

INDUSTRIAL TRAINING REPORT:  
KEMAMAN SUPPLY BASE (KEMAMAN)

SPECIAL PROJECT: SYSTEM DEVELOPMENT  
(SISTEM e-TEMPAHAN)

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## ABSTRACT

*The Industrial Training Report based on the period from 1st February 2017 to 30th June 2017 in Information Technology (IT) Department at Pangkalan Bekalan Kemaman Supply Base at Eastern Pacific Industrial Corporation (Epic) Company Berhad. In this company, the trainee have discussed with her organization supervisor who was Mrs. Normah Bt Ibrahim as an Assistant Manager IT Pangkalan Bekalan Kemaman Sdn. Bhd. The task are planned properly starting from the beginning of internship. Including the special project task that has been assigned by supervisor on the starting of internship. All the activities has been recorded in log book as an evidence for students in completing the period of industrial training. Gaining some experience required her a new lesson for every day they on internship.*

*Keywords: Information Technology, internship, special project, PBKSB, Epic Group Berhad*

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## CHAPTER 1: INTRODUCTION

Industrial training could be defined as the beginning of training that has been decided by each of university for students familiar with working environment. Standing in every choosing company, the trainee would practice every studies scope that has learnt through the semester before. All students that graduates from UiTM would be trained according to the specific requirements and duration followed by the university policies and procedures. All the skills and knowledge will be applied together in achieving the goals and objectives at the end of internship. In additional, the replacement of students in company are based on the decision that decided by organization supervisor relating to the specific field that has been stated in resume during the applying session. Basically, the objectives that need to be achieved by students during the internship are:

- 1.1 To give students the opportunity to test their interest in a specific task before giving the permanent commitment.
- 1.2 To develop skills in the application of theory in working environment specifically in IT department.
- 1.3 To add on the techniques and knowledge in a several of field focusing in the working scope in addition the experience in unexpected working situation.
- 1.4 To enhance the ability in improving students creativity and sharing ideas with staff or supervisors regarding to their field.
- 1.5 To build a good communication skills with a team of workers and practice a good behaviors of corporate life in industrial field.
- 1.6 To expose students to a real working environment before they go to real working situations.

This industrial training was completed up for five month starting from 1st February 2017 until 30th June 2017.

## 1.1 Background of the Organization



*Figure 1: View of Company*

According to Epic Group Berhad website, Eastern Pacific Industrial Corporation Berhad (EPIC) (66667-K) is the premier service and facility provider for the oil and gas industry, comprising of an integrated customs-bonded supply base, as well fabrication, threading, shut down and maintenance services. EPIC is also the leading industrial port operator for the region. As a business entity, EPIC enhances service quality, cost effectiveness and value in its activities. As a State-linked corporation, EPIC vigorously contributes to the well being of Terengganu's socio-economic development. Eastern Pacific Industrial Corporation Berhad, through its subsidiaries, supplying base services catered to the oil and gas offshore industry in West Malaysia; port management, and property development and management services, as well as pipe threading and fabrication work. The company also offers cargo handling and berthing, marine repair and maintenance, property rental, and other value added services. Eastern Pacific Industrial Corporation Berhad was formerly known as Corrugated Carton Products Sdn Bhd. and changed its name to Eastern Pacific Industrial

Corporation Berhad in March 1996. Epic Berhad stand for three branches which are located at Kuala Terengganu and Teluk Kalong, Kemaman. The corporate responsibility are assigned in Terengganu while in Kemaman, operation are focus on the industrial business depends on their own subsidiaries. In Kemaman, the company was located in Annex Building, Kemaman Supply Base Teluk Kalong Kemaman, 24007, Malaysia. Below is company vision and mission for EPIC Berhad:

#### *Vision*

To become a prominent and focused corporation through excellence in oil & gas and logistics businesses.

#### *Mission*

As a business entity we optimise our service quality, cost effectiveness and profitability in all our activities along the stakeholders' value chain. As a State-linked corporation, we contribute rigorously to the well-being of the Terengganu's socio-economic development.

EPIC Berhad stands with a few of subsidiaries companies which has been mention in name of EPIC which is Industrial Corporation. The subsidiaries included Pangkalan Bekalan Kemaman Sdn. Bhd. (PBKSB), Konsortium Pelabuhan Kemaman (KPK), Epic Mushtari Engineering Sdn Bhd. , Tubex Sdn Bhd, Eastern Pacific Properties Sdn Bhd and Sukma Samudra Sdn Bhd. All these subsidiaries are applying the benefits for EPIC Berhad and they are related each other in providing the best corporation for Epic Berhad. Below are the explanation for each subsidiaries:

### 1.1.1 Pangkalan Bekalan Kemaman Sdn Bhd



*Figure 2: KSB Logo*

As the master of supplies in EPIC, Pangkalan Bekalan Kemaman Sdn Bhd standing under KSB. It is the only petroleum supply base in Peninsular Malaysia. Starting in 1982, it is the only petroleum supply base in Peninsular Malaysia. From a 30 hectares and grown 180 hectares of area development and also additional 60 hectares of land bank for future expansion. The whole area of KSB is uniquely licensed by a Royal Customs of Malaysia under the warehousing and Manufacturing scheme. So, imported duties and taxes of oil area equipment entering KSB and going to offshore locations are deferred and exempted. The license provides this distinctive that can be additional incentive to oil producers like Petronas Carigali, ExxonMobil, Talisman, Sapura Kencana, Lundin, Hess and other to operate in KSB. On the other hand, these huge oil producers, there are more than 200 support service companies which are both multi-national and local entrepreneurs participate and facilities in the base.

The infrastructures are include all-weathered port with sufficient draft that enables supply vessels to call in at any time at seven berthing points simultaneously. Besides 45 units of warehouses, KSB have four blocks of stores buildings suitable for companies' administration office. An ample open yard storage area and storage tanks and silos for liquid and powder bulk. Then, Material Handling Equipment with range of capacities of cranes, prime-movers and forklifts. Next, the services involve cargo handling and manpower supply, bunker of fuel and potable water. KSB also provide a complete Mud plant services, 24/7 auxiliary Police and security service and crew transfer together with scanning facilities.

### 1.1.2 Konsortium Pelabuhan Kemaman Sdn Bhd



*Figure 3: KPK Logo*

KPK located on the East Coast of Peninsular Malaysia, which the deepest seaports in Malaysia and have a fast emerging port acting as the new gateway to the Asia-Pacific region. The capable of handling vessels is up to 150,000 DWT (Dead weight tonnage) and have a deep-sea of all weathers port operating all year round which have a various types of cargo ranging from general cargo, dry bulk to liquid bulk. KPK operates the terminals of Kemaman Port namely, the East Wharf and the Liquid Chemical Berth ('LCB') terminals. KPK has been a regional center for transshipment activities as well as cargo consolidation and distribution activities. The specialized terminal operates as handling liquid chemical cargo. The facilities are fully operates to cater to the needs of chemical-related industries. Long of the berth is 289 metres long and is easily accommodates vessels up to 150000 DWT. The available space is 50 pipelines and 6 loading arms and is fully equipped with safety features. Providing marine services like tugboats, traffic control, pilotage and service boats and cargo handling services (stevedorage, crainage, forklifts), rental of warehouse and open yard, supply of fresh water, bunkering, minor repairs and other support services.

### 1.1.3 Epic Mushtari Engineering Sdn Bhd



*Figure 4: Epic Mushtari Logo*

EPIC Mushtari Engineering Sdn. Bhd (EME) became a hundred percent owned by Eastern Pacific Industrial Corporation on 4th October 2007. In serving the oil and gas industry EME has a wide experiences in serving oil and gas industry. It focus on the general fabrication, plant shutdown and tank maintenance that was officially based on private limited company. As for today, it has provides a highly specialized fabrication and shutdown services. Involving in the main contract market for major topside maintenance and hook-up and commissioning services is one part of EME involvement. It was certified with Quality Management System in 2010. The services include services which are onshore and offshore Minor Fabrication and Installation Plant Shutdown Activities Maitenance and Repair Activities. The procurement of material,fabrication works, non-destructive testing,blasting and painting,packing and delivery,equipment or site installation,piping and structural erection,hookup and commissioning works and support. Another activities include the shutdown activities maintenance and repair activities. Those are procurement of material, fabrication works, non-destructive testing, hydrostatic testing, blasting and painting, packing and delivery, equipment or site installation, upgrading or modification, extension, replacement work, equipment overhaul, binding and rebinding, neutralization equipment and part, cleaning, reinstatement, commissioning works and support services.



#### 1.1.4 Eastern Pacific Properties SDN BD



*Figure 5: EPPSB Logo*

Start operated on its own on January 6,1992. But on June 3, 2002 it was officially became a subsidiary of EPIC Berhad. EPPSB was established to explore a new opportunities in property and real estate management to supplement EPIC Berhad's core business. From the aspect of development activities, EPPSB involved in property development and investment. In real estate management, the company supplied property and real estate sales,management , hospitality and recreation services. Last, for Oil and Gas related activities, EPPSB supports the oil and gas industry by supplying rental and seviles of rotating equipment, building, operating and managing bulk storage tank as well as mud plant facilities.

### 1.1.5 Sukma Samudra Sdn Bhd



*Figure 6: TUBEX Logo*

Sukma Samudra Sdn. Bhd. (SSSB) automatically became a member of the EPIC Group on 8th November 2013. Sukma Samudra owns and operates the West Wharf along a 510 meters long general purpose wharf with water depth of 16.4 meters. The West Wharf built and established in 2000. It was constructed and planned to manage industrial commodity for international markets.

The West Wharf also submits with the International Ship and Port Facility Code, and is within a bonded area gazette under Section 65 of the Customs Act. In port Facilities and Handling Capabilities, for users who are included are local industries, other services, Supply Vessel and Facilities. Each users are separated with the type of cargoes. Firstly, local industrial involved with various grades of bitumen, vacuum gas Oil (VGO), Atmospheric Gas Oil (AGO), Kerosene, Naphtha and Fuel Oil and raw materials for steel industries. Next, other services include for bunker supply and water supply. Next, for supply Vessel's users involved with loading and unloading for cargo, water supply and diesel bunkering. Last but not least is, facilities include crane, forklift, lorry and manpower.

### 1.1.6 TUBEX SDN BHD



*Figure 7: TUBEX Logo*

Tubex Sdn Bhd (Tubex) started to operate of OCTG in 1989. The location area is in the bonded area of Kemaman Supply Base in an area 7 acres (35,499 square meters,) specializing in the threading of API and Premium connection and Premium connections servicing PETRONAS' Production Sharing Contractors (PSC) in the upstream operations of Oil and Gas Industries. In facing the challenges today, Tubex today has the capability to thread a full range of tubulars from 2-3/8'' tubing up to 20'' casing. In proceeding providing quality services to our valued clients, Tubex's staff are trained and show to the new technologies of pipe threading in mixing to the manufacturing process accredited quality management systems.

The tubular threading services have a various connection like VAM, Tenaris, NSPJ as well as API's connection in supporting drilling operations for couplings, casings, tubings and pup joints. They also provides tubular inspection and maintenance of various used and new OCTG, fabrication and threading various drilling completion tools and BHA equipment such as X-Over sub, Blast Joint, Casing and Tubing Swage especially those with API Spec 7 Rotary Shouldered Connections, performing copper brush plating for CRA Blast Joints, Casing and Tubing Hangers as well as Buck On and Buck Off services for Float Collar/Shoes, reinstallation of damaged couplings and casings and tubing hangers. In the field of electroplating, copper plating generate high electrical conductivity, which has made it an excellent and inexpensive choice for couplings and accessories. Tubex initiates a through commitment to apply only the highest quality electroplating through continuous improvement and quality management philosophy. In operating this business, the goal that want to be achieved is to provide a world class electroplating and complete services meet in achieving the highest quality.

## 1.2 Organizational Structure

### 1.2.1 Board of Director

In organizational structure of EPIC Berhad, it consist of EPIC board of directors and management Team. In EPIC board of directors there are people who are stand for handling the highest management of EPIC. Because of Epic is the main company, they need to be managed by high of ranking people in Terengganu.



