



UNIVERSITI TEKNOLOGI MARA  
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:  
FELCRA BERHAD DURIAN HIJAU (BANDAR JENGKA)  
(FELCRA BERHAD KAWASAN DURIAN HIJAU,  
BEG BERKUNCI NO 2, 26400, BANDAR JENGKA, PAHANG)

SPECIAL PROJECT:  
CORPORATE VIDEO  
(ORGANIZATION MEMBERS)

BY  
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2015263406

IM245 - BACHELOR OF SCIENCE (HONS.) INFORMATION SYSTEM  
MANAGEMENT  
FACULTY OF INFORMATION MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA KELANTAN

01 AUGUST 2017 – 31 DECEMBER 2017

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REPORT SUBMITTED IN FULFILLMENT OF THE REQUIREMENT FOR  
THE INDUSTRIAL TRAINING  
FACULTY OF INFORMATION MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA KELANTAN

01 AUGUST 2017 – 31 DECEMBER 2017

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INDUSTRIAL TRAINING REPORT 1 AUGUST 2017 – 31 DECEMBER 2017

## DECLARATION

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Signed by

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Date of submission:

January 2018

## **ABSTRACT**

*The industrial report is based on the industrial training period from 01 August 2017 to 29 December 2017 at Administration Department under Felcra Berhad Durian Hijau. This report entails the experience of mine, the background of organization where I had my practical training and, the industrial training activities I have done throughout the five months period in administration and record management. Industrial training is compulsory to all Semester 7 students of Faculty of Information Management, UiTM Machang as it is the partial fulfilment of the requirement in order to be awarded degree in Information Management study. The report of this practical training consist four chapters which are introduction, organization information, Industrial training activities and Conclusions. The main inputs in this report are chapter 3 and chapter 4. Writer will explain in depth activity done within five months here and special project that writer has done. Chapter 4 will cover about knowledge gained, personal opinion, lesson learnt and limitation and suggestion from writer perspective.*

**Keywords:** *Record Management, Industrial training, Administration Department, Video maker .*

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Besides, I also want to express my thankfulness to UITM Machang for giving me the opportunity to undergo internship training as exposure to real work environment. Most importantly, I would like to sincerely thank to Felcra Berhad Durian Hijau for giving me this wonderful opportunity to undergo my internship training in their organizations. Finally, great appreciations should go to everyone who has contributed directly or indirectly in completing this project successfully.

# Table Of Content

Declaration	i
Abstract	ii
Acknowledgement	iii
CHAPTER 1 : INTRODUCTION	1
1.0 Introduction	2
1.1 Background Of Organization	3
1.2 The operation hour	4
1.3 History	4
1.4 Logo	5
1.5 Vision	5
1.6 Mission	5
1.7 Objective	6
1.8 Organization Chart	6
CHAPTER 2 : ORGANIZATION INFORMATION	7
2.1 Department Structure	8
2.2 Department Function	8
CHAPTER 3 : INDUSTRIAL TRAINING ACTIVITIES	9
3.1 Training Activities	10
i) Improvement Layout In File Room	11
ii) Filing Record	12
iii) File Tagging	13
iv) Digitizing Document	14
v) Classification	15
vi) Storing Record	16
3.2 Administrative Task	17-21
3.3 Other Activities	22-23
3.4 Special Project	24

3.5 System Development Life Cycle	25
3.6 Gantt Chart	26
3.8 Storyboard	27
3.7 Tools Used	28
3.8 Objective	28
3.9 Benefits	29
CHAPTER 4 : CONCLUSION	30
4.1 Description of event/project/activity	31-33
4.2 Application of knowledge, skills and experience in undertaking the task	33-34
4.3 Personal thoughts and opinion	34-35
4.4 Lesson Learnt	35
4.4.1 Time Management	35
4.4.2 Be responsible	36
4.4.3 Improve self-confident	36
4.4.4 Leadership	37
4.5 Limitations and Recommendations	37
4.5.1 Limitations	37
4.5.2 Recommendations	38
4.6 Conclusion	38
Reference	39
Appendices	40



# List Of Figure

Figure 1.2: View of Company Surrounding	3
Figure 1.1 View Of Company	3
Figure 1.3: Felcra Berhad Logo	5
Figure 1.4: Organization Chart	6
Figure 3.1: Record Room	11
Figure 3.2: Example Record	12
Figure 3.3: Tagging Record	13
Figure 3.4: Dividen form in Microsoft excel after Digitizing from printed paper	14
Figure 3.6: Record Storage Cabinet	15
Figure 3.7: Record Storage Cabinet	15
Figure 3.8: Record Location	16
Figure 3.9: Record Location	16
Figure 3.10: Example minute meeting	18
Figure 3.11: Login Interface PPPLS System	19
Figure 3.12: Homepage PPPLS System	19
Figure 3.13: log in pages	20
Figure 3.14: Home Screen Of System	21
Figure 3.15: Meeting event	22
Figure 3.16: Gantt Chart Flow	26

## List Of Table

Table 1.1: Operation Hours	3
Table 3.1: Storyboard Of video	27
Table 4.1: Description of event	33

## List of Apendices

Apendices 1: Attendance

Apendices 2: Log Book

# Chapter 1:

# Introduction

## 1.0 INTRODUCTION

Subject IMC690 Industrial Training provides work experience pre -professional with specific tasks and responsibilities. Subject IMC690 can also help students to gain experience in the world of work after graduation and students apply what they have learned in class. The training must be completed by students with 12 credit hours given by the faculty in 5 months. Felcra Berhad Durian Hijau is the place of the industrial training. I have started the industrial training on 1st August 2017 and end the industrial training on 29 December 2017. During the industry training, students will be exposed to daily tasks constantly performed by employees who remain. Students should get the chance to discover something new during the industrial industry. Other than that, students must participate in and contribute energy and estimates in the activities undertaken by the governing body. This industrial training will be the added value to the student after the graduation and when applying the job.

