

CHAPTER I

INTRODUCTION

1.1. Background of the Apprenticeship

The development of science and technology has a great influence on the world of education and industry. In the era of globalization, companies need human resources who are not only knowledgeable, but also adaptive, innovative, and professional. Therefore, higher education, especially vocational, is required to be able to prepare students to be ready to face the world of work. Vocational education plays a role in connecting theory with practice. Students not only learn academically, but are also trained in technical, communication, and professional attitudes. One form of application is the internship program, which provides hands-on experience in the world of work.

Politeknik Negeri Bengkalis is a vocational higher education institution that applies a practice-oriented learning approach. According to Politeknik Negeri Bengkalis (2020), the institution combines theoretical knowledge with practical learning through laboratories, workshops, and cooperation with industry. This approach is intended to support the development of students' competencies and prepare them for the professional world. In addition, the International Business Administration Study Program aims to produce graduates who are competent in managing business organizations and are prepared to meet the needs of the local, national, and international labor markets.

Eighth-semester students of the International Business Administration Study Program carry out an internship program for approximately five months. This time is considered sufficient to provide a more in-depth and comprehensive work experience. The program aims to integrate the various concepts that have been learned, such as Human Resource Management, Business Communication, Office Administration, Organizational Behavior, and Business Ethics, with real-world practice in the world of work. Thus, students are expected to be able to improve technical competence while developing non-technical skills (soft skills) such as

communication, teamwork, and problem solving.

In implementing the apprenticeship program, the author chose PT Riau Andalan Pulp and Paper (PT RAPP), located in Pangkalan Kerinci, Pelalawan Regency, Riau. PT RAPP is the operating arm of APRIL in Riau and is engaged in the pulp and paper industry. According to APRIL Group (n.d.), PT RAPP operates in Riau and has contributed to the development of Pangkalan Kerinci through its industrial and community-related activities. The company also implements a business philosophy that emphasizes positive contributions to the Community, Country, Climate, Customer, and Company. These characteristics provide an appropriate environment for students to gain practical experience in a professional and large-scale industrial organization.

During the internship, the author was assigned to the Employee Relations & Community and Religious Affairs (ER & CRA) Unit under the Human Resources (HR) Division. The establishment of this unit was driven by the company's need to effectively manage relationships with both employees and the surrounding communities. In the early stages of the company's operations, various social challenges and community-related issues emerged, highlighting the importance of a dedicated unit to foster communication, maintain harmonious relationships, and support the resolution of social concerns in a sustainable manner. Over time, the responsibilities of the unit expanded to include employee relations as well as the coordination of community and religious affairs within the company. This unit plays an important role in supporting various internal company activities, including employee development programs, social initiatives, and maintaining harmonious relationships among employees. Although it operates under the Human Resources Division, the ER & CRA Unit contributes significantly to creating a positive and conducive working environment through well-structured internal programs.

Through the internship experience, the author gained practical knowledge related to administration, program coordination, and communication processes in organizations. This experience provides a real picture of the application of the theory that has been learned in lectures to the world of work. In addition, internship activities also help increase a sense of responsibility, adaptability, teamwork, and

professional work ethics. Overall, this experience is an important provision for the author in preparing to enter the world of work after completing his studies.

1.2. Purpose Apprenticeship

The apprenticeship program is an essential component of the academic curriculum at Bengkalis State Polytechnic. It provides students with the opportunity to gain practical experience, apply the knowledge acquired during their studies, and develop professional skills required in the workplace. The objectives and benefits of the apprenticeship program are presented as follows.

1.2.1 Purpose of Apprenticeship

Internship activities for Bengkalis State Polytechnic students, especially the D-IV International Business Administration Study Program, have the following objectives:

1. To describe duties and responsibilities during internship activities.
2. To find out the procedures and system for the implementation of the internship program.
3. To find out the place and time of the internship program.
4. To describe the types of activities as well as details of the activities during the internship.
5. To find out the obstacles faced and solutions during the implementation of the internship program.

1.2.2 Benefits of Apprenticeship

The internship activities carried out provide benefits to several parties, namely students, companies, and the Bengkalis State Polytechnic:

1. For Students
 - a. Students have the opportunity to apply the knowledge and concepts gained during lectures into the real world of work.
 - b. Students can build work relationships and gain experience that is useful for career development and resumes.

2. For Companies

For companies, internship activities are a means to establish cooperation with the world of education, especially vocational universities. Companies can get to know more closely the quality of students as prospective workers, both in terms of abilities, attitudes, and work ethics. This provides an advantage for companies in getting alternative prospective employees who have potential, dedication, and credibility. In addition, the presence of interns can also help support the company's operational activities.

3. For the Bengkalis State Polytechnic

The Bengkalis State Polytechnic received benefits in the form of feedback from companies regarding the suitability of the curriculum with industry needs. This input is very important for the development of a learning system to be more relevant to the world of work. In addition, internship activities also strengthen the cooperative relationship between the campus and the company. With good cooperation, it is hoped that the quality of graduates can continue to improve through the real experience gained by students during the internship program.

1.3 Significances of the Apprenticeship

The apprenticeship program plays an important role in bridging the gap between academic learning and professional practice. Through this program, students have the opportunity to apply the knowledge and skills acquired during their studies in a real work environment, while developing technical competencies, professional ethics, communication skills, and teamwork abilities that are essential for their future careers.

Furthermore, the apprenticeship strengthens the collaboration between Bengkalis State Polytechnic and PT Riau Andalan Pulp and Paper (PT RAPP). This partnership supports the development of industry-relevant education, enhances students' work readiness, and contributes to producing competent and professional graduates who are prepared to meet the demands of the global workforce.