



اَوْنُوْرْسِيْتِي تِيْكْنُوْلُوْجِي مَآرَا
UNIVERSITI
TEKNOLOGI
MARA

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BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

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EXECUTIVE SUMMARY

This report contained the industrial training experience completed from 3 March 2025 to 15 August 2025 at Student Career Department (*Jabatan Kerjaya Pelajar or JKP*), Universiti Tun Hussein Onn Malaysia. This internship objective is to gain practical exposure in areas like student employability programs, career development initiatives and administrative operations within the university's career services. The main responsibilities included assisting in organizing career fairs and workshops, preparing promotional materials, data entry, writing official letters, meeting minutes, communicating with students, foreigners, staff both in person and via online. A SWOT analysis was conducted to evaluate and identify areas for improvement. The department's strengths include dedicated and experienced staff, as well as structured work processes. It is recommended to establish a mentoring program and regularly update standard operating procedures (SOPs). However, weaknesses such as manual documentation and limited budget allocation continued to be problems. Adopting Artificial Intelligence (AI) tools for document preparation and reporting, providing records management training and organizing collaboration with internal and external companies can help in addressing these weaknesses. Opportunities include promoting Technical and Vocational Education and Training (TVET) via digital platforms can improve public perception. Meanwhile, threats such as low student interest in TVET and competition from other institutions can be reduced by rebranding TVET and introducing micro-credentials, stackable courses and curriculum updates aligned with industry needs. In conclusion, this internship has provided valuable insights into real-world which are career development work and highlighted the importance of strategic improvements in supporting students' employability. The experience has strengthened both professional and personal skills which offered a deeper understanding of the department's contribution to UTHM's goals.

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TABLE OF CONTENT

1.0	STUDENT'S PROFILE	5
2.0	COMPANY'S PROFILE	6
3.0	TRAINING'S REFLECTION.....	12
4.0	SWOT ANALYSIS	15
5.0	DISCUSSION AND RECOMMENDATION	16
6.0	CONCLUSION.....	36
7.0	REFERENCES	37
8.0	APPENDICES	39