

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Developments in the business and industrial sectors in the era of globalization require human resources who possess competence, professionalism, and the ability to adapt to technological advancements and changes in the workplace. The rapid development of information technology has transformed various industries, including the banking sector, requiring companies to provide fast, accurate, efficient, and technology-based services. Therefore, graduates are expected not only to master theoretical knowledge but also to possess practical skills and work experience that are relevant to industry needs.

As a vocational higher education institution, the State Polytechnic of Bengkalis is committed to producing graduates who are competent and ready to compete in the professional world. One of the learning programs implemented to achieve this objective is the Apprenticeship Program, which provides students with opportunities to gain direct experience in the workplace. Through this program, students are expected to develop technical competencies, improve interpersonal skills, understand professional work ethics, and apply the knowledge acquired during their studies in real working environments.

The International Business Administration Study Program equips students with knowledge and skills in office administration, customer service, business communication, document management, operational management, and information technology. However, these competencies need to be strengthened through practical experience in industry so that students can understand how administrative and operational activities are implemented in professional organizations. Therefore, the apprenticeship program plays an important role in bridging academic learning and workplace practice.

The banking sector is one of the industries that has an important role in supporting national economic growth. Banks function not only as financial

intermediaries that collect and distribute public funds but also as institutions that provide various financial services to individuals, businesses, and government institutions. To support these activities, banks require effective administrative systems, systematic document management, and high-quality customer service.

Bank Rakyat Indonesia (BRI) is one of Indonesia's largest state-owned commercial banks, providing banking products and financial services through an extensive network across the country. To ensure that banking services reach the community effectively, BRI operates through Branch Offices and Unit Offices in various regions of Indonesia. In Bengkalis Regency, BRI operates through one Branch Office, namely BRI Bengkalis Branch Office, and three Unit Offices, consisting of BRI Bengkalis City Unit, BRI Selat Baru Unit, and BRI Sungai Pakning Unit. Each office performs banking operational activities while providing financial services to customers within its respective service area.

The author chose to undertake the apprenticeship at BRI because the company was recommended by the Head of the International Business Administration Study Program and the Apprenticeship Coordinator as one of the industry partners of the State Polytechnic of Bengkalis. Following the acceptance process, the placement of apprenticeship students into specific work units was determined directly by BRI, and the author was assigned to BRI Bengkalis City Unit. This placement provided an opportunity to gain practical experience in banking administration and operational activities.

During the apprenticeship, the author participated in various administrative and operational activities, including loan document management, collateral document management, customer document scanning, document uploading through the BRIMEN system, document recording using Microsoft Excel, archive management, customer service assistance, cash administration, and the preparation of BRILink Agent documents. These activities enabled the author to understand banking operational procedures while improving technical skills, accuracy, communication, and professional responsibility.

Through the five-month apprenticeship conducted from February 2, 2026, to June 30, 2026, the author gained valuable practical experience and a deeper

understanding of administrative and operational activities in the banking sector. The apprenticeship also strengthened the competencies acquired during academic studies and enhanced the author's readiness to enter the professional workforce.

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 the apprenticeship job descriptions at BRI Bengkalis City Unit.
2. To find out the work systems and procedures of the apprenticeship at BRI Bengkalis City Unit.
3. To find out the place and time of the apprenticeship at BRI Bengkalis City Unit.
4. To find out the kind and description of the activity at BRI Bengkalis City Unit.
5. To find out the obstacles and solutions at BRI Bengkalis City Unit.

1.3 Significances of the Apprenticeship

The apprenticeship provides several significances for the student, the institution, and the company. The significances of the apprenticeship are as follows:

1.3.1 Significances for the Student

The apprenticeship provides valuable learning experiences that help students develop both academic knowledge and professional competencies. The significances for the student are as follows:

1. To gain practical experience by applying the knowledge and skills acquired during academic studies in a professional working environment.

2. To improve technical skills, communication, discipline, responsibility, and teamwork.
3. To broaden knowledge and understanding of administrative and operational activities in the banking sector.

1.3.2 Significances for State Polytechnic of Bengkalis

The apprenticeship serves as a bridge between the institution and the industry in preparing competent graduates. The significances for the State Polytechnic of Bengkalis are as follows:

1. To strengthen cooperation between the State Polytechnic of Bengkalis and BRI Bengkalis City Unit.
2. To obtain feedback from the industry that can be used to improve the quality of education and curriculum development.
3. To produce graduates who are competent and better prepared to meet the needs of the workforce.

1.3.3 Significances for the Company

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.