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MARA

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BA232 - BACHELOR OF OFFICE SYSTEMS MANAGEMENT (HONS)

**MGT 666:
INDUSTRIAL TRAINING REPORT**



PETRONAS

**NAME OF COMPANY:
PETROLIAM NASIONAL BERHAD (PETRONAS)**

GROUP : BA232 6B

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Executive Summary

This industrial training report outlines my six-month internship experience at Petroliaam Nasional Berhad (PETRONAS), under the Group Security division, specifically within the Communication and Change Management unit. The report details my roles, responsibilities, and key learnings throughout the training period, which ran from 3 March to 15 August 2025. My involvement included various administrative and project-based tasks such as memo writing, stakeholder data management, vendor coordination, and event support, as well as specialized assignments like designing posters, creating internal proposals, and developing a Power BI dashboard for internal communication analytics.

Through hands-on exposure, I gained practical skills in internal communication, digital tools, stakeholder engagement, and technical event coordination. I also contributed creatively through writing emcee scripts and event speeches, and served as an emcee for internal webinars. This internship gave me a clear insight into corporate operations, especially in areas such as communication strategy, digital transformation, and vendor relations. In addition to technical development, I was able to enhance my soft skills, including teamwork, time management, public speaking, and professional communication. Overall, the internship not only fulfilled academic requirements but also provided valuable real-world experience that shaped my personal and professional growth.

The internship experience has significantly deepened my understanding of how communication and change management play a strategic role in a large organization like PETRONAS. It has also reinforced the importance of collaboration, adaptability, and continuous learning in a dynamic corporate environment. As a final-year student in the Bachelor of Office Systems Management program, this training has prepared me to transition more confidently into the working world, equipped with relevant skills and industry exposure. It has laid a strong foundation for my career and inspired me to continue pursuing professional excellence in the areas of office administration, communication, and corporate support.

Acknowledgement

Alhamdulillah, all praise to Allah SWT for His blessings, strength, and guidance that have enabled me to successfully complete my industrial training and this report. I would like to express my sincere gratitude to Petroliaam Nasional Berhad (PETRONAS) for granting me the invaluable opportunity to undergo my internship at such a renowned and respected organization. This experience has been essential in enhancing my academic knowledge and professional skills.

My heartfelt appreciation goes to my internship supervisor, Mr. Muhammad Yasir Umar, for his support, guidance, and constructive feedback throughout my training. His leadership and insights have greatly contributed to my learning journey. I would also like to extend my sincere thanks to my faculty advisor, Madam Masliza binti Mohd Razali, for her continuous encouragement, guidance, and assistance in ensuring the smooth progress of my industrial training and report. A special and most heartfelt appreciation goes to Shahira Mohamad Nor, who has been an incredible mentor and colleague. Her patience, dedication, and willingness to teach have had the most significant impact on my internship journey. I am truly grateful for her support, as she has taught me the most and helped me grow both professionally and personally. I would also like to thank Zhahirul Daniel and Megat Amiruddin for their cooperation, encouragement, and the positive work environment they helped create during my time at PETRONAS.

Last but not least, I am thankful to all my friends, and family members for their continuous support, motivation, and prayers throughout this meaningful journey. Thank you to everyone who has contributed to the success of my internship experience.

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