

CHAPTER I

INTRODUCTION

1.1. Internship Background

The need for skilled human resources in science and technology is a result of rapid progress in these fields; these human resources strive to balance the development of science and technology with their mastery in these fields; to obtain competitive work, according to needs, and achieve the desired goals, adequate and reliable expertise is required in their respective fields, which will produce professional human resources (HR) who are ready to apply knowledge, morals, attitudes, and other necessary criteria.

It's difficult to ignore the technological developments and breakthroughs occurring in today's era of globalization. Similarly, the government continues to strive to improve ever-changing educational standards. To enter the workforce after graduating, every student must be prepared for the professionalism of jobs relevant to their field.

The pinnacle of formal education is higher education, which produces human resources (HR) with a high intellectual level to meet the demands of the workplace, both in terms of quality and talent. Therefore, universities are obligated to develop high-quality human resources to face increasingly intense competition. Enabling comparison and validation of theoretical knowledge with real-world work scenarios is crucial in the educational environment, as it establishes a link between theory and practice. Bengkalis State Polytechnic has a responsibility to prepare its students to compete in the real world of work. One way to do this is by organizing internships as one of the mandatory programs for students as a requirement to complete the Bachelor of Applied International Business Administration Study Program.

An internship is a learning process that allows individuals to gain firsthand insight into the real world of work. This internship is held annually and is mandatory for all Bengkalis State Polytechnic students so they can effectively apply

the knowledge they have acquired in the workplace. Scientific theories and concepts are understood through internships, which are then implemented in professional fields of study. Internships can provide students with the ability to solve scientific problems in accordance with the theories they have learned during lectures, as well as develop their knowledge, skills, and insights. In general, the purpose of internships is to improve students' abilities and skills in their respective fields, so they can be directly applied to various activities in government and private institutions.

In this program, specifically for seventh-semester students of the International Business Administration Study Program, the internship program is carried out for approximately six months, with students choosing their own internship location and workplace. However, before choosing a location for this program, the internship coordinator provides several choices or opportunities for internship locations to students. From these choices, the author chose to intern in the finance and investment sector at PT Pegadaian Bengkalis. PT Pegadaian operate in three business lines: financing, gold, and various services, with its head office located on Jalan Kelapapati Laut, Bengkalis Regency.

PT Pegadaian is a state-owned enterprise (BUMN) in Indonesia that provides financial services, particularly in the form of collateral-backed loans, commonly known as the pawn system. Pegadaian was founded out of the need to provide accessible, reliable, and legal financial solutions to the public.

Interning at PT. Pegadaian, the author was placed in the Field Division, with the following job details: Visiting customers' homes, Calling customers whose payments are overdue.

1.2 Internship Objectives

Internships or Field Work Practice (PWP) are one of the activities undertaken by Bengkalis State Polytechnic students to complete their studies. To achieve the desired results, it is important to understand the objectives of the PWP, which are as follows:

1. To find out the types of work carried out by UPC Pegadaian.
2. To study the documents used in the internship program at UPC Pegadaian.
3. To learn the work procedures at UPC Pegadaian.
4. To understand the expected targets of the work carried out at UPC Pegadaian.
5. To identify challenges and find solutions faced during field work practice at UPC Pegadaian.

1.3 The Importance of Internships

The internship activities carried out were very beneficial for several parties such as students, companies and Bengkalis State Polytechnic.

1.3.1 Importance for Students

An internship is an activity every student must undertake to complete their assignments. To achieve the desired results, it is important to understand the objectives of the internship. The objectives of the internship at PT. Pegadaian are as follows:

1. To find out the job description in the company
2. To understand the work systems and procedures implemented at PT. Pegadaian.
3. To find out the time and location of work positions during the internship at PT. Pegadaian.
4. To identify obstacles encountered during the internship and the solutions implemented at PT. Pegadaian.

1.3.2 Importance for the company

The benefits of implementing the internship program are also enjoyed by companies/institutions that accept interns, such as:

1. The company will receive assistance from student interns so that the work becomes a little lighter and easier.
2. The company will be recognized by academics and the world of education.

1.3.3 For Bengkalis State Polytechnic

There are several benefits from implementing the internship program obtained by Bengkalis State Polytechnic, namely as follows:

1. There is good cooperation or relationship between the campus and the company where the students are doing their internship.
2. Bengkalis State Polytechnic can improve the quality of its graduates through student internship experiences.
3. Bengkalis State Polytechnic will be better known in the industrial or business world.
4. Bengkalis State Polytechnic receives input from organizations or companies regarding the capabilities of student interns in the world of work.
5. Bengkalis State Polytechnic accepts input from the world of work to curriculum development and learning processes.