



UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
ZULSYA GROUP PLT

B3-1-7, JALAN 2/142A,
MEGAN PHOENIX, 56000, CHERAS,
KUALA LUMPUR

SPECIAL PROJECT:
WEBSITE DEVELOPMENT

BY
AZIM ASYRAF BIN AJAZ AHMAD KHAN
2014346817

IM245 - BACHELOR OF SCIENCE (HONS.)
INFORMATION SYSTEM MANAGEMENT

FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN

01 FEBRUARY 2017 – 30 JUNE 2017

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**FACULTY SUPERVISOR
SIR FAIZAL HAINI BIN FADZIL**

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

01 FEBRUARY 2017 – 30 JUNE 2017

DECLARATION

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Signed by

AZIM ASYRAF BIN AJAZ AHMAD KHAN

2014346817

Date of submission: 11 July 2017

ABSTRACT

Industrial training is a compulsory things for the University Technology MARA (UiTM) students to undertake for their final year Bachelor's Degree and the main objectives of industrial training is to provide the work experience to students in particular field and to provide a certificate for future record. The industrial training that start at 01 February 2017 and ended in 23 June 2017 at Marketing and IT department, Zulsya Group PLT and during the period of five month industrial training, trainee have gained so many things in term of knowledge, skill and as well as experience, that can never be learn by only learning theory in the classroom and with industrial training, it is more practical, more dynamic and more challenging. Apart from that, there are many activities that trainee have done within the company that range from doing daily task, as well as helping other staff in doing their work.

Keywords: Website, Marketing and IT department, Zulsya Group PLT, industrial training.

ACKNOWLEDGEMENT

ملاسلانك د يلع قمحرو الله و اكر ب هت

In the first place, thank you Allah for all the blessings throughout the industrial training program. Besides that, I would like to record my gratitude to Zulsya Group PLT and the industrial supervisor, Mr Khairul Azmir Bin Mohd Khalid for his supervision as well as giving the extraordinary experiences through the work from the start until the end of the industrial training program. Thank you to all staff in Marketing and IT department for the opportunity and knowledge that had been shared. It was such a priceless memory as a student.

In addition, thank you to Mrs. Nurulannisa Binti Abdullah, the person who struggle very hard from the very first thing related to industrial training program. Thank you to the faculty supervisor, Mr. Faizal Haini Bin Fadzil for his supervision through the special project.

Where would I be without my family so, many thanks go in to my parents and family who has always been there whenever I need them, the encouragement they give to keep us going and their love to empower me that never fails all the time. They deserve special mention for their inseparable support and prayers. And last but not least, I would like to thank my friends who are always there when I need some help and inspiration.

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CHAPTER 1

1.0 BACKGROUND OF THE ORGANIZATION

Zulsya Group Company Sdn. Bhd consists of four subsidiaries: MSS Builders, MSS Construction & Engineering, Lamani Paint Solution and KHN Construction Resources. Originally only three companies started in 2014 namely MSSB, MSSC and LPS, but last year the company bought KHN shares and continued to join. Whilst, KHN companies began operating early in 2003. MSS Builders has the expertise of solving the problem of those who wish to renovate their homes, shops and construction of civil works at reasonable cost with professional services and the best quality. The company also provides consultancy regarding the designs desired by the customer. MSS Builders is also a contractor registered with CIDB. The directors of the MSSB, MSSC and LPS departments are Mr. Mohamad Syahmi Bin Seliman. While, the KHN division director is Khairul Azmir Bin Mohd Khalid.

The main job scope for MSS Builders and MSS Construction & Engineering is specialists in civil engineering works such as civil works, building structures, building maintenance and cleaning of areas or buildings. Meanwhile, Lamani Paint Solution has a different scope than MSS Builders and MSS Construction & Engineering. Lamani Paint Solution specializes in civil engineering works such as painting the building, decorative painting, spray granite, spray tiles, waterproofing and Epoxy. KHN Construction Resource specializes in civil engineering works such as paint work, building maintenance works, experts, general work of buildings, waterproofing materials installation, aluminium / glass work, restoration and conservation, interior decoration work, renovation, landscaping, work General civil engineering, road construction and pavement, earthworks, construction and other works for roads, signalling and painting roads, air-conditioning systems and fire protection and systems.

1.1 Vision, Mission and Objective

1.1.1 Vision

“Being one of the major companies in Malaysia that contributes to the nation's opinion and economy in the field of construction”

1.1.2 Mission

“To carry out all projects successfully in accordance with the time, cost and qualifications set by the client”

1.1.3 Objective

Fully committed MSS builders will ensure that quality, safety, health and environmental aspects are emphasized and continuous improvement will be pursued based on the following objectives:

Doing every job right at the beginning of the job, every time preventing the accident, preventing the disease, preventing environmental pollution.

Our motto, "quality, safety, health and environment is a shared responsibility" our company will focus and work towards:

1. Adhere and satisfy the quality requirements set by the client.
2. Comply with all applicable laws and requirements relating to quality, safety, health and environment.
3. Organizing continuous training and seminars involving all employees so that all information regarding quality, safety, health and environment can be applied.
4. Increase awareness and accountability at every level of the company's organization.
5. Controlling and continuously reviewing QSHE's objectives.

1.2 Official Symbol

1.2.1 Logo



Figure 1: ZULSYA GROUP logo



Figure 2: Lamani Paint Solution Sdn. Bhd



Figure 3: MSS Builders



Figure 4: MSS Construction & Engineering



Figure 5: KHN Construction Resources

1.3 Organization Chart

1.3.1 Lamani Paint Solution Sdn. Bhd. (1178606-K)

ORGANISASI



Dari kiri ke kanan :
 Duduk : Norhafizah Binti Gandoh | Nurul Suhana Binti Mahdi | Muhamad Amar Fairuz Bin Mazlan | Seri Nanisa Sima Binti Yusoff |
 Ikmal Hariz Bin Ahmad Jamil | Azim Asyraf Bin Ajaz Ahmad Khan | Siti Wirana Binti Mohd Nasir
 Berdiri : Mohd Firdaus Bin Mohd Sukri | Zuhilmi Bin Mohd Salim | Mohamad Syahmi Bin Seliman | Khairul Azmir Bin Mohd Khalid.



" We Build Value "

1.3.1.2 MSS Builders (002260529-W)

ORGANISASI



MSS Builders
CORPORATION



Dari kiri ke kanan :
Duduk : Muhamad Amar Fairuz Bin Mazlan | Nurul Suhana Binti Mahdi | Norhafizah Binti Gandoh | Siti Wirana Binti Mohd Nasir |
Seri Nanisa Sima Binti Yusoff | Azim Asyraf Bin Ajaz Ahmad Khan
Berdiri : Khairul Azmir Bin Mohd Khalid | Mohamad Syahmi Bin Seliman | Zulhilmi Bin Mohd Salim | Ikhmal Hariz Bin Ahmad Jamil

PENGARAH SYARIKAT
Mohamad Syahmi Bin Seliman

PENGURUSAN PENTADBIRAN & KEWANGAN
Zulhilmi Bin Mohd Salim

PEGAWAI PEMASARAN
Khairul Azmir Bin Mohd Khalid

JURUTERA KOS
Siti Wirana Binti Mohd Nasir

FENOLONG PENGURUS PENTADBIRAN & KEWANGAN
Norhafizah Binti Gandoh

Seri Nanisa Sima Binti Yusoff

Unit IT

PENYELIA PROJEK
Mohd Firdaus Bin Mohd Sukri

Nurul Suhana Binti Mahdi

PENYELIA PROJEK
Ikhmal Hariz Bin Ahmad Jamil

Azim Asyraf Bin
Ajaz Ahmad Khan

PENYELIA PROJEK
Muhamad Amar Fairuz Bin Mazlan

" We Build Value "

1.3.1.3 MSS Construction & Engineering (1173469-U)

"We Build Value"



MSS
CONSTRUCTION & ENGINEERING
(1173469-U)

ORGANISASI

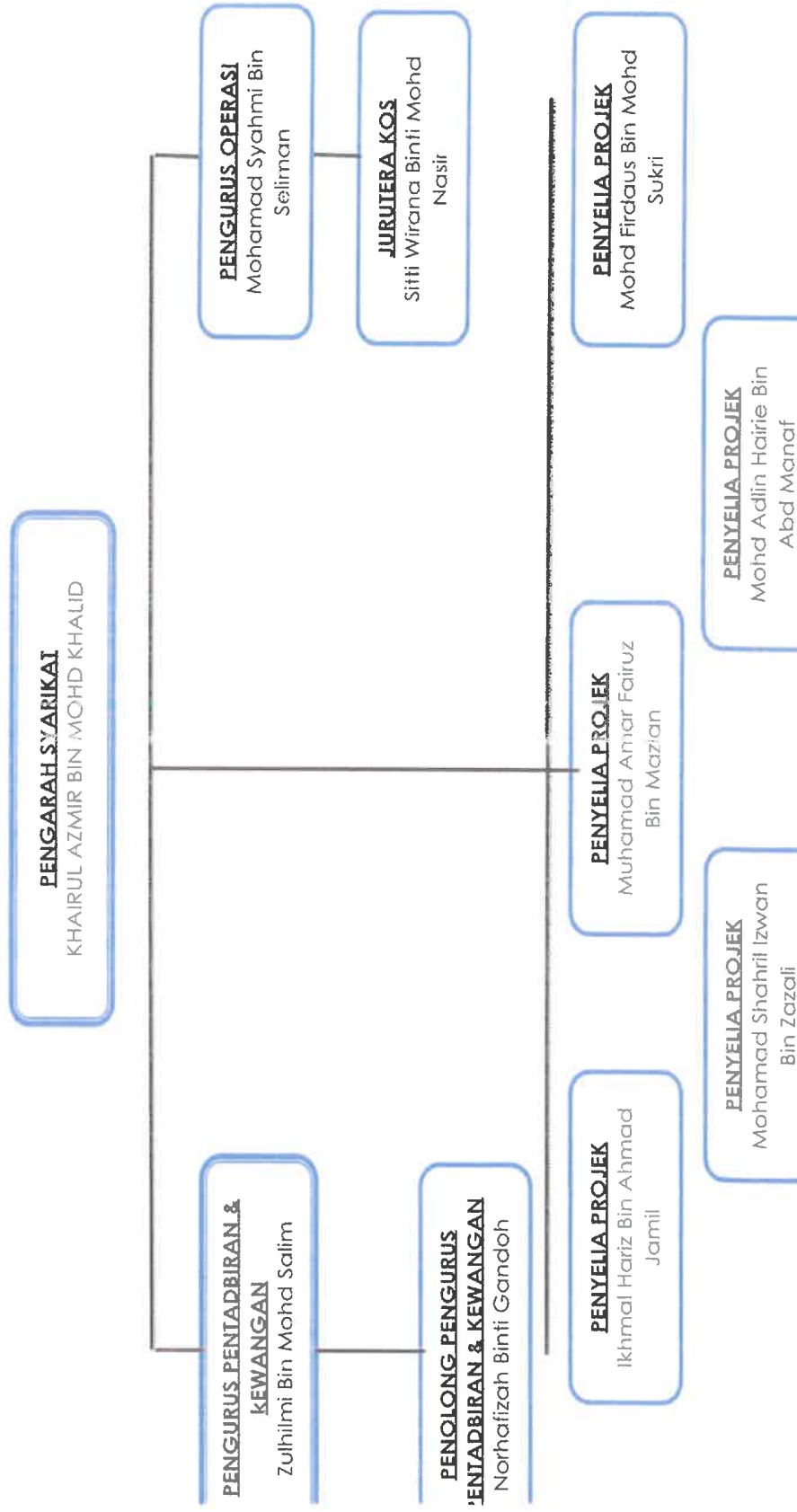


Dari kiri ke kanan :

Duduk : Mohd Firdaus Bin Mohd Sukri ; Zuhilmi Bin Mohd Salim ; Mohamad Syahmi Bin Seliman ; Khairul Azmir Bin Mohd Khalid
Berdiri : Siti Wirana Binti Mohd Nasir ; Nurul Suhana Binti Mahdi ; Muhamad Amar Fairoz Bin Mazlan ; Seri Nanisa Sima Binti Yusoff ; Ikmal Hariz Bin Ahmad Jamil ; Azim Asyraf Bin Ajaz Ahmad Khan.