Figure 8: Board of Director

1.2.2 Management Team of Epic Group Berhad



Figure 9: Management Team of EPIC Group Berhad

## Chapter 2: Organization Information

### 2.1 Departmental Structure

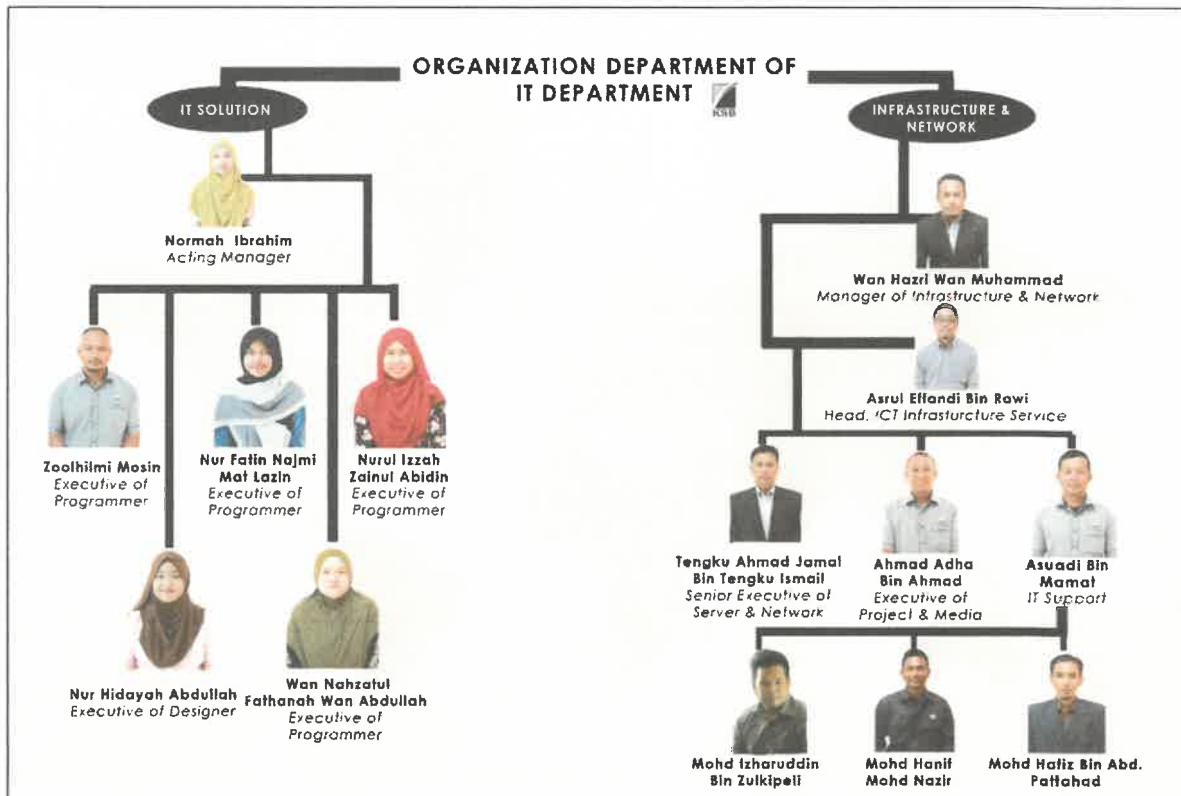


Figure 10: Organization Chart of IT Department PBKSB

## **2.2 Department Function**

Almost all the companies have their own role in attaining a good services for all users in a building or related link in organization. It is a must for that department solve the issues because IT Department such a main components that run each of the business in the company. In simple words, IT Department could be specified as people who walk behind the scenes than people aware of them. Such in PBKSB, IT Department separated their function into two division which are IT Solution Department and IT Infrastructure and Network. Both are working on the same companies which Epic Group Berhad. Even they stand on their own subsidiary which is PBKSB, but their business are covered all the subsidiaries of Epic Group and also involved clients from external building. So, here what the IT Department does:

### *2.2.1 Technical Support*

IT Department are almost the busiest department when the system in the companies does not run and they would be blamed when give a late responds. In PBKSB, the errors would come in a various types of their working scope and different users from the simple errors to the complicated problems. It is familiar the staff contact IT Department for computer support. They provides the services for all users who needs access into the computer system. Repairing, installing, reboot, troubleshooting and guiding are the major daily activities that they had done in the company. Usually after installing the new software for the staff, IT Technical would guide the user to use the software so that they can produce a productive work of new resources. The staff also provides a continuously support for them which is a helps desk or self-service in case they had any instant result for their work.

### *2.2.2 Training*

To ensure the department provide the best quality of services, they had a monthly training based on their working scope. For example, Mrs. Nurul Izzah Zainul Abidin act as Executive of IT Programmer had join Oracle Database Training in Kuala Lumpur. All her needed are supported by the company since the training are done for the company too. The training are going along 3 days of working hours and being trained by an expert trainer from China. Because her working scope was focus on the programing area, the database are the main thing that she need to be improved from time to time because the technology always updated. So, beside joining external training, company also arranged a permanent training for staff which assist them to increase their KPI marks. It had been conducted by the Training Department and had been done through internal or external area.

### *2.2.3 Records Data*

To develop tools for collecting the data, store, manage and distribute the data are a part of IT functionality. It is a part of IT role to store the company data confidentially. Compared to manually method, the computerization had become the most trusted storage to keep the data. Usually from the system, the data comes successively. For example, e-Aduan System contain of a millions confidential data about staff and company. So, from user respond through the system, record file are keeping in the server and could be reviewed anytime depends when the staff requested.

### *2.2.4 Application Development*

Through their development of the system, there are always a new system that they acquire whether from outsourcing or their own development. The benefits of the system are always win as we can compared to the manual one. The system allow a business to be innovative, more productive, and efficient and to move beyond the vision and mission of the company. In acquiring a new system, IT Department also maintained the system continuously to ensure their services give comfortable to the users.



### *2.2.5 Security*

Security could be the most important function in the organization. The reason is because the system must be fully protected especially the data, because it had come from a various area. Sometimes user bring or send virus in hidden but we as a normal people often unconscious of this trick. As for example, major securing problem is staff ID. Updating ID staff for all subsidiaries staff had become the most confidential one to the company. The reason is, once the Trainee make the typo errors of number, next process would be interrupted. Because from the numbers contain millions confidential data about staff personally. Their policies is to minimize the risk and had a low of impact of security.

## **Chapter 3: Industrial Training Activities**

### **3.1 Training Activities**

During the training, the activities are not depends hundred percent on the special project only but the task that has been assigned could be in a various types of works including internal and external activities. Sometimes trainee need a long time to settle works and sometimes just in a short minute. It is depend on the skills and knowledge that have inside themselves. In implementing the project, someone we call as organizational supervisor would give us a task to be finished along the period of internship. Once the project has been decided, trainee must follow the instruction and take it as a serious responsibility to be completed as soon as possible.

#### **3.1.1 Committee Members**

During the internship journey, this is the major external activities that has been completed by the trainee in Pangkalan Bekalan Kemaman Supply Berhad (PBKSB) where responsible to be a part of committee members on each of Epic's event. This task has been assigned by the Human Resource Executive who was Nor Hidayah Binti Mohed. The information are delivered by phone contact and through email to supervisor and then inform to us. This require an informative briefing to familiar with all the flow from the beginning to the ending of the events. First and foremost, the event that I join is :

##### **3.1.1.1 Perkeso Prihatin.**

This event involved all staff from each subsidiaries including PBKSB, TUBEX, EPPSB, KPK,SUKMA AND EPIC MUSHTARI. The main purpose of this event is, to awares the employees with their health and safety right within the company. It is a collaboration between staff from PERKESO and EPIC Group Berhad.



*Figure 11: Opening Ceremony*



*Figure 12: lucky Draw session*



*Figure 13: Health Check*

Usually, employees does not care about the policies and their right that they have in the company, end up they waste their specialties and chances that they had. The tentative of the event was included the health check, safety talks, exhibition, helmet distribution and other activities. All staff who got the coupon will be rewarded a safety helmet sponsored by PERKESO. At the same time, all the practical students have been responsible to seat on registration counter to tick on attendance staff who come on that event.

#### *3.1.1.2 Explorace*

This event is a cooperation among the Epic Terengganu, Epic Ampang and Epic Kemaman. So, all the participants and committee members are comprised of all peoples from there. In this event the trainee had been assigned as a game's committee where responsible in second checkpoint of the explorace. The preparation of the event are prepared almost 4 month before the event occurs. It is involves 38 committee members, 250 participants at all and everyone have their own part as committee members. The event was held on 19th May 2017 on (Friday). Some of us take part in logistic, games, food and beverages, stage preparation and other. Three days before the event, the trainee started to assist other committee members to pack foods and beverages, shirts for all participants. One day before the event, we as a committee had a meeting for briefing about the event delivered by Mr. Zamri Awang, position as Manager Corporate Communication Department. He explained about the flow of the events, transport, hotel room and about the games he decide to keep it as secret because another committee members from Epic Terengganu would brief later to us.



*Figure 14: Participants do stretching before games*

By using the slogan of Visit Beautiful Terengganu, the location is around the city of Kuala Terengganu included Primula Beach Resort, Dewan Badministrationton Wakaf Mempelam, Sekolah Pendidikan Khas, Chendering, Jabatan Kesenian dan Kebudayaan Negeri (JKNN), Pantai Batu Buruk and Pasar Payang. A day before the explorace, all the game's committee were responsible to go one day early before the event because of the briefing. At there, we were given a details briefing by EPIC Terengganu committee. Every of us have our own role in each of checkpoint, and has been explained details by event committee. Because there were six checkpoints at all and some of the places contain two checkpoints, so we just focus on our own checkpoints.



*Figure 15: Part of committee on second checkpoint*

On the day of the event, all the committee members assemble together in every checkpoint to get prepared for the games. The explorace ran smoothly without any obstacle from 7am until 6 pm besides all the participants gave a good cooperation. At the same time, this event been organized a dinner together with all participants and committee from 8 am until 11 pm would give the best cooperation among them not only during working hour but also outside the company. The prize was given to 10 winners at all with some amount of money.



*Figure 16: Girls Committee from Epic Group Kemaman*

### 3.1.1.3 Ramadhan Events

#### i. *Majlis Iftar bersama Anak Yatim dan Fakir Miskin Terengganu.*



*Figure 17: With Corporate Communication Staff*

The event are attended by the representative of Anak yatim from every school in Terengganu. This event been held around 5.30 pm until 8pm. All of the guests arrived safely around 5 pm after Asr Prayer. In addition, 3 of practical students being selected as a committee of this event including the trainee. The selection has been done by Corporate Communication Department staff. The duty are packing all the goodies for all the guest, setting stage and be as a reward divider during the event. As the reward of the trainee's hard work, a special meal had been prepared for all the committee members as the hard effort in making the event succeed. At the same times, the guest are consisted of all top management of Epic Group Berhad, Corporate Communication Staffs from Epic Kuala Terengganu and participant of tadarus event in Epic Kemaman. All the guest totally are almost 300 person at all.

ii. Tadarus



*Figure 18: Ustazah Abaya lead the session*

Almost 74 peoples including the trainee had joined this session. It is contain six group all and each group consist of 9 members and one leader called as Naqibah. Ustazah Abaya who was been invited by HR Department to leader the session. Every time the class begin, she would taught the Tajwid lesson which is about the reading of Al-Quran. It took about half an hour and proceed to Tadarus session which reading by Surah. As an ending of this session we had been join the Majlis Khatam Quran. As an reward for joining this session all participant got an two award first is food and egg flower and the second one are clothes and being awarded during is Majlis Iftar bersama Anak Yatim dan Fakir Miskin Terengganu.





*Figure 19: Practical Students during preparation for Majlis Khatam Al-Quran*

### *iii. Distribution of Kuih Raya*

Last but not least are, the trainee act as registration bureau and packing Kuih Raya for all the staff. The packaging are divided by the position of the staff from the top management, senior manager, Manager, Executive, Non-Executive and practical students. Sitting at the counter and tick for staff who already took for their part. It tooks almost a week to settle all the preparation and involving practical students.

#### 3.1.1.4 Town Hall

Being a part of bureau in Town Hall event. This event took about three weeks to be prepared. In this event, the trainee act as Gifts Bureau. Being packed the goodies including a set of maintenance tools, towel and voucher in a paper bag. It is totally thousand things at all. At the same time stick a sticker on the container of gift. All are neatly arranged in store near the Dewan Besar on the ground floor. All the activities of packing had been done together with all practical students and staffs from Electrician and Administration Department.



*Figure 20: Group Managing Director (GMD) / Chief Executive Officer (CEO) of Epic Group*



*Figure 21: Top Management of Epic Group*

### 3.1.2 Electronic Publishing

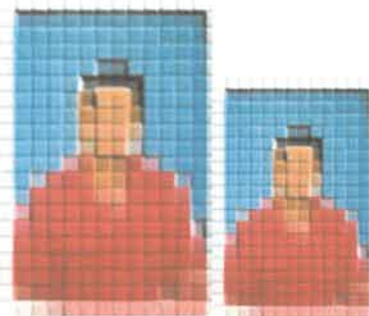


Figure 22: Resizing Photos to 30KB

Besides being a committee, the trainee also been assigned to do an editing as an additional work which is resizing passport picture. The task were assigned by Finance Department and need to be finished as soon as possible. Relating to this task, the trainee have to resize the image into small size which is 30KB. Measuring the image by searching in google it was a tiny size and transfer into pendrive after finish the task. Using Adobe Photoshop CS6 to complete the task given and using searching method to finish work.



Figure 23: Editing slider in HR Portal

Beside that, the trainee also has been asked to make an updating on part header of HR portal which is slider of event. This task has been asked one of the staff who is Nurul Izzah who responsible to receive any request from HR department. By using Adobe Illustrator to complete the task, around 30 minutes the task is fully completed. Sometimes, still having part that need to be modified it just take 5-10 minutes to finish.

### **3.1.3 Administrative task**

In completing internship in PBKSB, the trainee has been assigned by staff Mrs. Nurul Fatin Najmi as executive IT, to assist her in updating some of staff ID in the system pass. The ID involved all staff who were working in EPIC Berhad and also the subsidiaries, so need to do an updating for subsidiary PBKL Logistic, EPPSB and Tubex. It is an updating from contract ID Number to Permanent position. The reason is staff who stay as Contract will be change into Permanent after six month on management training. Usually, Permanent staff who grab Executive position have a qualification on Degree of studies. But it depends on the performance of staff, if it is good the duration of an advancement would be in a short time. The total that I need to update is almost 200 staff at all. Then, the task was completed only in a few hours. Because the data is too confidential, the trainee could not show the images of work done.

### **3.1.4 Technical Support**

Besides having internal task, the trainee also had been assigned for technical task. This time the task is setting projector in meeting room. It is had been assigned by Manager of IT Department who is Wan Hazri every time the staff need to use. The trainee had completing the task with another partner of practical students complete setting of preparation.

## **3.2 Special project**

Special Project could be classified as a suitable project for students to be completed during their training session but need to be proposed to the industrial supervisor or faculty supervisor. It could be in term of information management whether developing websites or portal, system development, corporate video, multimedia applications, user manual or guide and any work that could be beneficial to the organization. They could choose any subtopic depends on their ability to solve by getting approval from the Faculty Supervisor and Organization Supervisor. In completing the project, the Organization Supervisor who is Paun Normah Ibrahim had giving the trainee 5 month equal to internship period. By discussing with another staff to get the preliminary review about the system and study standard of procedure, the trainee got her own way to begin the development. Along the development, the trainee do lot of research to ensure the project done very well.

