



**SCHOOL OF INFORMATION SCIENCE STUDIES,
COLLEGE OF COMPUTING, INFORMATICS AND MATHEMATICS
UNIVERSITI TEKNOLOGI MARA NEGERI SEMBILAN REMBAU CAMPUS**

INDUSTRIAL TRAINING (IMD310)

**INDIVIDUAL ASSIGNMENT:
INTERNSHIP REPORT**

PREPARED BY:
SHARIFAH NORLIYANA BINTI SYED KHAIDZIR (2022232194)

PREPARED FOR:
SIR MOHD NAIM BIN MOHD NASFI

GROUP:
N5CDIM1105C

SUBMISSION DATE:
26 JANUARY 2025

INDUSTRIAL TRAINING (IMD310)

**INDIVIDUAL ASSIGNMENT:
INTERNSHIP REPORT**

PREPARED BY:
SHARIFAH NORLIYANA BINTI SYED KHAIDZIR (2022232194)

**SCHOOL OF INFORMATION SCIENCE
COLLEGE OF COMPUTING, INFORMATICS AND MATHEMATICS,
UNIVERSITI TEKNOLOGI MARA NEGERI SEMBILAN REMBAU CAMPUS**

TABLE OF CONTENTS

ABSTRACT	i
ACKNOWLEDGEMENTS	i
CHAPTER 1: INTRODUCTION.....	1
1.1 Background of the industrial training program.....	1
1.2 Purpose and objectives of the report.....	2
1.3 Significance of industrial training for students of Diploma in Information Management.....	3
CHAPTER 2: ORGANIZATIONAL INFORMATION	4
2.1 Overview of the organization where the industrial training took place	4
2.2 Organizational structure	6
2.3 Departmental structure and function related to information management.....	7
2.4 Explanation of the student's assigned department or unit within the organization. .	9
CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES	11
3.1 Industrial Training Activities	11
3.2 Detailed description of the tasks, projects, and activities undertaken during the industrial training.....	12
3.3 Explanation of the skills, knowledge, and competencies applied or developed during the training period	15
CHAPTER 4: LEARNING OUTCOMES AND ACHIEVEMENTS	16
4.1 Learning Outcomes and Achievements.....	16
4.2 Reflection on the learning outcomes achieved during the industrial training.....	17
4.3 Examples of successful projects, accomplishments, or challenges overcome.....	18
CHAPTER 6: RECOMMENDATIONS AND CONCLUSIONS	23
6.1 Suggestions for improvements in the industrial training program	23
6.2 Recommendations for the organization to enhance the information management practices based on the student's observations and experiences	25
6.3 Summary of the key findings and insights from the industrial training experience	27
REFERENCES.....	29
APPENDICES	31

ABSTRACT

Industrial training gives students practical experience in professional environments, but its efficiency is limited by issues including ineffective filing systems, a lack of employees, and an excessive dependence on interns. To make recommendations for changes, this study looks at the main difficulties encountered during an internship at CMTHub, with a special focus on information management, staffing issues, and event planning. Document management, media production, and event preparation were evaluated using observational analysis and hands-on experience to determine workflow efficiency, teamwork, and task delegation. The internship revealed a lack of standardized filing procedures, a personnel shortfall, and an overreliance on interns for critical work. The lack of backup staff made it difficult to manage workloads, lowering overall productivity. Improving filing systems, recruiting enough staff, and minimizing reliance on interns would increase organizational efficiency and provide future students with a more structured industrial training experience.

Keywords: *Industrial training, information management, filing system, workflow efficiency, media production, event coordination, intern dependency, organizational improvement.*

CHAPTER 1: INTRODUCTION

1.1 Background of the industrial training program

Industrial training is an organised program that gives students the opportunity to work in a professional setting related to their field of study. This training often bridges the gap between theoretical information gained in university classes and its real-world applications, allowing students to see how their academic understanding translates into realistic working circumstances. It usually lasts a few weeks to several months, giving students the opportunity to fully involve themselves in a company's day-to-day activities.

The primary aim of industrial training is to help students better comprehend industry procedures and workplace culture. Students can learn important skills like solving problems, communicating, and cooperation from this experience. They can learn about the structures of the job environment and the demands of employers by actively engaging in projects and working with experts. This experience prepares them to handle their careers in the future better.

Additionally, there are several advantages to industrial training that significantly increase students' employability. It offers networking possibilities, allowing individuals to establish major professional relationships that may lead to job offers or training. In addition to increasing students' self-confidence, gaining real-world experience increases their ability to find jobs. In the end, industrial training is essential to both professional and personal growth, enabling students in deciding their career options and being ready for new challenges.