



اُنِيُو تِكْنُوْلُوجِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA



MGT666

INTERNSHIP REPORT

MSM PARTNERS SDN BHD

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ENTIGAR

A photograph of a dark blue sign with the words "Debt Recovery" written in white chalk. The sign is placed on a light-colored wooden surface. A white marker is visible in the bottom right corner of the sign. The entire image is framed by a yellow border.

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— Yang Benar


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PART 1: PRELIMINARY PAGES

EXECUTIVE SUMMARY

During my internship, I had the opportunity to experience work environments that were real to me and this meant that I was able to put into practice all the theoretical knowledge I has attained in my university to practical work and tasks. I have worked as Personal Assistant to the Chief Executive Officer (Collection) where I was deputized with major roles like auditing of weekly reports, preparation of minutes of meetings, coordination of internal programs and field visits reports. These assignments required me to build up a high degree of professionalism, communication, accuracy of data and management of time.

It also helped me have a better understanding of the debt recovery and financial management industry, particularly the compliance with the regulations in this industry like Personal Data Protection Act (PDPA) and IFC regulations. I learned about the inner mechanism of one of the financial service providers and the importance of effective communication, ethics as well as collaboration in the sustainability of the business.

The first section of this report presents a background of MSM Partners Sdn. Bhd. including the background, vision, mission, the structure of the company and the services offered by the company. The later sections are a reflection of the work and knowledge gained, SWOT analysis of the company and highly significant discussions and recommendations which followed my observations.

On balance, this internship has been one of the life-changing episodes of my academic life. It has helped me acquire important skills; helped me improve on my self-confidence and it has boosted my ability to make meaningful contributions in the professional world once I have graduated.

ACKNOWLEDGMENT

I owe all my gratitude to Allah, since He gave me good health, strengths, and the opportunities to complete my report, which was a prerequisite to my hands-on learning experience. I greatly thank him in guiding me through my internship at the MSM Partners Sdn Bhd (MSM).

I am highly grateful to the MSM management who provided me with a chance to do my internship at their high rating company. I wish to thanks particularly to Mr Norhisam bin Muhsin, Chief Executive Officer (Collection). His knowledge, readiness to give pieces of advice, and his support have made my experience and education at MSM much more valuable.

I would like to show my gratitude to all MSM personnel who helped me and were very friendly, in particular to the representatives of the Collector and Admin team. They were very nice people with a friendly working environment that impacted my career growth considerably.

Besides that, I am deeply appreciative of the ongoing support and encouragement provided by Madam Gladys Sebi binti Entigar who is my lecturer advisor at UiTM and her valuable contribution to my ability to complete this process. With her help and important advice, I am able to overcome the difficulties of the internship and write this report.

Lastly, I would like to express my gratitude to my parents and friends with my deep heart. Their undying love, support, and encouragement, has always been a drive to me. I would also like to appreciate my friends who assisted me to complete my internship program and report by being patient and encouraging even in the worst moments. I will like to thank all of you who have been of any help in any way, big or small.

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