

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

An internship is a form of learning designed to bridge the gap between the theory learned in the classroom and real-world conditions in the workplace. Through this program, students not only gain a theoretical understanding of concepts but also observe firsthand how work processes unfold within an organization. Internships provide students with the opportunity to develop both technical and non-technical skills, such as communication, teamwork, and problem-solving abilities. Additionally, this activity helps students recognize workplace culture, professional ethics, and responsibilities within a work environment. Thus, internships serve as a vital tool in preparing students to be better equipped to face the professional world after completing their education.

As a vocational education institution, Bengkalis State Polytechnic is committed to producing competent graduates who are ready to compete in the workforce. One of the measures taken is requiring senior students to participate in an internship program. This program is conducted over a specific period and aims to provide real-world work experience so that students not only understand theory but are also able to apply it in practice. Through this program, students are expected to enhance their professional skills and broaden their knowledge in their chosen field. Through the internship, students can also directly understand the demands and needs of the industry.

The International Business Administration Program, housed within the Department of Business Administration at the Bengkalis State Polytechnic, focuses on developing competencies in administration, management, business communication, and human resource management. These competencies are highly sought after in the workforce, particularly in the business and service sectors. The curriculum is designed to equip students with skills relevant to industry needs. Additionally, students are equipped with practical skills that support performance

in the workplace. Therefore, the internship program serves as a crucial step in preparing students to transition directly into the professional world.

As a student in the International Business Administration Program, the author completed an internship at PT PLN Icon Plus, a subsidiary of PT PLN (Persero) specializing in information and communication technology. The selection of this internship site was based on the alignment of the company's field with the competencies studied during the academic program. Furthermore, this company also provides students with the opportunity to gain experience in administration and customer service. A professional work environment serves as a key supporting factor in the learning process during the internship. Consequently, it is hoped that the experience gained will contribute to the development of the author's skills.

The internship was conducted at the PT PLN Icon Plus Regional Sumbagteng Representative Office located in Pekanbaru, Riau Province. During the internship, the author was assigned to the telecollection department, which focuses on customer communication, particularly in the billing process and payment information management. In addition, the author was also involved in administrative support activities and the use of the company's internal applications. This internship program lasted approximately four months, from February 2, 2026, to May 29, 2026. Through this program, the author hoped to gain relevant work experience and enhance competencies aligned with their field of study.

1.2 Purposes of the Apprenticeship

1.2.1 Purpose of Apprenticeship

The internship program at PLN Icon Plus Pekanbaru has several objectives designed to provide students with experience and knowledge, including the following:

1. To understand the duties and responsibilities of employees at PLN Icon Plus Pekanbaru.
2. To learn the systems and work procedures implemented at PLN Icon Plus Pekanbaru.

3. To familiarize themselves with the environment where the internship takes place at PLN Icon Plus Pekanbaru.
4. To learn about the various activities conducted during the internship program.

1.2.2 Benefits of Apprenticeship

Internships play a crucial role in helping students prepare to enter the workforce professionally.

1. Benefits for Students

The benefits students gain from participating in internships include the following:

- a. Students have the opportunity to apply the knowledge they have acquired during their studies to real-world work situations.
- b. Students gain practical experience relevant to their field of study, thereby enhancing their professional competencies.
- c. Students can develop workplace skills, such as communication, teamwork, and problem-solving abilities.
- d. Students have the opportunity to expand their professional network, which can support their future career development.
- e. Students receive a certificate from the company as proof of having completed the internship.

2. Benefits for the Company

Companies or institutions that accept interns also gain several benefits, including:

- a. The company gains additional manpower to assist with operational tasks.
- b. The company gains new perspectives and fresh ideas from students who can make positive contributions.
- c. Companies can establish cooperative relationships with educational institutions as part of human resource development.

3. Benefits for Bengkalis State Polytechnic

The implementation of internships also provides benefits for Bengkalis State Polytechnic, including:

- a. The establishment of good cooperation between the campus and the companies or institutions where students carry out their internships.
- b. Improved quality of graduates through the real-world work experience students gain during their internships.
- c. Enhanced reputation of Bengkalis State Polytechnic within the industrial and business communities.
- d. The campus receives feedback from companies regarding students' skills and readiness for the workforce.
- e. The campus receives feedback from the industry to inform curriculum evaluation and development, as well as improvements to the learning process.

1.3 Significances of the Apprenticeship

This internship program offers a variety of benefits and valuable experiences for interns, both in terms of academic knowledge and practical skills in the workplace. The following are some of the benefits gained during the internship:

1. To provide students with an opportunity to gain hands-on work experience in a professional environment.
2. To help students apply the knowledge they have acquired during their studies to the real-world workplace.

3. Developing students' abilities in communication, collaboration, and effective task completion. Cultivating discipline, responsibility, and professionalism in performing work.
4. Providing students with an understanding of the systems, procedures, and work culture at PLN Icon Plus Pekanbaru.