

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

The Pekanbaru Class II Harbor Master's Office and Port Authority (KSOP) is a Technical Implementation Unit (UPT) under the Directorate General of Maritime Transportation, Ministry of Transportation of the Republic of Indonesia, tasked with conducting supervision and law enforcement in the areas of maritime safety and security, vessel traffic management, port services, and the administration of harbor master and port authority functions. In carrying out these duties, the Class II Pekanbaru KSOP plays a role in providing port administrative services, inspecting vessel and crew documents, supervising port operations, ensuring maritime safety, managing state-owned assets, compiling agency performance reports, and providing administrative services to the public and port service users. In addition, the KSOP also plays a role in improving the quality of public services through the implementation of an effective, efficient, transparent, and accountable administrative system in accordance with applicable laws and regulations.

Job Description for the Internship in the Administrative Division (TU) The Administrative Division is one of the work units that plays a crucial role in supporting the implementation of all organizational activities within the Pekanbaru Class II KSOP. This division is responsible for general administration, personnel management, financial management, management of State-Owned Assets (BMN), document archiving, and the provision of office facilities and infrastructure. The General Affairs Division is also tasked with managing correspondence, preparing periodic administrative reports, administering personnel documents, managing office inventory, and providing administrative services to all work units. In addition, the General Administration Division is responsible for preparing supporting documents such as the Government Internal

Control System (SPIP), Goods Release Orders (SPPB), performance reports, and the administration of official vehicles. Through the execution of these functions, the Administrative Division serves as an administrative service center that ensures all of the organization's operational activities run in an orderly, effective, and efficient manner, in accordance with the principles of good governance.

The Pekanbaru Class II Harbor Master's Office and Port Authority (KSOP) is one of the Technical Implementation Units (UPT) under the Directorate General of Maritime Transportation, Ministry of Transportation of the Republic of Indonesia. The establishment of the KSOP is an implementation of Law No. 17 of 2008 on Shipping, which mandates the separation of regulatory and operational functions in port management. Through this policy, the government established the Harbor Master's Office and Port Authority as the agency responsible for carrying out regulatory, supervisory, control, and service functions in the fields of shipping and port operations. The KSOP is expected to improve maritime safety, provide legal certainty in port operations, and deliver professional public services focused on public satisfaction.

The Class II Pekanbaru Port Authority (KSOP) has a strategic operational area, as it is located in Riau Province, through which the Siak River flows one of the waterways that plays a vital role in supporting the region's economic activities. Furthermore, Riau Province's geographical proximity to the Malacca Strait makes this region an international shipping route with a high volume of vessel traffic. Therefore, the Pekanbaru Class II KSOP plays a vital role in ensuring maritime safety, overseeing port operations, and ensuring that all maritime transportation activities comply with applicable laws and regulations.

In carrying out its duties, the Pekanbaru Class II Port Authority (KSOP) performs various port administration functions, such as inspecting vessel seaworthiness, issuing vessel documents, overseeing maritime safety, supervising cargo loading and unloading operations, and enforcing maritime laws. In addition, as the port authority, the KSOP is also responsible for regulating the use of port facilities, overseeing the provision of port services, coordinating port operations, and providing administrative services to port service users. These duties are

carried out in coordination with various government agencies, port operating entities, shipping companies, and other stakeholders to create a safe, orderly, and efficient maritime transportation system.

In line with advances in information technology and the demand for improved public service quality, the Pekanbaru Class II Port Authority continues to implement various innovations in administration and service delivery. The implementation of digital-based service systems, the enhancement of human resource competencies, the strengthening of the Government Internal Control System (SPIP), the management of State-Owned Assets (BMN), and the implementation of bureaucratic reform are all part of efforts to improve the effectiveness and efficiency of government operations. Through these various reforms, the Class II Pekanbaru KSOP is committed to delivering public services that are transparent, accountable, professional, and conducted with integrity. Given its strategic role, the Class II Pekanbaru KSOP is expected to support the smooth operation of national maritime transportation, improve navigation safety, strengthen the competitiveness of the maritime sector, and contribute to both regional and national economic growth.

