



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka

INDUSTRIAL TRAINING REPORT

AT MELAKA ICT HOLDINGS SDN BHD

1 MARCH 2023 - 15 AUGUST 2023



SYFIQAH SUEHADA BINTI SAHIR

2020608912

INTERNATIONAL
BUSINESS (BA246)





EXECUTIVE SUMMARY

According to the study plan, industry training is the final requirement course for all the Faculty of Business and Management (FBM) three-year degree programme before graduation. This industrial training is a capstone course that requires students to apply for a place in an industry to gain practical knowledge and workplace skills that provide work experience and responsibility in completing company-assigned tasks. It will indirectly improve practical skills, knowledge, and attitudes towards task completion.

Referring to the aforementioned statement, I am currently pursuing my industrial training with Melaka ICT Holdings Sdn. Bhd., located in Ayer Keroh, Melaka, to fulfil the requirements for this degree. I have to complete an internship report as a reflection of my industrial training experience for the six months of training from March 1, 2023, to August 15, 2023, at this company under Unit Commercial. This report provided an overview of my performance through my industrial training and places more emphasis on its strengths, weaknesses, opportunities, and threats analysis. Its also analyses Melaka ICT Holding Sdn Bhd's performance and provide specific recommendations for future development. There are nine sections included in the report. The first section consists of a cover page, executive summary, table of contents, and acknowledgement, followed by a student's profile of the updated resume in the second section. In the third section, the report must include the company's profile information.

I had a great time finishing my industrial training at MICTH, and I learned a lot about the company's background, vision, mission, objectives, organizational structure, and the products or services provided by the company. Meanwhile, the fourth section of the report consists of the training's reflection, which related to the duration of work, responsibility, department that I have been assigned, benefit that I have received and gained obtained during my industrial training in the company. The fifth section in the report needed to identify a SWOT analysis to examine the organization's strengths, weaknesses, opportunities, and threats. As a result, the company needs to improve, as stated in part six of the report. Lastly, there is a conclusion, as well as additional references and appendices to prove that my internship was completed.



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ACKNOWLEDGEMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Alhamdulillah, all praise to Allah SWT, the most gracious and merciful. With His blessings, I was able to finish industrial training and complete this industrial training report within the time period given. With His strength and guidance, I was able to locate the materials and knowledge needed to complete this industrial training report (MGT666) course. I received help and guidance from a few well-respected people who deserve my heartfelt gratitude for their assistance and guidance in completing this report. Thanks to the assistance of others, I learned and gained a great deal of experience while completing this task.

After multiple discussions, Madam Wan Hasmat binti Wan Hasan, my MGT666 course advisor, provided me with clear guidelines for this report. I would like to thank Melaka ICT Holdings Sdn. Bhd. for allowing me to complete my Industrial Training with the company. I appreciate you providing me with a platform to learn about the realities of working in this industry and allowing me to gain valuable experience through my employment with your company. In this regard, I would like to thank my supervisor, Sir Norwajunizam bin Abd Wahab, for his kindness, encouragement, and guidance throughout this internship. The willingness of my department staff and coworkers to respond to my questions provided me with suggestions and ideas for enhancing my task. Sincere appreciation for their assistance and step-by-step direction with all the tasks assigned to me during the specified time.

Not to mention my parents encouragement, support, and attention, which enabled me to complete my final academic requirements. Finally, would like to thank everyone who has given me advice and helped me, directly or indirectly, complete this industrial training and report. I owe them gratitude for the time and effort they invested in my project until I was capable of successfully completing my report. Last but not least, I want to thank you for believing in me, for doing all this hard work, for having no days off, for never quitting, for always being a giver, and for trying to give more than you receive

I.O STUDENT'S PROFILE



SYFIQAH SUEHADA SAHIR

BUSINESS ADMINISTRATION INTERNSHIP APPLICATION



CAREER OBJECTIVE

I am fresh graduate from Uitm Kampus Bandaraya Malacca currently looking for challenging position in your reputable company. I would like to work in a professionals and active environment where i can apply my skills and other significant talents to be the best performer in the organization. I inspired and interested in positively and challenging environment.

SKILLS

- | | |
|----------------------------|---|
| Professional Skills | <ul style="list-style-type: none"> • Microsoft Words (Advance), Microsoft Excel (Immediate), Microsoft Power Point (Advance), IT Knowledge (Advance), Canva (Advance), Adobe Application (Immediate) |
| Soft Skills | <ul style="list-style-type: none"> • Trustworthy, Multitasking, Friendly, Proactive, Dedication, Adaptability towards environmental changes. |
| Languages | <ul style="list-style-type: none"> • Malay (Excellent), English (Immediate), Arabic (Basic) |

EDUCATION BACKGROUND

Degree in Bachelor of International Business Hons. Business Administration

Universiti Teknologi MARA (UiTM), Cawangan Melaka Kampus Bandaraya Melaka | 2020-2023

Current CGPA : 3.37

Relevant Coursework : Introductory Arabic, Financial Management, Intercultural Management, E-Commerce, International Business Negotiations, Business Analytic, Business Law, Global Business Strategy, Issues in International Business, Research Method and Strategic Management.

Diploma in College Matriculation Malacca in Science Module 3

Malacca Matriculation College Masjid Tanah Melaka | 2018-2020

Current CGPA : 3.00

Relevant Coursework : Biology, Chemistry, Computer Science, Mathematics, English, Islamic Education and Pengajian Am.

Sijil Pelajaran Malaysia (SPM)

SMK Penghulu Saat | 2017

SPM Result : 4A's, 4C's, 1D's

Relevant Coursework : Bahasa Melayu, English, Pendidikan Islam, Sejarah, Mathematics, Biology, Chemistry, Physics, and Additional Mathematic.