

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

PT Dipo Internasional Pahala Otomotif (DIPO), commonly known as Dipo, is a company engaged in automotive distribution and services and is an authorized dealer of Mitsubishi Motors and Mitsubishi FUSO vehicles in Indonesia. Dipo business activities include the sales of passenger and commercial vehicles, after-sales services, sales of genuine spare parts, vehicle maintenance and repair, as well as body repair and painting services.

According to the company's official profile, Dipo network covers Sumatra, Java, DKI Jakarta, and Kalimantan. The official Dipo website currently states that the company's network has expanded to more than 60 branches in 52 major cities. Dipo history did not begin under the name PT Dipo Internasional Pahala Otomotif (DIPO). The company known today is the result of the development and restructuring of a Mitsubishi dealer network that was established in the 1970s. Therefore, Dipo history can be viewed through the development of two major business groups, namely the SKM Group and SBM Group, which subsequently carried out a merger and restructuring in 2019 (PT Dipo Internasional Pahala Otomotif, 2026).

In early 2000, the Bengkalis Regency Government, through the Gema Bahari Foundation, established a college under the name Bengkalis Shipbuilding Polytechnic, which has 3 (three) study programs, namely: Ship Electrical Engineering, Ship Building Engineering, and Ship Mechanical Engineering. In its journey, the Bengkalis Shipbuilding Polytechnic changed its name to Politeknik Bengkalis and was under the Yayasan Bangun Insani (YBI) Bengkalis, with 5 (five) study programs, namely: Shipbuilding Engineering, Mechanical Engineering, Electrical Engineering, Civil Engineering, and Business Administration.

Along with its development, Politeknik Bengkalis continues to improve both in academic aspects and supporting facilities. In 2011, Politeknik Bengkalis officially changed its status to a state university under the name Politeknik Negeri Bengkalis (Polbeng). After becoming a state university, Polbeng expanded the scope of its study programs by adding various majors in engineering and economics to meet the needs of a competent workforce in various sectors. With a commitment to improving the quality of vocational education, Polbeng continues to strive to produce graduates who are ready to compete in the world of work through a practice-based learning system and cooperation with various industries and local governments.

An internship is a practical work program that provides an opportunity for students or to gain hands-on experience in the world of work. Usually, internships are carried out for a certain period of time in companies, government agencies, or other organizations, with the aim of honing skills and deepening understanding of the field being studied. During the internship, participants can be involved in various tasks in accordance with their majors or expertise, thus becoming better prepared to enter the workforce after graduation.

Internships are an important part of the educational process as a requirement for obtaining an applied bachelor's degree. For 8th semester International Business Administration students, this program is carried out for four months with freedom in choosing an internship location. Before determining the place of internship, the internship coordinator provides several recommendations to students for consideration. After considering the various options available, the author decided to undergo an internship at PT Ivo Mas Tunggal, hoping to gain valuable experience and understand more about work practices in the industrial world.

1.2 Purposes and Benefits of the Apprenticeship

1.2.1 Purposes

Based on the background description presented above, the objectives of the apprenticeship are:

1. To understand the duties and responsibilities of work at PT Dipo Intrrnational Pahala Otomotif.
2. To know the location and work schedule during the apprentice program.
3. To learn how to work and the rules that apply at PT Dipo International Pahala Otomotif.
4. Finding solutions to overcome problems that arise during the apprenticeship.

1.2.2 Benefits

The Internship Program provides significant benefits for all parties involved. For students, it serves as a valuable opportunity to gain practical work experience, improve professional competencies, and prepare for future careers. For universities, the program strengthens collaboration with industries while contributing to the improvement of educational quality. Meanwhile, for companies, the Internship Program supports operational activities and represents a meaningful contribution to the development of competent graduates who are well-prepared to meet the demands of the professional workplace.

1.3 Significance Apprenticeship

The apprentice program provides many benefits, both for students, companies, and Bengkalis State of Polytechnic.

1.3.1 Significances for Students

The implementation of the apprenticeship program provides various benefits for students, including the following:

1. Students can experience firsthand the professional work atmosphere, including work ethics, operational systems, and organizational culture.
2. Students can hone technical skills according to their field of study and also soft skills such as communication, responsibility, and teamwork.
3. Apprenticeship experience is very valuable and can be an added value in applying for a job after graduation.
4. Students can get to know more people in the industry, which can be an entry point for future job opportunities.

1.3.2 Significances For Companies

The benefits of implementing the Apprenticeship program are also obtained by companies or institutions that accept Apprenticeship students, such as:

1. Provide Experience for Students, with internships, companies indirectly prepare future workers, introduce students to the real industrial world, and reduce recruitment risks.
2. Assist in Developing Interns' Skills, Internships help develop students' skills while benefiting companies, which are always looking for innovative, creative, and skilled workers.
3. Improves Company Performance and Performance, Internships are not only beneficial for branding, but also improve company performance. Interns help lighten the workload, speed up task completion, and support target achievement.

1.3.3 Significances for State Polytechnic of Bengkalis

The significances of implementing apprenticeship that will be obtained by the State Polytechnic of Bengkalis include:

1. Improve Graduate Competencies, Students gain real work experience that helps improve their skills and readiness in the industrial world.
2. Strengthening Relationships with Industry, The internship program opens up opportunities for greater cooperation between institutions and the business world.
3. Adjust the Curriculum to the Needs of the Job Market, By understanding the demands of the industry, the campus can develop a more relevant curriculum.