1.3.1.4 KHN Construction Resources



CHAPTER 2

ORGANIZATION INFORMATION

2.0 Introduction

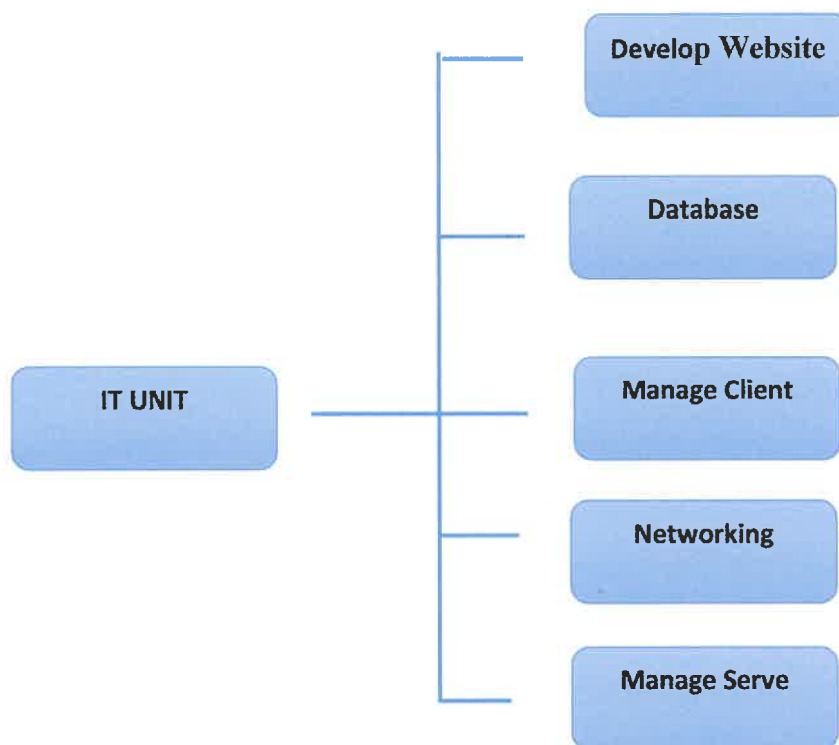
Trainee internship took place in department of Information Technology (IT) in Zulsya Group. Trainee worked in the IT Unit which is one important division in Zulsya Group, from February to June, 2017. The Objective of my internship is to apply my knowledge that i have learn in UiTM (University Teknologi Mara) and want to implement at internship workplace which trainee learned from the class to the practice in public sector and compare their differences.

Table 1
Department Information

Name of department	Marketing & IT
Operating Hours	Monday – Saturday : 8.00 A.M. - 5.00 P.M. Rest: 12.30 P.M. - 2.00 P.M. Saturday: 8.00 A.M. - 5.00 P.M. Rest: 12.00 P.M. - 2.00 P.M.
Address	Zulsya Group PLT B3-1-7, JALAN 2/142A, MEGAN PHEONIX, 56000, CHERAS, KUALA LUMPUR

2.1 Description of the Internship

IT Unit plays a very important role in Zulsya Group, which is composed of five division develop website, key in database in office central, manage client list in office, networking and manage server.



There are about two staff working in this department including me. Each division has different function in IT Unit, which can be showed as follow:

2.1.1 Develop Website

Web development is a broad term for the work involved in developing a web site for the Internet (World Wide Web) or an intranet (a private network). Web development can range from developing the simplest static single page of plain text to the most complex web-based

internet applications (or just 'web apps') electronic businesses, and social network services. A more comprehensive list of tasks to which web development commonly refers, may include web engineering, web design, web content development, client liaison, client-side/server-side scripting, web server and network security configuration, and e-commerce development. Among web professionals, "web development" usually refers to the main non-design aspects of building web sites: writing mark-up and coding. Most recently Web development has come to mean the creation of content management systems or CMS. These CMS can be made from scratch, proprietary or open source. In broad terms the CMS acts as middleware between the database and the user through the browser. A principle benefit of a CMS is that it allows non-technical people to make changes to their web site without having technical knowledge.

For larger organizations and businesses, web development teams can consist of hundreds of people (web developers) and follow standard methods like Agile methodologies while developing websites. Smaller organizations may only require a single permanent or contracting developer, or secondary assignment to related job positions such as a graphic designer or information systems technician. Web development may be a collaborative effort between departments rather than the domain of a designated department. There are three kinds of web developer specialization: front-end developer, back-end developer, and full-stack developer.

2.1.2 Database

A database is an organized collection of data. It is the collection of schemas, tables, queries, reports, views, and other objects. The data are typically organized to model aspects of reality in a way that supports processes requiring information, such as modelling the availability of rooms in hotels in a way that supports finding a hotel with vacancies.

A database management system (DBMS) is a computer software application that interacts with the user, other applications, and the database itself to capture and analyze data. A general-purpose DBMS is designed to allow the definition, creation, querying, update, and administration of databases. Well-known DBMSs include MySQL, PostgreSQL, MongoDB, MariaDB, Microsoft SQL Server, Oracle, Sybase, SAP HANA, MemSQL, SQLite and IBM DB2. A database is not generally portable across different DBMSs, but different DBMS can interoperate by using standards such as SQL and ODBC or JDBC to allow a single application to work with more than one DBMS. Database management systems are often classified according to the database model that they support; the most popular database systems since the 1980s have all supported the relational model as represented by the SQL language. Sometimes a DBMS is loosely referred to as a "database".

2.1.3 Manage Client

Manage client is a person who works for a company and is responsible for the management of sales and relationships with particular customers. Maintains the company's existing relationships with a client or group of clients, so that they will continue using the company for business. They manage the relationship with the client of the account they are assigned to. Generally, a client will remain with one account manager throughout the duration of hiring the company. Manage client serve as the interface between the customer service and the sales team in a company. They are assigned a company's existing client accounts. The purpose of being assigned particular clients is to create long term relationships with the portfolio of assigned clients. The Manage client serves to understand the customer's demands, plan how to meet these demands, and generate sales for the company as a result.

2.1.4 Networking

A computer network or data network is a digital telecommunications network which allows nodes to share resources. In computer networks, networked computing devices exchange data with each other using a data link. The connections between nodes are established using either cable media or wireless media.

Network computer devices that originate, route and terminate the data are called network nodes. Nodes can include hosts such as personal computers, phones, servers as well as networking hardware. Two such devices can be said to be networked together when one device is able to exchange information with the other device, whether or not they have a direct connection to each other. In most cases, application-specific communications protocols are layered (i.e. carried as payload) over other more general communications protocols. This formidable collection of information technology requires skilled network management to keep it all running reliably.

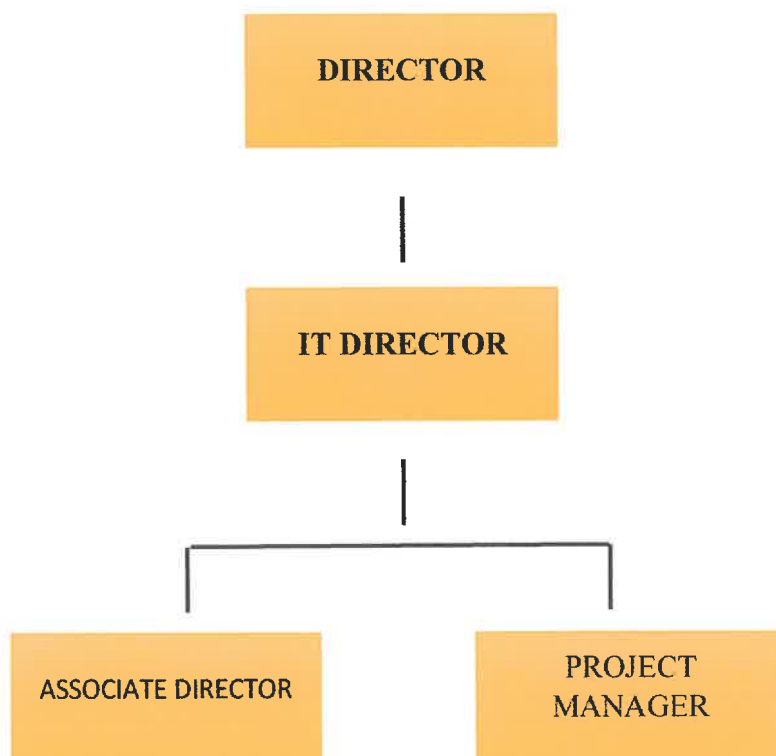
Computer networks support an enormous number of applications and services such as access to the World Wide Web, digital video, digital audio, shared use of application and storage servers, printers, and fax machines, and use of email and instant messaging applications as well as many others. Computer networks differ in the transmission medium used to carry their signals, communications protocols to organize network traffic, the network's size, topology and organizational intent. The best-known computer network is the Internet.

2.1.5 Manage Server

IT service management (ITSM) refers to the entirety of activities – directed by policies, organized and structured in processes and supporting procedures – that are performed by an organization to plan, design, deliver, operate and control information technology (IT) services offered to customers. It is thus concerned with the implementation of IT services that meet customers' needs, and it is performed by the IT service provider through an appropriate mix of people, process and information technology.

Differing from more technology-oriented IT management approaches like network management and IT systems management, IT service management is characterized by adopting a process approach towards management, focusing on customer needs and IT services for customers rather than IT systems, and stressing continual improvement.

2.2 The Hierarchy Structure of IT Unit



CHAPTER 3 – INDUSTRIAL TRAINING ACTIVITIES

3.1 Training activities

During on internship, the main activities I need to do in Zulsya Group organization is to manage their mail with different email by Subsidiaries Company and key in the data, document or record in the database of Office Central System. Also additional day or monthly activities that given by supervisor to improve the trainee skills by doing activities that related with the study and also new experience with new job that trainee get on internship. All the activities during internship will be stated below.

3.1.1 Managing Mails

In Zulsya Group company there are have 4 Subsidiaries company under Zulsya and the trainee need to monitor every mail from KHN Construction Resources, Lamani Paint Solutions, MSS Builders and MSS Construction & Engineering. All the mail that company received need to take action for example if the sender send the BQ (bill of quantities) trainee need to print out it, take note for the date line and drop the BQ on the manager desk. After that move the email to the category according to the name of company that send the email.

If the email is about notice, important note, courses information and others important mail, trainee need to ask admin at Zulsya Group to know the action to be taken. Often get the notice letter mail and the trainee need to print out and show up at notice board for further action to take by person responsible for that notice. For the Lamani Paint Solutions, MSS Builders and MSS Construction & Engineering Company are using the Microsoft Outlook Mail online application to manage the mail better. But KHN Construction Resources only using the yahoo mail platform and will be upgrade latter because this company just joined venture with Zulsya Group.

The trainee also need to block or delete the nonsense advertising and mail that are not relevance to company. Other than that, trainee need to make sure all the sending mail are arrived to recipient and if have any failure on sending, trainee must double check the information like correct mail address, size of sending document not exceed than 25MB and in correct format before resending the mail.

3.1.1.1 Mail KHN Construction Resources

KHN Construction Resources using the yahoo mail platform to manage the company email. This company do not have much email compared to mail in Lamani Paint Solutions, MSS Builders and MSS Construction & Engineering Company.

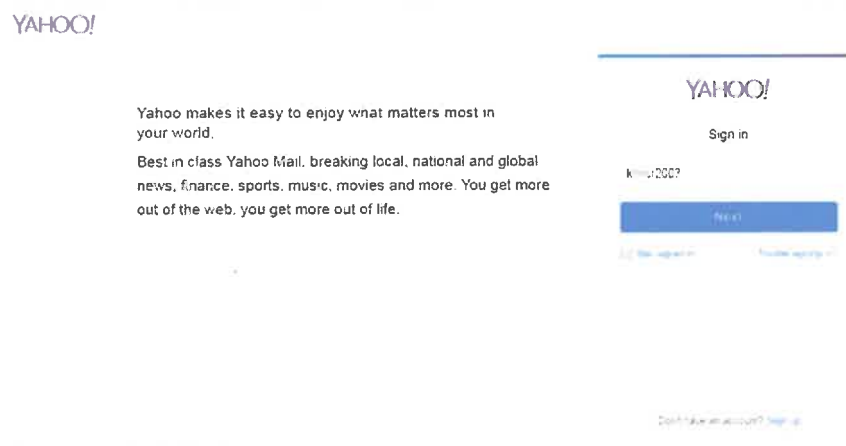


Figure 6: Yahoo Mail interface

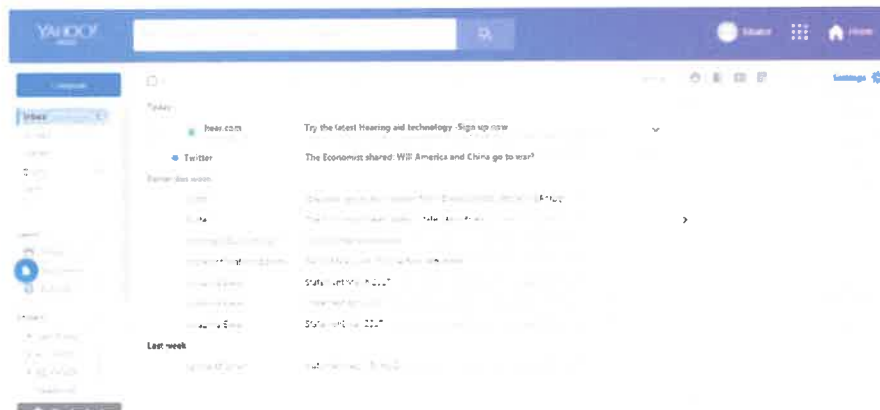


Figure 7: Content in mail to move/delete



Figure 8: Email move to folder based on the content or company name

3.1.1.2 Mail Lamani Paint Solutions

Lamani Paint Solutions have a lots of email to manage. Every day staff use this mail to sending and receiving mail from other company because this company have a lot of project on this year. The big company like Jotun, SKK and other paint company like to sending tender or BQ to be fill by Lamani Paint Solutions for the project.