### *3.2.1 Project overview*

Sistem e-Tempahan is specifically designed for user requesting Epic Berhad Company's room including Meeting Room, Hall, Interview Room, Training Room, and Theatrette room. It is a computerized system that allows end user to store and distribute the data if needed. By developing this system, developer could solve user's limitations especially in submitting the application process by using the system. With a few features of the system provided, users would easily booked the requested room and system would finally performed the data clearly. Once users book into the system, their comfortable are our responsibility. All the booking information will be recovered by administration who guard the system and fixed the problems if it appear.

### *3.2.2 Problem statement*

In developing this system, some problems are faced including using manual form could be difficult for clients update their booking applications because of too much recorded information kept in there. Next, by using telephone users also difficult requesting for booking because sometimes administration who responsible in arranging the booking schedule could forgot every booking that might come in various users from different subsidiaries of company. In additional, the problem of networking could be disturbed often according to the busyness of staff making calls.

### *3.2.3 Objectives of Sistem e-Tempahan*

- i. To provide the best services by creating a significant features of the system
- ii. To enable user book their requesting room without any limitation of time and place wherever they are.
- iii. To record all the data that comes from booking system by using MY SQL server.
- iv. To notify administration by providing email alert from every data that submitted by the users.

### *3.2.4 Scope of Sistem e-Tempahan*

In context of booking method, the system is fully used on internal building only. Which means renter from external could not booking the room provided. When staff used the system Administration will detect the users by staff id and one more thing, user only could enter the system by accessing the HR portal. Begin with selecting date and time then the booking form will be appeared and then submitted into Administration email. On the other hand, if staff got redundant booked date with another top management, the prioritized would be on them first and another staff have to select another available date and time for them. As for booking system, users will easily check their booking by viewing on calendar system. If the date is redundant with other users booking, user must change the date or location to ensure their booking match with the system. The features of the system involve email and calendar itself. Compared to manual, Sistem e-Tempahan could give lot of benefits to the users and also administration that manage the system.

### *3.2.5 Users target*

For this project, users who involve are starting from Top Management to non-executive of Epic Group Berhad. Because the scope is not a big one, then only internal area involve for this booking. Which means, any user who willing to use any room provided by Epic Group Berhad they need to come to the building in accessing the whole system. This method could give a maximum security to the system since it has authorization in accessing to the system.

### 3.2.6 Development tools

As the tools used by developer, there are a few software that involve during the development process. Without these tools, the project could not be run. Tools used are typically computer programs that make the process of development become easy. Not just that, the techniques must be effective and consistent to the organization system because it is ensure the project produce a great result in future. Below are the tools involved:

*Table 1: Development Tool*

<b>Software</b>	<b>Description</b>
MySQL Workbench	MySQL Workbench is a combined graphic tool for database builders, developers and programmer. MySQL Workbench runs data modeling, SQL development, and complete administration tools for server configuration, user administration, backup, and much more. It is accessible on Windows, Linux and Mac OS X. With a various features, such as Visual SQL Development, Visual Database Administration, Performance Tuning, User and Session Management and another features it could contributed into a complete and complex project.

Adobe Photoshop CS6	Photoshop has become a foremost software graphic editor that could give many beneficial to the users. Developer has used it as to create header for the system. It is not complicated even have many complex part to edit because the developer already have basic especially in designing the project.
Notepad ++	In developing the system, developer has used it as coding, testing and debugging the system. Notepad ++ known as a free source codes editor and a replacement that support a several languages. There are another software that could replace this software but the features are still different. As for the features it have Syntax Highlighting and Syntax Folding, Multi-Document, Multi-View, Zoom in and Zoom out and another features.
Wamp Server 2.0	It permits end user to develop web applications with Apache, PHP and the MySQL database. WampServer is a Windows web development environment that originates with PHPMyAdministration to facilitate the development in recording the data. WampServer installs automatically (installer), and its usage is very intuitive. Its able to adjust server without changing any setting of the server. The only wrapped solution that will allow user to replicate a production server. Once WampServer is installed, user have the chance to add as many



	Apache, MySQL and PHP releases as they require.
Microsoft Project 2013	Microsoft Project helps user plan and handle a complex projects with efficient. Working with a few features that enable users getting started quickly and work with templates, charts and reports. By setting task and project dates the project would be easily to be managed as a replacement of manual working timelines.

### 3.2.6 Project Planning

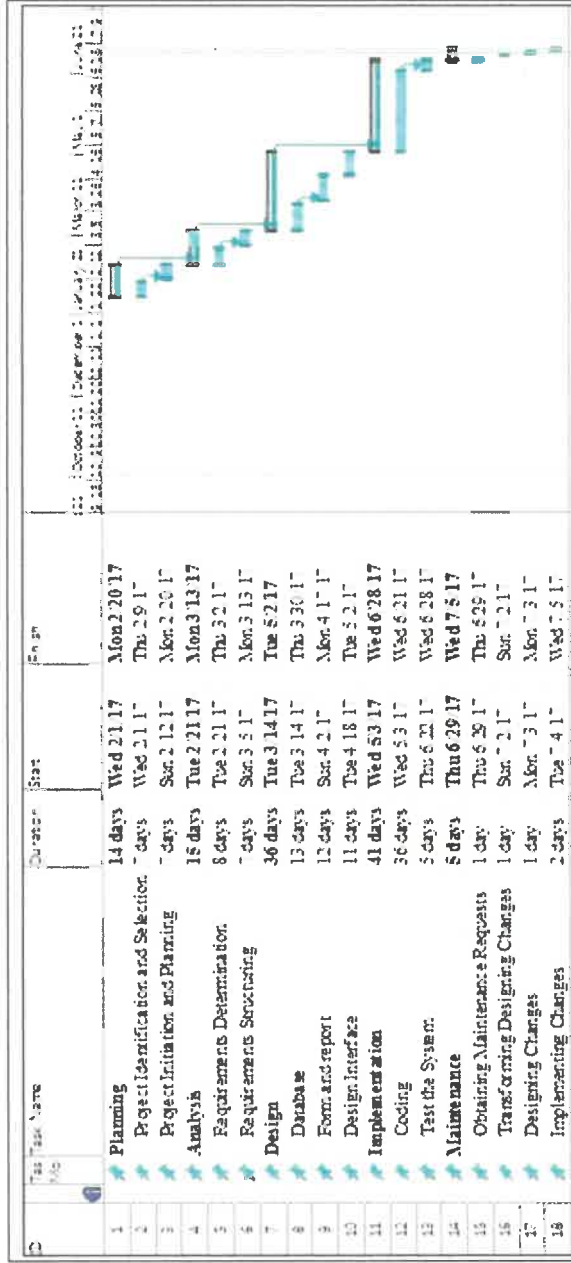


Figure 24: Timeline of the Project

In context of timeline of the project, the trainee took about 111 days to complete all the system. Through the five phases including planning, analysis, design, implementation and maintenance of the system using Gantt Chart to ensure every work become more systematic and arranged which starts from 1st February 2017 to 5th July 2017. In planning the project, there are two sub point that involve including the project identification and selection and project initiation and planning. Throughout this project, there were 14 days taken to identify the strength and weaknesses of the development project. It is involve with all the projects benefits such as cost reduction, error reduction and increase speed of activity. Assessing other feasibility also need to be concerned like the schedule feasibility, political, legal and contractual feasibility are all set of involvement of the project. The trainee also had been assigned by staff after Administration Department had request a booking system for improvement from manual into computerize system.

Next for the analysis phase, 15 days are involved in this phase. The trainee has separated into two points which are requirements determination and requirements structuring. It is involve with conducting the collection of the data whether by interviewing user personally or group meeting, observing worker and study the business documents. All are the important steps that could assist the process of system development in the future. In this method, analyzing procedures and other document are currently used by the trainee which by referring standard of procedure as a guide to develop the system.

In term of requirement structuring all the diagram of the system is structured using a kind of software that could support the project development such as the Data Flow Diagram, Context Diagram and use case model. Proceed to design phase, the trainee used to design database diagram which is Entity Relationship Diagram (ERD) by using MySQL Workbench the diagram could be developed as well as planned. All the data collected and store in the MYSQL by creating table in the database and call it if needed. Beside plan for database, the trainee used to design the report and forms which also involve in the development project. She used form as one of features for e-Tempahan System. It is used as a booking for user as a tool to book one of the room in the company. Designing interface of the system also involve in this stage, where user used several of ideas to implement it in the system.

For implementation phase, in ensuring the system functioned the trainee make testing to the computer. It is to see whether the system success or failed. Facing many errors of the system, the trainee always give a new lesson for herself to not repeat on the same mistakes for next development. Last but not least, the trainee also involved with the maintaining part of the system as requested by Administration Department. Since the system was requested by them, all their needed are our prioritize . The request are ask by using phone call for simple request and meeting if require a heavy task. Sometimes the duration taken around 4 days to 6 days or more than that for trainee study and understand the steps in development system.

### *3.2.7 System design*

As mentioned on the designed phase, under sub topic of database the trainee construct a several diagram including the Context Diagram (CD), Data Flow Diagram (DFD), Entity Relationship Diagram (ERD), System Flowchart and in order to summarize the system as well as requested. The trainee also involve these diagram in the system proposal to be submitted to the Administration Manager. Here, Administration Department also had been a part of client for IT department because they proposed a booking system to be developed. DFD could be defined as a graphically representing the function of process modelling that capture, manipulate, record and distribute the data between system environment and components within the system. Meanwhile the Context Diagram is a diagram that defines the limitations between the systems that showing the entities that interact with it. The trainee also involve the Use Case Model which represent the functionality of a system shown. It is consisted of the actor name and who involved with them. Before this, the trainee never used this kind of model but came to this company, it is a new lesson for the trainee to use this model as a part of the database design for the system.

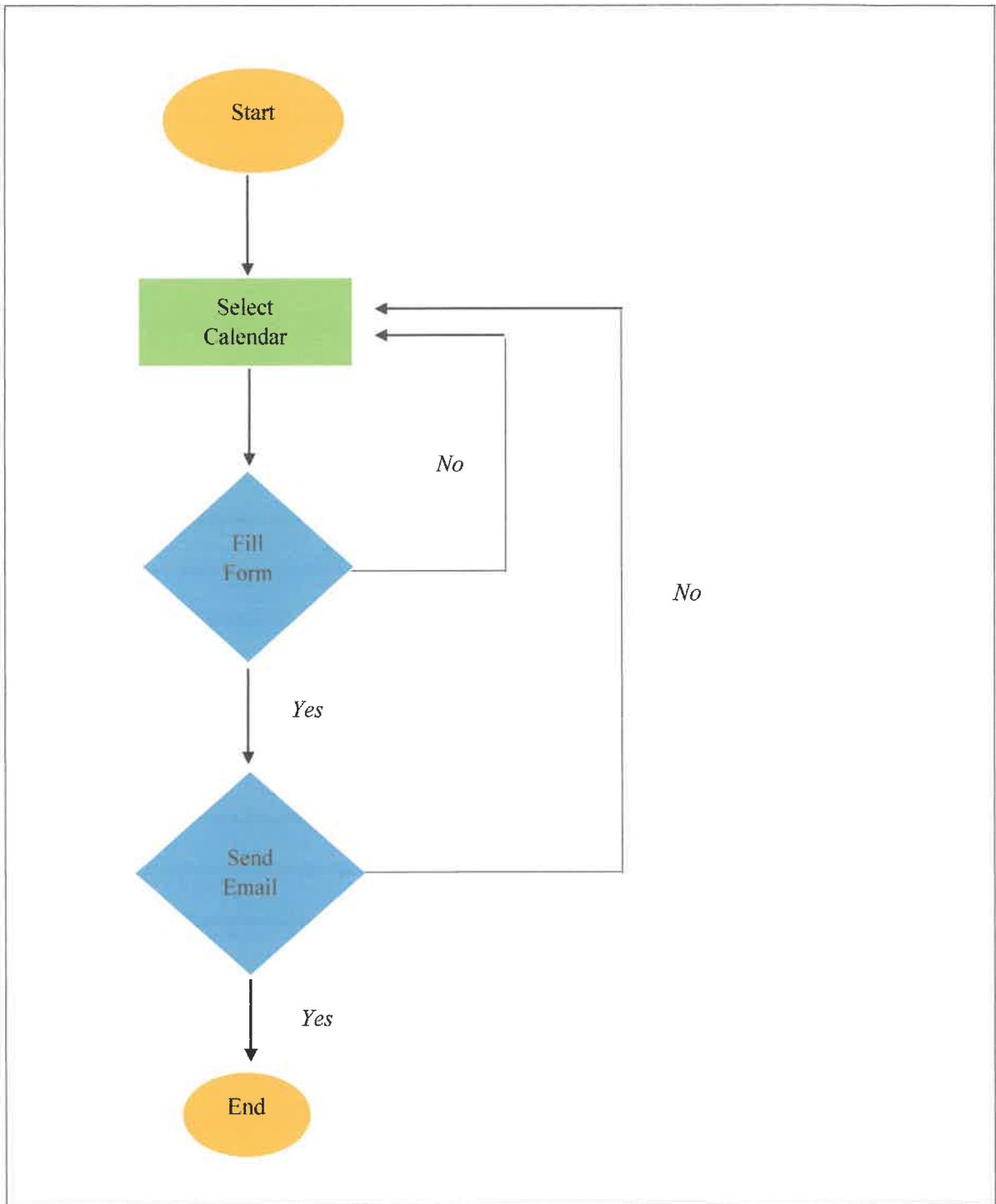
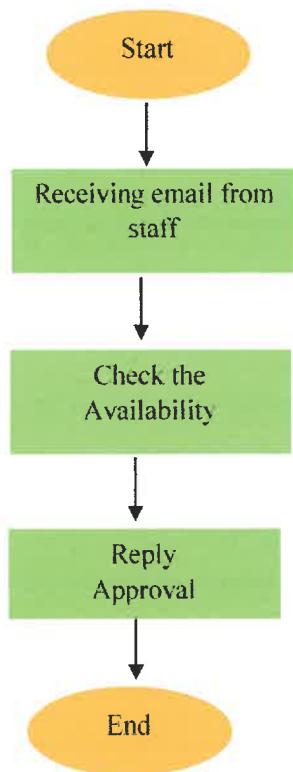


