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INDUSTRIAL TRAINING REPORT AT

JHEAINS

JABATAN HAL EHWAL AGAMA ISLAM NEGERI SEMBILAN
(PORT DICKSON)

3rd March – 15th August 2025

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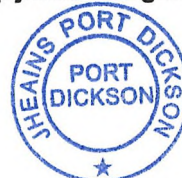
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EXECUTIVE SUMMARY

This internship report outlines the professional experience gained during my internship at Jabatan Hal Ehwal Agama Islam Negeri Sembilan from 3rd of March to 15th August 2025. During this period, I had the opportunity to work closely with the Finance Department, where I contributed to various key projects and initiatives. The primary focus of my role was to calculate the number of worker overtime hours, enter the number of daily transaction quotes and create customer transaction receipts.

Key projects I worked on included servicing the client at the counter and picking up the phone call. Through these projects, I gained a better understanding of customer service approaches, efficient communication, and the significance of keeping a professional manner under pressure. Additionally, I learned how to effectively handle client inquiries, quickly address problems, and manage several duties at once while maintaining customer satisfaction. This internship was an enriching experience that enhanced my skills, such as communication, teamwork, problem-solving.

In conclusion, the internship at Jabatan Hal Ehwal Agama Islam Negeri Sembilan was an invaluable learning opportunity that has not only strengthened my professional capabilities but has also inspired me to pursue further development maybe if I work in the banking industry.

1.0 ACKNOWLEDGEMENT

I want to sincerely thank everyone who helped and guided me throughout my internship at Jabatan Hal Ehwal Agama Islam Negeri Sembilan (JHEAINS).

Above all, I want to express my gratitude to JHEAINS for giving me the chance to finish my internship at such a respectable organization. The understanding of government financial management has greatly improved as a result of this experience, which has also given me real-world information to supplement my academic studies.

My supervisor, Nor Zana binti Adnan, deserves particular appreciation for her constant encouragement, direction, and helpful criticism during my internship. My career development has really benefited from her mentoring. Additionally, I want to express my thanks to the Finance Department workers for their kind greeting, patiently guiding me through my daily duties, and sharing their knowledge. My internship was enjoyable and educational because of the professional and supportive environment.

I also like to thank Dr. Mohd Samsuri Ghazali, my academic adviser, for helping to make this internship possible and for their support.

Finally, I would like to express my gratitude to my family and friends for their support, and encouragement during this journey. I sincerely appreciate the chance to be a part of JHEAINS, and this internship has been a rewarding and important experience.

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