



اُونِيُوَرْسِيْتِي تِيكْنُوْلُوْجِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

UNIVERSITI TEKNOLOGI MARA NEGERI SEMBILAN
DIPLOMA IN INFORMATION MANAGEMENT

COLLEGE OF COMPUTING, INFORMATICS AND MATHEMATICS
(CDIM110)

INDUSTRIAL TRAINING (IMD310):
ADMINISTRATION IN JKR SABAK BERNAM

PREPARED BY:
ANIS NATASHA BINTI ABD AZIZ (2022857836)

GROUP:
N5CDIM1105F

PREPARED FOR:
MADAM NURHIDAYAH BINTI NASHARUDIN

SUBMISSION DATE:
25 NOVEMBER 2024

**INDUSTRIAL TRAINING REPORT (IMD310):
ADMINISTRATION IN JKR SABAK BERNAM**

BY:

**ANIS NATASHA BINTI ABD AZIZ
20228578836**

GROUP:

N5CDIM1105F

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

Abstract

This report describes an eight-week industrial training program offered by JKR Sabak Bernam's Administration Department. . The program offered practical exposure to key administrative functions, including record management, document disposal processes, and event coordination. Tasks such as producing organisational charts and assisting department operations demonstrated the application of academic knowledge to real-world circumstances while improving communication, time management, and software competency.

One of the most noteworthy accomplishments was the effective use of advanced Microsoft Excel features, which increased data processing and organisation efficiency. The program also gave participants unique insights into government department operations, emphasising the need of cooperation, procedural compliance, and accuracy in ensuring service quality.

Challenges such as outdated technology and staff training deficits showed areas for development, particularly in terms of using modern technology and upskilling programs. The overall experience contributed to a deeper understanding of public administration and its practical demands.

Table of Contents

Student Pledge of Academic Integrity	2
Abstract	3
Table of Contents.....	4
List of Tables and Figures.....	5
Acknowledgement	6
Chapter 1: Introduction	7
1.1) Background of the JKR Sabak Bernam.....	7
1.2) Mission, Vision And Objective	8
1.3) JKR Logo.....	9
1.4) Organization Chart.....	10
Chapter 2: Organizational Information	11
2.1) Introduction Of Administration / Finance Department.....	11
2.3) Department Functions.....	14
Chapter 3: Industrial Training Activities.....	15
3.1) Training Activities.....	15
Chapter 4: Learning Outcomes and Achievements.....	20
4.1) Industrial Training Reflection.....	20
4.2) Personal Growth, Skills Enhancements, And Professional Development	21
4.3) Example of successful project, skills enhancements, and professional development. ..	22
Chapter 5: Recommendations and Conclusions	23
5.1) Suggestion and Recommendations for Improvements	23
5.2) Key Findings and Insights from the Industrial Training Experience	24
6.0) References	25
7.0) Appendices	26

Chapter 1: Introduction

1.1) Background of the JKR Sabak Bernam



Figure 1: Building of JKR Sabak Bernam

Jabatan Kerja Raya (JKR) is a Malaysian government department that has branches around the country. Every state and district have a JKR office. This department contributes significantly to the country's growth, particularly in the construction of infrastructure such as schools, housing, multipurpose halls, drainage systems, highways, bridges, and so on.

JKR has been operating in Sabak Bernam for 41 years, dating back to 1974. This office administers many sub-districts, including Sabak Bernam, Sungai Panjang, Panchang Bedena, Bagan Nakhoda Omar, and Pasir Panjang. The JKR Sabak Bernam office is organised into three primary sections: Administration, Building, and Road.

The Building Section constructs government buildings, schools, and public amenities such as community halls. Meanwhile, the Road Section is responsible for road repairs, new road construction, and bridge development. This section contributes to the effortless and efficient development and maintenance of public infrastructure in the area.