



UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR ADMINISTRATIVE SCIENCE (HONS.)

PRACTICAL TRAINING REPORT
TELECOM MALAYSIA TRAINING CENTRE
TMTC

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Introduction

Students of Administrative science undergo industrial training during their final year (Semester 5). Industrial Training (ADS 666) is a necessary requirement and one of the core subjects in Bachelor of Administrative science (Honours). The training period required are 1 month, from 16 of July 2012 until 17 August 2012. During industrial training, students are strictly to take care of their attitude and to be discipline and keeping a good image of themselves and preserve good names of UITM in the new environment. This industrial training will be taken on the semester break in part 5 and students need to prepare their report and presentation for complete evaluation.

The main objective of industrial training are students are expected to utilize the knowledge that their learned from theory learning and then applied it to practical training. Students have to obey the rules and regulation of the companies, dress code and working hours. Rules and regulation of the company have to be followed to avoid harmful of the students themselves.

Other than that, with this industrial training, the student will learning through experience. We reflect the experience and form theories about how the world around us works. Then we might experiment to find out whether the theories we formed will work or not. As the students knows, what are they learning in class are different when going to workplace. This course will helps the student to practice the knowledge that their learned in the class and apply during this practical training.

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CHAPTER 1: INTRODUCTION OF THE ORGANIZATION

1.1 Company's Background

Telekom Malaysia Berhad (TM), Malaysia's broadband champion and leading integrated information and communications group, offers a comprehensive range of communication services and solutions in broadband, data and fixed-line. As a market leader, TM is driven by stakeholder value creation in a highly competitive environment. (TM website, 2008)

The Group places emphasis on delivering an enhanced customer experience via continuous customer service quality improvements and innovations, whilst focusing on increased operational efficiency and productivity as to be the main advance provider of telecommunication.

Leveraging on our extensive global connectivity, network infrastructure and collective expertise, TM is well positioned to propel Malaysia as a regional Internet hub and digital gateway for South-East Asia. TM remains steadfast in its transformation into a new generation communications provider to deliver an enhanced and integrated digital lifestyle to all Malaysians, and opening up possibilities through connection, communication and collaboration, towards our shared vision of elevating the nation into a high-income economy which have the diversity to provide the leading high advance telecommunication.