



**FACULTY OF INFORMATION MANAGEMENT**

***INDUSTRIAL TRAINING REPORT***

PERMODALAN NASIONAL BERHAD (PNB)  
201-A, JALAN TUN RAZAK, 50400 KUALA LUMPUR

PREPARED BY:

NORLIANA AMIRA BINTI MOHAMAD SURAJI

(2012589405)

BACHELOR OF INFORMATION SCIENCE (HONS.) RECORDS  
MANAGEMENT

FEB- JUNE 2015

## **Declaration**

I declare that all parts of this report are the result of my own work except for the quotations and references, the sources of which have been acknowledged in the bibliography.

## **Abstract**

PNB was conceived as a fundamental instrument of the government New Economics Policy to promote share ownership in the corporate sector among the Bumiputera, and develop opportunities for suitable Bumiputera professionals to participate in the creation and management of wealth. The main subsidiary of PNB is ASNB which is to manage the unit trust funds launched by PNB. On the other hand, department SARA 1Malaysia is a special scheme initiated by the Government of Malaysia aimed at promoting the participation of the low income group to save and invest apart from to assist them in managing the impact of the rising current cost of living. It is the service provider to the Special Purpose Vehicle (SPV) established by the Ministry of Finance (MOF) to implement the project. Intern student in SARA 1 Malaysia department involved was totally in a field of management that consists of customer service and full office work such as administrative work, customer service and also assisted in performing others tasks such as updating SARA new application status either reject or approve. If the applicant is rejected we have to find the reason. Furthermore, the student was required to participate in marketing activities when we to the country around the world to meet the target people to apply SARA 1 Malaysia as well as communicating with the public. Thus, this marketing will improve our public relation. The student had gain new insights and more comprehensive understanding about the real industry working condition.

## **ACKNOWLEDGEMENT**

**“In the name of Allah, The most Gracious and Selawat and Salam to His Messenger  
our Prophet Muhammad SAW.”**

First and foremost I would like to express my thanks to God because of His love and strength that He has given to me to finish my internship report. I do thank for His blessings to my daily life, good health, healthy mind and good ideas.

I would like to express my sincere gratitude to my advisor Sir Mohd Asyraf bin Wahi Anuar for the continuous support of my Degree study, for his patience, motivation, enthusiasm, and immense knowledge during my internship. His guidance helped me in all the time of research and writing of this report. I could not have imagined having a better advisor and mentor for my Degree study.

My sincere thanks also goes to Mr Al Suhaimi A. Razak, for offering me the internship opportunities in their groups and leading me working on diverse exciting projects. I had acquired a lot of exposures on real working environment which very valuable for me to develop my career potential in future.

Bearing in mind previous I am using this opportunity to express my deepest gratitude and special thanks to Madam Ruhaidah Binti Mohamed Salleh for his patience for guiding and supervise me. Also, I want to thank to the staffs in SARA 1Malaysia who are supportive and heart kind person. Without her untiring assistance, direction, encouragement, comments, suggestions, continuous guidance, support, ideas and constructive criticism throughout this internship, this internship program could not be well.

Lastly, I would like to thank all my friends for sharing their experiences, time and commitment especially during finishing this internship program. I am grateful because I have a lot of friends were helps and support me throughout the course of completing the internship program

## **TABLE OF CONTENT**

<b>TITLE</b>	<b>PAGE NUMBER</b>
Declaration	i
Abstract	ii
Acknowledgement	iii
List of Table	v
List of Figures	v
Chapter 1: introduction	
1.1 Background of the Organization	1 - 4
1.2 Organizational Structure	5 - 6
Chapter 2: Organization Information	
2.1 Departmental Structure	7
2.2 Department Function	8 - 13
Chapter 3: Industrial Training Activities	
3.1 Training Activities	14 - 22
3.2 Special Project	23 - 42
3.3 Description of event/ project/ activity	43 - 45

Chapter 4: Conclusion	
4.1 Application of knowledge, skills and experience	46 - 48
4.2 Lesson Learnt	49
4.3 Content	50
4.4 Suitability of Organization	51
4.5 Limitations	51 - 52
4.6 Recommendations	53 - 54
REFERENCES	55
APPENDICES	56 - 60