**The objective of this industrial training is:-**

- i. To provide an experience to the final year student about the work life.
- ii. To encourage and stimulate a personal career interest that helping as a bridge between university and the world of work.
- iii. To improve the student soft skills at the organization.
- iv. The student can apply the skills and knowledge about the Resource Center management in the industrial training organization.
- v. To help students improve their value after graduation.

During the industrial training I have been supervised by the supervisor from the organization, faculty and supervise me in industrial training. Faculty supervisor that has been assigned to the trainee is Madam Nuranissa bin Abdullah. The organization supervisor Madam Roziah Binti Mohamad as a Admin Assistant Executive Administration at Felcra Berhad Durian Hijau.

## 1.1 Background of the Organization

Felcra Berhad Durian Hijau, it was being launched on 16th February 2007 by Md Ghazali bin Abd Karim as a chief of Pahang Felcra Berhad. Being control area Bukit Nikmat, Rumpun Makmur, Teluk Jerijak, Durian Hijau, Kg Sekoh and Tanjung Perian.



Figure 1.1 View Of Company



Figure 1.2: View of Company Surrounding

## 1.2 The operation hour of the Felcra Berhad Durian Hijau is:-

DAYS	BREAK	TIME
Monday-Friday	1.00 pm – 2.00 pm	8.00am – 5.00pm
Saturday & Sunday	Off Day	Off Day

**Table 1: Operation Hours**

## 1.3 History

FELCRA Berhad was previously a Government Statutory Body known as the Federal Land Consolidation and Rehabilitation Authority (FELCRA). FELCRA was established under the Land Acquisition and Restructuring Board Incorporation Act on April 1, 1966. Effective 1 September 1997, FELCRA was corporately corporatized and changed its status from a Statutory Body to a Government-owned Company entity. FELCRA Berhad was established under Act 570, the National Land Rehabilitation and Consolidation Authority (Replacement & Liquidation Act) Act 1997.

The drafting of this new Act has made FELCRA Berhad the Company to take over the role of FELCRA. This change in corporate entity status enables FELCRA Berhad to venture into new business areas in line with the aspirations of national development. Despite the change, FELCRA Berhad still carries out social responsibility towards the participants and the rural community. Social obligations are a prerequisite of FELCRA Berhad's corporatisation agreement with the Government. Armed with skills in plantation management and core activities, FELCRA Berhad has diversified its field of engagement into the growing industrial and service sectors and business fields. Hence, FELCRA Berhad intends to become a successful conglomerate, while creating a more dynamic, attractive and profitable rural sector in line with its balanced operating strategy among profit oriented programs and social obligation programs.

#### 1.4 Logo



Figure 1.3: Felcra Berhad Logo

#### 1.5 Vision

Making Felcra Berhad a thriving and Administered Company towards forming a Successful Conglomerate.

#### 1.6 Mission

- Holds the philosophy of thankful participants 1 and continues to grow with them with growth with equity as well as managing, safeguarding and holding the trusteeship of the target groups and participants.
- Implementing the obligation, social and rebuilding of existing estates, to a more profitable sector.
- Diversifying lucrative activities while planning and implementing export-oriented programs as well as determination to achieve Successful conglomerate identity.

## 1.7 Objective

- Improve the quality of life of the target group - participants and staff.
- Improve productivity levels through the latest management efficiency and technology.
- Enhancing the value added economy of the Company.
- Provide high returns on developed fields.

## 1.8 Organizational Structure



Figure 1.4: Organization Chart



# Chapter 2:

# Organization

# Information

## **2.1 Departmental Structure**

In this company, there are just 1 department that will organize the daily operation of this company. That one will be administration department. This department consist of 7 people where this department is one of the most important roles in this Small Branch.

1 person appoints as administration chief and assists by on assistant. And next, the 5s officer appoint as the person that manage about all the matter about the participation of Felcra Durian Hijau Area. Or being call as a HEP officer. Then, it has 4 farm managers. It is 2 main officers and 2 assistant officers. They will be given a certain area to manage. All the progress and the profit gain from the farm can being gain from them. Them also being given a worker to do the entire farm work and assist by assistant for each one. Lastly, in this area them has a 4 contract worker, 1 handle a administration section, 1 assist in HEP matter, 1 assist all the farm profit gain and worker management for all the farm and lastly 1 to manage the storage and the baja.

## **2.2 Department Function**

For the past 5 months in Felcra Berhad Durian Hijau, I have been put on the Administration department. So I have work or learn on how to be an Administration staff for these past few months. The staff in this company has 7 persons and being help by 4 contract worker. Basically, as a staff in this company, we are assigning to handle the all internal and external work related to the Felcra berhad. The function of this department is to handle the all the progress to the profit gain from the farm and payment to the worker and contractor. Basically the job that will be assigned to us is to manage the entire document in printed and non-printed document. It will become the always management that need to being handle in order to make the profit work year by year.

