

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Apprenticeship is one form of learning activity aimed at providing students with direct work experience in accordance with the field of study they have learned during their academic program. Through this activity, students are able to understand the real conditions of the working world and apply the theories they have acquired in the classroom into practical work in the field. In addition, apprenticeship serve as a means for students to improve their abilities, skills, discipline, and broaden their knowledge and work experience, which will be beneficial in preparing them to enter the workforce after completing their education.

Apprenticeship activities connect academic learning processes with professional experience in the workplace. Through this program, students are expected to develop competencies that align with the needs of industry and business sectors. During the apprenticeship period, students are supervised by both the university and the host institution, enabling them to better understand their duties and responsibilities within a professional work environment. The experience gained throughout the apprenticeship is expected to foster a professional attitude and enhance students' readiness to enter the workforce.

State Polytechnic of Bengkalis is one of the state vocational higher education institutions in Riau Province that emphasizes practice-based education. As part of the educational curriculum, students are required to participate in apprenticeship or practical work programs as one of the requirements for graduation. In addition to completing a final project, apprenticeship are a mandatory requirement for both Diploma III and Diploma IV students.

The International Business Administration Study Program is one of the study programs under the Department of Business Administration that covers various fields in business and administration, including office administration, management, business communication, finance, human resources, and entrepreneurship. To enhance students' competencies in these areas, the

International Business Administration Study Program requires students to undertake an apprenticeship for approximately four months at either government institutions or private companies. The author, chose PT Bank Riau Kepri Syariah Bengkalis Batupanjang Rupert as the place to carry out the apprenticeship program.

PT Bank Riau Kepri Syariah is a regional bank owned by the Provincial Government of Riau and the Provincial Government of the Riau Islands, operating in the field of Islamic banking services. The head office of PT Bank Riau Kepri Syariah is located at Dang Merdu Tower, Jenderal Sudirman Street No. 462, Pekanbaru, Riau. The bank was established in 1961 under the name *Bank Pembangunan Daerah Riau* and initially operated as a Regional Government-Owned Enterprise. As the company developed, based on the results of the General Meeting of Shareholders (RUPS) on June 26, 2002, the bank's legal status was changed into a Limited Liability Company (PT).

Currently, PT Bank Riau Kepri Syariah has an office network spread across various regions in Riau Province and the Riau Islands Province. This network consists of a head office, branch offices, sub-branch offices, cash offices, outlets, boutiques, and payment points that function to provide services to the public. The author had the opportunity to carry out the apprenticeship program at PT Bank Riau Kepri Syariah Bengkalis Batupanjang Rupert, located on Masjid Street, Rupert District, Bengkalis Regency.

1.2 Purposes of the Apprenticeship

The purposes of the apprenticeship at PT Bank Riau Kepri Syariah Batupanjang Rupert are as follows:

1. To find out the types of work performed at PT Bank Riau Kepri Syariah Bengkalis Batupanjang Rupert, especially in the administrative field.
2. To understand the work systems and procedures applied at PT Bank Riau Kepri Syariah Bengkalis Batupanjang Rupert.
3. To gain work experience and improve communication, teamwork, discipline, and responsibility.

4. To identify the problems encountered during the apprenticeship and the solutions applied.

1.3 Significances of the Apprenticeship

The implementation of the apprenticeship program provides various benefits for both students and educational institutions. The benefits of the apprenticeship program are as follows:

1. To strengthen cooperation between the Polytechnic and PT Bank Riau Kepri Syariah Bengkalis Batupanjang Rupert.
2. To provide students with practical learning experiences in a professional work environment.
3. To help educational institutions evaluate and improve the relevance of academic curricula to industry needs.
4. To support the company by involving students in operational and administrative activities.
5. To prepare qualified graduates who are ready to enter the professional workplace.

1.4 Benefits of the Apprenticeship

The benefits gained during my apprenticeship at PT. Bank Riau Kepri Syariah Bengkalis Batupanjang Rupert are as follows:

1. To gain practical work experience in the Islamic banking environment.
2. To improve my understanding of banking operational activities and administrative procedures.
3. To enhance my administrative, communication, and customer service skills.
4. To increase my confidence and adaptability in a professional work environment.
5. To improve my work readiness and professional competence for future career opportunities.