



اُنْبُورِ سَيِّتِي تَيْكُونُ لَوِي كِي مَبَارَا
UNIVERSITI
TEKNOLOGI
MARA

UNIVERSITI TEKNOLOGI MARA SARAWAK

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)

PRACTICAL TRAINING REPORT (ADS 666)

THE SPRING OFFICE MANAGEMENT SDN BHD

PREPARED BY:

NURHIDAYATI BNT NORDIN

2015228894

JULY 2017

ACKNOWLEDGEMENT

First and foremost, I would like to take this opportunity to thank for those who has helped me a lot upon completing my Industrial Training. Firstly, I am very thankful to God for giving me the strength to complete this task. With all His blessing, I able to get through all the difficulty that I faced during the completion of this Industrial Training.

I would like to thank my lecturer, Madam Sarehan Binti Sadikin for the guidance, dedication and assistance that was put upon completing our Industrial Training smoothly. Also, I would like to thank my Supervisor, Miss Vynea Sia for her dedication, guidance and advice into every assignment and task that was given to me by him.

I would also like to thank Madam Sia, Miss Sharon Tay and Miss Shirley for her explanation and her time in making my Industrial Training an enjoyable and educational experience.

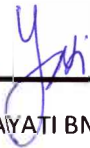
Lastly, once again I thank all people around me, the one who being mention earlier, fellow colleague, my family, my friends and those who did not being mention for being helpful and kind to me until I able to complete my Industrial Training and my Industrial Training report on time.

The declaration

Declaration

I hereby declare that the work contained in this report is original and my own except those duty identified and recognized. If I am later found to have committed plagiarism or act of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulation.

Signed



(NURHIDAYATI BNT NORDIN)

| Table of contents | Pages |
|--|--|
| Chapter 1: Introduction <ul style="list-style-type: none"> • 1.1 Introduction • 1.2 Background • 1.3 Objectives • 1.4 Organization Policies • 1.5 Missions And Visions • 1.6 Organization Structure • 1.7 Core Business Of The Organization • 1.8 Other Relevant Information Pertaining To The Organization | 1 1-2 2 3 3 4 5 5 |
| Chapter 2: Schedule of practical training <ul style="list-style-type: none"> • Introduction • Summary schedule of practical training (week 1 -week 8) | 6 6-9 |
| Chapter 3: Analysis <ul style="list-style-type: none"> • Introduction • Ethic and Administration Theory (ADS 452) • Management Information System (CSC 208) • Human Resource Management (ADM 551) • Administration • File Management • Personnel | 10 10 11 12 13 14-15 15-17 |
| Chapter 4 : Recommendations <ul style="list-style-type: none"> • Introduction • Strength • Weaknesses • Recommendations | 18 18-19 20 21 |
| Chapter 5 : Conclusion <ul style="list-style-type: none"> • Conclusion | 22-24 |
| References | |

CHAPTER 1: INTRODUCTION OF THE ORGANIZATION

1.1 INTRODUCTION

This chapter focuses on the introduction of the organization it emphasize on the overview of the organization in which include organization background, organization objectives, mission, vision, organization structure and the core business of the organization.

1.2 BACKGROUND



What makes tHe Spring unique is that it is so well thought-out from start to finish. Unusually for Sarawak, it is a tenant-only mall with no shopping lots sold to third parties. This gives tHe Spring's management total control over the quality and value offered, a responsibility they take very seriously indeed, providing a host of value added services, including wheelchair and mobility scooters on loan for disabled shoppers and baby stroller on loan for families with small children. Best of all, car parking is plentiful (1,200 spaces) and very affordable, while bicycle parking spaces are provided free of charge. tHe Spring's main claim to fame is the overall shopping experience. The focus is on quality products sold by official manufacturer outlets or fully authorised dealers, with world-class brands such as, Coach, Habib Jewels, Sony,