Figure 25: Flowchart (User)



Notes:

*Admin will receive an email from booking system as a notification to know booking that requested by staff. Then, admin would check the availability of room and resend email for confirmation to the staff.*

Figure 26: Flowchart (Admin)

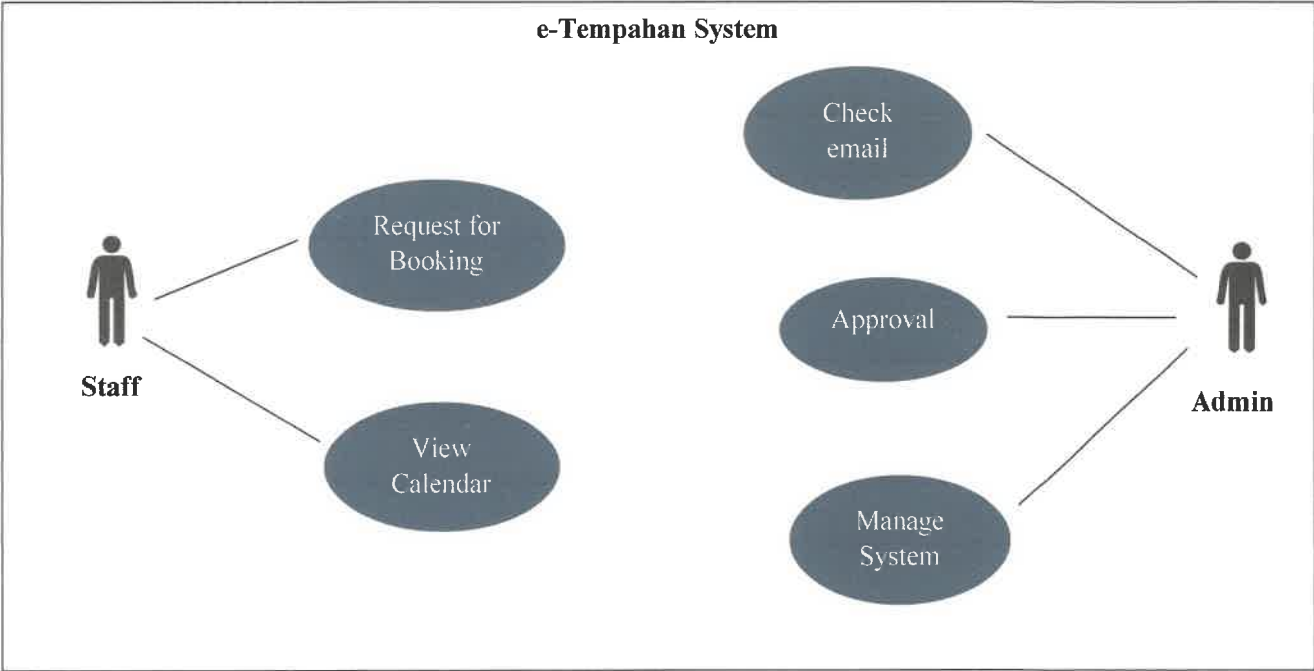


Figure 27: Use Case Model Diagram

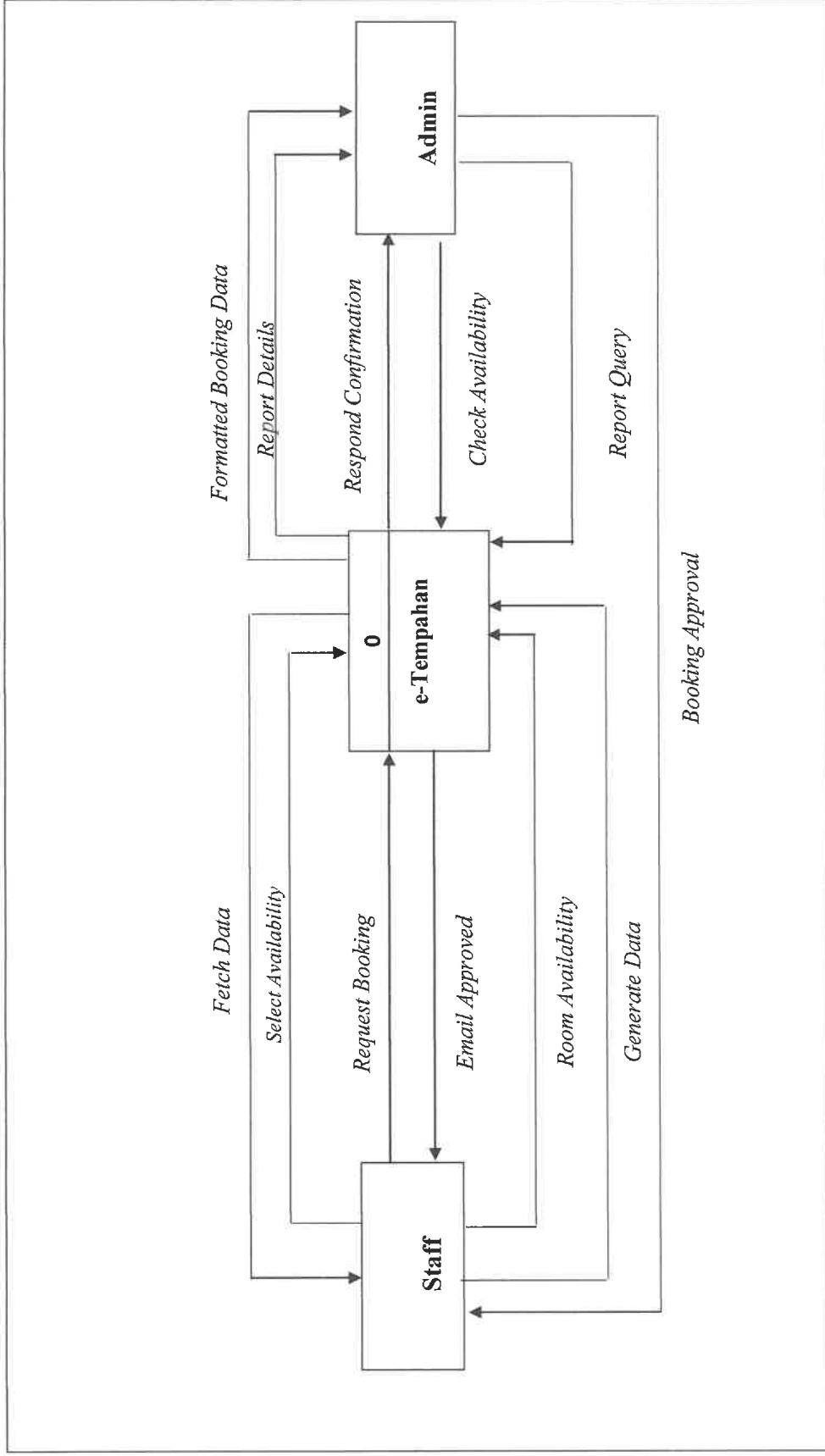


Figure 28: Context Diagram



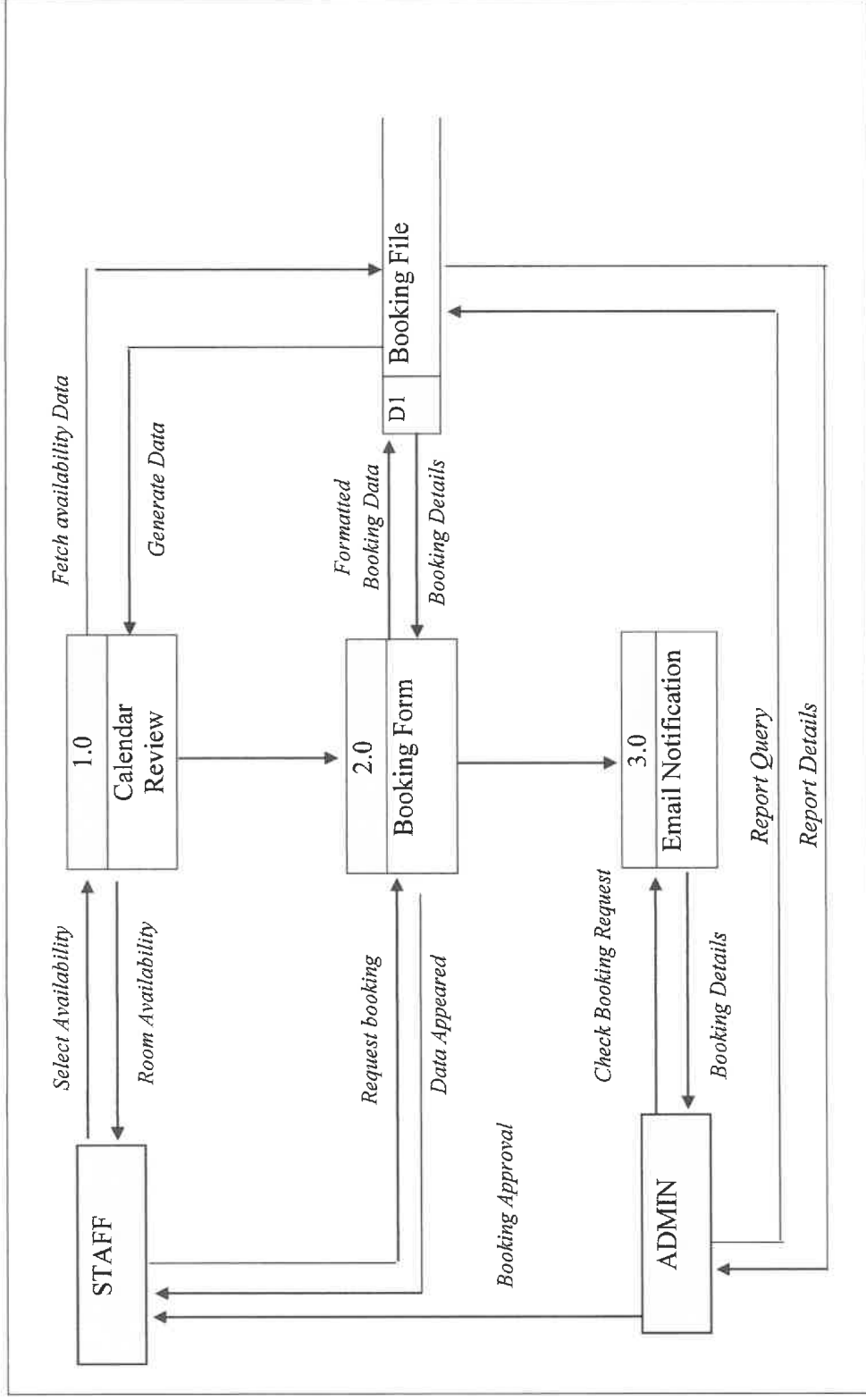


Figure 29: Data Flow Diagram (DFD)

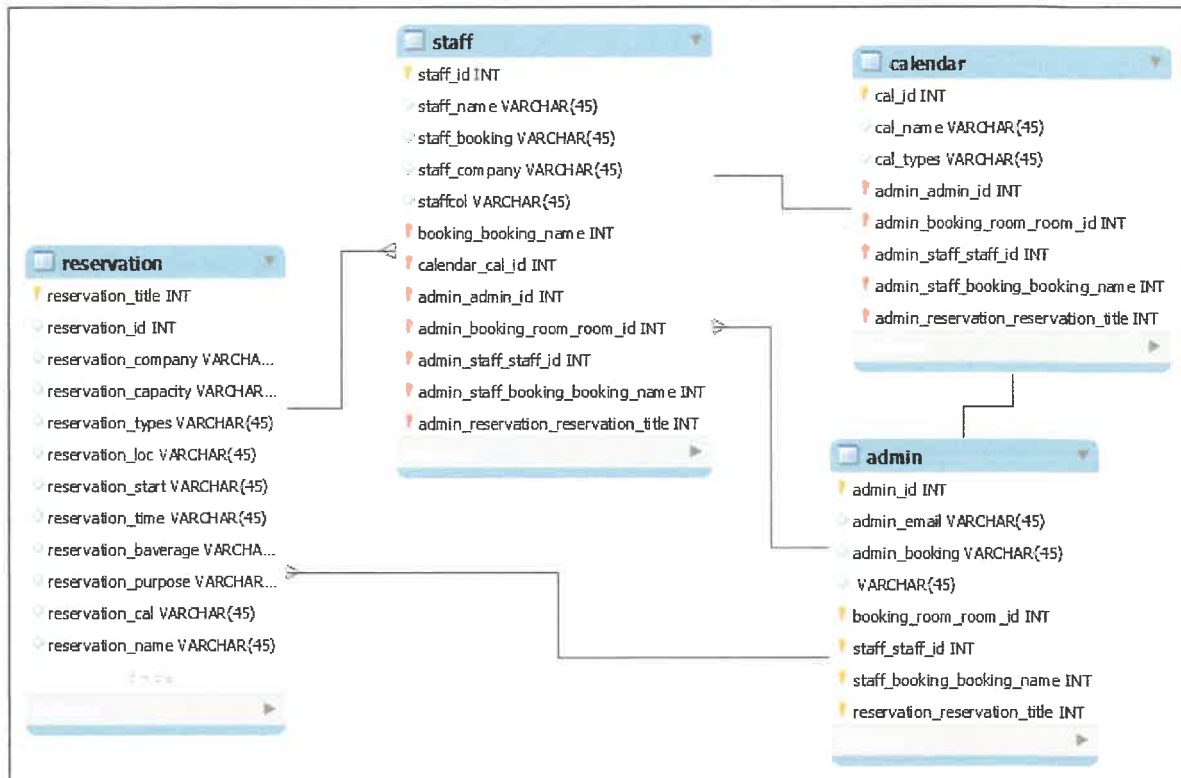


Figure 30: Entity Relationship Diagram (ERD)

Description:

- i. One reservation can be booked by many staff
- ii. Many staff can only book one reservation.
- iii. One staff can only select one calendar
- iv. One calendar can be selected by one staff
- v. Many staff data can be view by one administration
- vi. One administration can view many staff data
- vii. Many reservation can be approved by one administration
- viii. One administration can approve many reservation
- ix. One administration can select one calendar
- x. One calendar can be selected by one administration

Table 2 : Reservation

<b>Name</b>	<b>Description</b>
reservation_title	Title of reservation
reservation_id	Number of reservation
reservation_sbu	Name of subsidiaries
reservation_capacity	Capacity of reservation
reservation_types	Types of reservation room
reservation_loc	Location of reservation room
reservation_start	Reservation start date and time
reservation_end	End reservation date and time
reservation_baverage	Booking reservation
reservation_purpose	Purpose of reservation
reservation_calendar	Calendar of reservation
reservation_name	Name of reservation
reservation_requestDate	Request date for reservation

Table 3: Staff

<b>Name</b>	<b>Description</b>
staff_id	Unique id for staff
staff_name	Name of staff
staff_booking	Types of booking
staff_sbu	

Table 4: Calendar

<b>Name</b>	<b>Description</b>
cal_id	Unique id for calendar
cal_name	Name of calendar
cal_type	Types of calendar

Table 5: Administration

<b>Name</b>	<b>Description</b>
Administration_id	Unique id for calendar
Administration_name	Name for administration
Administration_email	Email for administration

### 3.2.2 Design

The trainee designed this system using the simplest idea as well as it could full fill the company requested. With a few functions of the system that would give the maximum usage to staff especially in recording the data with more confidentiality. Because the system's interface did not need any specific log in function, that would make the system seeing as a simplest as that. Below are the proposed storyboard before the system developed:-

Table 5: Storyboard of Sistem e-Tempahan

Storyboard	Description												
<p style="text-align: center;"><b>HR Portal</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;">Home</td> <td style="width: 33%; text-align: center;">Download</td> <td style="width: 33%; text-align: center;">e-Aplikasi</td> </tr> <tr> <td colspan="2"></td> <td style="text-align: center;"><b>Sistem e-Tempahan</b></td> </tr> <tr> <td colspan="3" style="text-align: center;"><b>SLIDER</b></td> </tr> <tr> <td style="text-align: center;">INFO</td> <td style="text-align: center;">NEWS</td> <td style="text-align: center;">UPDATE</td> </tr> </table>	Home	Download	e-Aplikasi			<b>Sistem e-Tempahan</b>	<b>SLIDER</b>			INFO	NEWS	UPDATE	<p>User start to access to the system by using HR Portal. Under e-Aplikasi, the link of the system will be attached there.</p>
Home	Download	e-Aplikasi											
		<b>Sistem e-Tempahan</b>											
<b>SLIDER</b>													
INFO	NEWS	UPDATE											
<p style="text-align: center;"><b>Sistem e-Tempahan</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;">Button 1</td> <td style="width: 25%; text-align: center;">Button 2</td> <td style="width: 25%; text-align: center;">Button 3</td> <td style="width: 25%; text-align: center;">Button 4</td> </tr> <tr> <td colspan="4" style="text-align: center;"><b>CALENDAR</b></td> </tr> </table>	Button 1	Button 2	Button 3	Button 4	<b>CALENDAR</b>				<p>Next, user have to click on Calendar to select date, time and day that available. Also, the buttons under header represented as types of room to be booked.</p>				
Button 1	Button 2	Button 3	Button 4										
<b>CALENDAR</b>													
<p style="text-align: center;"><b>Sistem e-Tempahan</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; text-align: center;">Button 1</td> <td style="width: 25%; text-align: center;">Button 2</td> <td style="width: 25%; text-align: center;">Button 3</td> <td style="width: 25%; text-align: center;">Button 4</td> </tr> <tr> <td colspan="4" style="text-align: center;"><b>FORM</b></td> </tr> </table>	Button 1	Button 2	Button 3	Button 4	<b>FORM</b>				<p>By clicking on date and time stated there, form will automatically appeared and submitted after book.</p>				
Button 1	Button 2	Button 3	Button 4										
<b>FORM</b>													

<p style="text-align: center;"><b>Email Notification</b></p> <table border="1" style="width: 100%;"> <tr> <td style="width: 20%;"><b>From :</b></td> <td><i>Staff Name, staff ID, SBU</i></td> </tr> <tr> <td><b>Message:</b></td> <td><i>New Booking Received from Sistem e-Tempahan</i></td> </tr> <tr> <td colspan="2" style="text-align: center;"><b>Booking Details:</b> <i>Form Data</i></td> </tr> </table>	<b>From :</b>	<i>Staff Name, staff ID, SBU</i>	<b>Message:</b>	<i>New Booking Received from Sistem e-Tempahan</i>	<b>Booking Details:</b> <i>Form Data</i>		<p>This steps shown an email notification interface. Which mentioned staff Name, staff Id and their subsidiary. Also, new booking received together with booking details. It comes from form that had been submitted by staff after booking date and time selected on calendar.</p>
<b>From :</b>	<i>Staff Name, staff ID, SBU</i>						
<b>Message:</b>	<i>New Booking Received from Sistem e-Tempahan</i>						
<b>Booking Details:</b> <i>Form Data</i>							
<p><b>Reply Email if:</b> <i>Approved</i></p> <table border="1" style="width: 100%;"> <tr> <td style="width: 20%;"><b>Reply From</b></td> <td><i>Administration Department</i></td> </tr> <tr> <td><b>Message:</b></td> <td><i>Booking Status- Approved</i></td> </tr> <tr> <td colspan="2" style="text-align: center;"><b>Booking Details:</b> <i>Form Data</i></td> </tr> </table>	<b>Reply From</b>	<i>Administration Department</i>	<b>Message:</b>	<i>Booking Status- Approved</i>	<b>Booking Details:</b> <i>Form Data</i>		<p>Proceed to the last step, Administration will reply the system. Whether it is approved or fail. If approved, the title of booking will be permanently appeared on the calendar and could not edited by staff anymore.</p>
<b>Reply From</b>	<i>Administration Department</i>						
<b>Message:</b>	<i>Booking Status- Approved</i>						
<b>Booking Details:</b> <i>Form Data</i>							

**Reply Email if:**  
*Fail*

<b>Reply From</b>	<i>Administration Department</i>
<b>Message:</b>	<i>Booking Status-Fail</i>

**Booking Details:**  
*Date not accepted because redundant with meeting top management.*

If fail, the message will be replied as status-fail with the reason as stated on the message. The data also will be cleared by administration on the calendar. It is because, user will request first by booking their title on the calendar. But, it is depends on administration to maintain the data or cleared if needed.

## Chapter 4: Conclusions

### 4.1 Application of knowledge, skills and experience in undertaking the task (Knowledge gained)

In applying the knowledge during internship, there are a few of application that the trainee could implemented with the information system field. The skills and experience in undertaking the task are really assisting her in completing the daily job. The efficiency are depends on the skills that applied into job scope by the trainee during their internship period. Including the strategic planning would come with maximum beneficial when the trainee could implement every their own specialties for the company. It is the great chance when they got work offer in continuing working as a permanent employee there. Below are the knowledge, skills and experience that the trainee could implement in her studies:

Table 6: Knowledge, Skills and Experience

Project Activities	Knowledge	Skills	Experience	Related Course
Guide interns in completing system development	The trainee gain a new knowledge by learning a programming language that taught by staff. Mostly, all the staff are really helpful in tutoring the trainee to complete the task given. From that the programming subject could give more	There are a few skills of implementing and modifying the language that she got which are Programming Hypertext language (PHP), Hypertext Markup Language (HTML), and Ajax Language. The skills	In completing the industrial training, the trainee had guide the interns to develop a system. She used to teach interns steps by steps in connecting the database and the system.	By using notepad ++ as a tool to write coding, every working process could be very fast because there is a tool to be one of because of this subject was really related to her studies field and the trainee could implement it with the subject Advanced

	lessons to the trainee in development system.	of editing the source code are really important because of mostly the system are different as we requested.		Web Design and Content Management (IMS607).
Handling Event	Handling event is the one of the activities that the trainee involved. She learn a lot especially in term of Corporate Management. This is because every time the events will be attended by the top management and most of them	According to <i>Mind tools website (2017)</i> , leaders are who do the right things and managers are who do the things right. Same goes to conducting the event especially the formal event that involved Very Important People (VIP). So, the skills as a leader must be used to ensure all the events flow going smooth.	The trainee had been assigned to be a part of committee in Perkeso Prihatin, Explorace, Ramadhan events and other events. Through the events had been done, she give a full commitment to every task given. Working with staff in Corporate Communication really assist her to be a better worker in next future.	Does not related to any course subject but the trainee got her own experience during her study in UITM Machang. She practice and make some improvement if needed when the event went through.



<p>Set up Audiovisual Equipment</p>	<p>Being set up audiovisual equipment gave her a lot of additional knowledge in term of technical skills. This subject of knowledge really acquire her to be more proactive in technical things. The reason is because almost the trainee especially girl had lack of technical skills and they just depends on another task without any added initiative to learn.</p>	<p>The technical skills are the skills that use in performing a specific task. The trainee tried her best to attain a good skills at least one thing because it is better than none of lesson learnt. Even though there are another field could attain in Information Technology (IT), but almost company deserve people to gain that knowledge.</p>	<p>She got an experience in setting up the equipment for meetings of manager in the company. It is her first timer to be setting up the equipment in that company. She had been assisted by another intern in setting up that AV equipment to avoid a mistaken data and tools.</p>	<p>This subject are related to course Operational System (IMD 103) during the trainee study in Diploma of Information Management. It had been focus on system maintenance and the introduction of the system very well.</p>
<p>Design slider for Human Resource Portal</p>	<p>The trainee had to acknowledge on the important and suitable points to be included in the slider.</p>	<p>She had tried a new lesson on Adobe Illustrator where it is her first time to use that software. The features were really</p>	<p>Her experience is updating design in Slider as assigned by Human Resource (HR) staff and resizing the</p>	<p>In completing editing project, she had been used Adobe Illustrator CS6 to complete task given by staff. Its contain some of futures that enable</p>

	advance but she just use a basic and simple lesson to implement in the slider.	passport photos. Sometimes using a different software because of the Adobe Photoshop was easiest than Adobe Illustrator.	users to sketch a drawing program in a vector based and any designers features. Compared to bitmap images that store image data in the form of dots, illustrator used maths based equations to draw shapes. The power of packed with a big range of creative tools that give the designer to let the imagination go beyond and the maximum creativity.
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#### *4.2 Personal thoughts and opinion*

In completing the five month internship in PKSB, the trainee got her own personal thought about the environment, peoples, facility and other things. Being so grateful to train herself here because despite the challenges she faced, there were many new things she had learnt. From the task given she could maximizing her self-value here. Facing everyday work, all the challenges are really taught her about stay motivated and against the negative behaviors even how difficult the task given. It is depends on ourselves, if we are focus on the negative things the negative comes. But if the mindset are change, all things would went smoothly. Communication skills is the most important things to be implemented in the organization. It is influenced everything we done through the activities day by day. By using a good communication including the interpersonal, intrapersonal skills and the body language unconsciously it would attracted another people to be closer to us.

More than that, being a good listener also is one of the best ways to be a good communicator. Nobody likes communicating with someone who talks about themselves only and not interest into sharing things together. From that, the information would not spread widely. Same goes to workplace environment, we will create a distance with the staff when no communication involves and all the business would be slow in action. The best solution is to build a circle together because once we become closer the communication could be easier to deliver. A good communication means saying a good enough which is say a little or talk too much. The key is trying to convey the message in as few words as possible. As a quote said, the quality of something depends on the input given whether in a short or long time. Same goes to the organization, they usually do not want to listen to any excuses but the outcomes of each effort really needed to prove that we are responsible or not regarding to their task given.

On the other hands, supervisor, staff, manager, head are really helpful in giving her a change to gain some knowledge and experience. They always provide their time through the busy schedule and willing to help me in anything the trainee do. It comes when the task is quite difficult especially in development process, had to admit that this is the toughest thing the trainee done along her journey of study. But the surrounding inspired her to not giving up easily. The most important is the passion that she keep in herself as the trainee could see the staff doing their work at the same time they have another commitment to family, friends, communities and other peoples. But they never complaint even little. This passion really boost up her effort in completing the task.

#### *4.3 Lesson learnt*

In completing five month internship, Including internal or external affairs that could improve the trainee become a greater people in the future. Usually a good lesson comes from the challenges experience. Sometimes we done the mistakes either once, twice or more than that there must be a different lesson behind every part of it.

Especially in term of time management for each task given, require a faster result because of involving another third parties who come from another department. The situation always involving various users from top management to subordinate. Without having an effective time scheduling the performance would be bad and give effects on another upcoming work. In context of time management, punctuality also is one of an important thing that determine an indicator of someone's attitude. Even the shortest time we late people would assume everything to us unless we have the permission to be late. In managing my time, the trainee decide to finish her work by separating into two session. Which is in the morning, develop the system and on the evening session used to proceed on report writing work. On the other hand if she have the problem in completing the system, the session would be converted depends on the suitable time. From that, she learnt to discipline herself by following the schedule from time to time. The schedule assist her to focus on the goal whether it is the short term goals or long term of jobs for the week, the goals of a deliverable or milestone, or the overall project finish date, this information is all enclosed within the schedule and providing the things to fully follow the timelines.

Besides that, the power of to speak up when really need to use it up. It is really important when something uncomfortable happen and need to speak up to get in touch with the environment. Talk less, do more is what the trainee really practice once enter to the company. In the real world, communication can be different because of the environment we faced. Using formal communication when dealing with the formal situation could give a good expectation to us. Including the nonverbal communication such as body language, eye contact, tone all color and hand gestures all of that characteristic are including in the communication skills. Confidence in the interaction could make people believe on what we are saying. It is a key to ensure people follow us by looking on their eyes it can be categorized as a basic confidence level. It will determine how far people would become interested talking to us.