# Chapter 3:

# Industrial Training

# Activities

### **3.1 Training Activities**

This chapter reviews the overall experience of the industrial training. The descriptions are on the experience and knowledge gained during the internship at Felcra Berhad Durian Hijau for six months. Some of the experiences can only be discovered and learned through the internship session. Internship has been a good medium to improve oneself because there is a lot of experiences and knowledge that can be gained here. Besides, it is a kind of exposure to the real work environment.

Internship is a good strategy to expose students about working in the real work environment. It is good to develop a good character such as responsibility, committed in work, punctual and good communication skills. Besides, it helps student to apply the theories they had learned and they surely learns a lot of things during internship period. The experiences that one gained from the practicum period can be referred in the future and thus make it such a very valuable experience. All the task are being done during the internship as below:

### i) Improvement layout of record in a file room



Figure 3.1: Record Room

As a figure above, that is the record room for this organization. This room are keep all the record that create in this organization. That contains a Photostat machine, a mobile shelves and open file shelving. The room also contain an air conditioner to keep the record are in good condition for a period time.

The room actually are not being manage and just being a place to put and take file only. My task is to arrange the room into a good arrangement to what I learn in university. I also notify the staff in this organization more to the veteran staff and that why all the file just being put in the proper cabinet according to the HQ needed.

## ii) Filing Record

The next task are filing the record, this task will being a common thing need to do for every week. The staff will prepare the file and the record need to being keeping. Then, the progress can being monitor by the responsible staff to make sure the task a in proper progress.

I also being given the task to write the contain of printed information to the special book that just for the agreement to the member and organization. And the book can being used as the proof of the member are actually real member. The book is as show at the figure below:

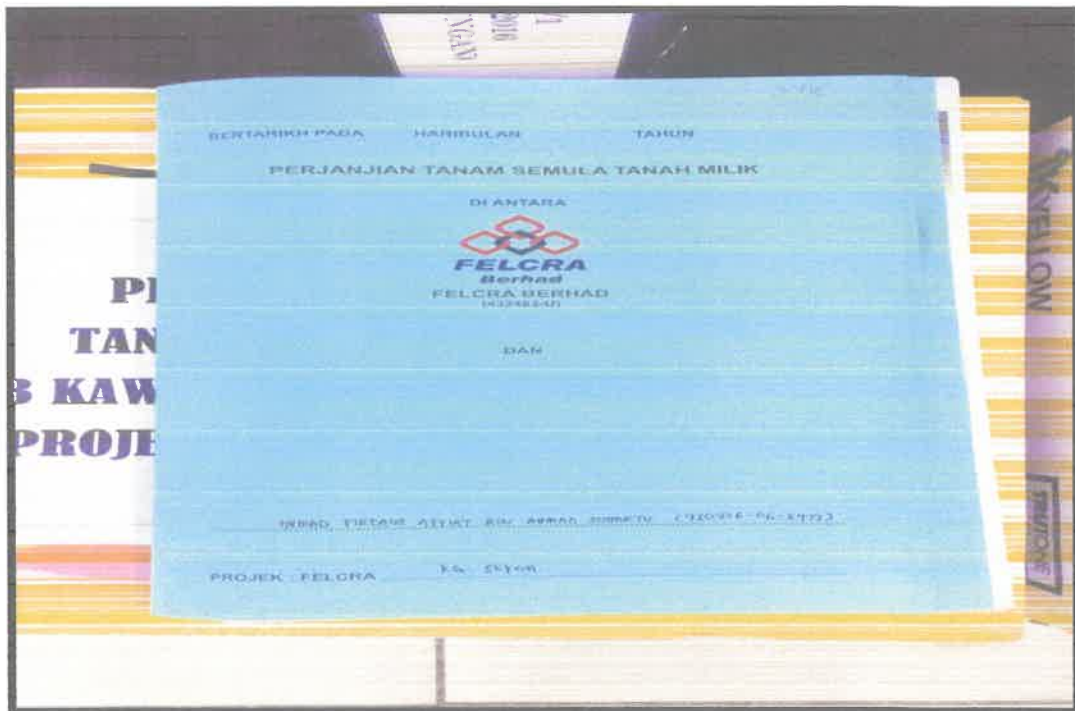


Figure 3.2: Example Record

Sometimes the record also come in printed and need to be confirming the originality before the record can being kept in record room. It means I need to go check to the all cabinet to find the confirmation of the member to avoid a mistake. This record is very important and need being handled with a patient.

### iii) File Tagging



Figure 3.3: Tagging Record

As the figure, the all file a will being tagging according the special tagging being used by all Felcra Berhad office. In this office, the fil will being tag by the alphabetical style. The fill will being put in the specific drawer and can being tag as example the name of member and the type of file. It will be my task to make sure all the file are in their proper place. And I will used the experience during the class to make sure the way to done this task are in a good way.