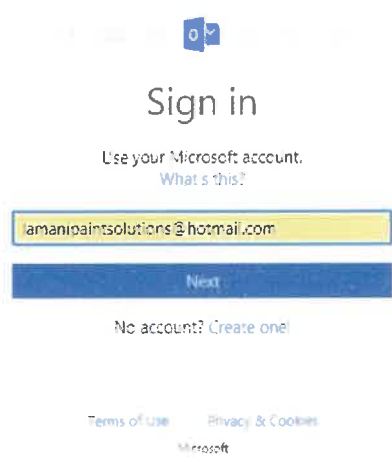


Figure 9: Microsoft Outlook sign in interface

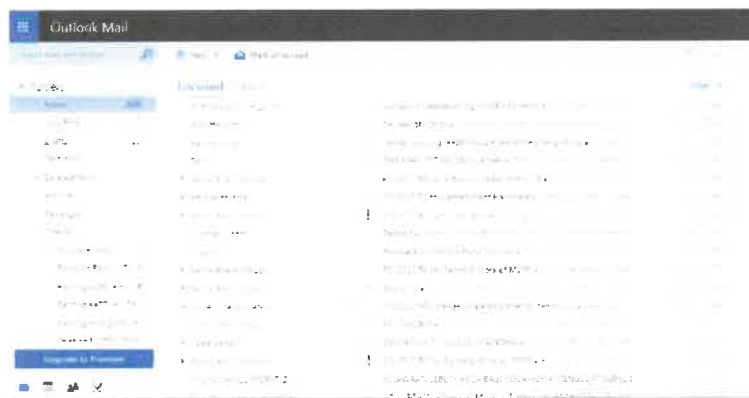


Figure 10: Content in mail that need to move in folder



Figure 11: Folder list in Mail

3.1.1.3 Mail MSS Builders

MSS Builders is the G4 Company that do more on civil, drainage and machineries works. Mail that trainee need to manage for this company are not too much because the project take a long time and mail only use for the claiming process with the main construction. This company also use the Microsoft Outlook to manage the mail.



Figure 12: Sign in Microsoft Outlook interface



Figure 13: Outlook loading mail

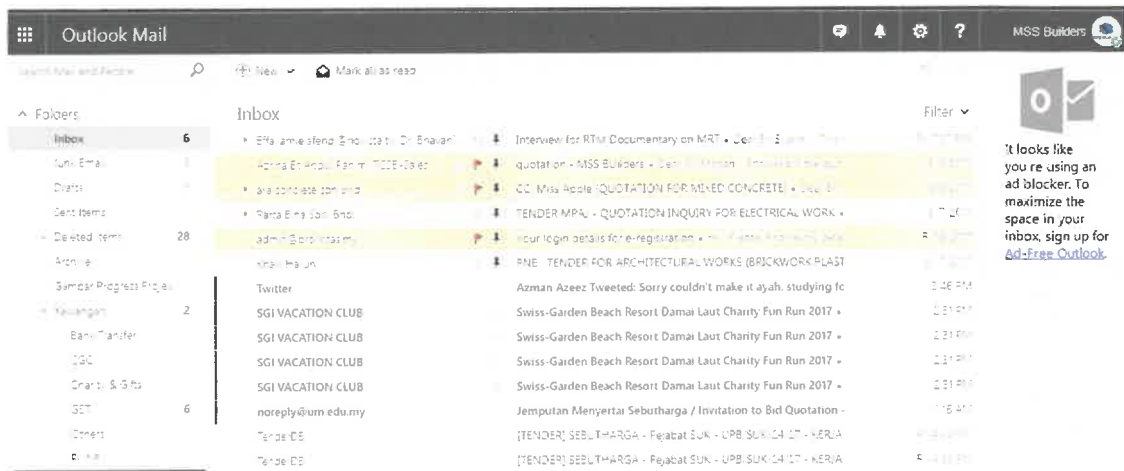


Figure 14: Mail received need to move in folder

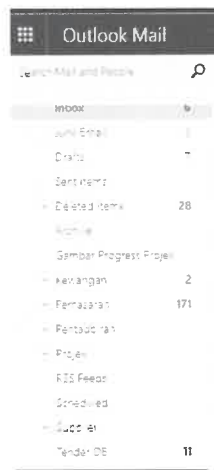


Figure 15: Folder content

3.1.1.4 MSS Construction & Engineering

MSS Construction & Engineering like similarly with MSS Builders that do the civil works like building construction. But this company only can join the project under RM 100,000.00 because it only have the G1 license. This company only use to get the project to build small office, store and related work that not over the limit. This company also as a backup if the MSS Builders get the project so this company will be a sub construction to do the project. Mail on this company also more about claiming and notice only.



Figure 16: Interface sign in Microsoft Outlook



Figure 17: Mail list on MSS construction

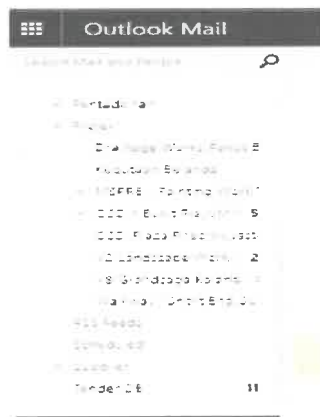


Figure 18: Folder name based on project

3.1.2 Office Central System

For the activities that need to do during internship is key in the client databases in Office Central System. Office Central is system is use to manage HRMS (human resources management system), payroll, accounting and CRM (customer relationship management). Office central can be access anywhere from the global network. This system used to improve performance and company profit. Zulsya Group buying a license to use this system that cost Rm 3,600.00 per year for full version that include to calculate GST (goods and services tax) to calculate monthly pay that company spend. Admin is a responsible person to control the system that will be used by staff.



Figure 19: Office Central System



Figure 20: Office Central system interface

3.1.2.1 Database Office Central System

Trainee need to key in the client details into the database system at CRM (customer relationship management) on Office Central System. It has two ways to key in the data. First key in directly on CRM form like client name, company, phone number, email, fax, department and address Or can do other way by using the excel. Create a form on excel table include client name, company, phone number, email, fax, department and address and then upload it on CRM Office Central System. When finish upload system automatically will show the client details on list CRM and trainee can update any information on the edit site or delete the client details. All the list the trainee will print out for the recent update list and then pass it to department marketing

to they follow up and register as vendor for client company. If the department marketing success register client to the vendor, trainee will update again in CRM Office Central System and move the client folder to the folder client vendor. All the additional details will be updated too after the register been done like time follow up, additional details, person in charge to register and head quarter phone number or emails that they get from the client. After finish updated, print out client list in CRM and CRM Vendor then insert it into marketing file.

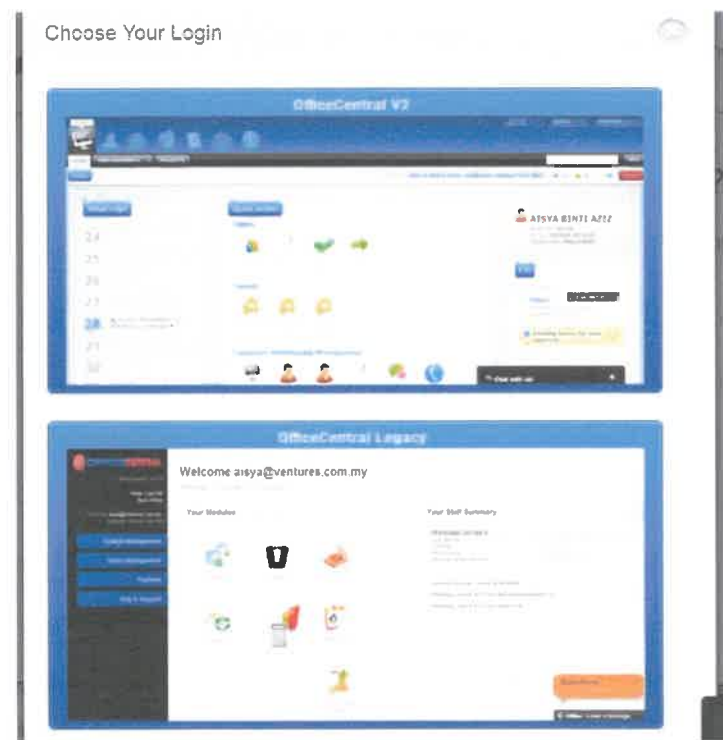


Figure 21: Two version for staff and admin choose

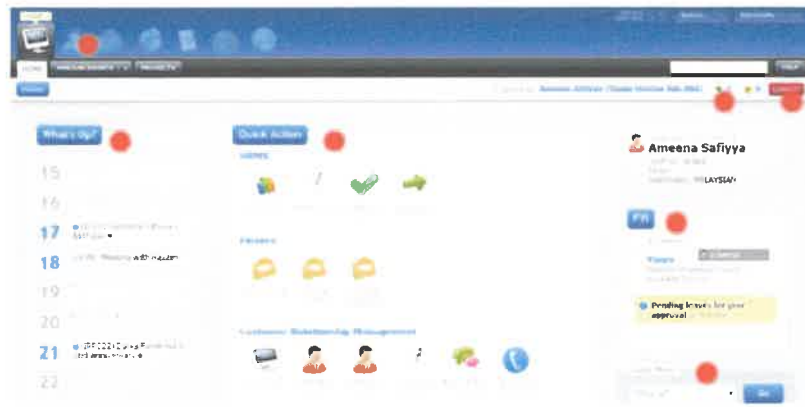


Figure 22: Office Central homepage

But all of the information and list cannot be shown to others because it confidential and only responsible staff can view and edit it. All the activities in Office Central System will be monitoring by manager En.zulhilmi and En.Syahmi.

3.1.2.2 Manage document/record and scan into Office Central System

The trainee need to scan all document in and out at marketing and IT department. All file like quotation, BQ (bill of quantities), tender and letter must be scan using the printer scanner at the office and upload it on Office Central System. The trainee also need to manage file in file room. Document need to insert in file based on the project, company name or type of letter that suitable to insert but must be related with the folder name in Office Central System. Trainee using the printer machine Ricoh Aticio MP C2300 to scan, photocopy and fax.



Figure 23: Scan, photocopy and fax machine

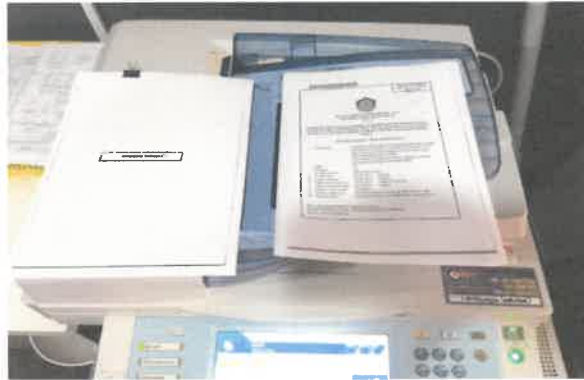


Figure 24: Document that need to scan

3.1.3 Media/design

During internship for 5 months on Zulsya group many design and media has been made by the trainee. All of media and design list at below:

- i. Design pedestrian bridge (paint)
- ii. Design business card (adobe photoshop)
- iii. Take manager and staff photo (camera)
- iv. Design email card for staff (adobe photoshop)
- v. Create slide show to manager (adobe photoshop & Microsoft power point)

- vi. Design hardware store furniture (Sketchup Pro 2017)
- vii. Design Notice board (Microsoft Office Word 2013)
- viii. Design new logo MSSB, MSSC, LPS and KHN (adobe photoshop)

3.1.3.1 Design pedestrian bridge

On the middle internship the trainee has been given a task to help Miss Wirana as a QS (quantity surveyor) from the operational department to design the pedestrian bridge by using paint. Trainee need to copy from sketch drawing on paper to draw again on paint application free software that provide by windows.

