

CHAPTER I

INTRODUCTION

1.1 Background of Apprenticeship

Bengkalis State Polytechnic is one of the public vocational colleges located on Bathin Alam Street, Sungai Alam Village, Bengkalis District, Bengkalis Regency, Riau Province, Indonesia. This institution was established in early 2000 by the Bengkalis Regency Government under the initial name Bengkalis Shipping Polytechnic and initially offered three study programs in the maritime field.

In 2001, the institution changed its name to Bengkalis Polytechnic under the management of the Yayasan Bangun Insani (YBI) and expanded its academic programs by opening Civil Engineering and Business Administration study programs. To meet the increasing demand for vocational education, several additional study programs, including English for Business and Informatics Engineering, were opened in 2006.

After going through a series of administrative processes and submissions, Bengkalis Polytechnic officially changed its status to a public university on July 29, 2011, under the name Bengkalis State Polytechnic. Since then, the institution has continued to develop academic programs and improve the quality of education.

Currently, Bengkalis State Polytechnic has eight departments and twenty-one study programs across various fields of expertise. With the motto “Competence for Competition,” the institution is committed to producing graduates who are professional, adaptive, and globally competitive through quality vocational education, collaboration with the industry, and the development of applied research (Polbeng, 2024).

The Department of Business Administration at Bengkalis State Polytechnic (Polbeng) consists of four study programs, namely the Diploma III (D-III) Program in Business Administration, the Applied Bachelor's (D-IV) Program in International Business Administration, the Applied Bachelor's (D-IV) Program in Public Financial Accounting, and the Applied Bachelor's (D-IV) Program in Digital Business. Each study program has its own characteristics and advantages that are

designed to meet students' competencies in accordance with the development of business and industry.

As a vocational higher education institution, Bengkalis State Polytechnic implements a learning system that places greater emphasis on practical learning rather than theoretical aspects. This approach aims to produce graduates who possess adequate skills, knowledge, and competencies, enabling them to compete and enter the workforce directly.

Organizationally, the Department of Business Administration is led by a Head of Department and supported by a Secretary of the Department, Heads of Study Programs, lecturers, the Head of Laboratory, laboratory staff/educational laboratory personnel (PLP), and administrative staff. Currently, the department is supported by 30 permanent lecturers, all of whom hold master's degrees (S-2) from both domestic and international universities. These lecturers have expertise in the fields of administration, economics, and business, which significantly support the teaching and learning process in accordance with the applicable curriculum.

In an effort to enhance human resource quality, the institution has also appointed 16 lecturers as competency assessors certified by the National Professional Certification Agency (BNSP). These assessors consist of 10 assessors in the field of Office Administration and 6 assessors in the field of Accounting. In addition to academic staff, the Department of Business Administration is also supported by 11 educational support staff, consisting of 8 laboratory personnel/PLP and 2 administrative staff members.

The Applied Bachelor's Program (D-IV) in International Business Administration is one of the study programs under the Department of Business Administration at Bengkalis State Polytechnic. The program focuses on developing competencies in administration, business, international trade, export-import activities, and entrepreneurship. It implements a vocational education system that emphasizes a balance between theoretical knowledge and practical skills to produce professional, competent, and work-ready graduates. In addition, students are equipped with business communication skills, foreign language proficiency, and

the ability to utilize technology and digital business practices to enhance their competitiveness at both national and international levels.

Internship (KP) is one of the academic activities that students are required to carry out as a way to apply the knowledge and skills they have gained during their studies into the working world. This activity aims to provide real work experience, enhance student competence, and increase understanding of the work environment relevant to their respective fields.

Internships are generally carried out at government agencies, companies, or institutions related to the students' study programs. Through this activity, students are expected to understand the dynamics of the working world, improve discipline and professional skills, and develop the ability to adapt in a work environment. After completing the internship, students are required to prepare a report as a form of accountability for the activities and results obtained during the internship period.

