

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

In the current era of globalization and digital transformation, higher education institutions are expected to produce graduates who possess not only theoretical knowledge but also practical competencies and professional ethics. The increasingly competitive job market requires graduates to have technical skills, adaptability, effective communication, and problem-solving abilities that can be developed through direct work experience. Therefore, apprenticeship programs have become an essential component of higher education, serving as a bridge between academic learning and practical experience in the workplace (Sukmawati, 2022).

The apprenticeship program provides students with the opportunity to apply the knowledge and skills they have acquired during their studies in a real working environment. Through this program, students gain practical work experience, understand organizational systems, and develop both hard skills and soft skills, such as teamwork, responsibility, communication, and time management. According to Supriyanto et al., (2022), apprenticeship programs make a significant contribution to improving students' work readiness by providing direct experience in a professional environment.

The Directorate General of Customs and Excise (DGCE), an Echelon I unit under the Ministry of Finance of the Republic of Indonesia, plays an important role in facilitating international trade, optimizing state revenue, protecting domestic industries, and supervising prohibited and restricted goods. One of its regional offices, the Customs and Excise Supervision and Service Office (KPPBC) Type Madya Pabean C Bengkalis, is responsible for customs and excise supervision, import and export services, and supporting trade activities in the Bengkalis border area.

During the apprenticeship at the Customs and Excise Supervision and Service Office (KPPBC) Type Madya Pabean C Bengkalis, the intern was assigned to

the Administration Division. The activities included reviewing and documenting archived files, recording employee attendance, uploading export and import approval request letters, cross-checking enforcement documents, and assisting passengers with arrival barcode generation through the All-Indonesia application. These activities provided practical experience in government administration, document management, public service, and customs procedures while improving the intern's administrative, communication, and professional skills.

In addition to fulfilling a graduation requirement, the apprenticeship program aims to prepare competent and professional graduates for the workplace. For Applied Bachelor's Degree students in International Business Administration, it provides practical experience in customs administration, public services, and international trade facilitation. Through this experience, students apply their academic knowledge in a professional environment, enhancing their competencies and career readiness.

The apprenticeship at the Customs and Excise Supervision and Service Office (KPPBC) Type Madya Pabean C Bengkalis was conducted from February 2 to May 31, 2026. The apprenticeship aimed to apply the knowledge acquired during academic studies in a professional working environment, gain practical experience in administrative and customs service activities, enhance professional competencies, and fulfil one of the graduation requirements of the Applied Bachelor's Degree (D4) Program in International Business Administration.

1.2 Purpose of the Apprenticeship

The apprenticeship is designed to achieve several purposes and provide various benefits that enable students to gain practical experience and a deeper understanding of the professional working environment. Through active participation in workplace activities, students enhance their knowledge, skills, and professional competencies as part of their overall learning process.

1.2.1 Purpose of Apprenticeship

In its implementation, the apprenticeship has several purposes to be achieved through the activities, as follows:

1. To understand the job descriptions and responsibilities assigned during the apprenticeship program at the Bengkalis Type Madya Customs and Excise Supervision and Service Office (KPPBC TMP C Bengkalis).
2. To gain an understanding of the work system and procedures applied in administrative activities and international passenger services at KPPBC TMP C Bengkalis.
3. To understand the implementation of the apprenticeship program, including the apprenticeship location, work schedule, and the rotation system between the office and Bandar Sri Setia Raja International Port.
4. To understand the various activities performed during the apprenticeship program, including office administration and customs services for international passengers.
5. To identify the obstacles encountered during the apprenticeship program and the solutions implemented to address them.

1.2.2 Benefits of Apprenticeship

The benefits of the apprenticeship are the expected outcomes that students can gain through the experiences and activities carried out during the program. The benefits of the apprenticeship are as follows:

1. To improve understanding of the job descriptions and responsibilities at the Bengkalis Type Madya Customs and Excise Supervision and Service Office (KPPBC Type Madya Pabean C Bengkalis).
2. To improve understanding of the work systems and procedures applied in administrative activities and international passenger services.
3. To gain practical experience through direct involvement in customs administrative work and passenger service activities, as well as by following the official working schedule.
4. To increase knowledge and practical skills related to office administration, customs services, and the implementation of customs and excise regulations.

5. To improve the ability to identify workplace challenges and apply appropriate solutions while developing communication, teamwork, and professional competencies.

1.3 Significances of the Apprenticeship

The apprenticeship program is a graduation requirement for students of the State Polytechnic of Bengkalis. It provides practical experience and enables students to apply their academic knowledge in a professional working environment, thereby improving their competencies. The significances of the apprenticeship are as follows:

1. For Students

The apprenticeship provides students with opportunities to apply the knowledge and skills acquired during their studies in a professional working environment. Through direct participation in administrative activities, customs services, and international passenger services, students gain practical work experience, improve their understanding of workplace procedures, and develop professional competencies, including communication, teamwork, problem-solving, responsibility, and time management skills.

2. For the State Polytechnic of Bengkalis

The apprenticeship strengthens the cooperation between the State Polytechnic of Bengkalis and the Bengkalis Type Madya Customs and Excise Supervision and Service Office (KPPBC TMP C Bengkalis). It also provides valuable feedback regarding workplace requirements that can be used to improve the curriculum and enhance the quality of education in preparing graduates who meet the needs of government institutions and the professional workplace.

3. For the Agency

The apprenticeship supports the implementation of administrative and customs service activities through students' participation in various tasks under the supervision of customs officers. Furthermore, it strengthens collaboration between the institution and the State Polytechnic of Bengkalis in developing competent, professional, and work-ready graduates.