

CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

Rapid changes and increasing competition in the workplace require everyone to possess not only theoretical knowledge but also practical skills aligned with job demands. Technological innovations and transformations in work methods drive companies to continuously adapt in order to improve performance and operational efficiency.

In company operations, various processes such as administration, customer service, data management, and interdepartmental coordination are critical factors that determine an organization's success. Therefore, an understanding of structured and professional work systems is essential, especially for students as prospective employees who will be entering the industrial or service sectors directly.

Educational apprenticeships are a form of practical, out-of-the-classroom learning that provide students with the opportunity to apply their theoretical knowledge in real-world situations at specific workplaces or organizations. During an apprenticeship, students can gain practical experience, understand industry dynamics, and hone the skills necessary for future success. (Siregar, Ayunda Putri A. et al. 2024).

An apprenticeship is an academic activity that brings students directly into the field and provides them with firsthand experience in understanding real-world situations in the workplace. Through this activity, many students can observe, learn, and directly participate in various workplace activities related to the courses they have studied in class.

According to Faridah et al. (2024), an apprenticeship is an activity designed to provide specialized training to students to enhance their skills in their respective fields, whether as part of the academic curriculum or as preparation for entering the workforce. This training can take place at various types of companies, both private and government, and can last for varying periods, ranging from a few weeks to

several months. An apprenticeship is a mandatory activity that students must complete as a graduation requirement.

In addition, apprenticeships serve as a means to develop skills and abilities, as well as to train students to act professionally in every workplace situation. The experience gained through these apprenticeships prepares students to face increasingly complex challenges and obstacles in the real world of work.

As outlined in the previous paragraphs, apprenticeship programs offer various benefits to students by supporting their learning process, thereby enabling them to enhance and apply the knowledge gained in the classroom to the professional world. Along with rapid economic growth, the public increasingly needs access to financing sources or banking services. However, not everyone has access to these banking services, particularly Micro, Small, and Medium Enterprises (MSMEs). Therefore, there is a need for an institution capable of providing fast, secure, and practical financing solutions.

Pegadaian addresses these community challenges in the areas of financing and services. As a non-bank financial institution, Pegadaian plays a vital role in providing loans to the public through its pawnbroking system. Pegadaian makes it easy for people to obtain loans secured by collateral—such as gold, electronics, and vehicles—without having to go through complicated processes.

Through Pegadaian, the public can access financial solutions that are fast, secure, and reliable. This makes Pegadaian an important pillar of the national financial system, particularly in supporting people-oriented economic growth.

Through the apprenticeship program at Pegadaian, students gain firsthand insight into the company's operations, ranging from customer service and collateral appraisal to administrative tasks and data management. In addition, students have the opportunity to develop communication skills, discipline, and the ability to work collaboratively in a professional environment.

This apprenticeship program is expected to serve as an effective learning platform that bridges the gap between the theories learned in the classroom and real-world practices. As a result, students will be better prepared to enter the workforce upon completing their education.

1.2 Purpose of the Apprenticeship

1.2.1 Purpose of Apprenticeship

The apprenticeship program for students at the State Polytechnic of Bengkalis, particularly those in the D-IV International Business Administration study program, has several purposes, both general and specific, including:

1. Application of knowledge and skills.
2. Introduction to the work environment.
3. Building Networks and Relationships.
4. Problem-Solving.

1.2.2 Benefits of Apprenticeship

The benefits obtained from participating in this apprenticeship program are as follows:

1. Be able to directly apply the knowledge and skills acquired during their studies in the workplace.
2. Be able to introduce students to the work environment, including organizational culture and industry dynamics.
3. Be able to build relationships and networks with professionals at the apprenticeship site.
4. Be able to hone their ability to find solutions and solve problems directly in the workplace.

1.3 Significance of the Project

This apprenticeship offers a variety of benefits. Here are the benefits of participating in the apprenticeship program:

1. For Students

Students have the opportunity to directly apply the knowledge and skills they have learned in the workplace, as well as the ability to build networks and relationships with companies in order to foster positive connections, gain work experience, and understand how the real world of work operates.

2. For Companies

The company benefits from the workforce provided by students participating in its apprenticeship. In addition, it is able to expand its network among educational industry and the company, and foster positive relationships among them, so that students are recognized as prospective employees with high quality and dedication.

3. For the State Polytechnic of Bengkalis

To build strong relationships between the campus and the companies where students complete their apprenticeships, thereby enhancing the skills and quality of each student through this apprenticeship program. Additionally, to gather feedback from companies regarding students work skills, which will serve as a reference for curriculum development and the learning process.