During their internship at the Administrative Division of the Class II Pekanbaru Port Authority (KSOP), students were given the opportunity to be directly involved in various administrative tasks that support the smooth operation of the office. Activities included managing incoming and outgoing correspondence, filing documents in accordance with the applicable filing system, inspecting and recording office inventory, and entering data on State-Owned Assets (BMN) into the administrative system. Students also assisted in preparing internal performance reports, verifying and checking data before entering it into the application, drafting Goods Dispatch Orders (SPPB), preparing Government Internal Control System (SPIP) documents, and categorizing documents based on type and retention period. In addition, the students helped with the administration of government vehicles by preparing vehicle repair requests, handling the administrative process for government vehicle tax payments, documenting office activities, and assisting with general tasks such as organizing archives, managing

office supplies, and participating in community service activities to maintain a clean work environment. All of these activities were designed to provide students with practical experience in government administration in accordance with applicable operational standards.

The author selected the Administrative Division of the Class II Pekanbaru Harbor Master's Office and Port Authority (KSOP) as the internship placement because it offers extensive opportunities to learn about government administrative processes and office management. The Administrative Division is responsible for managing correspondence, filing systems, State-Owned Assets (BMN), office inventory, internal performance reporting, Government Internal Control System (SPIP) documentation, and Goods Release Orders (SPPB), all of which are closely related to the administrative competencies studied in the International Business Administration program. Through this internship, the author expected to gain hands-on experience in administrative procedures, improve technical and interpersonal skills, and develop a better understanding of how government institutions implement efficient, transparent, and accountable administrative systems in supporting public services.

During the internship, the author was involved in various activities such as customer service, data management, marketing activities, as well as surveys and network analysis. This experience provided a deeper understanding of the professional world and enhanced skills relevant to the field of study. Based on the above description, this internship report has been prepared to describe the activities carried out during the internship period and to fulfill one of the academic requirements for completing the International Business Administration program at the Bengkalis State Polytechnic.

1.2 Purpose of the Apprenticeship

The apprenticeship is one of the academic activities designed to provide students with direct work experience relevant to their field of study. Through the apprenticeship, students are expected to understand the practical application of theoretical knowledge in the workplace, enhance their professional competencies,

and gain insight into the work systems of the institution where the apprenticeship is conducted. The purposes of the apprenticeship are as follows:

1. To find out job descriptions of the apprenticeship at KSOP Pekanbaru
2. To find out the work systems and procedures of the apprenticeship at KSOP Pekanbaru
3. To find out the place and time of the apprenticeship at KSOP Pekanbaru
4. To find out the kind and description of the activity at KSOP Pekanbaru
5. To find out the obstacles and solutions at KSOP Pekanbaru.

1.3 Significances of the Apprenticeship

The internship program offers various benefits for students, educational institutions, and the companies hosting the internships. These benefits are as follows:

1.3.1 Significances For students

The internship program at the Class II Pekanbaru Harbor Master's Office and Port Authority (KSOP) has provided me, as an intern, with significant benefits in enhancing my knowledge, skills, and work experience within a government agency. Through this internship, students can apply the theories learned in class to real-world work practices, particularly in the areas of office administration, records management, report writing, data entry, and inventory management. In addition, students also develop technical and non-technical skills, such as communication, teamwork, discipline, responsibility, attention to detail, and professionalism. This experience serves as valuable preparation for understanding how the government works and enhances students' readiness to enter the workforce after completing their education.

1.3.2 Significances for State Polytechnic of Bengkalis

To serve as a means of fostering collaboration between universities and the business world, and as a basis for evaluating how to align the curriculum with the needs of the workforce.

1.3.3 Significances For Companies

The apprenticeship enables the company to collaborate with higher education institutions while contributing to students' professional development.

The significances for the company are as follows:

1. To support the company's operational activities through students' participation in administrative and operational tasks.
2. To strengthen collaboration between the company and higher education institutions in developing qualified human resources.
3. To contribute to the implementation of educational programs by providing opportunities for students to gain professional work experience.