



DEVELOPING STUDENT COMPETENCIES THROUGH AN INTERNSHIP PROGRAM IN THE STRATEGIC PLANNING DIVISION AT PT.PELINDO MULTI TERMINAL

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Abstract

The internship program conducted from March 25 to June 24, 2024, at PT Pelabuhan Indonesia (Pelindo Multi Terminal), located at Jalan Lingkar Pelabuhan No.1, Belawan II, Medan Belawan City, Medan City, North Sumatra 20411, specifically in the Strategic Planning Department, is a crucial initiative in developing the competencies of management students from the University of North Sumatra (USU). The methods used in this specialized internship program are summarized in three stages: 1) preparation stage, 2) implementation stage, and 3) evaluation stage, including the final report. The internship aims to provide practical experience in strategic planning, business analysis, and project management. Through this internship, students are involved in the company's long-term planning activities, including business environment analysis, strategy development, and strategic evaluation. Emphasis on the development of soft skills such as communication, teamwork, and problem-solving is also a main focus. The results of this internship show a significant improvement in data analysis capabilities, participation in strategic meetings, document management, and the preparation of comprehensive final reports.

Keywords: *PT Pelindo Multi Terminal, Strategic Planning Department, student competencies, business analysis, project management, soft skills, data analysis capabilities*

INTRODUCTION

The internship program is an effective learning method that improves students' skills through real work experience. At the University of North Sumatra (USU), the internship program is an integral part of the curriculum, designed to prepare students to face the challenges of the world of work with relevant practical skills and knowledge. One of USU's strategic partners in implementing this internship program is placed at PT Pelabuhan Indonesia (Pelindo Multi Terminal), specifically the Strategic Planning Department. PT Pelindo Multi Terminal's Strategic Planning Department provides an ideal work environment for students to develop skills in management and planning. PT Pelindo Multi Terminal, as one of Indonesia's largest port companies, plays an important role in the management and development of the country's ports, providing many opportunities for students to learn from industry best practices.

Rinandiyana et al. (2021) revealed that in the process of supporting student competencies and preparing them to face the real world of work, universities must be able to provide supporting facilities and support so that students can apply their skills in practice by undertaking internships at companies directly in the world of work and industry. Apart from that, the implementation of the professional internship program is supported by universities and efforts to produce as many qualified and work-ready graduates as possible. In this way, the university is considered to have achieved its goal as a forum for preparing graduates who have academic and professional abilities in certain fields and of course can be applied in society. This internship program aims to provide students with direct experience regarding the strategic planning process carried out by PT Pelindo Multi Terminal

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By participating in an internship program, students' abilities and skills can also be improved. Tagala believes that competence is defined as one of the individual qualities related to qualifications and abilities in carrying out work (Lutfia & Rahadi, 2020). In this way, the potential of student interns will increase through the direct training and experience they gain. With the aim of increasing knowledge and adding value for students before entering the world of work, through the internship program students must gather experience and prepare to face the world of work which is very competitive and requires a workforce that is trustworthy and knowledgeable as a necessary disposition in the world of work (Rinandiyana, et al. 2021).

The internship program is actually also effective in improving the ability to communicate well, adaptability, ability to manage teamwork, ability to interact and increase accuracy in work. in the context of general skills that students must have (Lutfia & Rahadi, 2020). This internship program also focuses on developing soft skills that students need, such as communication, teamwork and problem solving. It is hoped that this internship experience can increase students' work readiness, add value to their CV and increase their competitiveness in the global job market. According to Yusufi and Sugiharto (2019), internship programs provide practical experience that can improve students' skills and broaden their views on the dynamics of the world of work. In addition, Widiastuti (2020) believes that internships can increase students' self-confidence in facing professional challenges and equip them with skills that suit industry needs.

PT Pelabuhan Indonesia (Pelindo Multi Terminal) is one of the State-Owned Enterprises (BUMN) which operates in the port services sector. The role of PT Pelindo Multi Terminal in this field is very important considering the importance of port services in supporting the national economy. According to the Ministry of BUMN (2021), PT Pelindo Multi Terminal has had a significant impact on the smooth flow of goods and services through effective port management. PT Pelindo Multi Terminal's strategic planning department plays an important role in the preparation and implementation of the company's strategic plan. This department is responsible for long-term strategies that can guide the company in facing dynamic and competitive business challenges. According to Ramadhan and Priyanto (2021), effective strategic planning is the key to a company's success in achieving long-term goals and adapting to changes in the business environment.

