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FACULTY OF BUSINESS AND MANAGEMENT

**BACHELOR OF BUSINESS ADMINISTRATION (HONS) OFFICE SYSTEMS
MANAGEMENT (BA232)**

INDUSTRIAL TRAINING (MGT666)



PREPARED BY:

NAME	MATRIC NUMBER	GROUP
AINA SOFEA BINTI AMIR	2023389937	BA2326C

PREPARED FOR:

MADAM ADIBAH BINTI HUSSIN

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SURAT KEBENARAN

Tarikh : 13/8/2025

Kepada :

Penyelaras Latihan Praktikal

Fakulti Pengurusan Perniagaan
UiTM Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka

No Tel : 06-285 7119 / 7190 / 7196

Email : praktikalfppmelaka@uitm.edu.my

Tuan/Puan

Maklumbalas (/)



Setuju



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Nama Pelajar	AINA SOFEA BINTI AMIR		
No. Matriks	2023389937	Nama Program	EA232
Tajuk Laporan	LAPORAN LATIHAN INDUSTRI	Nama Syarikat	JKR

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Yang Benar



Nama Pegawai :

Jawatan : NOR RAFIDAH BINTI M SARBINI
No. Tel. : PEMBANTU TADBIR (P/O) N2
No. Faks : JKR (D) PONTIAN

Cop jabatan/organisasi:



EXECUTIVE SUMMARY

This report provides a comprehensive overview of my internship experience at Jabatan Kerja Raya, Daerah Pontian, Johor, where I had the opportunity to finish my practical training from 3 March 2025 to 15 August 2025. The internship was a key component of my academic requirements and provided me with valuable exposure to a real-life context, contributed to my professional development, and aided my understanding of how organizations operate. It also provided me with experience in the field of administration, and afforded me a greater understanding of how administrative tasks are completed.

During my internship placement at Jabatan Kerja Raya (JKR), I got the chance to work in the Administration Department. During the time I spent on my internship, I fulfilled a number of different tasks that are reflective of common administrative duties. From organizing files and maintaining documents, monitoring employee's attendance and leave, customer service and, and assisting with internal training. The roles gave me extensive exposure to management processes and operational structures within a government agency, which enhanced my knowledge of how the public agency processes functions.

The internship provided the chance to use academic knowledge into real-life situations. I learned about how the government agency functions, particularly how divisions collaborate to achieve goals and objectives of the organization. Moreover, I able to develop my soft skills, such time management, work ethic, adaptability. Being in a restricted and regulated environment emphasized the necessity of discipline, efficiency, and executing procedures in the public sector.

A key part of my internship was participating in the preparation and analysis of the organization's SWOT assessment. It provided an analysis on how a company assesses its strengths and adapts to external threats. During my analysis, I noticed key strengths such as great cooperation, national presence, and highly skilled employees, along with weaknesses such as bureaucratic processes, financial constraints, and poor digital adoption. Additionally, the opportunities for digitalization and public-private partnerships, as well as potential threats including economic instability, regulatory changes, and climate-related hazards.

The internship taught me essential technical and administrative skills while contributing to personal growth, adaptability, and career development. It encouraged my interest in administration and provided me with new knowledge to pursue future opportunities in both the public and private sectors.

1.0 ACKNOWLEDGMENT



Alhamdulillah, with the grace and mercy of Allah SWT, I have successfully completed my internship and this report. I am deeply grateful for the strength, health, and perseverance granted to me throughout the entire internship period. I deeply thank God for given the chance, the challenges and the strength to complete report.

First and foremost, I would like to express my gratitude to my academic advisor Madam Adibah Binti Hussin, for the invaluable guidance encouragement and support throughout the duration of my internship and the completion of this report. Their prompt feedback, thoughtful advice, and constructive comments have greatly contributed to my understanding and improvement, both in the workplace and in the preparation of this report. I sincerely appreciate the time and effort that she dedicated to reviewing my progress and ensuring that I remained focused and on track with the objectives of the internship program.

I would like to extend my heartfelt appreciation to Jabatan Kerja Raya Pontian for providing me with the opportunity to undergo my industrial training at their reputable organization. It has been a valuable and insightful experience that allowed me to apply the theoretical knowledge I have gained throughout my studies into real-life practice. The exposure to the professional working environment has not only enhanced my technical skills but also improved my communication, time management, and problem-solving abilities.

My sincerest thanks go to my company supervisor, Madam Nor Rafidah Binti M Sarbini for their continuous guidance, patience, and support throughout my internship. Their willingness to share knowledge, provide constructive feedback, and include me in important tasks and discussions has significantly contributed to my learning experience. I am truly grateful for the opportunity to learn under their supervision.

To my beloved family, I am forever thankful for your endless prayers, support, and encouragement throughout this journey. Your understanding and motivation have been the backbone of my strength, especially during challenging times.

I would like to take a moment to acknowledge myself for the dedication, perseverance, and commitment I have shown throughout the course of my internship journey. Despite the challenges, unfamiliar environments, and the pressure of balancing responsibilities, I have remained focused and determined to give my best in every task assigned to me. This journey would not have been meaningful without my own determination and willingness to grow, and I am truly proud of the progress I have made.

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