

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Apprenticeship is an important part of the learning process that allows students to gain practical experience in the workplace. Through this program, students have the opportunity to apply the knowledge and skills learned during their studies to real work situations. In addition, the apprenticeship program helps students improve their communication skills, problem-solving abilities, teamwork, responsibility, and professionalism. These experiences are valuable in preparing students to enter the professional world after graduation.

At the State Polytechnic of Bengkalis, the apprenticeship program is a compulsory course that must be completed by all students as part of the academic requirements. The program is designed to provide practical experience that complements the theoretical knowledge gained in the classroom. Specifically, for students of the International Business Administration Study Program (Bachelor of Applied Business Administration), the apprenticeship is conducted in the eighth semester as one of the graduation requirements. Upon completing the apprenticeship, students are also required to prepare an apprenticeship report as part of the requirements for completing their studies.

The International Business Administration Study Program equips students with knowledge and skills in various areas of business, including administration, business communication, marketing, finance, human resource management, and customer service. To strengthen students' understanding of these subjects, the study program requires students to complete an apprenticeship in a government institution, private company, or other organization related to their field of study. This experience enables students to understand how business activities are carried out in a professional working environment.

Based on the available apprenticeship opportunities, the author chose PT Bank Riau Kepri Syariah Bengkalis Branch as the apprenticeship location. The

author was interested in gaining practical experience in the banking industry, particularly in the Customer Service section. This department plays an important role in serving customers, handling banking administrative processes, and providing information about banking products and services. Through this apprenticeship, the author expected to gain practical knowledge, improve communication skills, and develop a better understanding of banking operations based on sharia principles.

PT Bank Riau Kepri Syariah (Perseroda) is one of the regional Islamic banks in Indonesia that operates based on sharia principles. The bank provides various financial services to individuals, businesses, and government institutions. The author carried out the apprenticeship at PT Bank Riau Kepri Syariah Bengkalis Branch, located on Jalan Pahlawan No. 15A, Bengkalis. During the internship, the author was assigned to the Customer Service section and was involved in various administrative and customer service activities. The apprenticeship provided valuable experience and helped the author improve practical skills, work discipline, communication abilities, and professional ethics that will be beneficial in future career development.

1.2 Purpose of the Apprenticeship

Students of the D-IV International Business Administration Study Program at Bengkalis State Polytechnic underwent a four-month apprenticeship program at PT Bank Riau Kepri Syariah Bengkalis Office, with the following:

1. Understanding and Identifying job descriptions within the work areas.
2. Understanding the apprenticeship system and procedures implemented in the work process at BRK Syariah Bengkalis.
3. Knowing the place and working schedule at PT Bank Riau Kepri Syariah Bengkalis.
4. Explaining the kind and description of the activity carried out during the apprenticeship period.
5. Identifying the obstacles encountered and the solutions implemented throughout the apprenticeship.

1.3 Significances of the Apprenticeship

The apprenticeship carried out is very beneficial for several parties such as students, companies and State Polytechnic of Bengkalis:

1. For Students
 - a. Students are given the opportunity to implement theoretical knowledge and concepts in the context of the real world of work.
 - b. Students gain practical experience in applying knowledge and skills in accordance with their study program.
 - c. Students can increase their sense of responsibility and discipline in carrying out their duties, as well as their ability to adapt to the world of work.
 - d. Students can expand their knowledge, insights, experiences, and skills in the field of office administration that are not obtained during lectures.
 - e. Students have the opportunity to work in teams, allowing them to contribute with creative ideas.
2. For State Polytechnic of Bengkalis
 - a. Apprenticeship programs can strengthen collaboration and social interaction between the State Polytechnic of Bengkalis and PT Bank Riau Kepri Syariah Bengkalis.
 - b. Apprenticeship provide insight into the crucial role of teaching staff in delivering lecture materials that align with current developments in the professional world.
 - c. Apprenticeship allow for the assessment of students' abilities in business studies, particularly in international business administration, as gained during lectures and applied in real work environments.
3. For Companies

The apprenticeship program serves as a bridge of cooperation between the company and the campus, which provides an opportunity for students to be directly involved in the world of work. Through apprenticeship activities, students are expected to assist company employees in completing tasks, contributing ideas, and providing useful input in solving various problems.

In addition, this program is also beneficial for companies in attracting new qualified graduates to be recruited and placed in various government institutions and private companies.