

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

The era of globalization is a period in which every country is required to develop and optimize the potential of its human resources. This situation has created an increasingly competitive job market, posing a challenge for higher education institutions to produce graduates with competencies and skills aligned with the needs of the workforce. In addressing this challenge, higher education institutions must improve the quality of education so that graduates can adapt quickly to the ever-evolving global demands written by (Mabruroh et al, 2024).

According to a journal (Nurdiana et al, 2024) Field Work Practices (PKL) as a learning process undertaken by students to apply the theories learned during their coursework within a real-world environment. Through PKL, students are expected to develop the ability to professionally resolve issues related to business organizations and management. Furthermore, PKL allows students to gain a better understanding of the alignment between the needs of the business and industrial sectors and the curriculum implemented in higher education.

In the journal article by (Mayhesya et al, 2024) internship experiences are one of the educational factors that influence work readiness. Referring to Ministry of Education and Culture Regulation No. 3 of 2020 on National Standards for Higher Education, it explains that internships or professional work placements are one form of learning under the “Campus Merdeka” initiative outside of academic programs. Internships provide students with the opportunity to gain hands-on experience in a real-world work environment, understand professional work culture, and apply the theories they have learned in class. Through internship experiences, students can develop hard and soft skills relevant to their field of work,

thereby boosting their confidence and readiness to enter the workforce after graduation (Hakim et al, 2026).

Internship programs are mandatory for students at some universities and are part of the curriculum. An internship is a professional experience offered by an organization for a specific period of time. By participating in an internship program, graduates can boost their self-confidence and critical thinking skills, as well as foster stronger ties between universities and industry. Students who are about to graduate should have internship experience during their studies so they can develop an interest in determining their future career path and use this experience as a measure of their readiness for the real-world workforce. (Lestari & Millenia, 2022).

Internships are regulated under Law No. 13 of 2003 on Manpower, which states that an internship is one component of a vocational training system that is implemented in an integrated manner, encompassing vocational training at a training institution and practical application in the field under the guidance and supervision of experts. Today's workforce demands graduates who not only possess theoretical knowledge but are also able to effectively apply their knowledge in real-world work situations (Faisal et al, 2025).

Internships are an important component of higher education that allow students to apply the theoretical knowledge they gain in the classroom to real-world work situations. Through internships, students can develop practical skills, broaden their understanding of the industry, and build valuable professional networks (Maliki & Rini, 2024).

1.2 Purposes of the Apprenticeship

Internship or Practical Work (KP) is one part of the activities that must be carried out by Bengkalis State Polytechnic students as part of completing their studies. To achieve optimal results, it is important to understand the objectives of implementing practical work, namely:

1. Knowing the job description (job description) at PT Bank Syariah Indonesia, Tbk Duri Hangtuah 1 Sub-Branch Office.

2. Knowing the work systems and procedures implemented at PT Bank Syariah Indonesia, Tbk Duri Hangtuah 1 Sub-Branch Office.
3. Knowing the location and time of implementation of practical work at PT Bank Syariah Indonesia, Tbk Duri Hangtuah 1 Branch Office.
4. Knowing the types of activities and job descriptions carried out at PT Bank Syariah Indonesia, Tbk Duri Hangtuah 1 Branch Office.
5. Knowing the obstacles faced during practical work and the solutions taken to overcome them.

1.3 Significances of the Apprenticeship

Internship programs essentially provide a variety of important benefits for all parties involved, ranging from students, the companies or institutions where the internships take place, to universities. The benefits of participating in an internship program are as follows:

1.3.1 For Students

The program provides an opportunity for students to apply the knowledge gained during the lecture period directly in the work environment. In addition, this program also helps students understand the world of work in a more real and in-depth manner. Through this activity, students can assess their abilities, expertise, and skills in a corporate environment. Not only that, this program also provides experience working in a team consisting of individuals with diverse backgrounds and characters in solving a problem.

1.3.2 For the Company

The implementation of this internship program aims to strengthen the partnership between Bengkalis State Polytechnic and PT Bank Syariah Indonesia. Through this program, students are expected to make positive contributions by supporting operational activities and boosting the company's productivity during their internship period. Furthermore, the involvement of students from the Bengkalis State Polytechnic in the workplace serves as a form of collaboration that can enhance PT Bank Syariah Indonesia's positive image within the community

while strengthening the synergy between the education sector and the industrial sector.

1.3.3 For Politeknik Negeri Bengkalis

The purpose of this program is to strengthen the relationship and constructive cooperation between Politeknik Negeri Bengkalis and PT Bank Syariah Indonesia as a place for practical work as well as a potential for future workforce recruitment. In addition, this program is a means to support the improvement of the quality of vocational education programs in order to produce graduates who are competent and in accordance with the needs of the world of work.