The cabinet are can be divided to the some type of record. As example are the member record are being place according to their land area. And the administration record is kept in the different cabinet with different tagging.

iv) Digitizing Document

Figure 3.4: Dividen form in Microsoft excel after Digitizing from printed paper

In the Felcra Durian Hijau, all the work and record manually are in the printed paper. In orders to reduce space keep record. Them slowly start to store in electronic way. And basically them used Microsoft excel or word to keep the area record. It are the daily task being done by the staff and it still need more time to keep all the printed document in modern way.



v) Classification



Figure 3.6: Record Storage Cabinet



Figure 3.7: Record Storage Cabinet

The file is keeping in the office will being stored in their own place. It is the specific tag being place in the record cabinet. The tag is being follow by the HQ action that needs being followed to avoid misunderstanding. All the cabinet in the record room being place this tagging number. And the task for internship student is to check all the record to make sure it a right place. If the document is missing the file need to being retrieved from the pc or get it from the HQ.

vi) Storing record



Figure 3.8: Record Location



Figure 3.9: Record Location

The other tasks are to storing the record in the proper place. As example, the file can being place in the cabinet or in open cabinet. The task is to prepare the record in an easy way to retrieve. It is need to use a certain method to make sure it easy to retrieve. As example, colouring the file are also the easy and make the staff feel easy to find when need. It also can help reduce time for them to know the location of file.

### **3.2 Administrative task**

#### **□ Prepared invitation to event.**

It are the task when the event at the Rumpun Makmur Wadira Hall. The event where the outsider come to give training to the youngster of Felcra Members. I being assign to prepared the letter to invite them to the event assist by the staff. It is held for 1 day. It train the all participated how to make a minute meeting in a new protocol

#### **□ Sending letter to every staff that involve with the courses that they need to attend.**

Go to one by one to send the letter in the nearest area of office to invite the meeting or event being held by the office and assist by the staff. It can being devide to a selected person only. And being done monthly. The staff may help send at the farm area members or we call as foreman.

#### **□ Scanning and copying letter or document**

The daily task is to print the letter and document to help staff do their work. And if the time dividen being announcement, the task is copying the transcript of all member dividen. Arrange it in a same name because sometime the same name has different land. And clip them and put in the letter. Put the stem on it and arrange to the different area of land and send to the post office.

And sometimes I have being assigned to cut the note and prepare for the certain place. And the letter always becomes a task to prepare for every area under Felcra Durian Hijau territory.

□ Preparing minutes of meeting of “Member of Project Rumpun Makmur Felcra Berhad ”

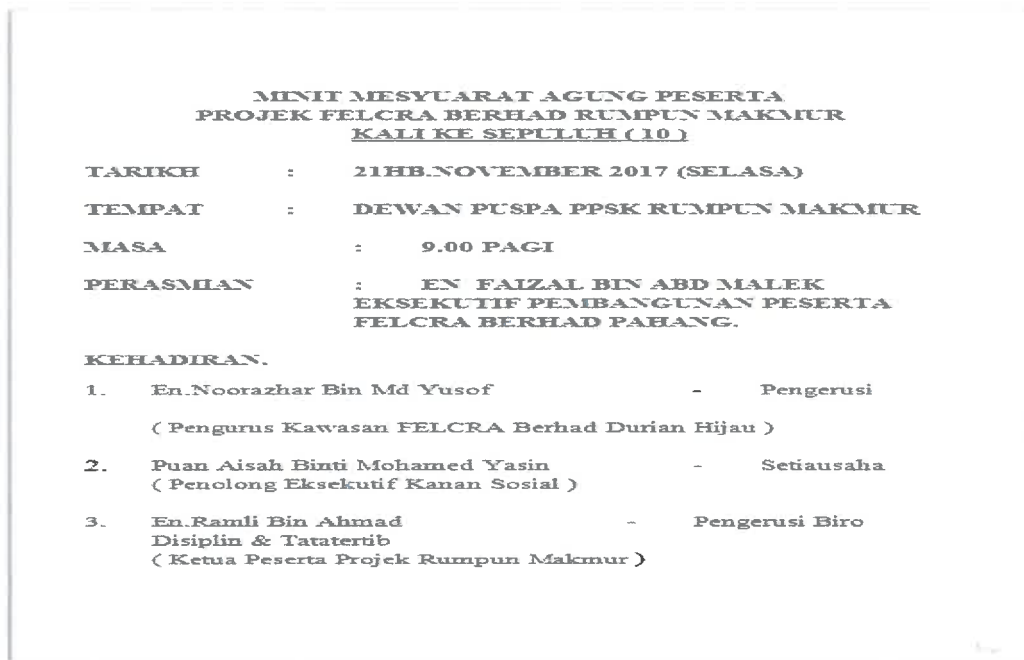


Figure 3.10: Example minute meeting

The task is preparing the minute meeting according to the previous meeting. And make a copy and send to the certain member that is related to this meeting. It may different depend to the important or the demand need to finish this job