An internship in PT Pelindo Multi Terminal's strategic planning department provides students with valuable experience to develop their skills in strategic planning, business analysis and project management. Based on research by Santoso (2022), an internship in the strategic planning division can improve students' analytical skills to understand various factors that influence business decisions and strengthen leadership skills in managing strategic projects. By participating in the strategic planning department internship program at PT Pelindo Multi Terminal, it is hoped that students will be able to develop various competencies needed for success in professional life. This is in accordance with the opinion of Dew and Nurhad (2023) that practical experience through internships can be valuable capital for students to develop their professional careers in the future.

IMPLEMENTATION METHOD

This training will be held on March 25 – June 24 2024 in the strategic planning division of PT Pelindo Multi Terminal. This activity is organized by the Management Curriculum of the University of North Sumatra (USU), Faculty of Economics and Business, placing management students in supervisory companies who undergo skills training at specified partner companies. This training program is in collaboration with PT Pelindo Multi Terminal.

This USU partner internship is based on the concept of solving problems directly between students and training partners. The design of this activity adapts existing methods and stages and is carried out by experts and consists of the preparation stage, implementation stage and evaluation and reporting stage (Iswati, 2019).



Preparation phase

1. Students identify the topics of knowledge and skills they want to develop related to the internship program. According to Yusufi and Sugiharto (2019), determining a clear topic is very important to get the right research focus and direction.
2. A collection of related literature to increase knowledge and understanding of context and theory in strategic planning, business analysis and project management. This literacy helps students prepare themselves theoretically before entering the profession.
3. Make an appointment with PT Pelindo Multi Terminal to obtain official permission to conduct training. Widiastuti (2020) emphasized that initial coordination with partner companies is very important to ensure optimal support and cooperation.
4. An internship mentor is selected from PT Pelindo Multi Terminal to guide and mentor students during the internship. These mentors play an important role in guiding, mentoring and evaluating student performance.
5. Students prepare all necessary administrative documents, including internships, internship contracts and other documents required by PT Pelindo Multi Terminal and the university. This preparation ensures that all administrative requirements are met before the internship begins.
6. Within the framework of the management curriculum at the Faculty of Economics, University of North Sumatra, there is information and reviews for students undertaking internships. This session includes an introduction to PT Pelindo Multi Terminal, work ethic and expectations during the internship. According to Dew and Nurhad (2023), initial preparation is very important to prepare students mentally and consciously before entering the world of work.
7. Determination of training schedules and distribution of tasks is carried out in such a way that all students have a fair opportunity to develop their skills. This schedule was prepared taking into account the needs and strategic planning priorities of PT Pelindo Multi Terminal.

Implementation Stage

The implementation stage is the core of the PT Pelindo Multi Terminal strategic planning unit internship program, where students apply the knowledge and skills that have been prepared previously. The following are details of the actions taken at the implementation stage:

1. Introduction to organizational structure: Students are introduced to the organizational structure and strategic planning of PT Pelindo Multi Terminal as well as the role of each unit in the company (Dewi and Nurhadi, 2023).
2. Directions for tasks and responsibilities: The internship supervisor explains the tasks and responsibilities that the student will carry out during the internship, including the project that will be worked on.
3. Facilities introduction: Students are invited to get to know PT Pelindo Multi Terminal's facilities, get to know the work environment and understand the company's operational processes.
4. Daily and Weekly Assignments: Students are given daily and weekly assignments related to strategic planning, business analysis and project management. This task includes collecting, analyzing and reporting data (Ramadhani and Priyanto, 2021).
5. Participation in meetings and discussions: Students are invited to participate in team meetings and discussions where they can learn directly from the participants and understand the dynamics of strategic planning team work.
6. Training and workshops: PT Pelindo Multi Terminal organizes training and workshops related to PT Pelindo Multi Terminal. This activity is designed to improve students' technical and analytical skills.
7. Performance Evaluation: Mentors conduct daily and weekly performance evaluations to assess student progress and provide constructive feedback. The assessment assesses work quality, analytical skills and communication skills.

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8. Data analysis and results: Students analyze the data collected during the internship and prepare the most important conclusions for the final report. This analysis includes data interpretation, problem identification and solution recommendations (Dewi and Nurhadi, 2023).
9. Preparation of final report: Students will prepare a final report containing background, methodology, results, and discussion of results. This report must be prepared systematically and clearly (Ramadhani and Priyanto, 2021).