In addition, networking is such a lesson she learnt to make the circle become biggest. The reason for having a strong networking is critical factor to our professional being. A few of tips to find people, how and when to connect to them are already have in ourselves called as basic human being. Attracting peoples and keep a good network is really need in the real world. Obviously the network could become bigger once we get at least 10 new offices mates, It can be repeatedly growth when knew another people. The method is to ensure we are connecting to a various network by adding people from different industries, backgrounds, age groups, culture and groups. Same goes to the company, in EPIC Group , PKSB is the one of their subsidiary that stand for various department. Like another subsidiaries also, there are many employees that stand with their own background and characters. From that, the connection would be added from time to time.

#### *4.4 Limitations and Recommendations*

Seems all the facilities in the company were fully perfect even though the position of the trainee only as a practical student, but the trainee did not feeling any incomplete materials during the internship. Treating like a staff sometimes provide the trainee a good experience because of the real practices before comes to new working environment. But still the limitation that the trainee could see is, the involvement in new challenges task. Staff usually did not involve the trainee into their job scope because of their work are too advance to handle and difficult to begin for the trainee who did not have any basic on that subject. In addition, the main role of the trainee are too depends on their own project. For instance, every trainee who comes in this company would be given their own project like developing website or portal, maintaining system in technical department, creating video, system development and other special project that suitable with the trainee's expertise. From that, the trainee could not expand their talent and knowledge on the other field.

As the recommendations to this limitation, the company should involve the trainee in their daily working to ensure they are exposed with working environment like in a meeting and training because both of these could provide a maximum benefits not just to the trainee only but also to the company. The reason is because since both parties join this activity it would give a new idea and improvement to the department at the same time it could polish the skills for the trainee as a new people who want to adapt themselves into working environment. On the other hand, staff should eager to teach the trainee into new task that could give a new experience to them. From that, staff's work would be faster to be completed.

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# Appendices



# Photos



*Figure 31: Entrance of EPIC Company*



*Figure 32: Visited by Faculty Supervisor*



*Figure 33: Last day as The Trainee with Management Team*



*Figure 34: with General Manager Director*

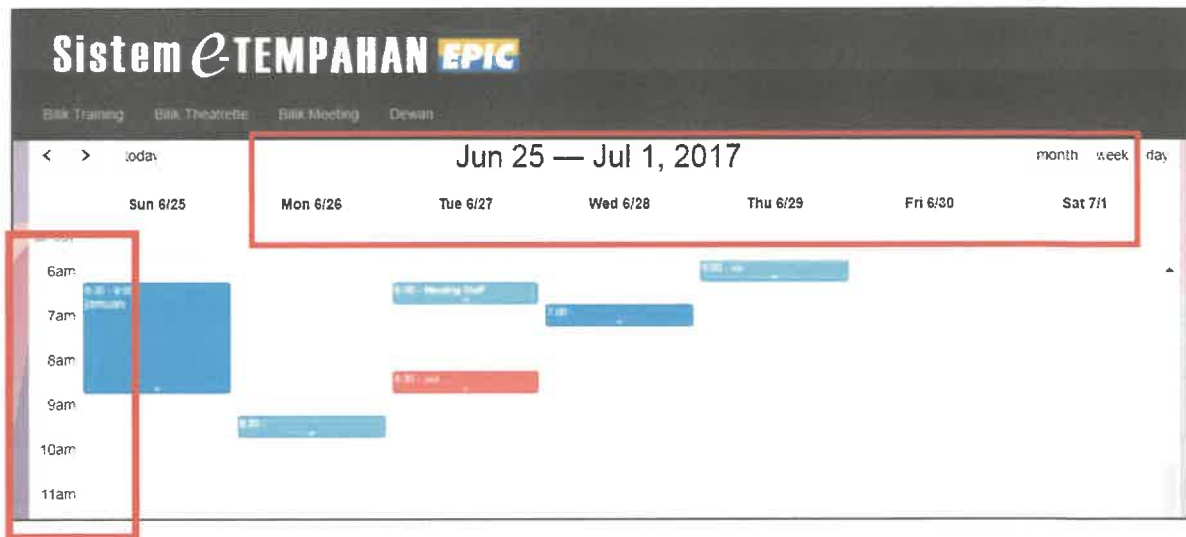


*Figure 35: Working area as a Trainee*

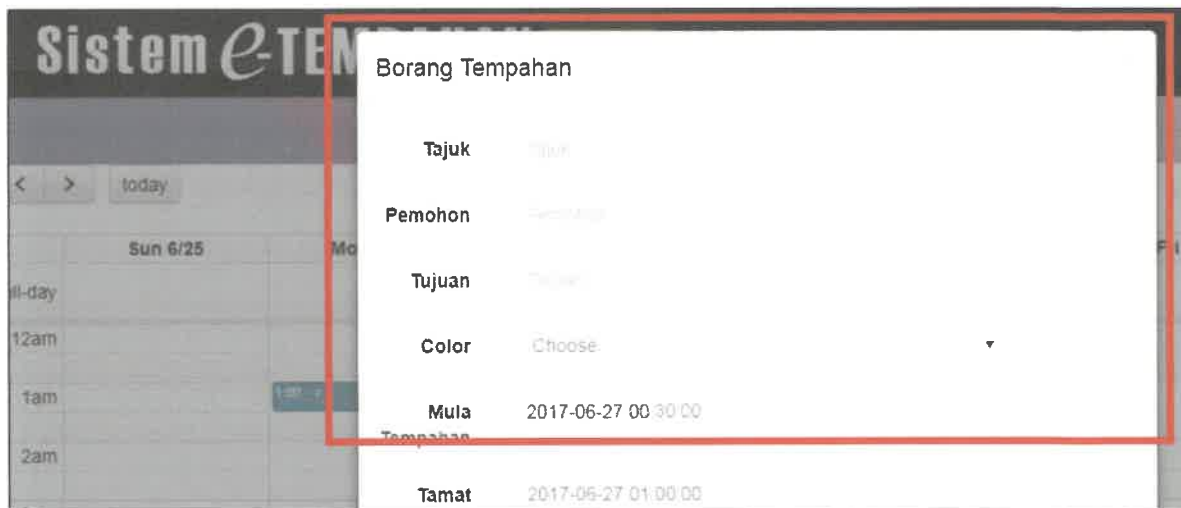


*Figure 36: Platform of Epic Company*

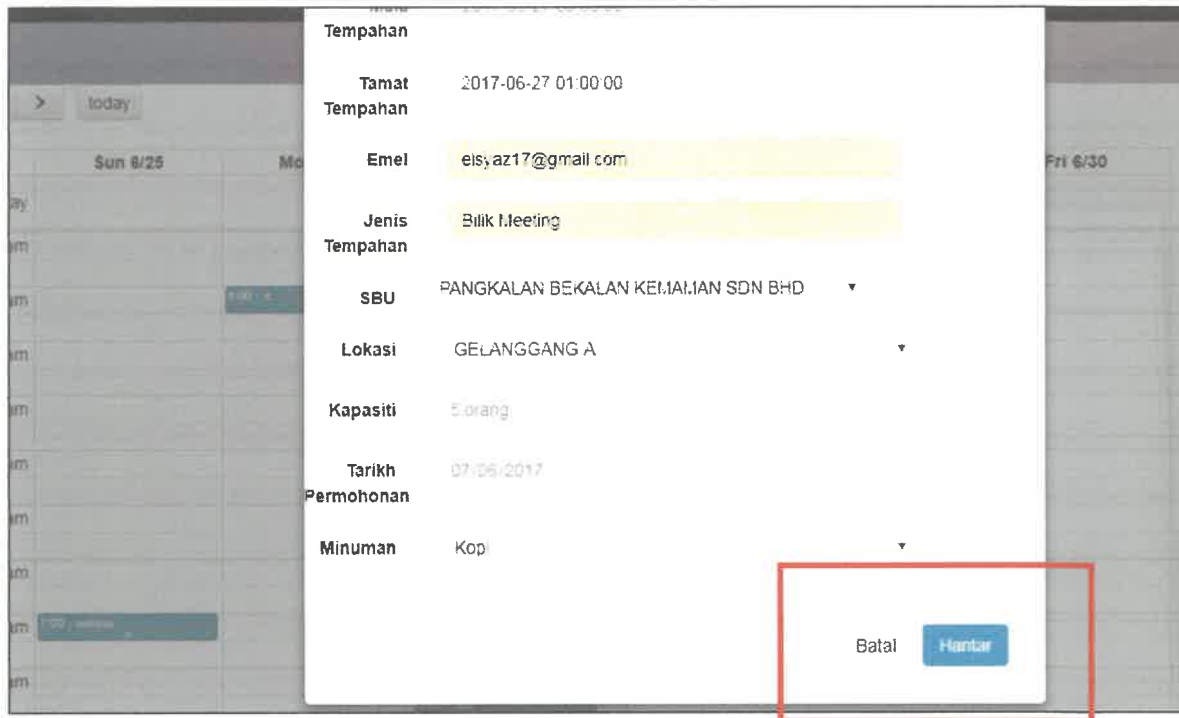
# User Manual



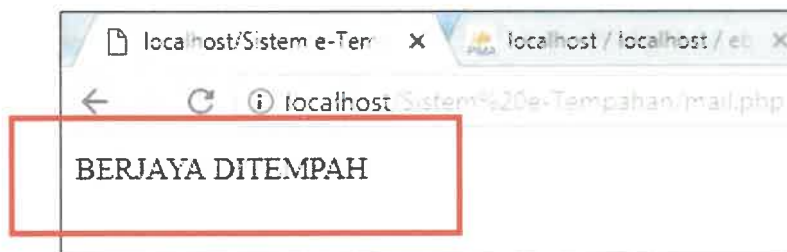
1. Staff access system from Human Resource Portal.
2. Click on Sistem e-Tempahan
3. Start Click on Date and Time available



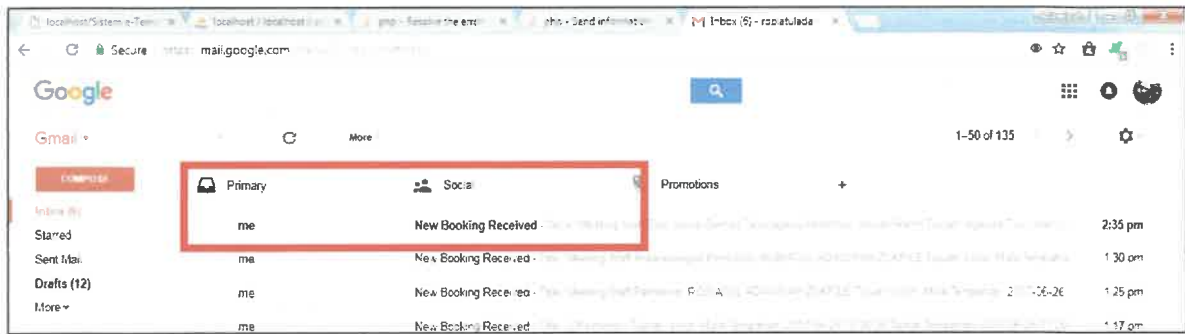
4. Click on the date and time choose, and fill the form



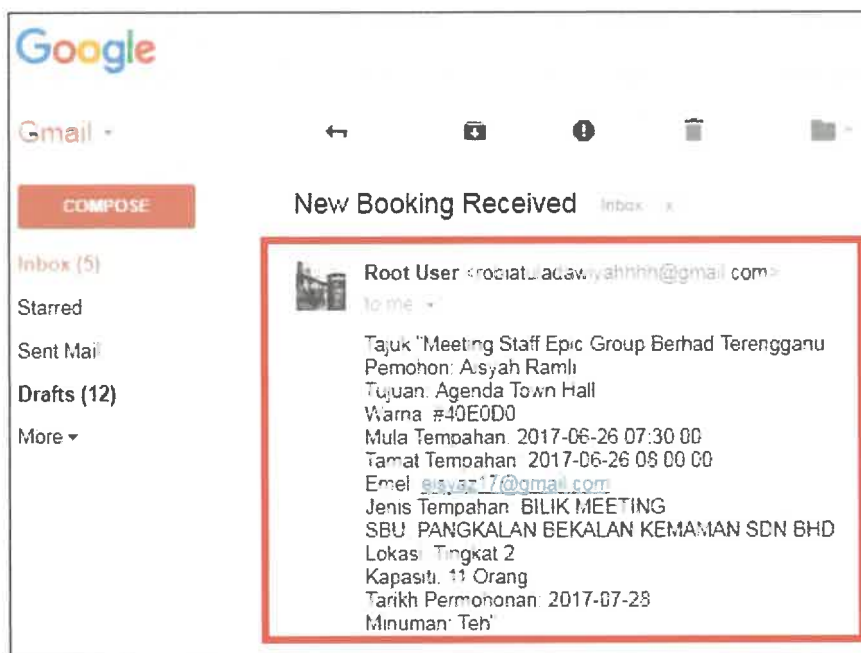
5. Click 'Hantar' to send the form and form directly submit to email.