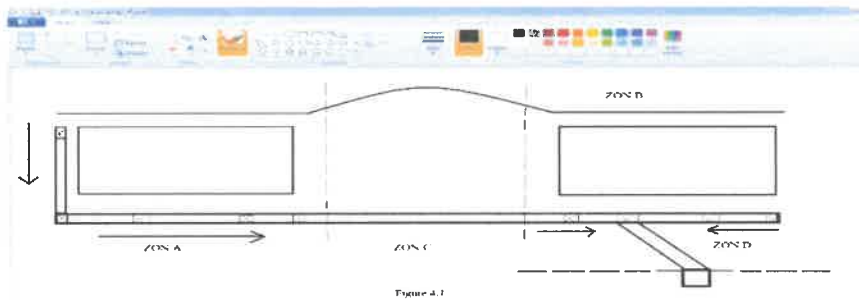


Figure 25: Draw pedestrian bridge using paint

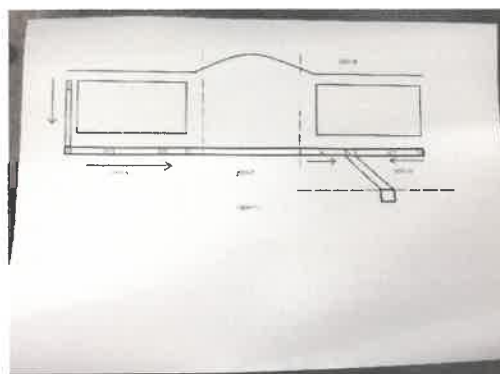


Figure 26: Print out drawing

3.1.3.2 Design business card for Zulsya Group

Before this Zulsya Group never have own business card because Zulsya Group is the new company name that created by the manager Mr. Zulhilmi and Mr Syahmi when they merge company Lamani paint solution, MSS Builders, MSS Construction and Engineering, and KHN construction under one company name that have four subsidiaries company on the end of last year. So, they are not set up completely details for the Zulsya Group Company. Trainee has been ask by Mr. Zulhilmi manager of Zulsya Group to create and design the business card for the company. The trainee used Adobe Photoshop CS5 to design, edit and touch up the business card for Zulsya Group.

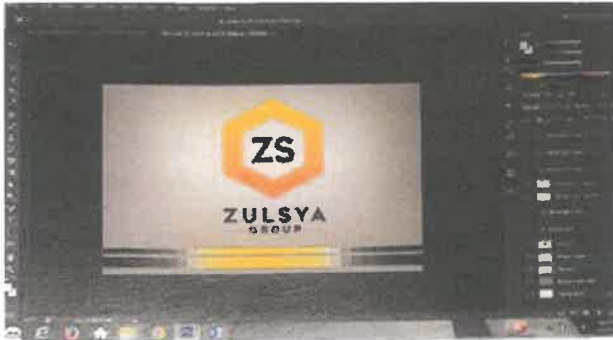


Figure 27: Front design of business card



Figure 28: Back business card design

3.1.3.3 Take manager and staff photo

For the BOD (board of director) photo, the trainee take the manager photo at meeting room in the office by using the digital camera. The BOD photo will use in website and company profile for the latest update at 2017. The trainee take a single photo of Mr.Zulhilmi and Mr.Syahmi and then touch up and edit by using Adobe Photoshop CS5. Trainee set the picture size to 300x300 for being use in website template and also the company profiles.



Figure 29: Mr Zulhilmi board of director



Figure 30: Mr Syahmi board of director

For the organization photo, trainee has plan to take the photo at the studio MS PHOTO that located at Alam Damai, Cheras Kuala Lumpur. Trainee suggest to manager to take a photos with four difference poses that represent for each company with the changing shirt theme. Manager agree with the suggestion and trainee booking the studio to take the organization photo. On evening 15 February 2017 all staff gather at the studio to take the picture. Trainee manage all the flow starting from photo company Zulsya Group, Lamani Paint Solutions, MSS Builders, MSS Construction & Engineering and KHN Construction Resources.



Figure 31: MS Photo studio



Figure 32: Zulsya Group company photo



Figure 33: Lamani paint company photo



Figure 34: MSS Builders company photo



Figure 35: MSS Construction & Engineering company photo



Figure 36: KHN Construction Resources company photo

After all the session photoshoot finish, staff MS PHOTO do the instant touch up for the photo with the best poses. And then trainee burn all of the selected photo to the CD as a backup image.



Figure 37: CD after burn the photo

3.1.3.4 Design email card for staff

Zulsya Group have a lot of site member on the webpage that staff need to remember the username and password to login. The trainee find one alternative way to help staff easier to do job smoothly with designing the email card that have username, password and description for the what is it use for. Trainee has been use Adobe Photoshop CS5 as a design and editor. And it take about 4 hours to design the email and password card.

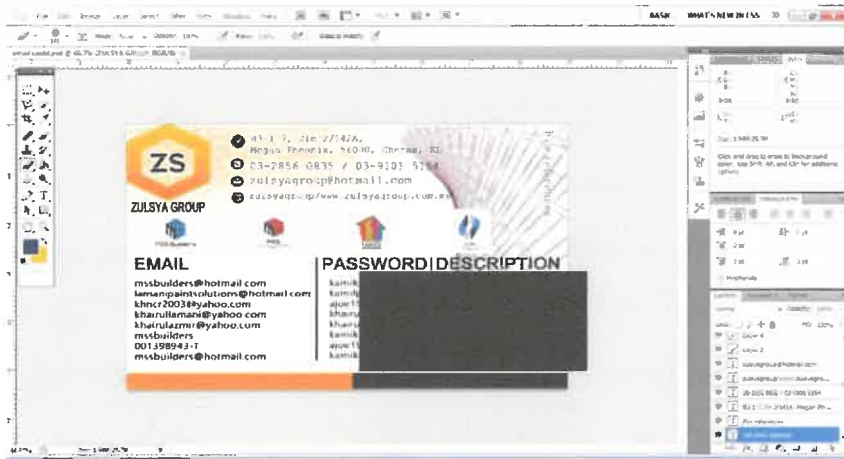


Figure 38: Email and password card

3.1.3.5 Design the Lamani Hardware store

Mr. Zulhilmi manager of Zulsya group request trainee to design the hardware store with design the table, rack and other furnished with three view from up, front and perspective view. Trainee find the software, install it and design three difference arrangement by using SketchUp Pro 2017 for be present to manager.



Figure 39: SketchUp Pro 2017 during installation

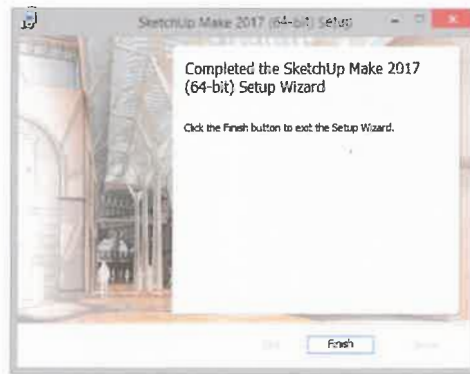


Figure 40: Finish install SketchUp Pro 2017

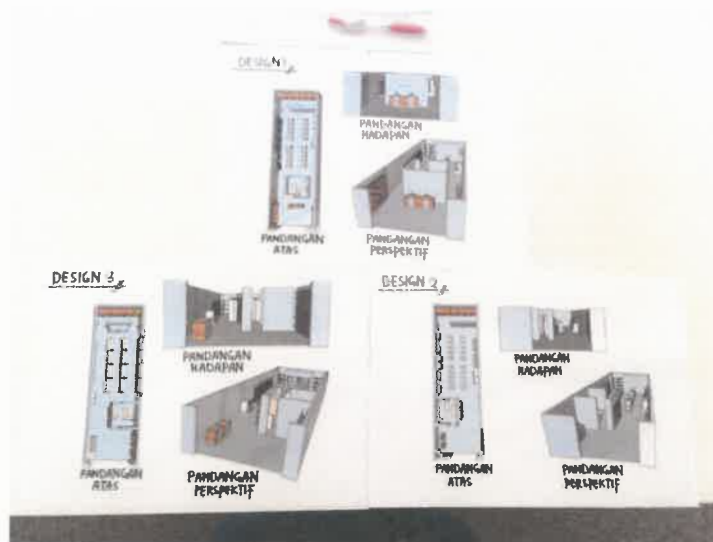


Figure 41: Three design prepare for manager

3.1.3.6 Design Notice board

On the middle internship, trainee has been given a task to design the notice board sign. Zulsya Group buy a new notice board on the office wall to give information to the staff. Trainee design the notice board sign using Microsoft Office Words.

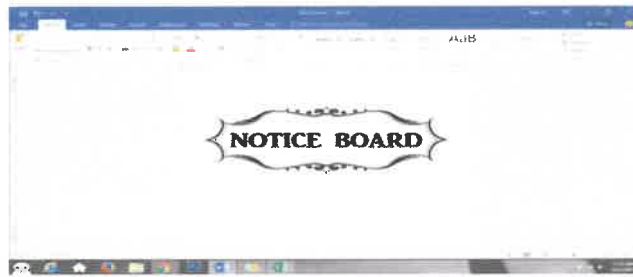


Figure 42: Notice board design

3.1.3.7 Design new logo MSSB, MSSC, LPS and KHN

Zulsya group committed to make their company looks more professional. To make it advance, manager request trainee to design new company logo that looks more modern suitable with the changing environment. Trainee redesign the logo for four Subsidiaries Company under Zulsya Group that is MSS Builder, MSS Construction & Engineering, Lamani Paint Solutions and KHN Construction Resources. The trainee use the software Adobe Photoshop CS5 to design and touch up the logo and then resize it with suitable size to use.



Figure 43: MSS Builder new logo



Figure 44: MSS Construction & Engineering new logo



Figure 45: Lamani Paint Solution new logo

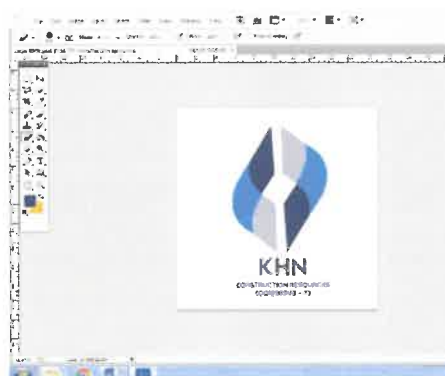


Figure 46: KHN Construction Resources

3.1.4 Company Events

During the trainee for 5 months, there are have two event by company that trainee joint. Firstly is event to Sunway Lagoon theme park Kuala Lumpur and second is event trip to Damai Laut, Lumut Perak. All of the details event will be stated below.

3.1.4.1 Events and company Trip

On 7th march 2017 company held an event at Sunway Lagoon theme park Kuala Lumpur to strengthen relationship of staff in Zulsya Group. Event took one day from 10am to 4pm that need a staff to explore all activities in Sunway Lagoon. 13 person include manager that involved in event. All expenses incurred by the company. The trainee, need to do the activity task before the event start. The trainee prepare the document for pass entry at Sunway Lagoon and the activity list on the event day.

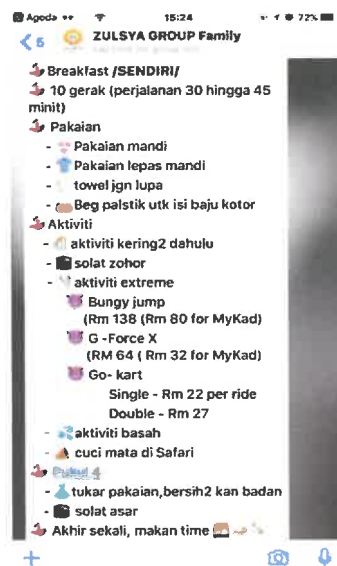


Figure 47: Activity task list during the event



Figure 48: Trainee, staff and manager at Sunway Lagoon

After finish all the activities at Sunway Lagoon, manager treat to having lunch with all staff at Sunway Mall beside the Sunway Lagoon theme park.



Figure 49: All Zulsya Staff join the event

3.1.4.2 Trip to Damai Laut, Beach resort at Lumut, Perak

On the meeting 21th April 2017, manager satisfied with the performance staff at Zulsya Group Company and announce the trip for all staff can join it on the middle of May. It's as a tribute from the company to all staff that committed in doing work and task successfully. Also with a good progress from staff like, claiming, report and project done earlier company get compliment from others and at once can raise the company's name. The trainee take a part on this trip as a transportation committee member with Miss Norhafizah (admin Zulsya Group).

Trainee searching the website that provide car to rent and find klezcar web and inform to Miss Norhafiza about the details. Trainee and Miss Norhafiza decide to rent a Hyundai Starex to be used for 3 days during the event. Before make a booking, trainee meet with manager Mr Zulhilmi to propose about the rent car. Manager agreed and trainee making a booking in the klezcar website to rent for 3 days during the trip.

