

CHAPTER I

INTRODUCTION

1.1 Background

In an era of technological advancement and increasingly fierce job competition, academic skills alone are not enough to meet the demands of the workforce. Therefore, practical experience gained through internships is crucial as a foundation for enhancing competencies and job readiness. Through internships, participants are expected to develop communication skills, teamwork, and the ability to navigate the professional world all of which are essential in a corporate environment.

Rapid advances in science and technology require the availability of reliable human resources in these fields. These human resources are expected to be able to balance the development of science and technology with their mastery and application in the workplace. Sufficient and reliable expertise in every field is crucial for obtaining competitive and suitable employment, as well as for achieving personal and organizational goals. Professionals with adequate expertise will be able to apply science, ethics, attitudes, and other necessary criteria in the workplace. (World Economic Forum, 2023).

In the current era of globalization, advancements in science and technology cannot be overlooked. Consequently, the government continuously strives to enhance the quality of education to keep pace with ongoing developments (Ministry of Education and Culture, 2023). Students must be prepared to meet the professional standards required in their respective fields, ensuring a smooth transition into the workforce upon completing their higher education. (OECD, 2023).

At Bengkalis State Polytechnic, in the Department of Business Administration's International Business Administration program, internships are a required course that must be completed by every student as an essential requirement for graduation. Bengkalis State Polytechnic requires students to complete internships at either government agencies or private companies.

An internship is a learning process that provides firsthand exposure to the real world workplace, aimed at applying the knowledge gained during their studies. In this way, students can enhance their knowledge, skills, and experience in preparing for the real world workplace.

As one of the oil processing facilities that plays a key role in the national energy supply chain, PT. Pertamina Patra Niaga Refinery Unit II Production Sei Pakning processes (crude oil) into petroleum and non-petroleum products. The products produced include NAPHTHA as a blending component, ADO (Automotive Diesel Oil), KEROSENE, and LSWR (Low Sulfur Waxy Residue), which is used for various industrial purposes.

In this case, the author completed an internship at PT. Pertamina Patra Niaga Refinery Unit II Production Sei Pakning, which took place from February 2, 2026, to June 30, 2026. The author carried out activities in the Non-Physical Security Division, located at the headquarters of PT. Pertamina Patra Niaga Refinery Unit II Production Sei Pakning. Security refers to efforts to protect people, assets, information, and systems from threats, disruptions, damage, or unauthorized access. In a physical context, security encompasses the protection of buildings, facilities, and individuals, as well as CCTV monitoring. The security team at PT. Pertamina Patra Niaga Refinery Unit II Production Sei Pakning consists of 62 members divided into 4 shifts, comprising 1 Shift Supervisor and 4 Team Leaders per shift each shift is supervised by 1 TNI BKO officer from TNI Headquarters, led by the Group Head of Security In carrying out security operations at RU II Sei Pakning, the security team is assisted by the Bengkalis District Police and the Bukit Batu Police Station, as stipulated in the Technical Work Agreement (PKT) between the Riau Provincial Police and PT. Pertamina Patra Niaga RU II.

In carrying out security operations at the RU II Production Sei Pakning facility, the security team handles both physical and non-physical security aspects.

Physical Direct, monitor, and evaluate security operations, including implementing corporate security programs covering physical security and the company's critical assets, as well as corporate security activities carry out

security-related emergency response program (ERP) activities determine risk identification methods from the perspective of the security management system (SMS) and security and identifying potential losses or impacts from potential security risks, in an effort to create a conducive, orderly, controlled, and safe environment to support the smooth operation of the company.

Non-Physical Directing, monitoring, and evaluating security operations Non-Physical duties include collecting data, analyzing evidence and case information, implementing corporate security measures related to early detection systems and covert and confidential security operations, conducting evaluations and making recommendations regarding the implementation and monitoring of corporate security programs, identifying and summarizing possible root causes related to investigations, drafting investigation conclusions and recommendations for case resolution, conducting evaluations and making recommendations regarding the development of security investigations identifying risks related to security aspects developing security programs conducting security communication activities and implementing Health, Safety, Security, Environment Quality (HSSEQ) policies as well as fostering a corporate culture to create a conducive, orderly, controlled, and safe environment to support the smooth operation of the company at Refinery Unit II Production Sei Pakning.

The completion of the internship and the preparation of a report at PT. Pertamina Patra Niaga Refinery Unit II Production Sei Pakning are graduation requirements for the International Business Administration program therefore, the author has prepared a report titled **“Non-Physical Security Systems at PT. Pertamina Patra Niaga Refinery Unit II Production Sei Pakning.”**

1.2 Purposes of the Apprenticeship

The purposes of these students apprenticeship activities on the international business study program are as follows :

1. To learn about the Security operations at PT. Pertamina Patra Niaga Refinery Unit II Production Sei Pakning.

2. To understand how security personnel in the Non-Physical security sector maintain security to support the company's smooth operations.
3. To understand the work system and procedures of the Non-Physical Security Sector of PT. Pertamina Patra Niaga Refinery Unit II Production Sei Pakning.
4. To find out the Place and Time for Apprenticeship at PT. Pertamina Patra Niaga Refinery Unit II Production Sei Pakning
5. To identify the types and descriptions of activities at PT. Pertamina Patra Niaga Refinery Unit II Production Sei Pakning.

1.3 Significances of the Apprenticeship

Completing an apprenticeship in Non-Physical Security provides various benefits for all parties involved. These benefits are categorized as follows:

1. Significances for the Author

Significances of completing an apprenticeship in Non-Physical Security:

- a. Provides the author with knowledge on drafting company policies as outlined in the security organizational operating procedures (TKO).
- b. Gaining information regarding the scope of the Internal Audit (SMP) of the Security Management System based on Police Regulation No.7 of 2019.
- c. Gaining a general understanding of the Security Risk Assessment (SRA).

2. Significances for the Academic

The apprenticeship also provides significant benefits to the workplace, such as improving employees practical skills such as:

- a. Enhancing workplace safety and order through the implementation of procedures and work systems that comply with the company's operational standards.
- b. Creating a more conducive and safe work environment, so that operational activities can run smoothly without disruption.

- c. Reducing potential risks and disruptions in the workplace by raising awareness of the importance of safety and supervision within the company.

3. Significances for the Company

The company also reaps numerous significant from the apprenticeship program, including improved workforce productivity including:

- a. Additional support in carrying out non-physical tasks.
- b. Strengthening the company's commitment to human resource development and community engagement through internship programs.
- c. Serving as an additional source of temporary labor, which can help lighten the workload of employees in the field.