## □ Updating data

### PPPLS System

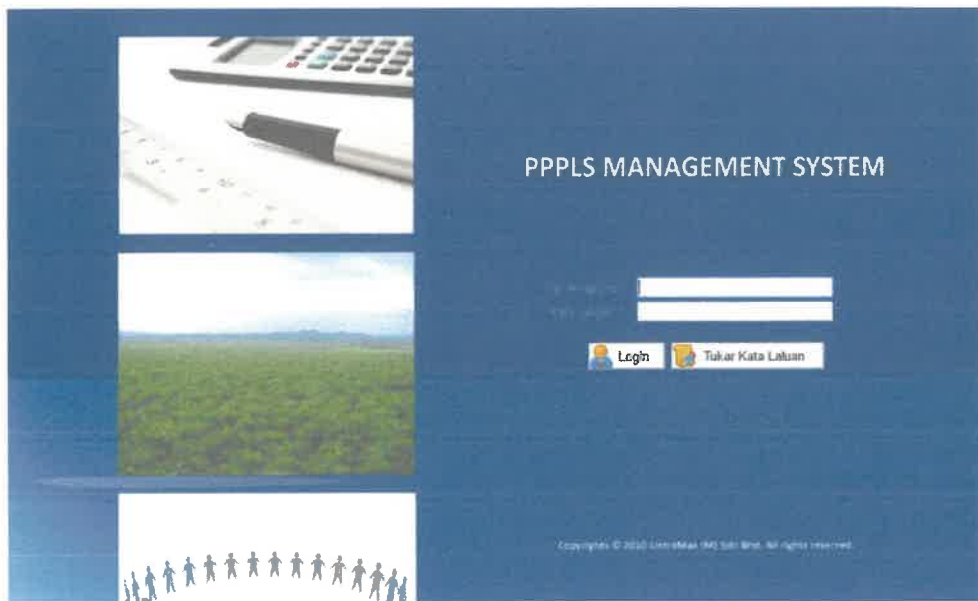


Figure 3.11: Login Interface PPPLS System



Figure 2.12: Homepage PPPLS System

This system monitor by the HQ of Felcra. It being used by all Felcra in Malaysia. The system function are to keep all the member information related to Felcra needed. It all the progress made by the member under the Felcra in a business or the

product created un the Felcra monitoring. It being a useful system that help staff to control all the movement of members contain in the Felcra. It also can monitor the amount the land by one by one person as members of felcra.

### **Lintramax Plantation Directory system**

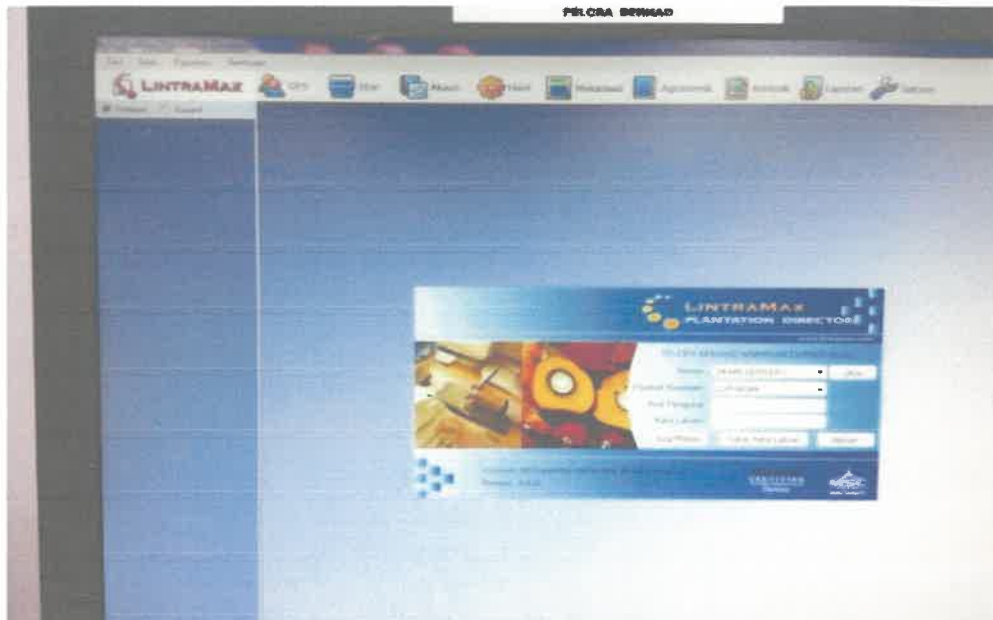


Figure 3.13: log in pages

This is the system used by the Felcra Berhad especially the farming department. It is the log in page that need has a specific password and name. This system called as Lintramax Plantation Directory. The system being used to key-in the data about profit gain daily, weekly, monthly and yearly. It also becomes a system to put the working hour of worker at farm and office. And it also can keep the amount of steel staple palm.

It may easy the staff to control the money movement and the profit gain. In order to avoid a mistake it being monitor by IT department at hq. it mean them will come to check if the report about the system. Unknown person are being prohibited to used this system cause it being a Felcra full ownership.



Figure 3.14: Home Screen Of System

This system is being monitor by the HQ to make sure all the progress are in a right way. This system can keep the data and can being send to the HQ at any time. It also help the staff to calculate the profit and salary in a digitalizing way. And it can slowly reduce using paper. It also can give the total in a fast way.

### 3.3 Other activities

#### **-Meeting at HQ Kuala Lumpur**

During the 17th August 2017, I go to the HQ at Kuala Lumpur. I accompany 2 staff to go meeting about 5s matter. This meeting only allow high position staff only to enter. Meanwhile waiting the meeting I and another staff go to the 5s department at the same building. Im assist the staff to fix the book of agreement that being send to hq.

At there the hq staff teaches how to make it in proper step. And I continue to fix the book with the staff. Check the error during the member fills the form in this book.

#### **- General meeting "Mesyuarat Agung kali ke-29 Koperasi Peserta Felcra Gugusan Durian Hijau".**



Figure 3.15: Meeting event

During the 22 November 2017. The meeting has being held at the front office Felcra Berhad Durian Hijau. It being held to give the total of profit gain from that cooperative during 2017 and the next is to change all the high position in this cooperative organization.



I being assign to manage the incoming member. I will call the member to sign and give a souvenir to them before them sit. And all the ad hoc will being monitor by me from start until finish.