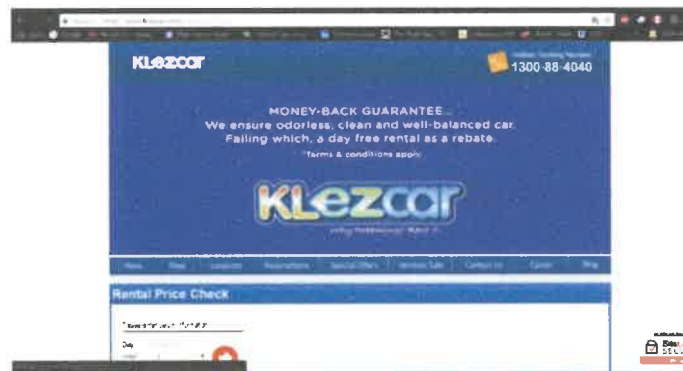


Figure 50: Klezcar website

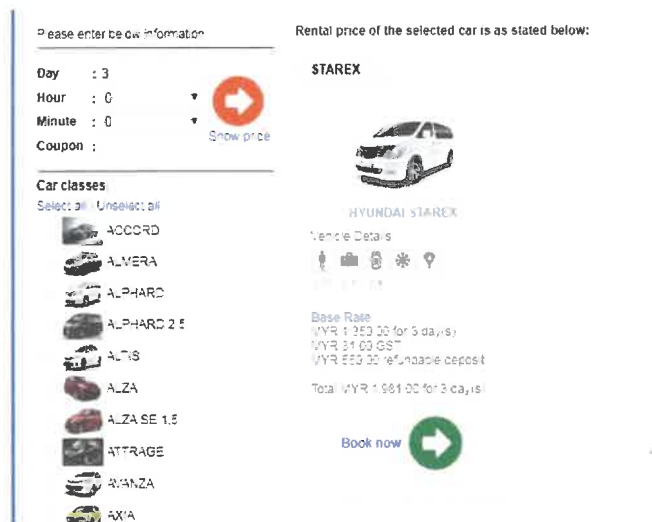


Figure 51: Making reservation for Hyundai Starex

Trip is on 19/05/2017 to 21/05/2017 that include 3 days and 2 night. Only 9 staff involved on this trip. At Damai Laut Lumut, trainee do the extreme activities like ATV off road, snorkelling, archery and hiking. All of the expenses sponsor by the company.



Figure 52: Damai Laut Beach Resort View



Figure 53: Staff and trainee ready for snorkelling



Figure 54: Trainee ride the ATV

3.1.5 Website development

Trainee was assigned by general manager to develop an official website for this organization since this organization does not have an official website yet. The trainee had learned about web design in the subject Advanced Web Design and Content Management (IMS607). The department that trainee been attached assign trainee to develop official website which is Zulsya Group PLT. Besides the knowledge that trainee can applied, the trainee also gain the knowledge through the analysis part which is required trainee to communicate with all staff in every department in order to get all the information to develop the website. All details of website development can be ref at 3.2 in part of special project.

3.2 Special project

During the practical period at Zulsya Group company, was assigned by Mr Syahmi Seliman to develop website for represent Zulsya company. Manager want the website that will be build must concise and compact with the company information to easier for client read and attract with the company. Also client will be enable to view each subsidiaries under Zulsya Group. To be more professional looks, Mr Syahmi Seliman also want trainee to add media, video and all project that had been done by company.

3.2.1 Introduction

3.2.1.1 Project overview

Zulsya Group is a main company that represent four subsidiaries company that is MSS Builders, MSS Construction & Engineering, Lamani Paint Solutions and KHN Construction Resources. Zulsya Group arise when manager of MSS Builder and MSS Construction & Engineering Mr Syahmi Seliman with manager Lamani Paint Solutions Mr Zulhilmi Mohd Salim want to expand their company by join ventures together. And then they meet up with manager of KHN Construction Resources Mr Khairul Azmir because on that times KHN Construction Resources having a problem with the bank loans. So Mr Syahmi and Mr Zulhilmi agree to buy share of KHN Construction Resources Company. By having 4 companies they decide to create one name that can make all of their companies' state under one names that is Zulsya Group. New main company name has been introduced at the end of previous year that is in December 2016.

All of the subsidiaries company has their own website but Zulsya Group don't have. To be more professional company, Zulsya manager request to develop new websites that contains all

of Information Company to introduce client, and the most important client can get view every single subsidiaries company in Zulsya Group.

3.2.1.2 Problem statement

Before this, the things that always happen in Zulsya Company when client need soft copy to view the company profiles. There are many factors occur that client need the profiles because, Zulsya group have four subsidiaries company with different license gred. And then the main things Zulsya have four companies that can do for specific fields like in civil, painting, drainage, machineries and other related fields in construction works.

So by having this problem, Website development will be built with professional to make client or user be easier to review the company.

3.2.1.3 Objectives

1. To manage the company profiles successful.
2. To make client or user easy to known which companies are suitable to do the job.
3. To view details of companies with the specific field.
4. To make company be well-known for client.

3.2.1.4 Scope of project

Zulsya website scope is to represent company details, fields and each of Subsidiaries Company under the Zulsya Group. Also to deliver the professional works to client in the construction field that can review on the website.

3.2.1.5 User target

The intended target user is mainly to the main construction company that want to give opportunity for the new company that want to grow up and expand the business. Other than that to public people who want to use the construction service.

3.2.1.6 Tools used for development

3.2.1.6.1 Laptop

Laptop computers are portable computers that allow you to take wherever you want and use it in different environment. Because laptops are mean to be used on the go, they have a battery which allows them to operate without being plugged into a power outlet and what's more, it is also a vital tool in developing the Zulsya Website.

3.2.1.6.2 Web hosting and domain

- i. Web hosts are what make websites accessible over the Internet. This means they keep all the webpages of the hosted site on their server, they take care of all the setup and technical issues, and they have a very high-speed connection to the Internet.
- ii. Domain name is an official address for the web site on the World Wide Web. With this 'official' address, the rest of the web can find the name that are registered. Like home address is unique in the real world, there also can't be any duplicate addresses on the Internet, otherwise no one would know where to go. In other words, domain names are unique addresses on the web.

3.2.1.6.3 Server Network

Need to access office server network to get the media like photo, video and all information needed during the web development process. Server network can be access online that developer can access it anytime anywhere.

3.2.1.6.4 Adobe Photoshop CS5

Adobe Photoshop CS5 is a software that used for editing image creation and graphic design. This software provides many images editing features for pixel based images as well as vector graphics.

3.2.1.6.5 cPanel

cPanel is a web based hosting control panel provided by many hosting providers to website owners allowing them to manage their websites from a web based interface. This program gives users a graphical interface from which they can control their portion of the Unix server.

3.2.1.6.6 Softaculous

Softaculous is the leading Auto Installer having 426 great scripts, 1115 PHP Classes and we are still adding more. Softaculous is widely used in the Web Hosting industry and it has helped millions of users install applications by the click of a button.

3.2.1.6.7 Wordpress

WordPress is a free and open-source content administration framework (CMS) in light of PHP and MySQL. WordPress is introduced on a web server, which either is a piece of an Internet facilitating administration or is a system have itself; the primary case might be on an administration like WordPress.com, for instance, and the second case is a PC running the product bundle WordPress.org. A case of the second case is a neighbourhood PC arranged to go about as its own web server facilitating WordPress for single-client testing or learning purposes.

3.2.1.7 Project planning

For the project planning early, website development will be start on 01 March and finish on 01 June that estimated three months to finish this project. Utilizing the application, these allow the user or client known the details of company.

3.2.1.7.1 Gantt chart

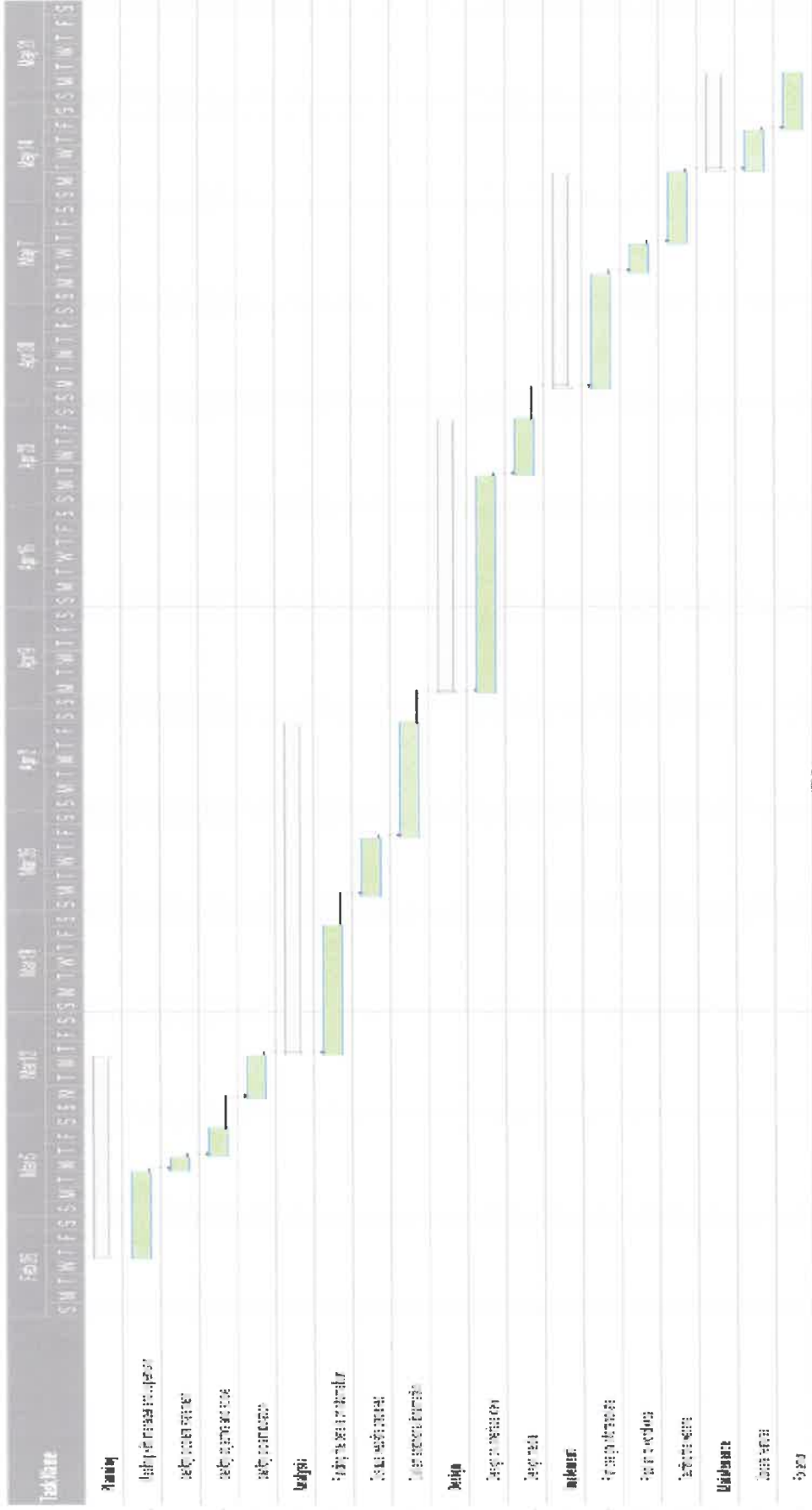


Figure : Project development Gantt chart

3.2.2 Methodology

In order to develop the website, a traditional technique for collecting requirements is used. It includes Interviewing staff member and Observing Users. By using that technique it will assist in developing the website.

i. Observing Users or client

Directly observing users involves in company that users or client request. Direct observation is the best method because company can know what needed by user or client to solve problem and make a relation with client be more strength.

ii. Group support

Group support are being the best platform to get the information from the office staff to make a website useful and can fulfil the client or user needed. Discussion also important to know which part that need to be more details to website looks more informative and attractive.



Figure 55: Website Development Life Cycle

In order to develop the Zulsya website, Website Development Life Cycle (WDLC) was used as a guideline and WDLC process was designed to ensure end-state solutions meet user requirement in support of business strategic goals and objectives. The WDLC also provides a detailed guide to help trainee with all kind of aspects in IT website development, regardless of how to develop with a right platform, WDLC contains a comprehensive checklist of the rules and regulations governing IT website.

The first phases in WDLC are the planning phase. This phase involves identifying the problem statement and also to solve the matters contained in the problem statement pertaining to the organization needs. Zulsya website were originally proposed by the manager of Zulsya Group, Mr Zulhilmi Mohd Salim request to create a website that able to introduced company with delivered profiles contain information and the task were given to trainee to developed the website using WordPress, an online open source website creation tool written in PHP.

The second phases in Website Development Life Cycle (WDLC) are the analysis phase. Website analysis is a process of collecting factual data, understand the processes involved, identifying problem and recommending feasible suggestions to improving the website information. The thing to do in this phase is to analyse the request of the client and how to present Zulsya company before website will be developed.

The third phase in Website Development Life Cycle (WDLC) is design phase. Among the things to be done in this phase is to produce information, interactive interface as well as logo for the website.

The next phase in the Website Development Life Cycle (WDLC) is the implementation phase. Implementation phase involves the construction of a real website in which the program development website will be implemented using appropriate software as support in developing the Zulsya website. Besides that, this phase also involved in the testing process whereby the website will be tested before being handed to the responsible person in IT department, in order to check any kind of error that might happened during the testing of the Zulsya website before the website is ready to be publish in world wide. Apart from that, trainee present to all staff to get the suggestion and recommendation for further improvement.