Evaluation Stage

The evaluation stage is an important stage in the internship program which aims to evaluate the achievements, developments and skills obtained by students during their internship at the Strategic Planning Department of PT Pelindo Multi Terminal. This evaluation also helps provide constructive input for further development. The following are details of the evaluation activities carried out:

1. Daily evaluation: The internship supervisor evaluates the assignments given to students every day. In this assessment, the quality of work, timeliness and students' ability to complete assignments independently are assessed.
2. Weekly Evaluation: The mentor and student meet at the end of each week to discuss progress, future challenges, and plans for the upcoming week. These weekly assessments offer students the opportunity to receive more in-depth and detailed feedback.
3. Quality and Depth of Analysis: Assess students' ability to analyze data, identify problems and formulate appropriate solutions. According to Ramadhan and Priyanto (2021), the most important indicator of good analytical skills is in-depth and comprehensive analysis.
4. Novelty and creativity: to assess the extent to which students can propose new ideas and innovative solutions during the implementation of the project. The Ministry of BUMN (2021) emphasizes the importance of innovation in facing dynamic business challenges.
5. Reporting and Presentation: Assess students' ability to produce project reports that are systematic, clear and easy to understand. Report presentation is also evaluated based on whether students can explain findings and recommendations effectively.

RESULTS AND DISCUSSION

The purpose of discussing the results of the internship program and PT Pelindo Multi Terminal's strategic planning unit is to evaluate the development of student skills during the internship period. During your internship here you can:

1. Data Analysis and Database Management

Data accuracy and freshness are two very important aspects in managing business data. The PT Pelindo Multi Terminal intern is responsible for ensuring that the information in the company database is always accurate and up to date. This requires regular updating of data, verification of data accuracy, and improvement of data management systems. Students are taught data validation techniques to ensure that the data stored in the database is error-free. They also learn about the importance of data integrity, viz. ensuring that data is not altered or damaged during the storage and retrieval process. Additionally, students gain an understanding of data security and protection against unauthorized use. Students must be able to implement an effective data updating system to ensure data freshness. This includes scheduling automatic data updates, tracking data changes in real time, and coordinating with other departments to provide up-to-date information. Thus, the company's database always contains the latest and most important information that supports strategic decision making.

**DATA USULAN INVESTASI SPMT GROUP
TAHUN 2025**

Last Updated: 18 Juni 2024 (Approval PELUIT)

No.	Tipe Investasi	Tahun Awal	Tahun Berakhir	Item Investasi	Usulan yang diajukan oleh PSP (dalam ribu Rupiah)			Status di PELUIT
					Kebutuhan Dana	Anggaran 2024	Anggaran 2025	
1	Murni	2025	2025	Penyiapan Infrastruktur IT pada kegiatan Rolkp	9.000.000		9.000.000	DIREKT SPMT
2	Murni	2025	2025	Standarisasi Perangkat Jaringan Di Lingkungan PT Pelindo Multi Terminal	9.500.000		9.500.000	DIREKT SPMT
3	Murni	2025	2025	Transformasi dan Digitalisasi PT Pelindo Multi Terminal Tahun 2025	30.000.000		30.000.000	DIREKT SPMT
4	Murni	2025	2025	Pengadaan 7 Unit Amubatan Tembaga di Branch Madhaya				
5	Murni	2025	2025	Pertanian Lapangan A3 di Branch Tanjung Wengi				
6	Murni	2025	2025	Pertanian Area Parkir di Branch Tanjung Wengi				
4	Multi Years	2024	2025	Pembangunan Fasilitas Terminal Cuan Noring 9-Belawan	500.000.000	3.000.000	5.000.000	DIREKT SPMT

Figure 1 Database management with 95% accuracy.

2. Strategic Meetings and Communication

Attending strategic meetings via the Zoom platform is an integral part of the internship experience for students of PT Pelindo Multi Terminal's strategic planning department. Through these meetings, students not only directly observe how strategic decisions are made in the business environment, but are also actively involved in the discussion and decision-making process. They have the opportunity to gain an in-depth understanding of various aspects of business operations, including market analysis, strategic planning and implementation of company policies. Apart from that, attending meetings allows students to develop their communication skills both in expressing opinions and compiling accurate and comprehensive meeting minutes. Overall, attending Zoom strategy meetings gives students the opportunity to understand industry dynamics first-hand, network with senior professionals, and hone the skills necessary for a successful career in strategic planning and management.



Figure 2 Strategic Meetings and Communication

3. Document Inspection and Management

As part of their internship responsibilities in the Strategic Planning Division of PT Pelindo Multi Terminal, students have an important role in ensuring the quality of strategic documents before they are submitted to supervisors or used in presentations. One of the main tasks is to conduct a thorough examination of documents to identify and correct typos and ensure consistency in writing and formatting. This process includes the use of tools such as

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word processing software to catch spelling and grammatical errors, as well as content verification to ensure accuracy of information and consistency in the use of terms and writing style. Apart from that, students are also responsible for compiling clear improvement notes so that documents can reach the expected quality standards before being submitted to the relevant parties. Thus, active participation in checking and ensuring the quality of strategic documents not only improves students' skills in information management, but also supports the effectiveness of communication and decision making in a professional work environment.