**-Meeting staff monthly**

And the meeting monthly are being held at the end of month, it being held to talk about the achievement, current issues about Felcra, farm problem, profit gain monthly and the any suggestion. The meeting being handle by the manager of area. From there only the staff and trainee are allow to enter. From that them also ask the trainee to improve the organization at the current area.

**-Event at Rumpun Makmur, Temerloh hall**

Event at the hall are being held to invite all the youngers to learn how to make a minute meeting in a new schedule being used by the government. It being teach by the outsider that invited to give a speech about this issues. It happen in the morning session, during afternoon the meeting being held to with the organization of Youngers of Rumpun Makmur Members.

### **3.4 Special project**

For the special project, I have being assign to make a video corporate. This video are being use to show the member the organization that has in this office. Even them are rarely being meet and to avoid misunderstanding if the meet with member. This video will show all the position in this company from high to the low members. As we know the entire member will come to office to settle the agreement or collect the money may not trust unknown person. After planning all the need the trainee will precede the Gantt chart and make all task until finish the video phase 1.

And as being ask before, the video cannot be show to outsider from the organization. And it clearly has made a decision to make it in a 2 phase. It means what I done am the first phase and can being continued by next internship student. With this video it will make the member to know all the staff during the meeting. As we can see the meeting with the member is time to known each other.

### 3.5 Multimedia life cycle

Same goes to system development the video maker also need to follow the flow from the life cycle in order to help make the progress run smoothly. It may take time to make some system or video. With multimedia lifecycle a video can being manage in proper ways.

First, the planning process, Planning phase is the most crucial step in creating a successful video, during this phase you decide exactly what you want to do and the problems you're trying to solve it need to be Defining the problems, the objectives and the resources such as personnel and costs. Studying the ability of proposing alternative solutions after meeting with the need. For the video, trainee will meet the staff to makesure all the nneed to being fulfill.

Next, This phase of develop comes after a complete understanding of video requirements and specifications, it's the actual construction process after having a complete and illustrated design for the requested video. In the Multimedia Life Cycle, the actual code is written here, and if the video contains hardware, then the implementation phase will contain configuration and fine-tuning for the hardware to meet certain requirements and functions. In this phase, the video is ready to be deployed to the office, ready to become running, live and productive. The video will being develop until the task done. After all done staff at felcra will being show the video and get the feedback. From it the video can being improve in order tu fulfill office need.

Lastly, mantainance is the last phase of this life cycle. This phase are being used to makesure the video are really working without error. And with this phase the staff will help to determine the effect or the way to used it in a proper according to law.

### 3.6 Gantt chart

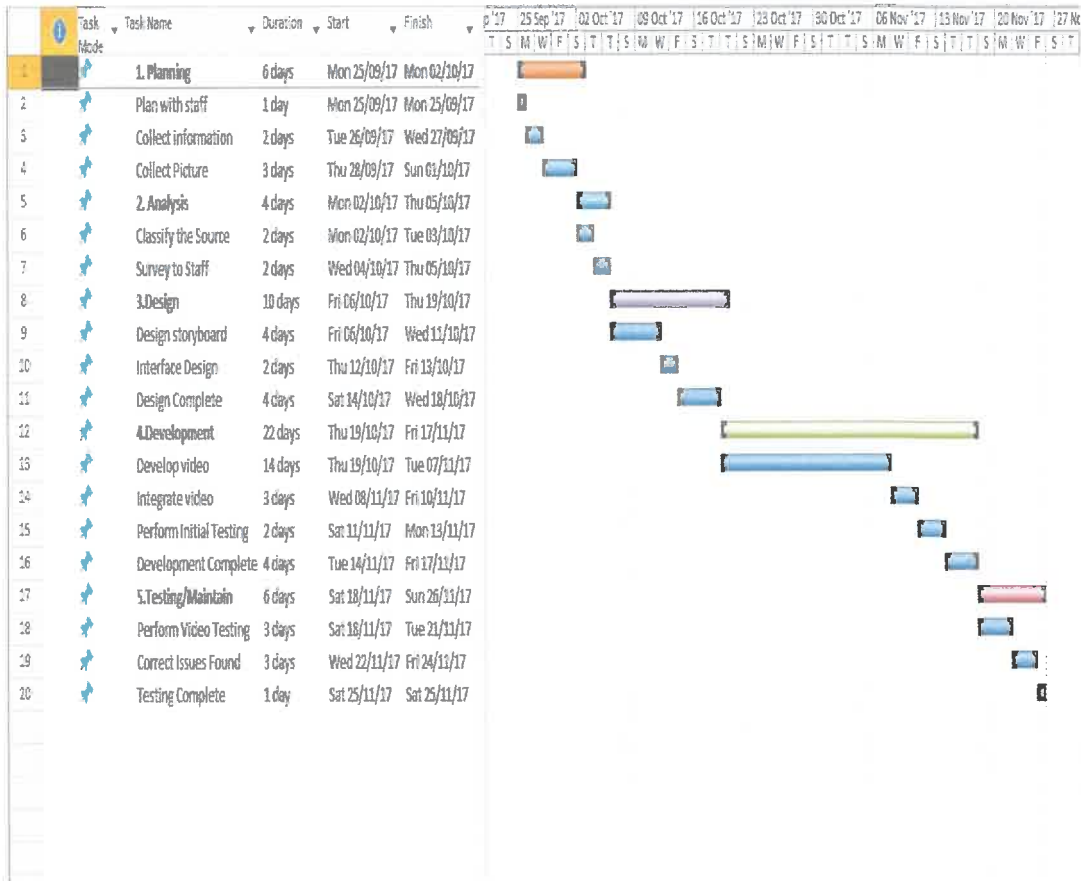






Figure 3.16: Gantt Chart Flow

This show all the progress happens during to finish the phase 1 video. It will start from the planning until the maintenance. It takes 2 month to done this video and still under improvement. It start from a Planning until the last process are maintenance