The last phase in Website Development Life Cycle (WDLC) is the maintenance phase. The maintenance phase is necessary and the most vital part in the WDLC phase because it need to be up to date to prevent from being hack and virus attack. In this phase, the system will be maintained in order to make the Zulsya Website always in a good condition and as well as to make the website perform efficiently and effectively. Besides that, trainee will also make sure that the maintenance process for the Zulsya Group will be carried out as planned depending on how many times the website will be undergo for the process update per year. In addition, this phase is to make sure that all of the information in Zulsya Group are accurate and always up-

to-date. The WDLC phase is related to each other because of first we need to planning, then analysis, design, implementation and the last one is to maintain the website.

3.2.3 Analysis

3.2.3.1 Analyze a current website (exist)

Currently, at Zulsya Group company there are currently don't have existing website before this because of new Zulsya name build up. Zulsya Group is likely to become the first website that allowing their user to download automatically Subsidiaries Company under Zulsya Group to be more efficiently and effectively.

3.2.3.2 Discuss a website proposed

Zulsya Group website allowing user or client to download the subsidiaries company profile. Also by having the website, it be more useful for client to contact company by fill the form and Zulsya Group will contact back by email, call or fax. Other than that, Zulsya give an employments opportunity for all people with open carrier to be fill up in Zulsya website on career menu. Zulsya website also proposed a great way to keep everything organized and easy to access for all.

3.2.3.3 Website requirement

Zulsya Group website is develop to be flexible that can be access with all platform like phone, laptop and computer. The website using CMS (content management system) also call open – source. In developing the website, the statistic information is like below:

- I. Server storage up to 100 GB
- II. Bandwidth up to 200 GB
- III. Have 2 MySQL database

Server Information

Item	Detail
Hosting Package	Supreme
Server Name	pro1
cPanel Version	64.0 (build 30)
Apache Version	2.4.25
PHP Version	5.6.30
MySQL Version	10.0.31-MariaDB
Architecture	x86_64
Operating System	linux
Shared IP Address	103.8.24.75
Path to Sendmail	/usr/sbin/sendmail
Path to Perl	/usr/bin/perl
Perl Version	5.10.1
Kernel Version	2.6.32-673.26.1.el6.i386

Figure 56: Server details

For developing the website, server use linux as an operating system. Linux server operating system serves content to client devices. Accordingly, server operating systems feature tools for simple server creation. Because servers commonly run headless, the graphical user interface (GUI) in a Linux server operating system remains less important. Why use linux as a server? There are have 5 factor why people choose linux and not window to being the operating system for their server.

3.2.3.3.1 Stability

Linux systems are well known for their ability to run for years without failure; in fact, many Linux users have never seen a crash. That's great for users of every kind, but it's particularly valuable for small and medium-sized businesses, for which downtime can have disastrous consequences.

Linux also handles a large number of processes running at once much better than Windows does--that's something, in fact that tends to degrade Windows' stability quickly.

Then there's the need for rebooting. Whereas in Windows configuration changes typically require a reboot--causing inevitable downtime--there's generally no need to restart Linux. Almost all Linux configuration changes can be done while the system is running and without affecting unrelated services.

Similarly, whereas Windows servers must often be defragmented frequently, that's all but eliminated on Linux. Let your competitors endure the plentiful downtime that inevitably goes hand-in-hand with Windows; trusty Linux will keep you up and running and serving your customers around the clock.

3.2.3.3.2 Security

Linux is also innately more secure than Windows is, whether on the server, the desktop or in an embedded environment. That's due largely to the fact that Linux, which is based on UNIX, was designed from the start to be a multiuser operating system. Only the administrator, or root user, has administrative privileges, and fewer users and applications have permission to access the kernel or each other. That keeps everything modular and protected.

Of course, Linux also gets attacked less frequently by viruses and malware, and vulnerabilities tend to be found and fixed more quickly by its legions of developers and users. Even the six-year-old kernel bug that was recently fixed, for instance--an extremely rare instance in the Linux world--had never been exploited.

Internally, meanwhile, users of a Windows system can sometimes hide files from the system administrator. On Linux, however, the sys admin always has a clear view of the file system and is always in control.

3.2.3.3.3 Hardware

Whereas Windows typically requires frequent hardware upgrades to accommodate its ever-increasing resource demands, Linux is slim, trim, flexible and scalable, and it performs admirably on just about any computer, regardless of processor or machine architecture.

Linux can also be easily reconfigured to include only the services needed for your business's purposes, thus further reducing memory requirements, improving performance and keeping things even simpler.

3.2.3.3.4 TCO

There's no beating Linux's total cost of ownership, since the software is generally free. Even an enterprise version purchased with corporate support will be cheaper overall than Windows or other proprietary software, which generally involve user-based licensing and a host of expensive add-ons, especially for security.

Same goes for most of the tools and applications that might be used on a Linux server. The overall TCO simply can't be beat.

3.2.3.3.5 Freedom

With Linux, there is no commercial vendor trying to lock you into certain products or protocols. Instead, you're free to mix and match and choose what works best for your business.

In short, with all the many advantages Linux provides in the server realm, it's no wonder governments, organizations and major companies around the world--including Amazon and Google--rely on the open source operating system in their own production systems.

If you're looking for a Linux distribution to run on your business's servers, you'd do well to consider CentOS (or RHEL, the paid version from Red Hat that CentOS is based on), Slackware, Debian and Gentoo.

3.2.4 Design

3.2.4.1 Interface design

The zulsya Group PLT website had been design to be responsive page/web. Website will be suitable in computer, tablet and phone use. All of the content and information can clearly read and systematic. Below are the interface web page of Zulsya Group with difference devices like computer, tablet and phone also with the details of content in the website.



