

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

The rapid pace of globalization has brought about major changes in various aspects of life, particularly in the industrial and labor sectors. Technological advancements, digitalization, and the growing demand for a skilled workforce have made competition for jobs increasingly fierce. The number of college graduates, which continues to rise each year, does not always match the number of available job openings. Therefore, every job seeker is expected to possess competencies that align with the needs of the business and industrial sectors in order to compete professionally.

As prospective college graduates, students need to prepare themselves early on before entering the workforce. Mastery of hard skills acquired through the learning process in college is one of the key requirements sought by companies.

However, technical skills alone are not enough to face the challenges of an increasingly dynamic workplace. Students also need to develop soft skills, such as communication, teamwork, critical thinking, problem-solving, time management, and the ability to adapt to the work environment. The combination of hard skills and soft skills is a vital asset in building professionalism and enhancing graduates' competitiveness.

As a vocational college, State Polytechnic of Bengkalis has a responsibility to produce competent, professional human resources who are ready to meet the demands of the workforce. To achieve this goal, State Polytechnic of Bengkalis offers various practice-based educational programs designed to equip students with relevant knowledge, skills, and work experience. Currently, State Polytechnic of Bengkalis offers several departments and study programs at the Diploma III and Diploma IV levels, one of which is the Department of Business Administration, which includes the study programs in International Business Administration, Digital Business, and Public Financial Accounting.

One way in which vocational education is implemented at the State Polytechnic of Bengkalis is through the Apprenticeship Program. Work Placement is a required course that every student must complete before graduating. This program is designed as a learning platform that bridges the theory studied in the classroom with hands-on work experience at a company or organization. Through this program, students have the opportunity to familiarize themselves with workplace culture, understand a company's operational systems, develop professional skills, and gain real-world experience in performing various tasks within their field of expertise.

The apprenticeship program also benefits students by broadening their knowledge, enhancing their skills, and preparing them for the workforce after graduation. By being directly involved in company activities, students can understand how the knowledge they have acquired is applied in practice, improve their ability to adapt, build a strong work ethic, and develop communication and collaboration skills with various stakeholders. This experience serves as invaluable preparation for facing future job competition.

Based on these objectives, the author submitted an application to conduct an Apprenticeship at PT Pelindo Jasa Maritim Sungai Pakning Unit, located at Jalan Yos Sudarso No. 2, Sungai Pakning, Bukit Batu Subdistrict, Bengkalis Regency, Riau Province. After going through the application process, the author was granted the opportunity to complete a four-month apprenticeship, from February 9, 2026, to June 13, 2026.

PT Pelindo Jasa Maritim is one of the subholdings of PT Pelabuhan Indonesia (Persero) that operates in the maritime and port services sector. The company provides various port operational support services, such as vessel pilotage, vessel towing, vessel management, and other maritime services. In addition to focusing on improving service quality, PT Pelindo Jasa Maritim also continues to develop digital-based service systems to enhance operational efficiency, expedite service processes, and ensure customer satisfaction among port service users.

During the apprenticeship at PT Pelindo Jasa Maritim Sungai Pakning Unit, the author had the opportunity to gain firsthand experience in the company's administrative and operational processes, particularly those related to business administration. This experience provided a broader understanding of how the knowledge acquired during academic study is applied in practice while improving both technical and interpersonal competencies in a professional working environment. Therefore, the apprenticeship is expected to enhance the author's competencies, broaden professional insight, and prepare the author to enter the workforce after graduating from the State Polytechnic of Bengkalis.

1.2 Purpose and Benefits of the Apprenticeship

1.2.1 Purpose of the Apprenticeship

To achieve the expected results, it is necessary to know the objectives of apprenticeship program, which are as follows:

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 PHINISI 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 the Apprenticeship

The apprenticeship provides various benefits for students, the company, and the educational institution. The benefits are described as follows:

1. Benefits for the Author

- a. To provide the author with opportunities to apply the theoretical knowledge gained during their studies in a real working environment.
- b. To improve the author's knowledge, practical skills, professional competence, communication skills, teamwork, and problem-solving abilities.

- c. To increase the author's understanding of operational, billing, and administrative activities in the Business and Engineering Division of PT Pelindo Jasa Maritim Sungai Pakning Unit.
2. Benefits for PT Pelindo Jasa Maritim Sungai Pakning Unit
- a. To support operational and administrative activities through the contribution of apprenticeship students.
 - b. To strengthen cooperation between PT Pelindo Jasa Maritim Sungai Pakning Unit and the State Polytechnic of Bengkalis.
 - c. To provide opportunities for the company to share professional knowledge and practical experience with students.
3. Benefits for the State Polytechnic of Bengkalis
- a. To strengthen collaboration between the State Polytechnic of Bengkalis and industry through the apprenticeship program.
 - b. To obtain feedback from industry that can be used to improve the curriculum and learning process.
 - c. To produce graduates who possess practical experience, professional competence, and greater readiness to enter the workforce.

1.3 Significance of the Apprenticeship

The apprenticeship program plays an important role in bridging academic learning with professional practice. Through direct involvement in workplace activities, students are able to gain practical experience, understand the operational processes of a company, and develop professional competencies that cannot be obtained solely through classroom learning. In addition, the apprenticeship strengthens collaboration between higher education institutions and industry, contributing to the development of competent and work-ready graduates.

Furthermore, the apprenticeship provides opportunities for students to understand the work culture, organizational structure, and operational systems implemented at PT Pelindo Jasa Maritim Sungai Pakning Unit. Therefore, the apprenticeship is considered an essential learning process in preparing students to face future professional challenges.