6. If success, 'Berjaya Ditempah' will appear.

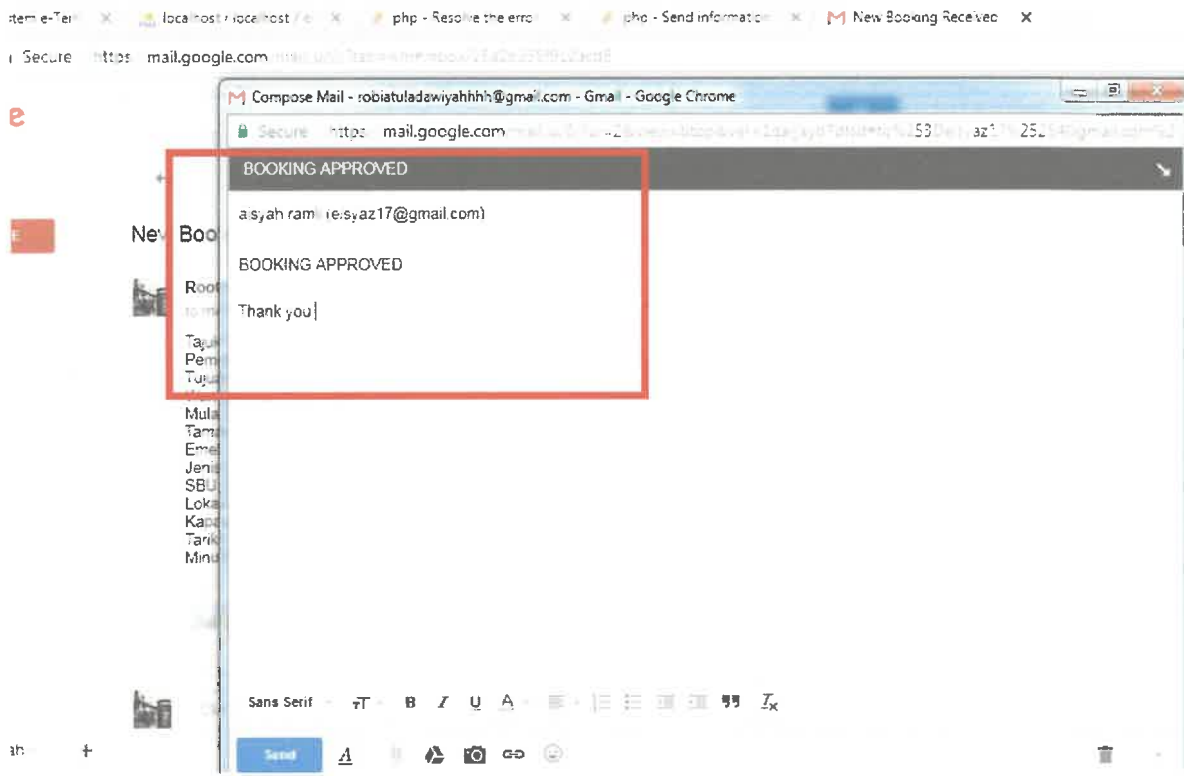


7. Then, the details go to email as subject 'New Booking Received'



8. Booking details appeared in the body of email





9. Administration reply to staff as approval for their booking.

# Attendance Sheets



**PANGKALAN BEKALAN  
KEMAMAN SDN. BHD.**

NAMA: Rabiatul Adawiyah Zulfie NOSIRI: IT PBKSB

BULAN: - FEB 2017 KUMPULAN: Practical

T a r i k h	Sebelum T/Hari		Selepas T/Hari		Lebih Masa		J u m l a h
	Masuk ↑	↑ Keluar	Masuk ↑	↑ Keluar	Masuk ↑	↑ Keluar	
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**A M A R A N**

Mana-mana pekerja yang menolong stemkan kad  
seseorang pekerja lain akan dikenakan tindakan  
tntatertib ke atasnya.

NAMA: Rabiatul Adawiyah Zulfie

Masa Biasa : \_\_\_\_\_ Kadar : \_\_\_\_\_ Jumlah : \_\_\_\_\_

Masa Lebih : \_\_\_\_\_ Kadar : \_\_\_\_\_ Jumlah : \_\_\_\_\_

Jumlah Pendapatan : \_\_\_\_\_

K.W.S.P. : \_\_\_\_\_ Pendaharuan : \_\_\_\_\_ Potongan : \_\_\_\_\_

Bayaran Terakhir : \_\_\_\_\_ Baki : \_\_\_\_\_

T a r i k h	Sebelum T/Hari		Selepas T/Hari		Lebih Masa		J u m l a h
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Baki yang ditunjukkan di atas adalah benar akuan terima

Tandatangan : \_\_\_\_\_



**PANGKALAN BEKALAN  
KEMAMAN SDN. BHD.**

NAMA: Robiatul Adawiyah zulfik NOSIRI: Practical zulfik

BULAN: Apr '17 KUMPULAN: IT FSB

T a r i k h	Sebelum T/Hari		Selepas T/Hari		Lebih Masa		J u m l a h
	Masuk ↑	↑ Keluar	Masuk ↑	↑ Keluar	Masuk ↑	↑ Keluar	
1							
2	80014		81717				
3	80015		81718				
4	80016		81721				
5	80015		81722				
6	80016		81723				
7							
8							
9	80021		81724				
10	80013		81725				
11	80007		81726				
12	80009		81727				
13	80010		81730				
14							
15							

**A M A R A N**

Mana-mana pekerja yang menolong stemkan kad seseorang pekerja lain akan dikenakan tindakan disiplin ke atasnya.

NAMA: Robiatul Adawiyah zulfik

Masa Biasa : \_\_\_\_\_ Kadar : \_\_\_\_\_ Jumlah : \_\_\_\_\_

Masa Lebih : \_\_\_\_\_ Kadar : \_\_\_\_\_ Jumlah : \_\_\_\_\_

Jumlah Pendapatan : \_\_\_\_\_

K.W.S.P. : \_\_\_\_\_ Pendahuluan : \_\_\_\_\_ Potongan : \_\_\_\_\_

Bayaran Terakhir : \_\_\_\_\_ Baki : \_\_\_\_\_

	Sebelum T/Hari		Selepas T/Hari		Lebih Masa		J u m l a h
	Masuk ↑	↑ Keluar	Masuk ↑	↑ Keluar	Masuk ↑	↑ Keluar	
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7	80017		81718				
8	80016				81720		
9	80010		81721				
9	80019		81721				
	80003		81722				
	80011		81724				
	80005		81726				
	80018		81727				

Baki yang ditunjukkan di atas adalah benar akaun terima

Tandatangan : \_\_\_\_\_



**PANGKALAN BEKALAN  
KEMAMAN SDN. BHD.**

NAMA: Robiatul Adawiyah NOSIRI: Practical  
Zukfile  
BULAN: May '17 KUMPULAN: 17 PBFJB

T a r i k h	Sebelum T/Hari		Selepas T/Hari		Lebih Masa		J u m l a h
	Masuk ↑	↑ Keluar	Masuk ↑	↑ Keluar	Masuk ↑	↑ Keluar	
	1						
2				31/7/1			
3				31/7/2			
4				31/7/2			
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7				31/7/1			
8				31/7/2			
9				31/7/4			
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11				31/7/5			
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14				31/7/6			
15				31/7/6			

Mana-ma  
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kan kad  
akan

NAMA: Robiatul Adawiyah Zukfile

Masa Biasa : \_\_\_\_\_ Kadar : \_\_\_\_\_ Jumlah : \_\_\_\_\_

Masa Lebih : \_\_\_\_\_ Kadar : \_\_\_\_\_ Jumlah : \_\_\_\_\_

Jumlah Pendapatan : \_\_\_\_\_

K.W.S.P. : \_\_\_\_\_ Pendahuluan : \_\_\_\_\_ Potongan : \_\_\_\_\_

Bayaran Terakhir : \_\_\_\_\_ Baki > \_\_\_\_\_

	Sebelum T/Hari		Selepas T/Hari		Lebih Masa		J u m l a h
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Baki yang ditunjukkan di atas adalah benar akuan terima

Tandatangan



# Students Checklist

**INDUSTRIAL TRAINING STUDENT'S CHECKLIST**

**Student's Name** : ..... ROBIATUL ADAWIYAH BINTI ZUKFILE .....

**Student's Id** : ..... 2014193415 .....

**Unit / Department** : ..... IT DEPARTMENT .....

**Organization** : ..... KEMAMAN SUPPLY BASE (KSB) .....

**Semester** : Mac - July 2017

NO.	DESCRIPTION	APPENDICES IN REPORT	TICK (√)	DATE
1.	Receive, read and understand the documents;		√	28/12/16
	1. Industrial Training Handbook			
	2. IMC690 Assessment		√	10-14/7/2017
	3. Definition of Special Project (IM225/245 Only)		√	
	4. Insurance Letter (UiTM)		√	
	5. Industrial Training Report Overall Contents		√	
	6. Cover & Title Page Guideline		√	
	7. Declaration Guideline		√	
2.	Receive, read and understand the rubrics;		√	
	1. Rubric – Industrial Evaluation			
	2. Rubric - Individual Presentation		√	
	3. Rubric - Industrial Training Report (Overall)		√	
4.	4. Rubric - Industrial Training Report (Reflection Assessment)		√	
3.	Receive, read and understand all the forms		√	
4.	Report duty to organization and submit report duty form to the Industrial Training Coordinator ('Borang Report Duty') within the first week of internship Email : nurul1217@kelantan.uitm.edu.my OR Fax : 09-9762156 – HEA (please put a note : "U.P : Puan Nurulannisa Binti Abdullah")		√	1-10/2/2017
5.	Understand that students are <b>NOT ALLOWED</b> to take any leave during internship, unless for emergency leave / MC / special case (not more than 6 days in 5 months); or else the internship status is automatically <b>FAIL</b> . Get the permission from Organizational Supervisor before taking any leave. <b>**Any extra leave provided by organization is not counted under this clause. Organization may provide extra leave / benefits to students, if necessary**</b>	<b>YES (MC / Letter)</b>	√	
6.	Understand that <b>NO</b> semester break during internship.		√	



7.	Understand that public holidays/special leaves/weekend are different between states; follow current state during internship / organization's policy. (put remark in the logbook)		√	
8.	Record every attendance in the form ('Borang Kedatangan Latihan Industri') or use any method provided by organization (thumbprint or punch card).	<b>YES (Copy of attendance)</b>	√	
9.	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily <b>OR</b> weekly <b>OR</b> monthly basis.	<b>YES (Copy of logbook entries)</b>	√	
10.	Fill up Organizational Supervisor's details ('Template Maklumat Penyelia') and submit to the Industrial Training Coordinator once the supervisor has been assigned. (**You may include the topic for Special Project, if you already have it**) Email : nurul1217@kelantan.uitm.edu.my		√	<b>28/2/2017</b>
11.	Discuss with Organizational Supervisor regarding Special Project (must be ISM <b>OR</b> IM related tasks).		√	
12.	Plan and strategize all the tasks given during internship (discuss with the Organizational Supervisor regarding duration for the tasks, especially Special Project). You may use the planner ('Jadual Perancangan Latihan Industri') <b>OR</b> make your own custom planner using MS Office / MS Project <b>OR</b> use the planner provided by the organization (if any).	<b>YES</b>	√	
13.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least <b>3 TIMES</b> , via face-to-face <b>OR</b> email <b>OR</b> phone calls <b>OR</b> any types of communication medium, which necessary.		√	
14.	Hand over the industrial evaluation form (Rubric – Industrial Evaluation) to the Organizational Supervisor (softcopy or hardcopy, any way preferable by the supervisor). The Organizational Supervisor will make an evaluation on the student's performance.		√	
15.	<b>PAY</b> your fees (semester Mac – July 2017) Refer Academic Calendar for the date.		√	<b>BEFORE 26/3/2017</b>
16.	<b>REGISTER</b> for IMC690 (Industrial Training) course– Refer Academic Calendar for the date.		√	<b>27/2– 12/3/2017</b>
17.	<b>VALIDATE</b> for IMC690 (Industrial Training) course.– Refer Academic Calendar for the date.		√	<b>13–26/3/2017 GUGUR TARAF 30/3/ 2017</b>
18.	Update your MUET status to the HEA (to those who not yet submitted the result/status).		-	
19.	Have a visit from the Visiting Supervisor (from nearest campus / faculty) during internship. Prepare the evaluation form ('Borang Penilaian		√	

	Visiting Supervisor'). Students may discuss or seek for opinions from the Visiting Supervisor. But approval for the tasks (especially Special Project) may only be done by the Organizational Supervisor & Faculty Supervisor.			
20.	Submit the evaluation form (Rubric – Industrial Evaluation) to Industrial Training Coordinator OR Faculty Supervisor within the last week of internship		√	<b>BEFORE / ON 30/6/2017</b>
21.	Attend the presentation (viva) at the faculty *subject to change. Bring along the evaluation form ('Borang Penilaian Pelajar') during the presentation.		√	<b>10-14/7/2017</b>
22.	Submit the Industrial Training Report (hard cover bind, dark blue)		√	<b>10-14/7/2017</b>
23.	Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	<b>YES</b>	√	
24.	Attach this checklist in <b>Appendices</b> section.	<b>YES</b>	√	
25.	Attach any other necessary documents which related to your tasks in Appendices section (i.e. : user manual, photos of activities, forms, sketches of storyboard, sample of interface, etc.).	<b>YES</b>	√	

#### NOTES :

1. Organizational Supervisor – supervisor assigned by the industry / organization.
2. Faculty Supervisor – supervisor (lecturer) assigned by the faculty / campus, of which students come from. (i.e.: A faculty supervisor from Kelantan campus will be assigned for students from Kelantan campus).
3. Visiting Supervisor – supervisor (lecturer / staff) assigned by the faculty / campus, from the nearest campus/state to the organization. (i.e.: A visiting supervisor from Shah Alam will be assigned for students who undergo the internship in Selangor / Kuala Lumpur).

