

APPRENTICESHIP REPORT

PT. PERTAMINA PATRA NIAGA REFINERY UNIT II PRODUCTION SEI PAKNING

SRI RAHAYU

5404221466



**APPLIED BACHELOR DEGREE OF INTERNATIONAL
BUSINESS ADMINISTRATION STUDY PROGRAM
BUSINESS ADMINISTRATION DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS
2026**

APPROVAL SHEET

PT. PERTAMINA PATRA NIAGA REFINERY UNIT II PRODUCTION SEI PAKNING

Written as one of the requirements to completed to the apprenticeship

SRI RAHAYU
5404221466

Bengkalis, August 11th, 2026

Supervisor General Affair
PT. Pertamina Patra Niaga Refinery
Unit II Production Sei Pakning

Advisor

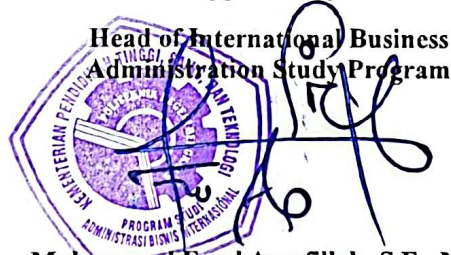


Iswandi
NP. 743023

A handwritten signature in blue ink, appearing to read "Teguh Widodo".

Teguh Widodo, S.Sos., M.SM., M.Rech., CHQA
NIP. 197303182021211001

Approved by:



Muhammad Puad Asrofillah, S.E., M.M.
NIP.199304202022031007

ACKNOWLEDGEMENT

Praise and gratitude are expressed to Allah SWT for His blessings and mercy, which have enabled the author to complete this Apprenticeship Report successfully. This report was prepared based on the Apprenticeship carried out at PT Pertamina Patra Niaga RU II Production Sei Pakning from February 2 to July 1, 2026. Throughout the Apprenticeship, the author gained valuable knowledge, insights, and practical experience regarding the professional work environment and the implementation of business operations within the company, particularly in the Corporate Social Responsibility (CSR) Department.

The author would also like to express sincere gratitude to all employees of PT Pertamina Patra Niaga RU II Production Sei Pakning for their guidance, support, and encouragement throughout the Apprenticeship period. The author realizes that this Apprenticeship report could not have been completed without the assistance, guidance, and support of many individuals. Therefore, the author would like to express sincere appreciation to:

1. Ir. Johny Custer, S.T., M.T. as Director of Bengkalis State Polytechnic.
2. Ir. Romadhoni, S.T., M.T. as Deputy Director I of Bengkalis State Polytechnic.
3. Nurhazana, .S.E., M.Sc as Head of the Business Administration Department.
4. Muhammad Fuad Asrofillah, S.E., M.M. as Head of International Business Administration Study Program.
5. Teguh Widodo, S.Sos., M.SM., M.Rech., CIIQA., the academic supervisor, for his invaluable guidance, direction, motivation, and constructive feedback throughout the preparation of this Apprenticeship report.
6. M. Alkadri Perdana, B.IT., M.Sc., as Apprenticeship Coordinator for the International Business Administration Program
7. Triadi Lukito, the Manager of PT Pertamina Patra Niaga RU II Production Sei Pakning.
8. Iswandi, the General Affair Supervisor of PT Pertamina Patra Niaga RU II Production Sei Pakning.

9. Aye, the Human Resources (HR) Officer of PT Pertamina Patra Niaga RU II Production Sei Pakning.
10. Vera Darasni Putri, the Apprenticeship mentor, along with all members of the Corporate Social Responsibility (CSR) Department of PT Pertamina Patra Niaga RU II Production Sei Pakning.
11. All staff and employees of PT Pertamina Patra Niaga RU II Production Sei Pakning for their assistance, guidance, and support, both directly and indirectly, throughout the Apprenticeship period.
12. The author's beloved parents and all family members for their endless prayers, motivation, encouragement, and unwavering support.
13. All parties who have contributed to and supported the author during the Apprenticeship, whose names cannot be mentioned individually.

Due to the limitations of time and the author's capabilities, the author realizes that this Apprenticeship report is still far from perfect. Therefore, the author sincerely welcomes constructive suggestions and criticisms for future improvement. It is hoped that this Apprenticeship report will be beneficial to the readers and to all parties who may find it useful.

Bengkalis, August 11st, 2026



Sri Rahayu

5404221466

TABLE OF CONTENTS

COVER	i
APPROVAL SHEET	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	v
LIST OF FIGURES	vii
LIST OF TABLES	viii
LIST OF APPENDICES	ix
CHAPTER I INTRODUCTION.....	1
1.1 Background of the Apprenticeship	1
1.2 Purpose of Apprenticeship	2
1.3 Significances of the Apprenticeship	2
CHAPTER II GENERAL DESCRIPTION OF THE COMPANY.....	5
2.1 Company Profil	5
2.2 Vision and Mission	7
2.2.1 Vision.....	7
2.2.2 Mission	7
2.3 Kind of Business	8
2.4 Organization Structure	10
2.5 The Working Process at Corporate Social Responsibility	14
2.6 Document Used for Activity	16
CHAPTER III SCOPE OF THE APPERENTICESHIP	21
3.1 Job Description	21
3.2 System and Procedures	23
3.2.1 System and Procedures in Corporate Social Responsibility	23

