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**MGT
666**

INDUSTRIAL TRAINING REPORT

**FACULTY OF BUSINESS AND MANAGEMENT
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)**

**PREPARED BY:
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**DURATION:
11 AUGUST 2025 - 23 JANUARY 2026**

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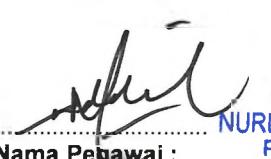
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EXECUTIVE SUMMARY



I have summarized the chief experiences and knowledge that I gained during my 24-week industrial training in General Administration Division of Management Services Department at Kluang Municipal Council, Johor. The internship bridged the gap between learning and industry, with providing me a great opportunity to apply my theoretical knowledge that I gained through business administration to practical situations.

The report contains a SWOT analysis, a brief description of the organizations history and what I have gained out of training period. I engaged in a number of administrative tasks over the course of my internship, which helped me gain practical skills and enhanced my communication skills and understanding of the public sector's internal functions. It underscored the value of professionalism, flexibility and ongoing education in the workplace.

This report discusses the challenges faced in training and recommends measures for enhancing employee motivation and productivity. In conclusion, the internship has equipped me with insight and professional skills which will serve as a firm foundation for my work in human resources, particularly in the promotion of flexibility, effectiveness and lifelong learning.



ACKNOWLEDGEMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

First and foremost, I would like to express my heartfelt gratitude to Allah SW for blessing me health, courage and perseverance throughout my internship that enable me to complete this valuable training.

I am thankful to the administration of Kluang Municipal Council for having a chance to be trained in its excellent organization. My deepest appreciation goes to my supervisor, Mrs. Nurdalila Binti Mohd Rozali, for her continuous support, useful comments, and words of encouragement, which contributed significantly to my progress. Furthermore, I want to show my best appreciation to Mrs. Hawa Binti Abdul Ghani and all MPK personnel for their support, willingness to assist, sharing their experience, and offering me valuable situations to enhance my understanding of real workplaces.

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