# **Internship Timelines**

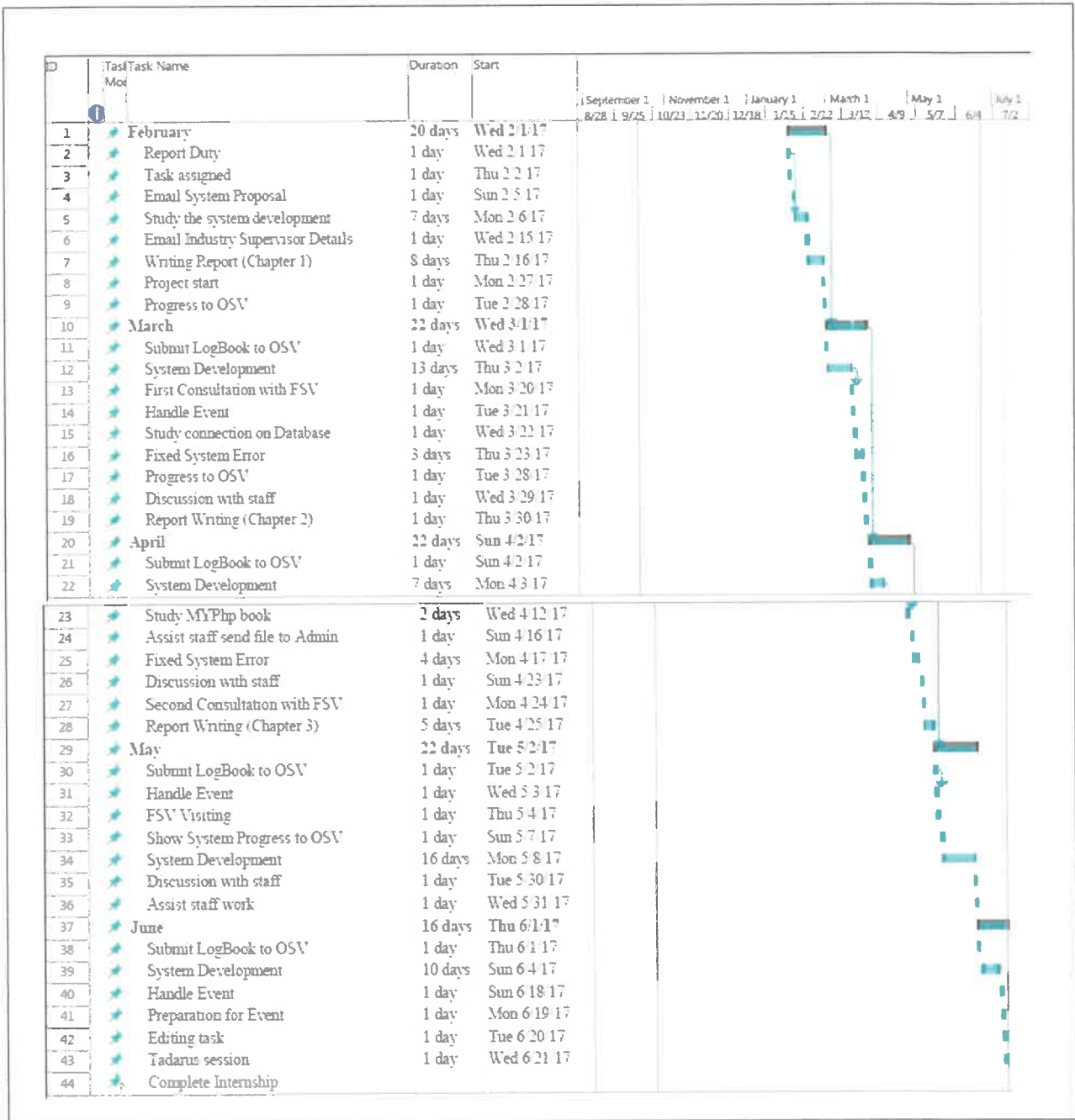


Figure 37: Internship Timelines

# **Standard Operation Procedure (SOP)**

# Eastern Pacific Industrial Corporation Berhad



**Tajuk : TEMPAHAN DEWAN DAN LAIN-LAIN**

**Disediakan oleh : HISAM BIN CHE SOH @ YUSOF**

**No. Prosedur : QP/ADM/003/06**

**Disemak/disahkan oleh: ROKIAH SALLEH**



MS ISO 9001:2008 REG. NO.: AR 1718

**PANGKALAN BEKALAN KEMAMAN SDN BHD (69363 - D)**  
 P.O. Box 64, Kemaman Supply Base, 24007 Kemaman, Terengganu.  
 Tel : 09-8631 566 Fax : 09-863 1716



MS ISO 14001:2004 CERT. NO.: MY-ER 0299



SIRIM  
 OHSAS 18001:2007  
 CERT. NO. MY-SR D213

**OBJEKTIF**

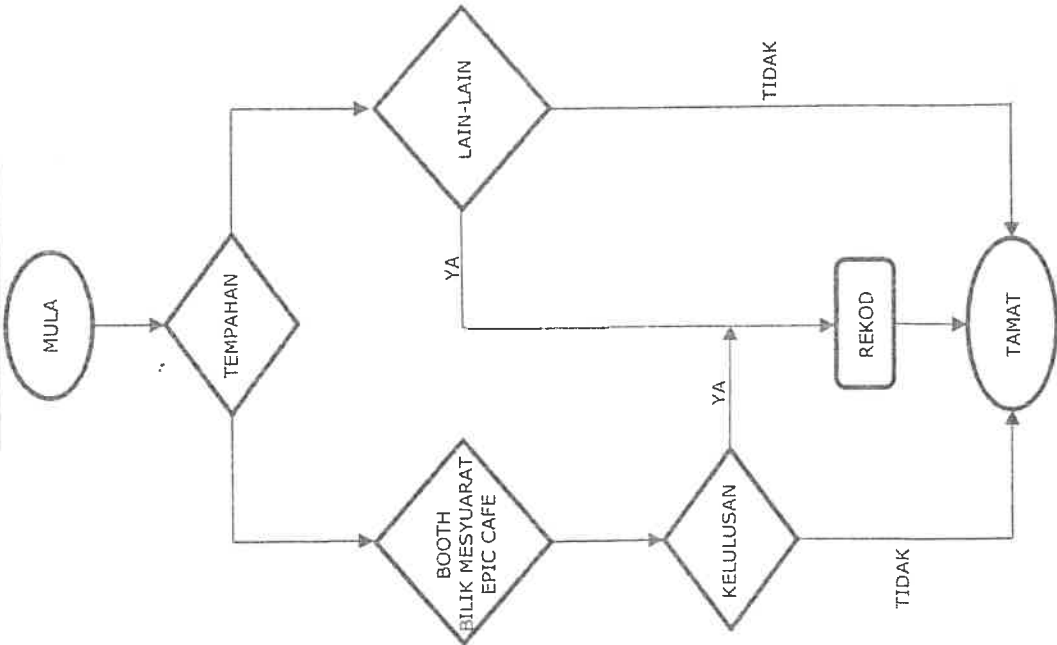
MENYEDIAKAN SATU PROSEDUR YANG LEBIH KEMAS DAN TERSUSUN DI DALAM TEMPAHAN DEWAN DAN LAIN-LAIN.

**SKOP**

MERANGKUMI KAKITANGAN KUMPULAN EPIC.

**DEMINASI**

**CARTA ALIRAN PROSES**



**TANGGUNGJAWAB**

PEMANTU PENTADBIRAN

PEMANTU PENTADBIRAN

PENGURUS PENTADBIRAN

PEMANTU PENTADBIRAN

**DOKUMEN / REKOD**

JADUAL PENGGUNAAN DEWAN DAN LAIN-LAIN

JADUAL PENGGUNAAN DEWAN DAN LAIN-LAIN

JADUAL PENGGUNAAN DEWAN DAN LAIN-LAIN

JADUAL PENGGUNAAN DEWAN DAN LAIN-LAIN

**LAIN-LAIN**

TEMPAHAN HENDAKLAH DIBUAT SEKURANG-KURANGNYA SEMINGGU SEBELUM PENGGUNAAN.

MENERIMA TEMPAHAN DEWAN DAN LAIN-LAIN DARIPADA PEKERJA/PENYEWAYA MELALUI PANGGILAN TELEFON/EMEL/ SURAT.

MEREKOD DI DALAM JADUAL PENGGUNAAN DAN MEMAKLUMKAN MELALUI PANGGILAN TELEFON/EMEL.

LAIN-LAIN (PENGGUNA):

**PEKERJA DAN PENYEWAYA:**  
 -DEWAN BESAR  
 -THEATRETTE  
 -GELANGGANG BADMINTON/ PING PONG/SQUASH



**No. Pindaan: 00**

**Tarikh Pindaan :**

**Muka Surat : 1 dari 1**

PENGGUNAAN BILIK THEATRETTE BAGI BULAN DISEMBER 2016

DATE	DAY	COMPANY	EVENT	TIME	STATUS	REMARK	CAPACITY	STYLE
1	THU							
2	FRI							
3	SAT							
4	SUN							
5	MON							
6	TUE							
7	WED							
8	THU							
9	FRI							
10	SAT							
11	SUN							
12	MON							
13	TUE							
14	WED							
15	THU							
16	FRI							
17	SAT							
18	SUN	epic	jamuan	8 4			100pax	
19	MON							
20	TUE							

















# Eastern Pacific Industrial Corporation Berhad

**Tajuk : TEMPAHAN BILIK MESYUARAT DAN PENYEDIAAN MINUMAN**

**Disediakan oleh : AMIRUDDIN BIN AWANG  
WAN KHASHIMA BINTI WAN MANSOR**

**No. Prosedur : QP/ADM/003/05**

**Disemak/disahkan oleh: ROKIAH SALLEH**

**OBJEKTIF**

MENYEDIAKAN SATU PROSEDUR YANG LEBIH KEMAS DAN TERSUSUN DI DALAM TEMPAHAN BILIK MESYUARAT DAN PENYEDIAAN MINUMAN.

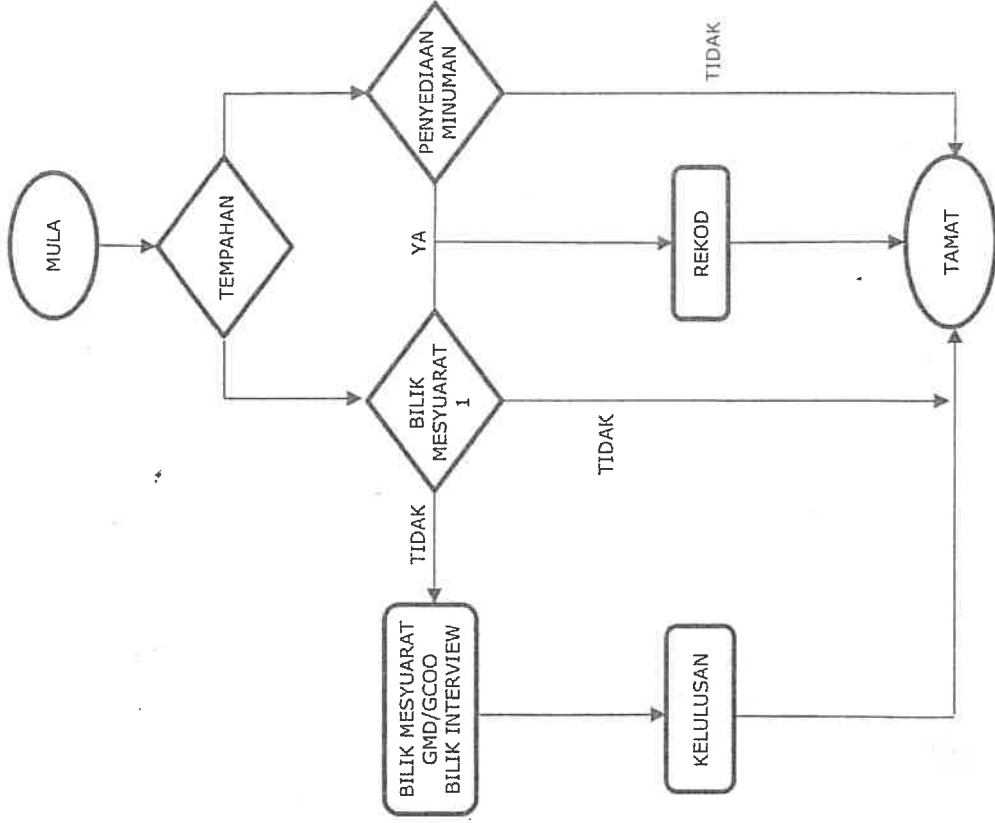
**SKOP**

MERANGKUMI KAKITANGAN KUMPULAN EPIC.

**DEFINASI**

PA- PERSONAL ASSISTANT,  
GMD- GROUP MANAGING DIRECTOR  
GCCO- GROUP CHIEF OPERATING OFFICER  
HR- HUMAN RESOURCE

**CARTA ALIRAN PROSES**



**TANGGUNGJAWAB**

PEMANTU PENTADBIRAN

PEMANTU PENTADBIRAN  
PEMANTU PEJABAT

PEMANTU PENTADBIRAN  
PEMANTU PEJABAT  
PA GMD/GCOO  
HR EKSEKUTIF

**DOKUMEN/REKOD**

BUKU TEMPAHAN BILIK MESYUARAT

BUKU TEMPAHAN BILIK MESYUARAT  
BUKU TEMPAHAN PENYEDIAAN MINUMAN

BUKU TEMPAHAN BILIK MESYUARAT  
BUKU TEMPAHAN PENYEDIAAN MINUMAN

**LAIN-LAIN**

TEMPAHAN HENDAKLAH DIBUAT SEKURANG-KURANGNYA 2 HARI SEBELUM PENGGUNAAN.

BILIK MESYUARAT 1:

GROUND FLOOR, ANNEXE TINGKAT 1, ANNEXE TINGKAT 2, ANNEXE TINGKAT 3, ANNEXE BOARD ROOM, ANNEXE

PENYEDIAAN MINUMAN:

GROUND FLOOR, LEVEL 1 & BILIK INTERVIEW  
LEVEL 2, LEVEL 3 & BILIK MESYUARAT GMD/GCOO

PEMOHON PERLU MENDAPATKAN KELULUSAN DARIPADA PA GMD/GCOO (BILIK MESYUARAT GMD/GCOO).

PEMOHON PERLU MENDAPATKAN KELULUSAN DARIPADA HR EKSEKUTIF (BILIK INTERVIEW).







Luke Welling  
and Laura Thomson

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**Master the concepts**

Learn advanced PHP and MySQL syntax, database design, Internet application analysis and design, and network security

**Build the applications**

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*Welling and Thomson*  
SAMS

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