Indonesia, has a modern, structured HR management system, and is oriented towards sustainable employee development. The HRD Division at BRI not only focuses on administrative management of the workforce, but also runs various potential development programs, competency-based training, and strengthening professional work culture.

Seeing the important role of HRD in supporting quality banking operations and services, the author chose to carry out practical work at BRI, especially in the Human Resource Development section. Through this practical work, the author wants to gain hands-on experience in the HR administration process, understand talent management strategies, and learn the systems and technology used by BRI in supporting HRD functions.

1.2 Purposes of the Apprenticeship

The purpose of the practical word activities are as follows:

1. To explain the job description during practical work
2. To know the work system and procedures carried out during practical work
3. To know the place and time of practical work
4. To find out about work activities during the internship
5. To find out the obstacles and solutions during practical work

1.3 Significances of the Apprenticeship

The practical work carried out is very beneficial for several parties such as students, companies and State Polytechnic of Bengkalis.

1. For Students

There are several benefits from the implementation of practical work programs obtained by students, namely as follows:

- a. Get a certificate from the company if you have completed the practical work program.
- b. Students can develop work relationships and add experience to their resumes.
- c. Students have the opportunity to apply theoretical/conceptual knowledge in the real world of work.
- d. Students gain practical experience in applying theoretical/conceptual science according to their study program.
- e. Students have the opportunity to be able to analyze problems related to science that are applied in work according to their study program.

2. For Companies

The benefits of implementing practical work programs are also obtained by companies/institutions that accept practical work students, such as:

- a. The company will receive labor assistance from students who do practical work thus the work becomes a little lighter and easier.
- b. The company will be recognized by academics and the world of education.

3. For State Polytechnic of Bengkalis

There are several benefits from implementing the practical work program obtained by the State Polytechnic of Bengkalis, which are as follows:

- a. There is good cooperation/relationship between the campus and the company where students do practical work.
- b. State Polytechnic of Bengkalis receives feedback from organizations/companies on the ability of students who take part in practical work in the world of work.