

# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Background of Apprenticeship**

The State Polytechnic of Bengkalis is a public higher education institution located on Jl. Bathin Alam, Sungai Alam Village, Bengkalis District, Bengkalis Regency, Riau Province, Indonesia. The institution was first established in the early 2000s by the Bengkalis Regency Government through the Gema Bahari Foundation under the name Bengkalis Shipbuilding Polytechnic. At the beginning of its establishment, the institution offered three study programs, namely Ship Electrical Engineering, Shipbuilding Engineering, and Ship Mechanical Engineering. Later, the institution changed its name to Politeknik Bengkalis and came under the management of Yayasan Bangun Insani (YBI). During this period, two additional study programs were introduced: Civil Engineering and Business Administration. In July 2001, Politeknik Bengkalis officially welcomed its first group of students. To meet the increasing demand from prospective students, two more programs were opened in 2006, namely Business English and Informatics Engineering.

In early 2008, Politeknik Bengkalis proposed a change in status from a Private Higher Education Institution to a State Higher Education Institution. This proposal received full support from Yayasan Bangun Insani, the Bengkalis Regency Government, and the Bengkalis Regency Regional House of Representatives. The process continued in 2009 when the proposal was submitted to the Ministry of National Education through the Directorate General of Higher Education. On February 9, 2011, representatives of Politeknik Bengkalis, YBI, and the Bengkalis Regency Government presented the feasibility study for the conversion before the Minister of Administrative Reform and Bureaucratic Reform. Eventually, on July 29, 2011, the institution officially obtained state status and was renamed State Polytechnic of Bengkalis based on the Regulation of the Minister of National Education (Permendiknas) No. 28 of 2011. The official inauguration was carried out by the Minister of Education and Culture of the Republic of Indonesia on December 26, 2011.

After becoming a state higher education institution, State Polytechnic of Bengkalis continued to expand its academic structure by increasing the number of departments and study programs. At present, the institution has eight departments: Shipbuilding Engineering, Mechanical Engineering, Electrical Engineering, Civil Engineering, Commercial Administration, Informatics Engineering, Language, and Maritime. In total, there are 21 study programs consisting of three Diploma II programs, eight Diploma III programs, and ten Diploma IV (Applied Undergraduate) programs. In addition, the institution has also introduced a Fast Track Diploma II program to provide wider access to higher education for the community.

One of the programs available at State Polytechnic of Bengkalis is the International Business Administration study program. This program concentrates on economic and business-related studies. Throughout the learning process, students are provided with knowledge and skills related to business activities at both national and international levels. The curriculum includes courses such as correspondence management, office administration, secretarial studies, export–import, entrepreneurship, taxation, accounting, banking, and management. These courses aim to prepare students to become competent graduates who are ready to enter the workforce. In addition, students are required to undertake practical work in companies, either in state-owned enterprises (BUMN) or private organizations.

Practical work plays an important role in the learning process because it allows students to gain real-world experience in the professional environment according to their field of study. Through this activity, students can apply the theoretical knowledge they have learned during their academic studies. The practical work is usually carried out in the eighth or final semester, after students have successfully completed all courses in the previous semesters. This experience helps students expand their knowledge, improve their practical skills, and obtain valuable work experience that will support their future careers after graduation.

In the International Business Administration study program, the practical work course conducted in the eighth semester lasts for four months. Students are given the opportunity to choose a company that matches their interests and competencies.

The practical work coordinator also provides guidance and recommendations regarding suitable internship placements. In this case, the writer carried out the internship program at PT. PLN Nusantara Power Services, where valuable practical experience was gained in administrative and business processes in a professional work environment.

PT. PLN Nusantara Power Services is a company engaged in operation and maintenance services for power plants to support the reliability and efficiency of electricity generation systems in Indonesia. As part of the PLN Group, the company plays a strategic role in ensuring that power plant operations run safely, effectively, and in accordance with established standards (PT PLN Nusantara Power Services, 2026).

The author completed the internship at the operational unit of PLTA Asahan 1, located in Ambar Halim, Pintu Pohan Meranti District, Toba Regency, North Sumatra Province, Indonesia. PLTA Asahan 1 is one of the hydropower plants that contributes to supplying electricity to the national power grid. During the internship period, the author was involved in administrative and operational support activities, including document management and filing, correspondence handling, data entry, and assisting daily office administration as well as coordination with internal and external parties.

Through this internship experience, the Author was able to apply the knowledge acquired during academic studies in the International Business Administration study program, particularly in office administration, business communication, and organizational management. In addition, this experience provided a deeper understanding of professional work culture, teamwork, discipline, and responsibility within the energy sector.

## **1.2 Purposes of the Apprenticeship**

Internship or Practical Work (KP) is one of the academic requirements that must be completed out by students of State Polytechnic of Bengkalis as part of completing their studies. The apprenticeship conducted at PT PLN Nusantara Power Services, especially at PLTA Asahan I, aims to provide students with

practical experience and a comprehensive understanding of the work environment in the electricity generation sector. The objectives of this apprenticeship are as follows:

#### 1.2.1 Purpose of Apprenticeship

The purposes of this apprenticeship are outline as follows:

1. To understand the job descriptions and responsibilities carried out during the apprenticeship at PT PLN Nusantara Power Services.
2. To understand the work systems, procedures, and administrative activities implemented in the company.
3. To gain knowledge about the implementation of maintenance planning and control activities in the company.
4. To understand the types of activities and tasks performed during the apprenticeship period.
5. To identify the obstacles faced during the apprenticeship and the solutions taken to overcome them.

#### 1.2.2 Benefits of Apprenticeship

The benefits gained from this apprenticeship are as follows:

1. To enhance student knowledge and understanding of the professional work environment, especially at PT PLN Nusantara Power Services.
2. To develop student practical skills in administration, business communication, and operational activities within the company.
3. To improve teamwork, discipline, and responsibility in a professional workplace.
4. To provide real work experience in understanding work systems, procedures, and administrative activities implemented in the company.
5. To prepare students to be more ready and competent in entering the workforce after completing their studies.

### 1.3 Significances of the Apprenticeship

The apprenticeship program provides significant benefits for students, the host company, and the educational institution. Its implementation is expected to

establish mutually beneficial cooperation between the academic sector and industry. The significances of the apprenticeship are described as follows:

#### 1.3.1 For Students

The apprenticeship program provides students with the opportunity to apply the theoretical knowledge obtained during their academic studies to real workplace situations. Through direct involvement in professional activities, students gain practical experience that enhances their understanding of administrative and operational processes within an organization. This program also supports the development of soft skills, including communication, teamwork, discipline, responsibility, and problem-solving abilities. As a result, students are better prepared to evaluate and improve their competencies before entering the workforce.

#### 1.3.2 For Company

PT. PLN Nusantara Power Services benefits from strengthened cooperation with State Polytechnic of Bengkalis as a vocational higher education institution. This collaboration fosters constructive engagement between industry and academia. The presence of apprenticeship students contributes to supporting administrative and operational activities, thereby assisting the company in enhancing work effectiveness and productivity. Additionally, the program serves as an opportunity to identify potential future employees with competencies aligned to industry requirements.

#### 1.3.3 For State Polytechnic of Bengkalis

State Polytechnic of Bengkalis gains institutional benefits through sustainable collaboration with PT. PLN Nusantara Power Services. This partnership supports the alignment of academic curricula with industry demands. Furthermore, the apprenticeship program contributes to improving the quality of vocational education by integrating theoretical learning with practical industry experience. Through this collaboration, the institution is better positioned to produce graduates who are competent, professional, and ready to compete in the global workforce.