



UNIVERSITI
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MARA

Cawangan Melaka
Kampus Bandaraya Melaka

KAMPUS BANDARAYA MELAKA
FACULTY OF BUSINESS AND MANAGEMENT

INDUSTRIAL TRAINING

REPORT (MGT 666)



COMPANY'S NAME:

PERBADANAN PEMBANGUNAN SUNGAI DAN PANTAI MELAKA
(PPSPM)

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No. Matriks	2023103365	Nama Program	BA232 BACHELOR OF OFFICE SYSTEM MANAGEMENT (HONS)
Tajuk Laporan	INDUSTRIAL TRAINING REPORT OF PERBADANAN PEMBANGUNAN SUNGAI DAN PANTAI MELAKA	Nama Syarikat	PERBADANAN PEMBANGUNAN SUNGAI DAN PANTAI MELAKA

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EXECUTIVE SUMMARY

For the past six month, I'm going through my industrial training in office system management at Perbadanan Pembangunan Sungai Dan Pantai Melaka (PPSPM). It was a very meaningful and knowledgeable experience I ever had. During the industrial training, I received a great exposure on how daily administrative work, filing management and human resource documentation actually being handle in company. From this experience, I learned on how to do the proper faxes, utilize photocopies and learned how to correspond from the operational officers or clients. Furthermore, I also learned on how to improve my interpersonal relationship and communication skills with colleagues and clients while I also improving my multitasking skills.

Next, throughout the industrial training, I had the opportunities to directly manage the organization's documents and files. Going through this opportunity, I realize that how all the documents and files being manage in the organization is very important. If the documentation is not being properly managed, it will disturb the work process especially in tourism sector. All the documentation have to be properly record and manage, so throughout this industrial training, mostly the tasks given to me more focused on file management such as filing documents, closing files, changing files from damaged to the new ones and updating the distribution list for the formal government event's invitation and relabeling active files.

In addition, the interpersonal relationship in the workplace is also one of the most important aspects since as an intern student, I have to care about the relationship with others employees because from them I can learned many things. At the very early phase of the industrial training period, which is at the early 2 week, I faced a bit of difficulties where I felt a bit shy to interacted with others but as time goes by I quickly adapted to the environment and the people there. After that phase, I being more confident and diligently asking question in the part that I do not understand. Moreover, all the employees here are so kind and generous to share their knowledge and teach me something.

Lastly, during my industrial training at PPSPM, I was assigned to the Management and Financial Services Department and also Marketing Department, working from Monday to Friday with fixed hours. I received an allowance of RM20 per day and a maximum 9 hours per day. So, for this report, I will explain in detail about the company's background, my main tasks, the knowledge that I get during the industrial training and the company's SWOT analysis.

ACKNOWLEDGEMENT

Alhamdulillah, first and foremost, I would like to express my sincere gratitude to all those who have contributed and helped me in successfully completing this industrial training report. This strive would not possibly happen without the never ending support, guidance and encouragement from countless individuals who have played a vital role in tailoring and refining the content of this report.

I would like to express my most gratitude Puan Nor Maslia Binti Rasli Samudin from Universiti Teknologi Mara (UiTM), who is my advisor throughout my industrial training period. Without the guidance and feedback from her, this Industrial Training Report (MGT 666) will be impossible for me to complete.

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Finally, I want to extend my family and friends for their coherent support throughout the process of completing my industrial training period and report. All their helpful advises and support keep me motivated to going through the industrial training period with a positive mind.

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