Tabel 3-6 Industri Kelapa Sawit di Provinsi Riau 3-16
 Tabel 3-7 Indikator *Output*/ bongkar muat dalam satuan Ton/jam 3-17
 Tabel 3-8 Indikator Pelayanan Kapal *Waiting Time (WT)* dan *Approach Time (AT)* dalam jam 3-17
 Tabel 3-9 Indikator Utilitas Fasilitas *Berth Occupancy Ratio (BOR)* 3-19
 Tabel 3-10 Rekapitulasi indikator kinerja rata-rata tahun 2019-2023 dan nilai **Standard** PJPL-2011 3-20
 Tabel 3-11 Nilai Pertumbuhan Tahun 2021 sampai dengan 2023 (%) 3-22
 Tabel 3-12 Produk Kelapa Sawit di **Propvinsi** Riau 2019-2022 3-26
 Tabel 3-13 Tabel Proyek Pertumbuhan **Troughput** di Dumai 3-27
 Tabel 3-14 Optimalisasi waktu Ekspor (jam) dan *Dwelling Time* (hari) 3-32
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 Tabel 3-16 Optimalisasi waktu Bongkar (jam) dan *Dwelling Time* (hari) 3-34

Figure 3 fix typos (typos)

PT Pelindo Multi Terminal's strategic planning department students' participation in reviewing and assuring the quality of strategic documents is not only an integral part of the internship experience, but also reflects their commitment to professionalism and accuracy in all aspects of their work. By ensuring that documents are perfect and consistent in content and form, students strengthen the company's reputation as an entity that prioritizes the accuracy of information, but also develops important information management and effective communication skills. Thus, they play an important role in supporting the smooth operations and strategic success of PT Pelindo Multi Terminal in a competitive market. So this can be made into a table of activities carried out during an internship at PT Pelindo Multi Terminal as follows

Activity	Results	Positive impact
Strategic Plan Development	Preparation of annual strategic plan documents	Support the company's vision and mission
Data analysis	Quarterly data analysis report	Accurate data for decision making
Meetings and Communication	Structured meeting minutes and agenda	Efficiency in strategic communications
Document Check	Document is free from typos	Higher document quality
Preparation of Final Report	Comprehensive final internship report	Good documentation for future reference

CONCLUSION

In order to improve student skills, the PT Pelindo Multi Terminal strategic planning unit internship program brings valuable experience in developing practical and professional skills. Through this program, students not only gain a deep understanding of the theories of strategic planning, business analysis and project management, but can also directly apply them in real industrial contexts. Active participation in strategic meetings, management and analysis of information as well as dissemination of strategic documents strengthens student communication, analysis and management. Apart from that, an internship at PT Pelindo Multi Terminal provides students with the opportunity to develop soft skills such as communication skills, teamwork and thoroughness in work. This not only provides added value for students in their career readiness, but also supports PT Pelindo Multi Terminal's goals in facing dynamic business challenges. As a result,



this internship program not only succeeded in increasing students' readiness for work, but also had a positive impact on the operational efficiency and sustainability of PT Pelindo Multi Terminal. Overall, this internship experience has proven its value as a strategic step in preparing young people to participate in the competitive and demanding world of work. With active support from the university and PT Pelindo Multi Terminal, this internship program is beneficial not only for individual students, but also for the company's future growth and development. This conclusion confirms that the strategic planning department internship program of PT Pelindo Multi Terminal not only creates valuable practical experience for students, but also strengthens their abilities in facing the challenges of working life.

With a focus on developing technical skills and soft skills such as analytics, communication and document management, this internship succeeded in making a positive contribution to both parties. Students will be better prepared to face global competition in the port industry, while PT Pelindo Multi Terminal will benefit from their contribution to supporting company operations and strategic effectiveness. Thus, the overall internship experience not only fulfills the university's educational goals in producing quality graduates, but also strengthens the role of PT Pelindo Multi Terminal as a pioneer in the national port industry. Through close collaboration between universities and industry, this program demonstrates the importance of combining academic theory and field practice to prepare students for a successful future and a positive society and national economy.

THANK-YOU NOTE

We would like to express our deepest gratitude to PT Pelindo Multi Terminal, Strategic Planning Department, for giving us the valuable opportunity to participate in this extraordinary internship program. The experience gained not only broadens our insight and skills in the world of strategic planning, but also provides a solid foundation for our future professional careers. Thank you also to all the mentors, supervisors and teams who have guided and supported us during this internship period. We appreciate all the guidance, valuable feedback, and opportunities to learn industry best practices. We hope that this collaboration can continue to support the development of quality and competent human resources for mutual success.

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