### 3.7 Storyboard of video

<p>Title: Promo Felcra Berhad Organization Chart</p> <p>Duration: 1.19 minutes</p>		
Description	Frame	Time
Introduction to the Main Title Of Video		0.00-0.09
Introduction of Felcra Berhad Durian Hijau		0.10-0.15
Organization Chart Inroduction		0.15-0.20
List All The Staff From Felcra Berhad Durian Hijau		0.20-1.19

**Table 3.1: Storyboard Of video**

### **3.8 Tools used to completed the task**

#### **Vegas Pro**

VEGAS Pro (formerly branded as Sony Vegas) is a professional non-linear editing system (NLE) originally published by Sonic Foundry, now owned and run by MAGIX. Originally developed as an audio editor, it eventually developed into an NLE for video and audio from version 2.0. Vegas features real-time multitrack video and audio editing on unlimited tracks, resolution-independent video sequencing, complex effects and compositing tools, 24-bit/192 kHz audio support, VST and DirectX plug-in effect support, and Dolby Digital surround sound mixing.

#### **Adobe Photoshop**

Photoshop is a popular image changing software package. It is widely used by photographers for photo editing fixing colours, reducing noise, adding effects, fixing brightness or contrast and by graphic designers and Web designers to create and change images for web pages

### **3.9 Objective**

- to give the knowledge about the staff in the Felcra Durian Hijau Berhad
- to make the manual introduction to the electronic way to show the staff
- to make the Felcra become similar to the other prestige company

### **3.10 Benefits**

- To make all the member knows the staff and easy to ask those about their role and information can be provided to them. As we know the entire member can be categories as old folk and need to be guide.

- With the video it may attract more attention during the meeting being held compare to the manual style. The technology nowadays are become unlimited so the organization must being in same track to go forward with other trended company

# 4.0 Conclusion



#### 4.1 Description of event/project/activity

<b>Project/ Activities</b>	<b>Knowledge</b>	<b>Skills</b>	<b>Experience</b>	<b>Related courses</b>
Managing The Record	Knowledge from supervisor and the staff for Record Management in Organization	Trainee will be able to finish the task with minimum guidance	Trainee learn how to Prepare the Proses Maintain the record and keep it.	System Analysis in Information Management I & II (IMS606 & IMS655)
Special Project	Vegas Pro and Adobe Photoshop is the tool that can be used to create the video	The trainee able to enhance his skills in developing special project by using vegas pro and adobe photoshop. It also can be monitor the assessment from System Analysis in Information Management I	The trainee able to learn on vegas pro and Adobe Photoshop	System Analysis in Information Management I & II (IMS606 & IMS655)

		& II (IMS606 & IMS655) To done this task		
Industrial training report	Knowledge in the writing of industrial training report based on guidelines given by the industrial training coordinator and thus, referred to IMS606, IMS655 and IMC651 subjects in order to develop the industrial training report until it is completed and	The trainee used several application software to draw the diagrams related in the developing the special project such as power point and paint. The trainee also gain more understanding in the three particular subjects so that the industrial training report are wrote correctly	The trainee experienced in developing this industrial training documentation by himself starting from the first page of this report until the last pages. The trainee also able to applied his knowledge in developing both special project and industrial training report starting from the planning	Information System Management (IMS552) System Analysis in Information Management I & II (IMS606 & IMS655) Evaluation of Information Services (IMC651).

	fulfilled its criteria.	according to its requirements and information needed to be filled in it.	phase until maintenance phase.	
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Table 4.1: Description of event

#### 4.2 Application of knowledge, skills and experience in undertaking the task

In opinion, industrial training course is good subject for the student to learn new knowledge, skills and experience that cannot be learn in the class room and universities life. In five month during the internship, student can learn something different from the organization and gained new experience. The student will go through the process of learning during the internship period.

Industrial training course is beneficial for the student to gained working's experience. During the internship student can see and observe workers do their job tasks and learn how they perform their job. Trainee being able to gained new experience in handling task in faster ways. They always want trainee to complete the task in a short time because sometime that are to fulfil customer needed. As the record officer, in the company the staffs are always busy doing their job and give one hundred percent to the job to make sure that the task is complete perfectly and meet customer needed.

Moreover, trainee also learned that environment of working place in the Felcra Durian Hijau Berhad is different compare to university environment. In the university we are more learned the knowledge rather than applying the knowledge. While trainee

was doing internship in industry, trainee need to applied all the knowledge and skills to do the job. The applying is the experience that trainee gained from the task on the company. Study from the experience make student more understand the task and the skills faster rather than study from the theory.

The trainee feels that the organization is giving a lot of experience and knowledge. The employer is giving a lot of opportunities for the trainee in order to improve the knowledge and experience of the trainee. All the staff in this company is very friendly and helpful. This kind of attitude created a very calm and interesting environment.