3.2.2 System and procedures for implementing work programs	24
3.3 Place and Time of the Apprenticeship	42
3.4 Kind and Description of Activities	42
3.5 Obstacles and Solutions of the Apprenticeship.....	59
3.5.1 Obstacles of the apprenticeship	59
3.5.2 Solutions the obstacles encountered during the apprenticeship....	60
CHAPTER IV CONCLUSIONS AND SUGGESTIONS	62
4.1 Conclusions.....	62
4.2 Suggestions	64
REFERENCES.....	66
APPENDICES	67

LIST OF FIGURES

Figure 2.1	PT Pertamina Patra Niaga Ru II Sei Pakning	6
Figure 2.2	Holding and subholding structure of PT Pertamina (Persero).....	9
Figure 2.3	Distribution PT Pertamina Patra Niaga refinery units in indonesia ...	9
Figure 2.4	Organizational structure PT PPN RU II sei pakning	11
Figure 2.5	Product development planning document	17
Figure 2.6	Terms of references document.....	18
Figure 2.7	Memorandum of understanding document.....	19
Figure 3.1	System & procedure in Corporate Social Responsibility	23
Figure 3.2	Work Procedure for Participating in CSR Activities.....	24
Figure 3.3	Study visit by students from UIN SUSKA riau.....	25
Figure 3.4	Fish spawning training for the KUI ATM group.....	26
Figure 3.5	Welding supervisor training and certification	27
Figure 3.6	Educational workshop on baby spa and massage	28
Figure 3.7	World environment day at SDN 01 Bukit Batu.....	29
Figure 3.8	World environment day at the pangkalan jambi mangrove forest....	30
Figure 3.9	FORKOMPA tangguh karhutla at Manggala Agni Daops Siak.....	31
Figure 3.10	Documents for CSR activity	32
Figure 3.11	Work procedure in TAMASYA di KERABAT by BKKBN	33
Figure 3.12	Zoom meeting TAMASYA by BKKBN	33
Figure 3.14	Work procedures preparation of a BMC for product development .	35
Figure 3.15	Business Model Canvas (BMC) for product development.....	36
Figure 3.16	The work procedure for the final internship project presentation	37
Figure 3.17	Final project report presentation	37
Figure 3.18	Filming activity for the company profile video	38
Figure 3.19	Safari ramadhan activity	39
Figure 3.20	Preparation of souvenirs for CSR activities	40
Figure 3.21	Distribution of fire disaster relief assistance	41

LIST OF TABLES

Table 3.1	Place and time of apprenticeship	42
Table 3.2	The 1 st week activities agenda (February 2 to 6, 2026)	42
Table 3.3	The 2 nd week activities agenda (february 9 to 13, 2026)	43
Table 3.4	The 3 rd week activities agenda (February 16 to 20, 2026).....	44
Table 3.5	The 4 th week activities agenda (February 23 to 27, 2026).....	44
Table 3.6	The 5 th week activities agenda (March 2 to 6, 2026).....	45
Table 3.7	The 6 th week activities agenda (March 9 to 13, 2026).....	45
Table 3.8	The 7 th week activities agenda (March 16 to 20, 2026).....	46
Table 3.9	The 8 th week activities agenda (March 23 to 27, 2026).....	47
Table 3.10	The 9 th week activities agenda (March 30 to April 3, 2026)	48
Table 3.11	The 10 th week activities agenda (April 6 to 10, 2026).....	48
Table 3.12	The 11 th week activities agenda (April 13 to 17, 2026).....	50
Table 3.13	The 12 th week activities agenda (April 20 to 24, 2026).....	50
Table 3.14	The 13 th week activities agenda (April 27 to May 1, 2026).....	52
Table 3.15	The 14 th week activities agenda (May 4 to 8, 2026)	52
Table 3.16	The 15 th week activities agenda (May 11 to 15, 2026)	53
Table 3.17	The 16 th week activities agenda (May 18 to 22, 2026)	54
Table 3.18	The 17 th week activities agenda (May 25 to 29, 2026)	55
Table 3.19	The 18 th week activities agenda (June 1 to 5, 2026).....	56
Table 3.20	The 19 th week activities agenda (June 8 to 12, 2026)	57
Table 3.21	The 20 th week activities agenda (June 15 to 19, 2026).....	57
Table 3.22	The 21 th week activities agenda (June 22 to 26, 2026)	58
Table 3.23	The 22 th week activities agenda (June 29 to July 1, 2026)	59

LIST OF APPENDICES

Appendix 1. Application letter for apprenticeship	67
Appendix 2. Apprenticeship acceptance letter	68
Appendix 3. Company appraisal sheet	69
Appendix 4. Apprenticeship certificate	70
Appendix 5. Apprenticeship completion letter	71
Appendix 6. List of apprenticeship attendance sheet	72
Appendix 7. Daily activities of apprenticeship	81