

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

State Polytechnic of Bengkalis is a public vocational college located on Bathin Alam street, Sungai Alam Village, Bengkalis Subdistrict, Bengkalis Regency, Riau Province, Indonesia. The college was founded in early 2000 by the Bengkalis Regency Government through the Gema Bahari Foundation under the name Bengkalis Maritime Polytechnic. At its inception, Bengkalis Maritime Polytechnic offered three programs of study marine electrical engineering, shipbuilding engineering, and marine mechanical engineering (Politeknik Negeri Bengkalis, 2026)

The institution name was changed to Bengkalis Polytechnic under the auspices of the Bangun Insani Foundation, offering five programs of study (marine engineering, mechanical engineering, electrical engineering, civil engineering, and business administration). In July 2001, Bengkalis Polytechnic admitted its first class of students. As the demand for vocational education grew, two new programs were launched in 2006 (business english and computer science) (Politeknik Negeri Bengkalis, 2026).

In early 2008, Bengkalis Polytechnic submitted a request to change its status from a private higher education institution (PTS) to a public higher education institution (PTN). Subsequently, in 2009, the proposal was forwarded to the ministry of national education through the directorate general of higher education. After going through various stages, Bengkalis Polytechnic officially became State Polytechnic of Bengkalis pursuant to regulation of the minister of national education No. 28 of 2011 and was inaugurated on December 26, 2011, by the minister of education and culture of the republic of Indonesia (Politeknik Negeri Bengkalis, 2026).

Since becoming a state university, State Polytechnic of Bengkalis has continued to expand its departments and study programs. From 2013 to 2016, several new study programs were launched, such as the D-IV in production and maintenance mechanical

engineering, D-IV in road and bridge design engineering, D-IV in software engineering, D-IV in international business administration, and several other study programs. To date, State Polytechnic of Bengkalis offers 21 study programs at the Diploma II, Diploma III, and Diploma IV (Applied Bachelor) levels (Politeknik Negeri Bengkalis, 2026).

One of the degree programs offered at the State Polytechnic of Bengkalis is International Business Administration. This program equips students with knowledge and skills in the fields of administration and business, such as correspondence management, office administration, secretarial work, import export, entrepreneurship, taxation, accounting, banking, and management. In addition to classroom learning, students are also required to participate in an apprenticeship as part of the curriculum.

According to Diana et al., (2025), apprenticeship an activity conducted in the industrial sector to enhance students' competencies and prepare them to enter the workforce. Through this activity, students can apply the knowledge gained during their studies, develop skills, cultivate a professional attitude, and gain hands-on work experience. The field work practice is conducted during the final semester for 18 weeks after students have met the specified academic requirements.

During the Apprenticeship, students are given the freedom to choose a company based on their interests and competencies, under the guidance of the apprenticeship coordinator. Based on these considerations, the author chose to complete the apprenticeship at PT Dipo Internasional Pahala Otomotif (Mitsubishi Sudirman Pekanbaru), a company operating in the automotive sector. This company was founded on May 10, 2000, and is located at Jenderal Sudirman street No. 230, Pekanbaru.

Author was assigned to the customer service department. As stated by Zahra et al., (2024), customer service refers to all activities aimed at satisfying customers through the service provided by an individual. The author was involved in various activities, such as entering service booking data, following up on customer phone numbers in the dms, logging into customer accounts via the runner and my fuso websites, recording and filing customer service booking data, and other administrative

tasks. This experience provided insight into the important role of customer service in improving service quality and customer satisfaction, as well as in supporting the achievement of the company targets.

1.2 Purpose and Benefits of the Apprenticeship.

An apprenticeship is a mandatory activity for students, serving as a way to apply the knowledge they have acquired during their studies to the workplace. Through this activity, students are expected to gain firsthand understanding of actual working conditions and environments.

1.2.1 Purposes of the Apprenticeship

The apprenticeship to enhance students experience and understanding of the workplace. The purposes of this apprenticeship are as follows:

1. To find out the job descriptions and activities apprenticeship at PT Dipo Internasional Pahala Otomotif (Mitsubishi Sudirman Pekanbaru).
2. To find out the work system and procedures at PT Dipo Internasional Pahala Otomotif (Mitsubishi Sudirman Pekanbaru).
3. To find out the place and time apprenticeship work at PT Dipo Internasional Pahala Otomotif (Mitsubishi Sudirman Pekanbaru).
4. To find out the kind of business of PT Dipo Internasional Pahala Otomotif (Mitsubishi Sudirman Pekanbaru).
5. To find out the obstacle and solutions during the Apprenticeship at PT Dipo Internasional Pahala Otomotif (Mitsubishi Sudirman Pekanbaru).

1.2.2 Benefits of the Apprenticeship

Apprenticeship offer various benefits to students in enhancing their knowledge, skills, and readiness for the workforce. The benefits gained from participating in an apprenticeship include:

1. Applying the knowledge and concepts learned during their studies to the

workplace.

2. Understanding the differences between the theory learned in class and practical application in the field.
3. Developing a sense of responsibility and discipline in the workplace.
4. Gaining work experience to prepare for entering the workforce.
5. Becoming familiar with and using various work tools available at the company.

1.3 Significances of the Apprenticeship

Apprenticeship provide benefits to various parties, including students, companies, and universities. The benefits of participating in an apprenticeship are as follows:

1. For Students

Apprenticeship provide students with the opportunity to directly apply the knowledge they have acquired during their studies to the workplace. Through this experience, students can gain an understanding of real world work conditions and environments, as well as identify their own abilities and skills. Additionally, apprenticeships train students to work collaboratively in teams, improve their discipline, and develop the habit of working on time.

2. For the Company

The apprenticeship program helps foster a strong collaborative relationship between the State Polytechnic of Bengkalis and PT Dipo Internasional Pahala Otomotif (Mitsubishi Sudirman Pekanbaru). The presence of students also assists with company operations and contributes to daily activities. Furthermore, the company gains greater visibility through students' involvement in the workplace.

3. For the State Polytechnic of Bengkalis

Apprenticeship serve as a means to strengthen cooperation between the State Polytechnic of Bengkalis and the companies where the apprenticeship take place. Furthermore, this program can help improve the quality of education to produce graduates who are job ready and aligned with the needs of the industrial sector.