Figure 57: Tablet interface of Zulsya Website

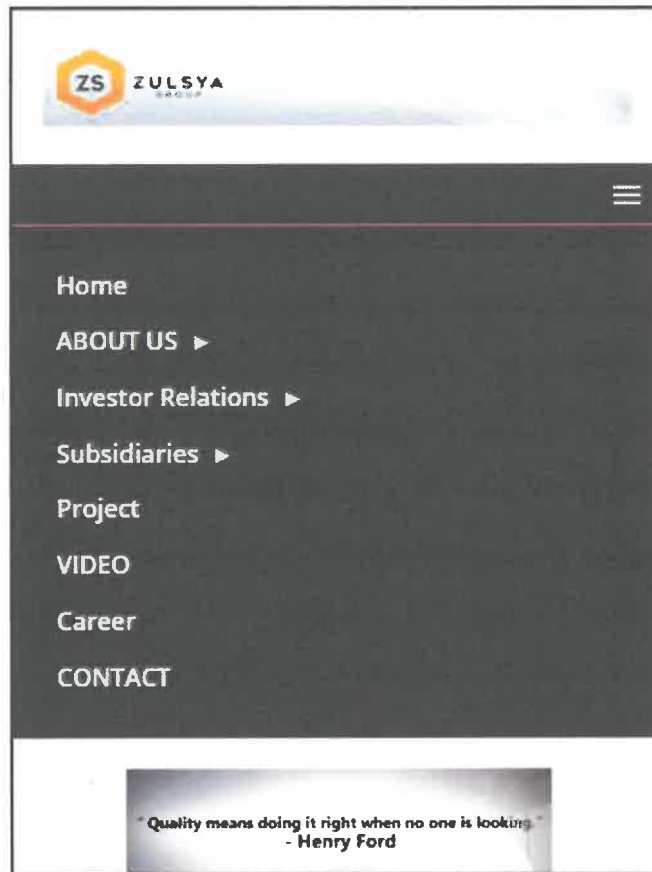


Figure 58: Interface website of phone view



Figure 59: Computer view of Zulsya Group website



Figure 60: All content that are have in Zulsya Website

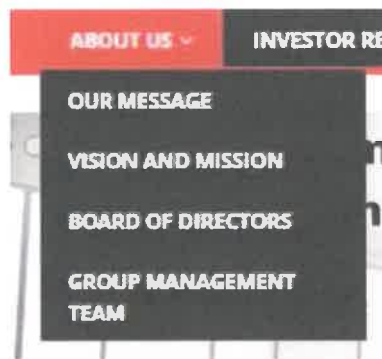


Figure 61: Content details in about us



Figure 62: Manager Message in Zulsya website



Figure 63: Company vision and mission



Figure 64: Zulsya Group Manager

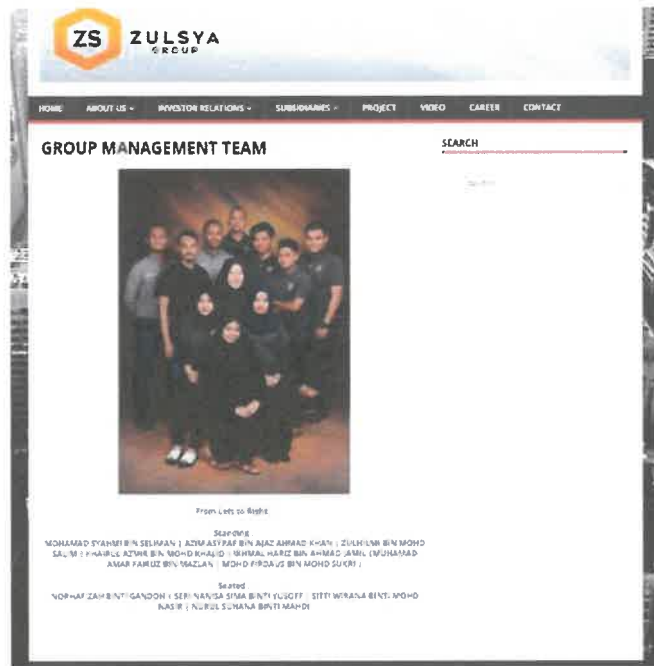


Figure 65: Zulsya Group management team



Figure 66: Investor relations content



Figure 67: Sub of announcement



Figure 68: Activity page

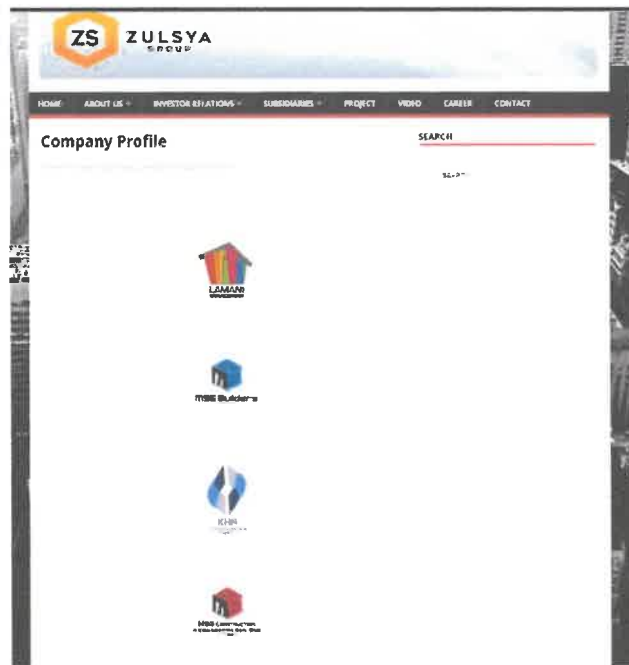


Figure 69: Company profile page that direct download when click on it

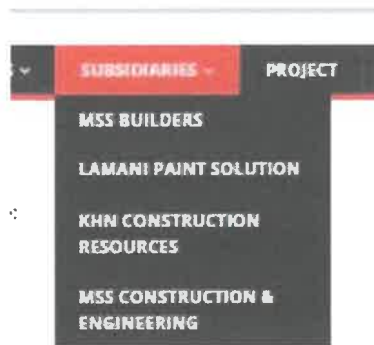


Figure 70: Subsidiaries content

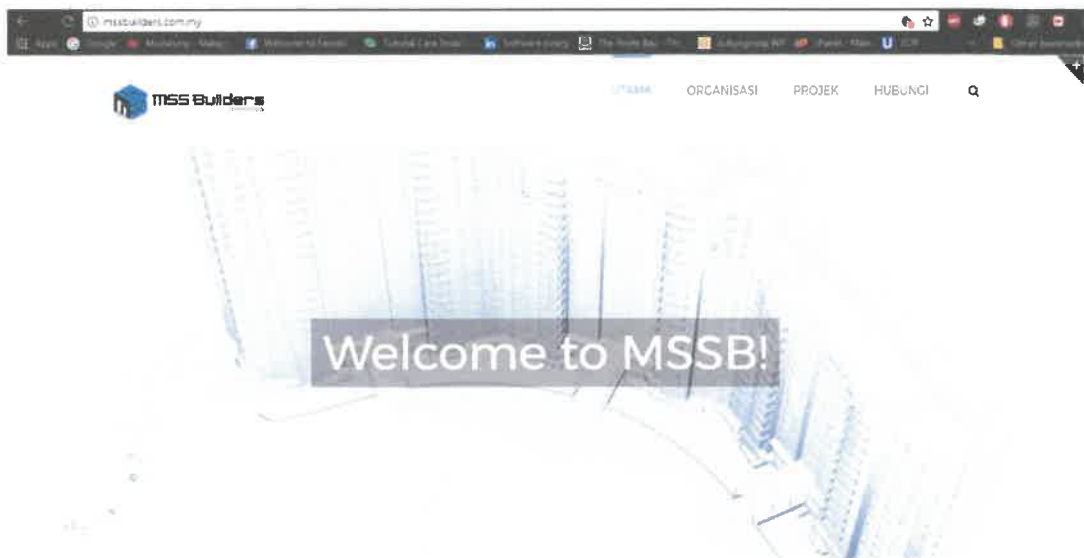


Figure 71: Direct link that open MSS Builder page

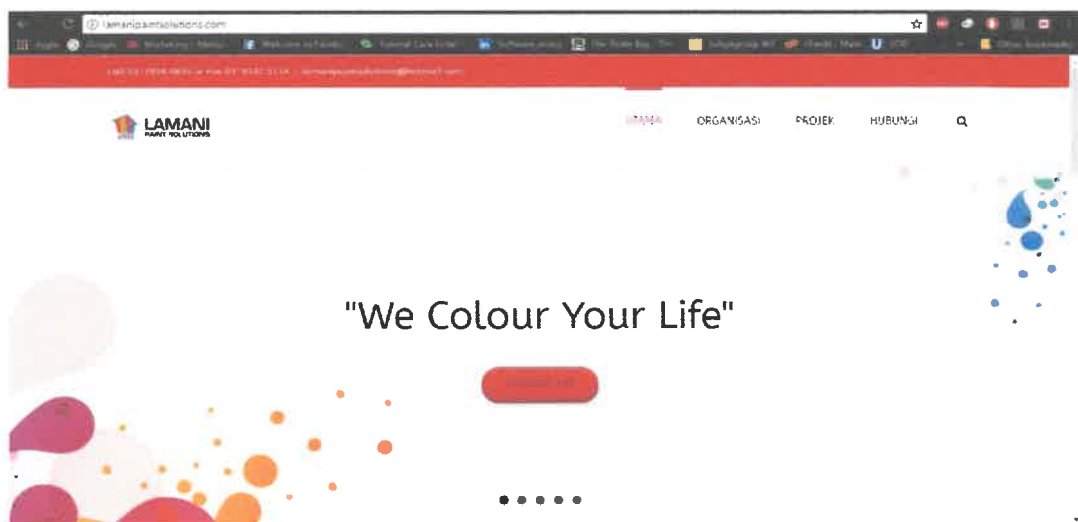


Figure 72: Direct link that open Lamani Paint Solutions page



Figure 73: Direct link that open KHN page

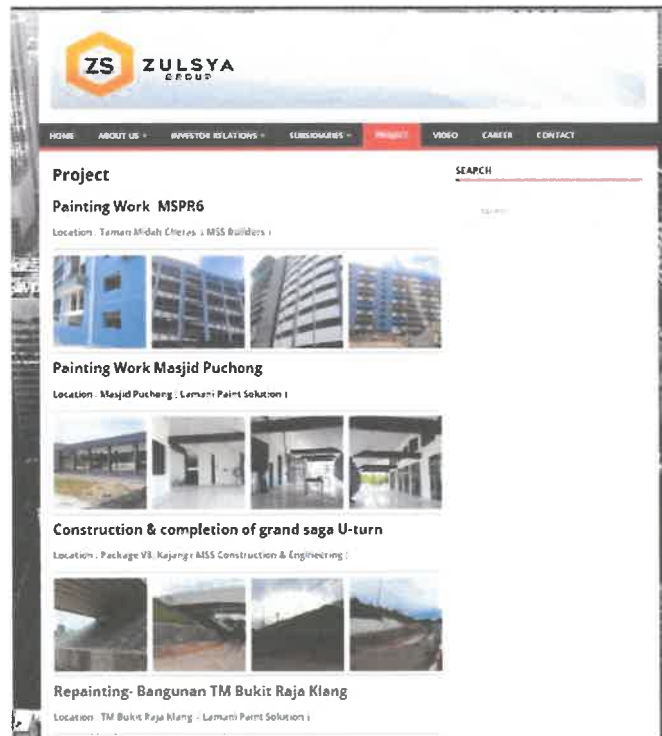


Figure 74: Project page

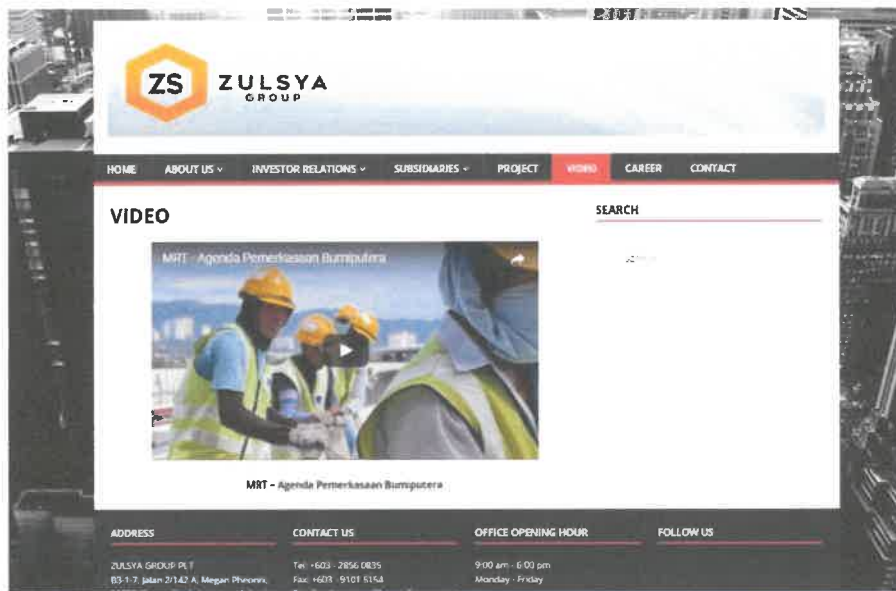


Figure 75: Zulsya video page

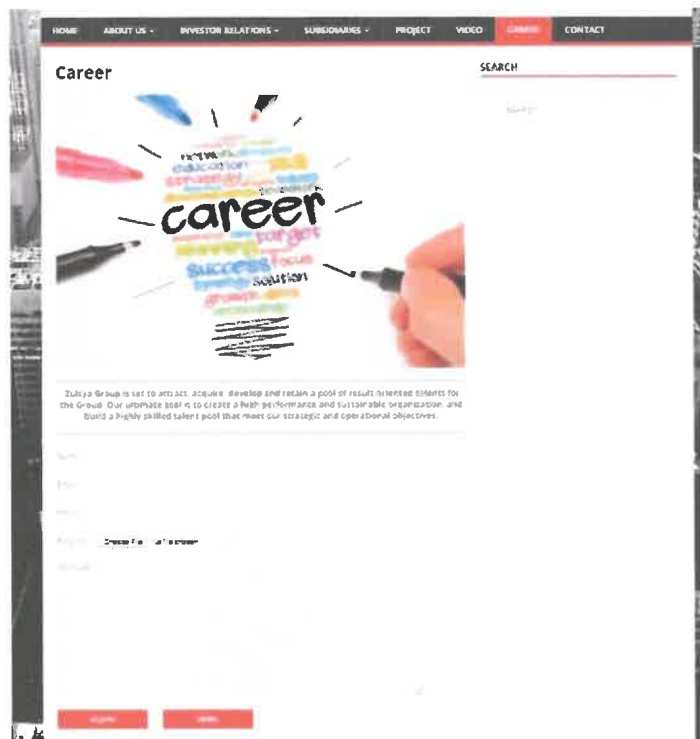


Figure 76: Career page that client can be fill up

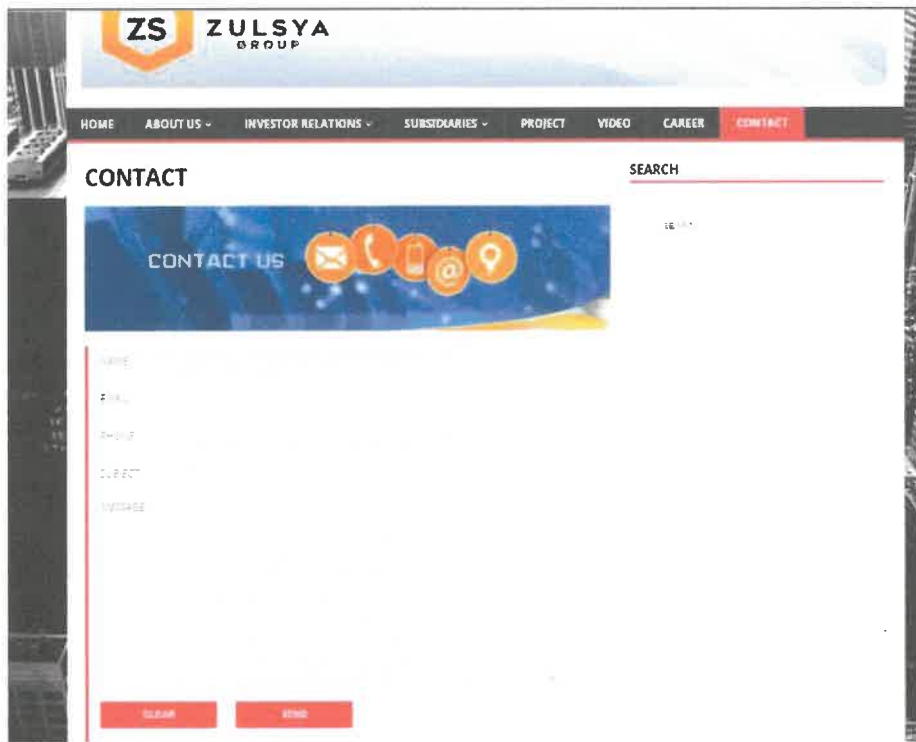


Figure 77: Zulsya Group contact page

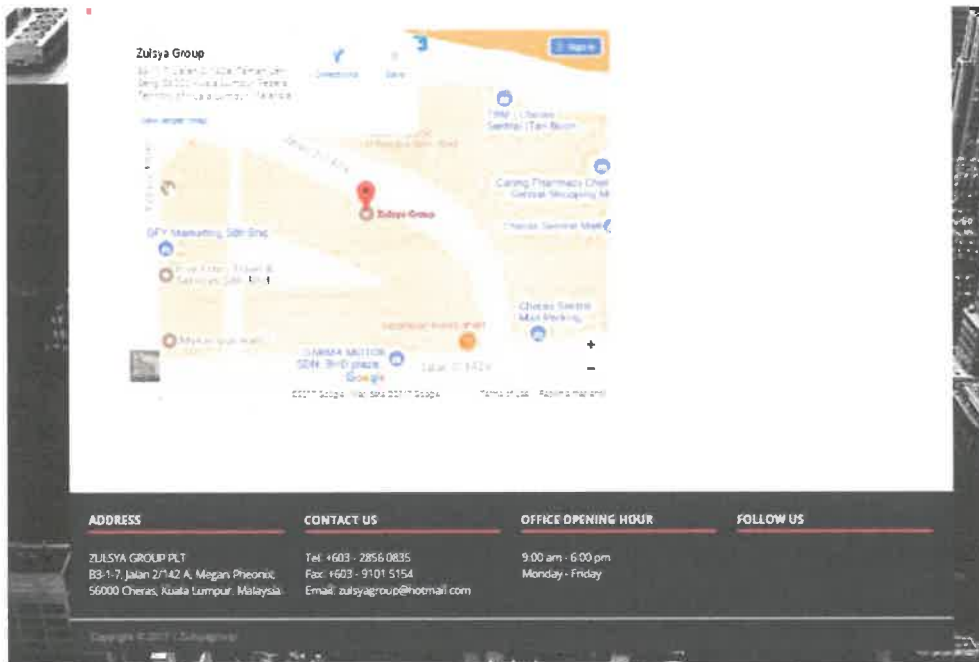


Figure 78: Zulsya group location in page

3.2.5 Implementation and maintenance

Website implementation is the development, installation and testing of website content and delivery of that web into production (Bentley *et. al.*, 2007). The purpose of the website implementation is to build a system, install it, replace old website or build a new one, preparing system and user documentation and train the intended users. During this phase, it is also involved the closedown of the entire project.

There are a number of factors to consider when putting a new website into worldwide use before handing it to the intended. In the implementation phase, there are two major tasks that involved in this implementation phase such as coding and testing. The purpose of the implementation phase is to convert the physical system specifications into working and reliable software and hardware, document the work that have been done and provide help for current and future users. The first activity is coding. Coding is the process whereby the physical specifications created in the previous phases are turned into working computer codes by the programmer and coding is an activity where all the designed during the previous phases will be programmed using a software that have been defined before. The second and the last activity, is to the test the Zulsya group website in order to detect any error, to test whether the function are working perfectly fine and if there is an error, then trainee will fixed the problem until the program executes correctly.

