

CHAPTER I

INTRODUCTION

1.1. Background of the Apprenticeship

In today's modern era, apprenticeship programs are acknowledged as an effective approach to workforce development, integrating real-world work experience with academic learning. These programs not only provide individuals with essential skills and recognized qualifications but also respond to the dynamic needs of employers. As technology advances and labor markets evolve, apprenticeships remain a crucial strategy for cultivating a competent workforce capable of addressing current and future challenges. According to Britannica, apprenticeships serve as a valuable pathway for skill formation and professional growth.

An apprenticeship refers to a structured educational program that merges theoretical instruction with practical work experience to prepare individuals for a specific trade or profession. The main aim of this program is to offer hands-on exposure while ensuring that students acquire relevant academic knowledge in their respective fields. Through this process, student interns are expected to develop personal growth, strengthen communication and teamwork abilities, and enhance career readiness — outcomes that often contribute to higher employability and improved job prospects after graduation.

The internship program constitutes an integral component of the academic curriculum at the State Polytechnic of Bengkalis, serving as a bridge between theoretical study and professional application. Established in 2000, the institution was initially founded by the Bengkalis Regency Government through the Gema Bahari Foundation under the name Bengkalis Shipbuilding Polytechnic. Over time, it transitioned into Politeknik Bengkalis under the Bangun Insani Foundation (YBI) before officially becoming a state polytechnic in 2008 through a decree from the Minister of National Education. With a vision to become a leading institution focused on producing competent human resources in technology, business, and industry, the

State Polytechnic of Bengkalis continues to expand its programs to meet the labor market demands at local, national, and international levels (polbeng.ac.id).

The academic programs offered by the State Polytechnic of Bengkalis aim to equip students with both technical and soft skills aligned with industrial needs at the national and global scales. Through a practice-based curriculum, the institution ensures that students acquire relevant experience and updated knowledge to remain competitive in the workforce. One of the key approaches to achieving this goal is through the internship program, which enables students to apply theoretical insights from classroom learning to real-world professional environments. This experience not only enhances their understanding of how academic concepts are implemented in practice but also fosters critical thinking and problem-solving abilities through collaboration with industry professionals.h

Accordingly, the State Polytechnic of Bengkalis provides a wide range of diploma programs designed to develop students' practical expertise and theoretical foundation essential for their professional careers. Among its 18 study programs is the Diploma in English for Business and Professional Communication. This program focuses on preparing students with the English language proficiency required in modern business and professional contexts. In the current globalized environment, English communication skills have become increasingly vital across various industries. The program emphasizes not only linguistic competence but also practical applications such as negotiation, presentation, and business correspondence, ensuring that graduates are well-prepared for the international business arena.

As part of the curriculum, students of the Diploma Program in English for Business and Professional Communication at Politeknik Negeri Bengkalis are required to undertake an internship program. This program enables students to gain practical experience in the business and professional world. Therefore, students are obligated to carry out a practical work program for a maximum duration of six months and a minimum of four months. For this purpose, the writer chose PT. Pelindo Jasa

Maritim,Dumai Unit, as the place to carry out the internship for a period of four months. During the internship program at PT. Pelindo Jasa Maritim, the writer was assigned to the supporting and operational divisions.

The internship program was conducted from July 21, 2025, to November 21, 2025. It is expected that this internship will enhance the students' technical skills and provide deeper insights into the professional and industrial environment. Internship serves as a bridge connecting the academic world with the professional field, strengthening students' readiness to face future challenges.

1.2. Purpose of the Apprenticeship

The apprenticeship is a crucial component for students in the English for Business and Professional Communication study program to fulfill their academic requirements. The primary goals of the apprenticeship can be described as follows:

1. To understand and gain insight into the administrative activities carried out at PT Pelindo Jasa Maritim.
2. To understand the workflow of document management and administrative record-keeping, including transaction vouchers (bon), preliminary invoices (pranota), and finalized invoices
3. To understand the role of the administrative department in supporting operational activities and maritime service operations, including internal coordination, reporting, as well as support for safety procedures and revenue verification processes.

1.3. Significances of the Apprenticeship

The practical work carried out is very beneficial for several parties such as student,companies and states polytechnic of bengkalis;

1. For Student

The apprenticeship program holds significant importance in equipping students for their future careers. Through this activity, students are exposed directly to actual workplace conditions, allowing them to implement the concepts learned in class into real practices. The program enhances their technical skills, communication proficiency, teamwork, problem-solving abilities, and adaptability in managing various work tasks. It also cultivates discipline, responsibility, and professional conduct, while offering opportunities to build connections with industry professionals. These experiences support their academic growth and further strengthen their employability and competitiveness in the workforce after graduation

2. For companies

The apprenticeship program also provides advantages for companies, as it enables them to involve students in various organizational tasks and projects. Interns often bring new perspectives, creativity, and innovative ideas that can help enhance the company's productivity and effectiveness. Through this program, companies are able to evaluate the skills, attitudes, and work ethics of interns, which can become a potential talent pool for future hiring and help minimize recruitment and training expenses. Moreover, participating in apprenticeship initiatives allows companies to reinforce their role in social responsibility, build stronger collaborations with educational institutions, and support the development of human resources that meet industry standards.

3. For State Polytechnic of Bengkalis

For the institution, the apprenticeship program serves as a vital link between academic learning and industrial application. It enables the State Polytechnic of Bengkalis to assess how well its curriculum aligns with current labor market needs and to make improvements where necessary. This program also strengthens partnerships with industry and business sectors, enhancing the

institution's credibility and reputation as a provider of vocational higher education. Additionally, the effective execution of apprenticeship programs reflects the Polytechnic's dedication to preparing graduates who are capable, well-skilled, and ready to face both national and global workforce demands.