#### **4.3 Personal thoughts and opinion**

My personal thought and opinion about the industrial training is about the place of my industrial training, time of industrial training and scope job during the industrial training. My next personal thoughts and opinion are about the duration of industrial training. The duration of industrial training is too long for me because the factor of my industrial training place. Lastly, my opinion is about my job scope of the industrial training place. In my industrial training place, I don't get a specific job scope and I have been experience to do the other job or tasks. Even I don't have the specific job scope. I still can gain new knowledge through the other job scope. Limitation or constraint will be happen when doing something. In my industrial training there have a few limitations; there are limitation of staff, time and technology.

During the industrial training, I have learned how to get good time management, a good public relation and a good teamwork. During the industrial training, the staffs at the Felcra Durian Hijau has taught me how to manage the time nicely, even I have practice the time management in class, but in the real work I get a good time management because I need to be punctual when going to work. To have a good time management I

need to punch card before I start my day. I learn how to communicate with people in a proper way and I also learn how to handle people with different behaviour. Staffs in Felcra Durian Hijau have a good example of teamwork. They always help each other even different department. I learn that I can't become a selfish person; I need to help the other people that need helps.

#### **4.4 Lesson Learnt**

Undergoing five months of industrial training phase gave trainee a lot of opportunity to learn on how to prepare myself to be information professional who qualified in serving the society in knowledge field. Through the industrial training, trainee has found few things as lesson for the future enhancement.

##### **4.4.1 Time Management**

As a student, trainee could have said that trainee always failed in managing time but that one aspect changed the moment trainee started industrial training at Felcra Berhad Durian Hijau. Trainee learns how to become a part of working society and how to manage time effectively. Trainee learned to set a priority according to the most important and least important things. In the organization, time is money and trainee learned that a good employee value their time. Trainee learned that people can actually be a time effective society if there is they are willing to do so.

#### **4.4.2 Be responsible**

Integrity is not something that can be installed to someone's behaviour, but they have to train themselves to abide to it. A good worker, trainee must show up for work when expected and work until it is time to quit. Begin and end coffee breaks and lunches as scheduled. Trainee also learnt to avoid spending time texting friends or making personal calls when there is work to be completed. Industrial training is an opportunity to see whether the work is satisfying to trainee and a career trainee want to pursue. By working as if trainee is already employed, trainee will get full benefit from the experience and the information to make a good career employment choice.

#### **4.4.3 Improve self-confident**

Furthermore, the next lesson learnt during the industrial training, it helps trainee to improve trainee self-confident level. Self-confidence is extremely important in almost every aspect of our lives, yet so many people struggle to find it. Becoming more confident is readily achievable, just as long as you have the focus and determination. During practical training, trainee was able to improve the level of trainee self-confidence by mingling with the users and also the staff. Trainee learned that there is no short cut to improve self unless trainee is willing to do so. Therefore, trainee used the opportunity as an industrial student to do whatever it takes to gain trainee self-confidence. Most of the time, trainee had the opportunity to speak up to the all staff even to the top management and also through duty as person of contact of Mysudip project.

#### **4.4.4 Leadership**

Trainee also learned that leadership is important because a good leader can be good example for their staff. A leader is someone who leads the people of the organization. The leader works to consistently influence the employees to do better. A good leader should know how to motivate their staff and good leader also should accept opinion from staff especially opinion that can make improvement in company.

#### **4.5 Limitations and Recommendations**

##### **4.5.1 Limitations**

There are several limitations that I face during my industrial training. Firstly, the department that trainee is assigned to join which is administration department have a lack of manpower. This problem is causes trainee having too much of workload and sometimes trainee must come on weekend at the company to finish the work Secondly, trainee have a problem to having a reference regarding the project that be assigned to trainee. This is because they don't have a proper project documentation to refer and it cause trainee take much time to understand the real thing about the project at the first place. Lastly is the issue is that the company does not have any experience staff or staff that expert in computer and need some time to hq staff come to fix the error. And the staff are lack experience in using microsoft excel and word and sometimes need help for just small matter.

#### **4.5.2 Recommendations**

One of the recommendations is that Felcra Berhad Durian Hijau should hire more skillful manpower due to reduce the workload of the existing staff and workers. Other than that, this company should hire an experienced and expert staff in each department. And lastly, to improve the using of computer rather than manual book. It may take time but it will give much benefit and ease the work task being done.

#### **4.6 Conclusion**

To conclude, the internship training is one of the best measures that have been taken by the university as a preparation before students start to work with the actual employment world. Besides, it is an effective program that can provide good opportunity for student to get a highly valuable learning experience. This report also concluded the entire tasks and project that had been performed during my practical training for five months with Felcra Berhad Durian Hijau. During the practicum period, students had been given an opportunity to deal with multiple tasks, ranging from different categories and perspectives. Students also learned the central flows and working values in a real organization: the importance of being punctual, the vitality of giving full commitment, and the significance of team spirit among the workers.

Furthermore, the main objective of the industrial training is to provide an opportunity for undergraduate students to identify, observe, and practice with regard to the way technology is actually being applied in the real industry. It also encourages the students to observe the real management practices and to interact with the workers and customers. The only chance which an undergraduate student can gain the experience is by undergoing the industrial training session itself. Therefore, the institute must keep on arranging this particular curricular activity since it will provide benefits for the students before they are facing the real working world environment after the graduation.



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