



اَوْبُوْرَسِيْنِيْ تِيْكَوْلُوْكِ مَارَا
UNIVERSITI
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MARA

Cawangan Melaka

**BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE
MANAGEMENT (BA243)**

INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

HRM566

INTERNSHIP REPORT

PEJABAT PENDIDIKAN DAERAH MUAR (PPD MUAR)

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PEJABAT PENDIDIKAN DAERAH MUAR

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PART 1: PRELIMINARY PAGES

ACKNOWLEDGEMENT

First and foremost, I would like to express my deepest gratitude to Almighty God for granting me the strength, perseverance, and good health throughout the duration of my internship. Without His blessings, this journey would not have been possible.

I would like to express my sincere gratitude to all those who supported and guided me throughout my internship journey at Pejabat Pendidikan Muar (PPD Muar). First and foremost, I am deeply thankful to Encik Zakaria bin Muhamad, my internship supervisor, for their invaluable guidance, encouragement, and constructive feedback, which played a significant role in making my experience enriching and meaningful. Their patience and willingness to share knowledge helped me understand real-world applications of the theories I have learned during my academic studies.

I would also like to extend my appreciation to all the team members and staff at School Improvement Specialist Coaches Unit (SISC+) in Pejabat Pendidikan Muar (PPD Muar) for welcoming me warmly and making me feel like a part of the team. The practical experience and knowledge I gained from working with such dedicated professionals have greatly enhanced my skills and confidence.

A special thanks goes to my academic advisor, Madam Ilyani binti Azer, and Universiti Teknologi Mara campus Bandaraya Melaka for providing me with this opportunity and for their continuous academic and moral support. Finally, I am grateful to my family and friends for their constant encouragement and understanding throughout this journey. This internship has been a significant milestone in my professional development, and I am truly thankful to everyone who has contributed to making it a valuable learning experience.

EXECUTIVE SUMMARY

This report summarizes my internship experience at Pejabat Pendidikan Daerah Muar (PPD Muar), where I was attached to the School Improvement Specialist Coaches Unit (SISC+ unit) from 4th of March 2025 until 15th of August 2025. The internship aimed to provide practical exposure and enhance my understanding of workplace operations within the Education Sector. During the internship, I was assigned various tasks including data entry, data analysis, powerpoint, and etc. These tasks allowed me to apply theoretical knowledge to real-world scenarios and develop critical skills such as time management, communication, and problem-solving.

The experience also provided valuable insights into organisational structure, professional ethics, and team dynamics. I observed how different departments collaborate to achieve common goals and how decisions are made at different levels. Overall, the internship was an invaluable learning that bridged the gap between learning and professional practice. It has strengthened my career interest in the Office system and prepared me for the future challenges in the industry.

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