Based on the explanation above, the author did an internship at PT. Bank Riau Kepri Syariah in Bengkalis Regency in the account officer field for 3 (three) months and in Financing Administration for 1 (one) month. The internship was carried out for 4 (four) months, from March 2 to June 30, 2026.

1.2 Purposes of the Apprenticeship

1.2.1 Purposes of the Apprenticeship

In general, the implementation of internship is one of the mandatory activities for Politeknik Negeri Bengkalis students (Politeknik Negeri Bengkalis, 2017). It aims to fulfill academic requirements while gaining direct exposure to the corporate operations at PT Bank Riau Kepri Syariah (PT Bank Riau Kepri Syariah 2026). The specific purposes of this program are as follows:

1. To find out the job specifications at PT. Bank Riau Kepri Syariah Bengkalis.
2. To determine the expected targets and objectives of the work carried out at PT Bank Riau Kepri Syariah Bengkalis (PT Bank Riau Kepri Syariah 2026).
3. To identify the documents produced during the implementation of the internship program at PT Bank Riau Kepri Syariah Bengkalis.

4. To identify the data required and used at PT Bank Riau Kepri Syariah Bengkalis (PT Bank Riau Kepri Syariah 2026).
5. To identify the constraints encountered during the implementation of the internship program at PT Bank Riau Kepri Syariah Bengkalis.
6. To identify the solutions to the problems encountered during the implementation of the internship program at PT Bank Riau Kepri Syariah Bengkalis.

1.2.2 Benefits of the Apprenticeship

The benefits of practical work for the author, in addition to academic purposes, can be seen as follows:

1. Students can gain experience in applying theoretical and practical knowledge according to the subjects learned during lectures, while also training them to be responsible and disciplined.
2. Students can obtain a real-world overview of corporate activities and organizational structure (PT Bank Riau Kepri Syariah 2026), which is beneficial for entering the workforce in the future.
3. It enhances institutional cooperation between Politeknik Negeri Bengkalis and corporate entities such as PT Bank Riau Kepri Syariah (Politeknik Negeri Bengkalis, 2017; (PT Bank Riau Kepri Syariah 2026)).
4. Students have the opportunity to analyze problems related to the knowledge applied in their work according to their study program.

1.3 Significances of the Apprenticeship

From the Significances of these student apprenticeship activities on the international business study program are as follows, it is:

1. For the Author

The benefits of the apprenticeship for the author are as follows:

- a. To gain practical experience by participating directly in banking operational and administrative activities within a professional work environment.

- b. To enhance the author's knowledge and technical competencies in banking administration, customer service, document management, and office operations.
- c. To improve professional qualities such as responsibility, discipline, effective communication, teamwork, and problem-solving skills.
- d. To broaden the author's understanding of how the theories and concepts learned in the International Business Administration Study Program are implemented in the banking industry.
- e. To prepare the author for future career opportunities by developing both professional skills and workplace experience.

2. For the Academic

The benefits of the apprenticeship for the academic institution are as follows:

- a. To strengthen the collaborative relationship between Politeknik Negeri Bengkalis and PT Bank Riau Kepri Syariah Bengkalis.
- b. To obtain valuable input regarding the competencies and skills required by the banking industry for the continuous improvement of the curriculum and learning process.
- c. To assess the effectiveness of academic learning in preparing students to perform professionally in real working environments.
- d. To provide reference materials and practical insights for future students undertaking apprenticeship programs in the banking sector.
- f. To support the institution in producing qualified graduates who possess both academic knowledge and practical competencies required by industry.

3. For the Company/Institution

The benefits of the apprenticeship for the company are as follows:

- a. To assist the company in completing daily administrative tasks and supporting banking operational activities.

- b. To provide additional support for employees in carrying out documentation, filing, customer service, and other office-related responsibilities.
- c. To strengthen the partnership between PT Bank Riau Kepri Syariah Bengkalis and Politeknik Negeri Bengkalis through internship collaboration.
- d. To contribute to the development of competent and work-ready human resources by providing students with practical learning opportunities.
- e. To create opportunities for the company to share professional knowledge, work culture, and banking practices with students as part of its contribution to education and human resource development.