

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

International trade contributes significantly to economic development in many countries, including Indonesia. The growth of export and import activities has resulted in increasingly complex flows of goods and services across national borders. While these activities can provide benefits for the national economy, they can also lead to various challenges, including smuggling, customs violations, and the distribution of illegal goods that may negatively affect the government and the public. Purwana and Setia Negara (2023) stated that the large volume of Indonesia's international trade, combined with its extensive customs supervision area, creates greater opportunities for violations within customs areas. For this reason, an effective supervision system is necessary to ensure that customs regulations are properly followed and that national interests are protected.

In addressing these challenges, the Directorate General of Customs and Excise (DJBC) has an important responsibility in responding to these challenges by monitoring the movement of goods entering and leaving the customs territory. Its responsibilities are not limited to supervision, but also include facilitating trade, increasing state revenue, supporting domestic industries, and preventing prohibited or restricted goods from entering the country. According to Irfan (2024), the "community protector" function represents one of the main responsibilities of Customs and Excise, particularly in protecting the public from illegal goods that may pose risks to national security, public health, and the national economy.

Bengkalis Regency has a strategic geographical location due to its proximity to Malaysia across the Strait of Malacca. This position makes the region an important route for international trade and the movement of people across borders. The considerable flow of goods and passengers through the border area requires adequate supervision to ensure that customs procedures are carried out according to the applicable regulations. Misbach, Suwarno, and Yulianto

(2022) explained that effective supervision of maritime areas cannot rely solely on the capabilities of the Customs and Excise Office, but also requires coordination and cooperation between relevant agencies to maintain security in border areas.

As one of the technical implementation units of the Directorate General of Customs and Excise, the Bengkalis Type Madya Pabean C Customs and Excise Supervision and Service Office is responsible for delivering customs services and supervising the movement of international goods and passengers within its working area. The office is also involved in various administrative activities beyond inspection and supervision, including document management, data verification, filing, and report preparation. The proper implementation of these activities helps ensure that public services are carried out effectively, efficiently, transparently, and accountably.

An apprenticeship gives students the opportunity to apply the knowledge and skills they have acquired during their studies to an actual workplace. For Business Administration students, this experience can help develop administrative competencies, provide a better understanding of organizational operations, and introduce them to the implementation of public services in a government institution.

Based on the background described above, the author decided to undertake the apprenticeship at the Bengkalis Type Madya Customs and Excise Supervision and Service Office because of its role in supporting international trade, supervising border activities, and providing customs services to the community. The apprenticeship took place over a period of four (4) months, from February 2, 2026, to May 31, 2026. During the apprenticeship, the author was involved in various administrative and service-related activities. These activities allowed the author to gain practical experience in applying Business Administration knowledge within a government institution. In addition, the apprenticeship helped the author develop knowledge and skills while gaining work experience that can be useful for future career development.

1.2 Purposes of the Apprenticeship

The apprenticeship program at the Bengkalis Type Madya Customs and Excise Supervision and Service Office (KPPBC TMP C Bengkalis) provided the author with an opportunity to gain practical experience and develop knowledge and skills through direct participation in workplace activities. The purpose and benefits of the apprenticeship are presented in the following subsections.

1.2.1 Purposes of Apprenticeship

The apprenticeship program at KPPBC TMP C Bengkalis provided students with opportunities to gain practical experience and develop knowledge, skills, and professional competencies through direct participation in administrative and customs service activities. The objectives of the apprenticeship are as follows:

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

1.2.2 Benefits of Apprenticeship

The apprenticeship provided several benefits to the author, particularly in gaining practical experience and developing administrative, communication, and professional skills. The benefits obtained from the apprenticeship are as follows:

1. The apprenticeship provided the author with direct experience in a professional work environment. Through assignments in the General

Subsection, Enforcement and Investigation Section (P2), and Bandar Sri Setia Raja International Port, the author gained experience in carrying out administrative and operational activities.

2. The author improved administrative skills through activities such as managing PPNPN attendance records, uploading assignment letters through the Ministry of Finance's Nadine application, filing and reviewing documents, scanning, photocopying, and organizing administrative records.
3. The apprenticeship enhanced the author's understanding of customs service procedures for international passengers through barcode scanning, guiding passengers to use the All Indonesia application, generating new barcodes when needed, and assisting with IMEI registration.
4. By assisting international passengers and interacting with Customs and Excise officers, the author developed communication skills in providing directions and supporting passenger services at the international port.
5. The apprenticeship helped the author develop discipline and responsibility by completing assigned tasks according to established procedures, schedules, and instructions under the supervision of Customs and Excise officers. The author also learned the importance of accuracy and compliance when handling administrative documents and providing passenger services.

1.3 Significances of the Apprenticeship

The apprenticeship program is expected to provide added value to various parties, as follows.

1. For Students:

The apprenticeship provides students with the opportunity to broaden their knowledge and understanding of the professional work environment, particularly within government institutions. It also enables them to apply the theories and knowledge acquired during their studies to real workplace situations while enhancing their administrative, communication, teamwork, and problem-solving skills. Furthermore, the apprenticeship equips

students with valuable practical experience and professional competencies that support their future career development.

2. For the Business Administration Study Program:

The apprenticeship strengthens the collaboration between the Business Administration Study Program and the Bengkalis Type Madya Pabean C Customs and Excise Supervision and Service Office (KPPBC TMP C Bengkalis). It also provides valuable feedback for evaluating and improving the curriculum to ensure its relevance to current institutional and industry needs. In addition, the program contributes to producing graduates with practical experience and competencies that are aligned with the demands of the professional workplace.

3. For the Bengkalis Type Madya Pabean C Customs and Excise Supervision and Service Office (KPPBC TMP C Bengkalis):

The apprenticeship supports the office in carrying out its administrative and operational activities through the involvement of students in various workplace tasks. It also strengthens the partnership between the institution and Bengkalis State Polytechnic in implementing apprenticeship programs while contributing to the development of competent future human resources through practical workplace learning.