

INTERNSHIP REPORT



اَوَّلُ سَبِيلٍ تَكُونُ لَوَيْحٍ مِّنَارَا
UNIVERSITI
TEKNOLOGI
MARA

**UNIT LATIHAN INDUSTRI, UITM
KAMPUS BANDARAYA MELAKA**
Wan Nur Suhada Binti Wan Roslan
(2023375309)
24 February 2025 – 08 August 2025

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EXECUTIVE SUMMARY

This report outlines the 24-week internship experience at the Industrial Training Unit of UiTM Kampus Bandaraya Melaka, which is managed by two experienced coordinators and supported by two administrative assistants. The unit oversees final semester students from the Faculty of Business and Management in managing their industrial training, beginning as early as Semester 5 and continuing until the end of Semester 6.

Throughout the internship period, I developed various administrative skills including drafting official letters and emails, managing student documents, applying the Mail Merge system, and handling formal communication with external industries. I also learned the importance of professional appearance, emotional control, and workplace ethics when dealing with students, lecturers, and company representatives.

One of the unit's key strengths lies in its use of standardized templates for letters and emails, as well as the expertise of its experienced staff in addressing student-related issues efficiently. However, several weaknesses were identified, including a manual filing system that increases the risk of document loss and administrative delays, as well as reliance on student-submitted data which often contains errors. External threats such as intern mistreatment by host companies and imbalanced workload due to limited manpower were also observed.

To address these challenges, improvement strategies were proposed, such as transitioning to a semi-digital filing system, implementing structured data verification processes, and strengthening collaboration among industry supervisors, academic advisors, and students. This internship has not only provided exposure to real-world administrative operations but has also enhanced my critical thinking, resilience, and ability to perform effectively under pressure skills that will be invaluable as I enter the professional workforce.



1.0 ACKNOWLEDGEMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

In the name of Allah, the Most Gracious, the Most Merciful.

لَا حَوْلَ وَلَا قُوَّةَ إِلَّا بِاللَّهِ

“There is no power and no strength except with Allah”

Everything I have achieved today is not due to my efforts alone, but is the result of help and assistance from Allah SWT who always facilitates my every business, not only during industrial training, but also throughout my life up to this moment.

I would like to express my deepest appreciation and gratitude to Dr. Azmawati and Dr. Geetha, as coordinator of the Industrial Training Unit, for the trust and opportunity that has been given to me to undergo practical training in this unit. Throughout the 24 weeks here, I have gained a variety of valuable knowledge and experience that I will definitely use when I step into the career world.

Next, I would like to express my deepest appreciation and gratitude to Mr. Norazlan Bin Annual who has carried out his responsibilities as an advisor so brilliantly throughout my 24-week industrial training period.

He not only always provided clear and detailed guidance, but also helped me in the preparation of reports and ensured that each task was completed well. His commitment and concern was very helpful in launching my industrial training journey, and I greatly appreciate all the knowledge, time and support that has been given.

Next, I would like to thank my colleague, Mimie, who has accompanied, helped and cheered up my days throughout this training period. Mimie's presence really complements and brightens up the challenging daily routine.

I also really appreciate the support from my family and friends who never stop praying and giving me encouragement. Without your prayers and encouragement, I may not be able to go through this journey calmly and steadfastly.

Finally, all the experiences and learning throughout this training will be used as a foundation to become a more efficient, mature and professional individual in the real career world, God willing.



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