



**INFORMATION SCIENCE STUDIES COLLEGE COMPUTING,
INFORMATICS AND MATHEMATICS UNIVERSITI TEKNOLOGI MARA (UiTM)
NEGERI SEMBILAN BRANCH REMBAU CAMPUS**

DIPLOMA IN INFORMATION MANAGEMENT (CDIM110)

**INDUSTRIAL TRAINING REPORT:
INFORMATION MANAGEMENT APPLICATION IN A REAL WORK ENVIRONMENT**

**INDUSTRIAL TRAINING CONDUCTED AT:
CREATIVE MEDIA & TECHNOLOGY HUB (CMTHUB), UiTM**

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ABSTRACT

The industrial training or internship serves as an opportunity for students to gain real-world work experience and understand a professional working environment. Throughout the internship period, various tasks and activities are assigned, particularly in the field of creative media and technology. The company involved in this training is CMTHub, an innovation hub at Universiti Teknologi MARA (UiTM) Shah Alam, which plays a significant role in the development of the creative and technology industries in Malaysia. CMTHub functions as a centre for the integration of media, arts, and innovation, collaborating with various academic institutions and industries to advance the country's creative economy sector. During the 8-week or 2-month internship, the student gained a deeper understanding of the real working environment and daily operations in the field of creative media. The primary tasks assigned included handling creative projects, managing digital content, developing media designs, and coordinating collaboration activities between CMTHub and industry partners. Additionally, students were exposed to complaint management, technical problem-solving, and project documentation, both digitally and physically, in alignment with professional industry practices in media and technology.

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1.1 BACKGROUND OF THE INDUSTRIAL TRAINING PROGRAM

The Industrial Training Program is a requirement for Diploma in Information Management students at Universiti Teknologi MARA (UiTM) through the Information Science Studies, College of Computing, Informatics, and Mathematics. The diploma students this semester is the second group to be allocated to the internship/industry training program; in the past, industrial training was only initiated following the degree. From July 22 to September 13, 2024, the program runs for eight weeks, right after the current semester 4 students' final test period, during their semester break, until the commencement of their next semester.

The program's goal is to fully utilise the skills and information that students have gained from their time as Diploma in Information Management students in order to prepare them for the functioning of the real work environment and the range of work that can be done in the future.

After receiving an overview of the industrial training program in the first few weeks of their fourth semester, students started looking for internship sites close to their home neighbourhoods to cut down on the amount of time they had to travel to work. Students had to ask different organisations (apart from libraries) that handle information, make information accessible, and help people interact with information if they would be open to hosting any internship students for the specified amount of time. They also had to submit an application to work for any desired organisations that were hiring.