

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

The rapid development of globalization and information technology has significantly transformed various industrial sectors, including trade, services, and logistics. The continuous growth of electronic commerce (e-commerce) has increased the demand for effective and efficient logistics services to support the movement of goods from businesses to customers. As a result, logistics companies are required to provide high-quality services through well-organized operational management, timely delivery, and customer-oriented performance. Therefore, the logistics industry has become an essential component in supporting supply chain activities and contributing to economic growth.

As a vocational higher education institution, State Polytechnic of Bengkalis is committed to producing graduates who possess not only academic knowledge but also practical skills and professional competencies that meet the needs of the business and industrial sectors. One of the academic programs designed to achieve this objective is the internship program. An internship provides students with the opportunity to gain practical experience in a real working environment while applying the knowledge and skills acquired during their academic studies. In addition, internships contribute to the development of professional attitudes, communication skills, teamwork, problem-solving abilities, and adaptability, which are essential for future careers. According to Simanungkalit et al. (2024), an internship is a program designed to provide students with specialized training to enhance their skills in their respective fields of study as part of the academic curriculum and as preparation for future employment. In line with this, Marcel (2023, as cited in Adi Faisal Aksa, 2023) states that internship activities help and provide opportunities for students to further develop their knowledge and skills in accordance with their field of study.

For students of the Bachelor of Applied Program in International Business Administration, internships play an important role in broadening their understanding of business administration practices within various organizational environments. Through direct exposure to workplace activities, students are able to observe how organizations manage their operations, utilize available resources, deliver services to customers, and coordinate business activities to achieve organizational objectives. Such practical experience complements the theoretical knowledge obtained during academic studies and helps students develop a better understanding of professional practices in the business sector.

Conducting an internship in a logistics company also provides valuable insight into the operational characteristics of service-based organizations that emphasize efficiency, accuracy, reliability, and customer satisfaction. Furthermore, students are introduced to the importance of operational coordination, time management, and the application of technology in supporting organizational performance. These experiences are expected to strengthen students' competencies and prepare them to face the increasingly dynamic and competitive business environment.

Based on these considerations, the writer conducted an internship at SPX Express Bengkalis from February 21, 2026, to June 30, 2026. This internship was expected to provide practical experience relevant to the field of study, broaden professional knowledge, and enhance the competencies required in the workplace. Therefore, this internship report was prepared as a form of academic responsibility for the completion of the internship program and as documentation of the knowledge, experience, and learning outcomes gained throughout the internship period.

1.2 Purposes of the Apprenticeship

The purposes of conducting the internship at SPX Express Bengkalis are as follows:

1. To find out the apprenticeship job descriptions at SPX Express Bengkalis.
2. To find out the work systems and procedures of the apprenticeship at SPX

Express Bengkalis.

3. To find out the place and time of the apprenticeship at SPX Express Bengkalis.
4. To find out the kind and description of the activity at SPX Express Bengkalis
5. To find out the obstacles and solutions at SPX Express Bengkalis.

1.3 Benefit of Apprenticeship

The internship is expected to provide the following benefits:

1. To gain practical experience by applying the knowledge and skills acquired during academic studies in a professional working environment.
2. To improve technical skills, communication, discipline, responsibility, and teamwork.
3. To broaden knowledge and understanding of Management and operational activities in the Supply Chain sector.

1.4 Significances of the Apprenticeship

The apprenticeship carried out is very useful for several parties such as student companies and State Polytechnic of Bengkalis. Based on the Objectives and Benefits of apprenticeship, this is expected to provide significant information for several parties:

1. Significances for author

The internship provides students with the opportunity to gain practical work experience and enhance their knowledge, skills, and competencies related to their field of study. It also enables students to understand the application of academic theories in the workplace, develop professional attitudes such as discipline, responsibility, communication, teamwork, and adaptability, and prepare themselves for future careers in the business and industrial sectors.

2. Significances for Company

The internship provides benefits to the company by supporting its operational activities in accordance with organizational needs. In addition, it strengthens the collaboration between the company and Politeknik Negeri Bengkalis in developing competent human resources. The presence of

interns is also expected to contribute positively by applying their knowledge and skills while gaining valuable professional experience.

3. Significances For Academic

The internship serves as a means of strengthening cooperation between State Polytechnic of Bengkalis and the business and industrial sectors in supporting vocational education. It also provides valuable feedback regarding industry needs, which can be used to improve the curriculum and learning process. Furthermore, the internship contributes to producing graduates who possess relevant competencies, practical experience, and professional readiness to meet the demands of the workplace.