



INDUSTRIAL TRAINING REPORT

**SECRETARY-GENERAL II OFFICE
MINISTRY OF EDUCATION MALAYSIA
LEVEL 17, NO.2, MENARA 2,
JALAN P5/6, PRESINT 5
62200, PUTRAJAYA**

PREPARED BY

**NUR ATIQA BINTI AHMAD
2012599659**

**FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
SEGAMAT, JOHOR**

2ND FEBRUARY – 30TH JUNE 2015

ACKNOWLEDGEMENT

First of all Alhamdulillah, praise to Allah SWT with guidance and blessing from god, finally I can finish my Industrial Training and final report. I hereby would like to thanks to all who directly and indirectly involves in this industrial training that give me a lot of valuable information within this 5 month of industrial training.

Firstly, I would like to express our deepest thanks to my lecturer, Mr Zul-Azmi Bin Ishak and Madam Amirah Binti Abu Hassan because always give me knowledge and support that they gave truly help the progression and smoothness of this industrial training report.

Other than that, special thanks to Ministry of Education Malaysia for giving me this opportunity to do industrial training at the organization and especially my supervisor, Mr Suharmi Bin Ismail and all the staff of Chief Secretary II Office for giving such a good cooperation, knowledge and experience to me for complete this industrial training.

Moreover, deepest thanks and appreciation to my parents, family, friends and others for giving full of supports, cooperation, encouragement and constructive suggestion for me to complete the report.

Last but not least, I would like to thanks to the Faculty of Information Management, Universiti Teknologi Mara Campus Segamat, Johor for all the opportunities that I had experienced and the knowledge that I have learned until now.

NUR ATIQA BINTI AHMAD
2012599659

TABLE OF CONTENT

Declaration	i
Abstract	ii
Acknowledgement	iii
Table of Content	iv
List of Tables	vii
List of Figures	viii
List of Appendices	ix
CHAPTER 1: INTRODUCTION	1
1.1 Background of the Organization	1
1.1.1 Mission	2
1.1.2 Vision	2
1.1.3 Objective	2
1.1.4 Corporate Value	4
1.1.5 Location	5
1.2 Organizational Structure	6
CHAPTER 2: ORGANIZATION INFORMATION	7
2.1 Departmental Structure	7
2.2 Department Function	8
2.2.1 The Objective of General-Secretary II Office	8
2.2.2 The Function of General-Secretary II Office	9
CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES	11
3.1 Training Activities	11
3.1.1 Disposition	12
3.1.2 Filing and storing the files	13
3.1.3 Opening a new file	14
3.1.4 Closing a file	17
3.1.5 Participate in workshop and seminar	18
3.1.6 Assign to handle inward and outward correspondence	19

ABSTRACT

The industrial training under subject IMC 690 provides pre-professional work experience with specific assignments and responsibilities. During the industrial training, the student will be expose about the training activities such as disposition, open a new files and others activities. Other than that, student shoulf contributes the special project for the department. My special project is rearrange the records 'back-to-front' using filing method and write a minutes sheets. Other than that, the students will gain knowlegde, skill and experience in the work environment. Student also can give some suggestion and explain the lesson that gain during pratical.

Keyword: filing documents, records, minutes sheet,

3.1.7 Repairing damage file	21
3.1.8 Oral Documentation	23
3.1.9 Write a memo and correspondence	23
3.2 Special project	24
3.3 Description of project	25
3.3.1 Introduction	25
3.3.1.1 Rearrange the document	26
3.3.1.2 Write a minutes sheets	27
3.3.2 Challenges	32
3.3.2.1 Time constraint to arrange the documents	32
3.3.2.2 Lack of man power	32
3.3.2.3 Document are not proper filing	32
3.3.2.4 Staff reluctant to change	32
3.3.3 Benefits	33
3.3.3.1 The filing process will be more effective and efficient	33
3.3.3.2 The document are not redundant in same file	33
3.3.3.3 Avoid for misplace the records	33
CHAPTER 4: CONCLUSION	34
4.1 Application of knowledge, skills and experience in undertaking the task	35
4.1.1 Team work spirit	35
4.1.2 Communication skill	36
4.1.3 Punctuality	36
4.1.4 Self-motivation	36
4.2 Lesson learnt	37