

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

The rapid development of science, technology, and the industrial sector has led to changes in the demand for high-quality human resources. Today's workforce requires not only graduates with academic skills but also individuals who can adapt to technological advancements, communicate effectively, and work professionally. Therefore, students need to prepare themselves early on to develop competencies that align with the needs of the workforce.

According to Bengkalis State Polytechnic (n.d), As a vocational college, Bengkalis State Polytechnic plays a vital role in producing graduates who are competent, skilled, and capable of competing globally in line with the needs of the industrial sector. Located in Bengkalis Regency, Riau Province, Bengkalis State Polytechnic was established in 2000 and officially became a state college in 2011. Since its establishment, Bengkalis State Polytechnic has continuously improved the quality of its human resources as well as its educational facilities and infrastructure to address the challenges of the Fourth Industrial Revolution and evolving labor market needs, both nationally and internationally. With a vision to become a leading vocational institution that meets both national and international standards, Bengkalis State Polytechnic is committed to producing competent, innovative graduates who are ready to enter the workforce through strong partnerships with industry and community service.

To support the vocational education system it implements, the Bengkalis State Polytechnic offers a Work Placement (KP) program as an integral part of the curriculum. This program provides students with the opportunity to gain hands-on experience in a professional work environment, allowing them to apply the knowledge they have acquired during their studies while developing the technical and non-technical skills required in the workforce.

The Work Placement (KP) is a required course that every student must complete before graduating. Through this program, students gain direct work

experience, understand professional work procedures and workplace culture, and enhance their ability to solve various problems encountered in the workplace. Thus, the Work Placement program serves as a bridge between theoretical learning in the classroom and its application in the workplace, allowing students to strengthen their competencies through real-world experience. According to Aksa (2023, cited in Aksa, Adi Faisal et al., 2025), internship programs have a positive impact on improving the quality of students as prospective employees. These programs can enhance knowledge and skills, expand professional networks, develop adaptability, provide feedback for self-evaluation, and improve future employment opportunities. Therefore, the internship program plays a crucial role in preparing competent graduates who are ready to meet the demands of the workforce.

To achieve the objectives of the internship, the author chose PT Pelindo Jasa Maritim Sungai Pakning Unit as the internship site. Located at Jalan Yos Sudarso No. 2, Sungai Pakning, Bukit Batu Subdistrict, Bengkalis Regency, Riau Province, the company operates in the port services sector and plays a vital role in supporting port operations. In addition, the company employs integrated administrative and digital systems to carry out its operational activities. These conditions provide the author with an opportunity to understand the implementation of professional work systems and to gain further insight into administrative processes in the port services sector.

Through this internship at PT Pelindo Jasa Maritim Sungai Pakning Unit, the author hopes to apply the knowledge gained during his studies, broaden his understanding of the professional work environment, enhance both technical and non-technical skills, and cultivate a professional attitude as preparation for entering the workforce after completing his education at the Bengkalis State Polytechnic.

1.2 Purpose of the Apprenticeship

1.2.1 Purpose of Apprenticeship

1. To find out the operational processes at PT Pelindo Jasa Maritim Sungai

Pakning Unit.

2. To find out the administrative and billing processes using the Phinnisi system.
3. To find out the roles and responsibilities of the related division.
4. To find out the port service activities carried out at PT Pelindo Jasa Maritim Sungai Pakning Unit.
5. To find out the document management processes related to port service operations.

1.2.2 Benefits of Apprenticeship

The Apprenticeship Program provides benefits to PT Pelindo Jasa Maritim Sungai Pakning Unit by supporting administrative activities in the Business and Engineering Division, particularly in data entry, document verification, operational reporting, and document management. In addition, the program strengthens collaboration between the company and Bengkalis State Polytechnic in preparing competent and work-ready graduates.

1.3 Significances of the Apprenticeship

1. Significances for Students

The benefits of apprenticeship for students are as follows:

- a. To expand knowledge, insight, and experience through direct involvement in work activities at PT Pelindo Jasa Maritim's Sungai Pakning Unit.
- b. To provide students with the opportunity to become familiar with the work culture, understand the company's operational systems and procedures, and apply the knowledge they have gained during their studies.
- c. To enhance discipline, responsibility, communication skills, and teamwork as preparation for entering the professional workforce.

2. Significances for State Polytechnic of Bengkalis

The benefits of apprenticeship for State Polytechnic of Bengkalis are :

- a. Can strengthen cooperation and socialization between State

Polytechnic of Bengkalis and Government agencies or companies where Practical Work is carried out.

- b. Can improve the competence of graduates of the Bengkalis State Polytechnic.

3. Significances for the Company

The benefits of the apprenticeship for the company are as follows:

- a. To assist with administrative and operational activities through student involvement during internships.
- b. To support the establishment of ongoing cooperation with educational institutions in the development of human resources.
- c. To serve as a platform for the company to share its experience, knowledge, and work culture with students as future professionals.