For the maintenance phase, maintenance phase includes all the activity after the installation of software that is performed to keep the system operational. As we have mentioned earlier, software often has design faults. The two major forms of maintenance activities are adaptive maintenance and corrective maintenance. The corrective maintenance is changes made to a web to repair flaws in its design, coding, or implementation and adaptive maintenance is

changes made to a website to evolve its functionality to changing business needs or technologies.

Maintenance is necessary to eliminate errors in the website during its working life and to tune the website to the best performance. Website need to update required to make it working well in future. Other than any plugin, widget and themes will need to be update when update version appear to prevent from error. If a major information change to a website is needed, a new project may have to be set up to carry out the change. The new project will then proceed through all the above life cycle phases.

3.3 Sub Project

For additional project during internship, Mr Zulhilmi Mohd Salim also manager of Zulsya Group request to do the SOP (standard of procedure) for the company. Before this company only have a little SOP for administration but not for the whole company, and then the SOP are not properly prepare and follow the right ways. Trainee need to prepare the SOP by based on 4 department that is accounting, human resource, marketing and IT, and operational department.

3.3.1 Planning

Trainee take up to 3 months to prepare the SOP (standard of procedure). This sub project start with meeting with manager to identify the problem, scope of project and also objective. In planning also trainee create a form table that need to interview staff at each department to know their job scopes.

3.3.2 Analysis

Collecting information from staff at every department. Divide the information by writing down policies, information, process and procedure. Identify and analysis information and arrange it into the flow chart.

3.3.3 Design

Designing the proper flow chart with the design of box that have a variety type of use.






Symbol	Name	Function
	Start/end	An oval represents a start or end point
	Arrows	A line is a connector that shows relationships between the representative shapes
	Input/Output	A parallelogram represents input or output
	Process	A rectangle represents a process
	Decision	A diamond indicates a decision

Figure 79: Flow chart process symbol

3.3.4 Implementation

Key in all information and make a book of standard of procedure for Zulsya Group Company. When having a monthly meeting on June, trainee distribute all the copy of Standard of Procedure and give a talk to give them information for new policies, standard and scope of work that they need to follow. SOP that trainee make be the officially used by the Zulsya Group Company.

3.3.5 Maintenance

Administration will be monitor if having any changes in job scopes and discuss with the manager. If manager agreed so the Standard of Procedure will be updated in new one and need to distributed again for all staff.

3.3.6 SOP (standard of procedure)

SOP that trainee create was officially used now in Zulsya Group company include the subsidiaries company. All the staff can refer to the SOP first if having any problem with the job scopes. Other than that, company have prepare a copy of SOP. When they hire a new workers, it will be briefing first with a job scopes in company, how many days for annual leaves, how to apply, how to use company facilities and many more procedure or policies. All of the SOP that created by trainee can be refer at APPENDIX.

CHAPTER 4

Trainee internship was completed in the marketing and information technology department at Zulsya Group PLT. Through this internship, I was exposed to various marketing and its activities, including databases, human resources, tendering and also main activities in this organization which are civil, construction, cleaning, and hardware management. Trainee would highly recommend interning at Zulsya Group PLT. The knowledge gained and skills acquired through this internship are things that complemented and enhanced the education that trainee obtained in the classroom.

4.1 Application of Knowledge, Skills and Experience in Undertaking the Task (Knowledge Gained)

Throughout the course of my five-month internship, trainee was given the opportunity to learn how the organization runs the business. I have learned how these main activities which are civil, construction, cleaning, and hardware contribute to the success of this organization.

4.1.1 Update and Key in thousand client list in database System

Basically in Zulsya Group, they have a system for accounting and finance division. The trainee was assigned to learn on how to manage the client system. The trainee needed to update and key in the client list on the database system that call CRM Office Central System according to the order of manager in the division. The main task for trainee is to key all the data in this system after marketing staff get the client details. It is to generate all client list through this system. The trainee had learned about system management in subject Information Systems Management (IMS552) so that trainee can apply the knowledge while manage the system. The trainee was given the task to handle and manage database system which is required me to manage and key

in all the data included vendor company list. Throughout this task, trainee gained an experience on how to store the data in system and used the data for register client as vendor.

4.1.2 Cash Flow

The trainee has been assigned to manage the cash flow by finance officer since trainee used to manage the data and information by using Microsoft Excel and learn the subject of information skill (IMD101). The purpose of the statement of cash flows is to provide information about cash receipts, cash payments, and the net change in cash resulting from the operating, investing, and financing activities of a company during the period. The trainee has applied the knowledge and at the same time gained the knowledge of how to manage the cash flow systematically.

4.1.3 Update Annual Leave Record

The trainee has been assign to update an annual leave record for every month and the trainee is able to apply the knowledge gain in classroom into the practical training. Annual leave record is a record leave for staff in Zulsya Group PLT. The trainee learns about record management during her degree and be able to manage because of the knowledge gain in classroom.

4.1.4 Assist in Tender Management

Tender is the process whereby governments and financial institutions invite bids for large projects that must be submitted within a finite deadline. Zulsya Group fill the BQ (bill of quantity) to bids the project that is open by governments such as painting and civil for school, building and others project that related with construction works include private and government all around country. So, the trainee has been assign along with tender management team to manage the document related tender. So, the trainee be able applied the knowledge learned in

classroom in subject Information Systems Project Management (IMS654). Through this subject, the trainee able to understand the growing need for better project management.

4.1.5 Recordkeeping (Filing)

In previous semester, the trainee had learnt about filing system in subject Filing and Classification System (IMR504). So the trainee used the knowledge and experience before to finish up the task given. The task given is just a simple filing and classification task for all department and division in this organization. The trainee needs to make a tag for file and filing the document according to the department and name of the file.

4.1.6 Website Development

Trainee was assigned by general manager to develop an official website for this organization since this organization does not have an official website yet. The trainee had learned about web design in the subject Advanced Web Design and Content Management (IMS607). The department that trainee been attached assign trainee to develop official website that is Zulsya Group PLT. Besides the knowledge that trainee can applied, the trainee also gain the knowledge through the analysis part which is required trainee to communicate with all staff in every department in order to get all the information to develop the website.

4.1.7 Others activity

4.1.7.1 Financial programmed

i. Account management seminar

Trainee has been assign to be as a committee in this program and manage all activities during this program. Trainee got a valuable experience as she can know how to manage the account

for business and self. Besides that, trainee got a chance to improve the communication and management skill through this program.

4.2 Personal thoughts and opinion

Zulsya Group is a private company that has a strong management that manages all of their main activities. Their management is experienced and strong enough throughout their development. During industrial training program, the trainee has observing each particular activity in Marketing and IT Department on how they do their daily task and handle with the problem. From day to day the trainee learns indirectly on how to calm while facing with the problems. The high level of patience is very important to work in this department of an organization. This is because their clients are very crowded and have a very much task to do. So it has a different task coming for a day. The trainee impresses with the staff to solve the problem. It really takes the trainee into the real working life.

Besides that, they have a meeting room, a discussion room, pantry, and other facilities. All the facilities provided can make work become more effective and efficient. The trainee also can use all the facilities same as the staffs except the staff computer. From here, the trainee can conclude that the management served better for staff and trainee.

However, while doing the special project, the trainee needs a guide from the staff who is expert in developing website but then the staff who expert in that department are busy. Most of the time trainee refers to video tutorial on YouTube and other website as a guideline. It is more like self-learning process.

For working aspect, the trainee suggests it was a great place to have the industrial training program in Marketing and IT department Department in this organization because of all the facilities are provide completely for all staffs and also trainee. The trainee also joins with the programs that organize by company in order to gain more knowledge and experiences. There are a lot of program that organize by each department that the trainee had involved. Indirectly, those programs can make the trainee and staffs become closer because doing the things together. The trainee thinks it was a good decision chooses by a company.

4.3 Lesson learnt

In administration department, the trainee learnt and improves a lot. There are some of the skills that the trainee grabs during the industrial training program within 5 months.

4.3.1 Teamwork

The trainee had involved in several program that organized by the Zulsya Group company. For each program the teamwork spirit is really important to make sure the program successful. In the team, they guided the trainee in every task given to make sure all tasks are performing well. For each program, the trainee learnt new things and gain new experiences. The trainee was able to contribute the ideas and insights in every task.

4.3.2 Communication Skills

The trainee had improved the communication skill during the industrial training program. This is because communication is the best key to express the ideas and views clearly to others. The trainee learnt how to communicate with professional level and unprofessional level. A good communication skill can encourage the trainee to be more confident in delivering ideas and views.

4.3.3 Problem Solving

The trainee learnt on how solve the problem by self. While doing the special project, there is a problem occurs such as lacking the information and guide from professional. So the trainee solves the problem by self by going to all department and collect the information to be added in website and also referring to tutorials on websites and YouTube while implement the website since there is no professional guider from this organization. YouTube is one of the best guider for the people who want to learn by self. Throughout the industrial training program, the trainee had improved more in problem solving skills.

4.3.4 Time & Self-Management

In working life, time and self-management is very important. This is because time is gold. So the trainee trained to come to work on time at 8.30 a.m. and end at 5.00 p.m. every day. To make sure the trainee come early to work discipline also play their role. Besides that, the supervisor trained the trainee to submit all tasks on time without any delays. So that the trainee can kept track with the special project to finish it up on time. From the observation, the efficient time and self-management is very important in Zulsya Company. It will ease the trainee in future working life because the trainee had been trained throughout the 5 months of the industrial training program. Trainee spend a lot of time at office because always do the overtime like back home at 7 or 8 pm every day.

4.3.5 Leadership Awareness

Even the trainee does not have chance to lead any working group in Marketing and IT department, throughout the industrial training program, anyhow the trainee gains some knowledge from the observation on how the leader carrying out the duty. From the observation, in Zulsya Company has a dedicated leader to lead to a successful organization.

4.4 Limitations and Recommendations

After 5 months the trainee being in Marketing and IT department to complete the IMC 690 course, personally the trainee can say that there are a little bit of differences between studying and working. From the differences the trainee founds some limitations and suggests the recommendations for it.

4.4.1 Limitations

4.4.1.1 IT Department

In this organization, there is a lack of staff because only two person involved in this department.. This organization does not have an enough IT staff that can manage all the ICT equipment and also maintained the server. The organization hire outsource to manage and maintain all the system in office. The probability of leaked information to outsource is high because they can access the information.

4.4.1.2 Limited of facility

In Zulsya Group, there is no computer that trainee can access. This is because the manager said every staff computer have an ID (identification number) that can access to company account of transaction. So the information is private and confidential for company. Beside that, computer also spend for the enough 9 staff at the office. It is very important in order to make a management smoothly.

4.4.1.3 Filing

In term of filing and record keeping, the organization does not have an enough space to store the file. It is because of the organization not applied the systematic filing. The organization filed the document manually. And the space to place the file too small in filing room.

4.4.2 Recommendations

4.4.2.1 Establish IT Department

The organization should hire staff on IT Department in order to manage their own ICT equipment, maintain the system and also server. It is to make every activity and transaction to be more systematic. It is also can save the budget they spent to hire outsource. By establish this department, the possibility of information leak is low. It is also can assist in the use of software and data management to all functional areas of the organization.

4.4.2.2 Require more facilities

By having completed and extra facilities at the company, staff will be more like to do the works, all the equipment must enough and comfortable to use at the office. Zulsya Group must add extra computer that can be used for new staff and also for trainee that a very needed when doing the task.

4.4.2.3 Provide and Establish Electronic Record Keeping

The organization should provide an electronic record keeping in order managing the record and filing system in order to be more systematic. By the establishment of Electronic Record

Keeping, the can minimize the space of filing. The organization does not need to file the document manually and save the space. So that all the record and document can be stored electronically.

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APPENDICES

APPENDICES A:
INDUSTRIAL TRAINING
STUDENT'S CHECKLIST

INDUSTRIAL TRAINING STUDENT'S CHECKLIST

Student's Name : AZIM ASYRAF BIN ASAR AHMAD KHAN
Student's Id : 2014346817
Unit / Department : It & marketing
Organization : ZULSYA GROUP
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.	8. Abstract Guideline		✓	
	Receive, read and understand the rubrics;			
	1. Rubric – Industrial Evaluation		✓	
	2. Rubric - Individual Presentation		✓	
3.	3. Rubric - Industrial Training Report (Overall)		✓	
	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 NOT ALLOWED 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 FAIL . Get the permission from Organizational Supervisor before taking any leave. **Any extra leave provided by organization is not counted under this clause. Organization may provide extra leave / benefits to students, if necessary**	YES (MC / Letter)	✓	
6.	Understand that NO 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).	YES (Copy of attendance)	✓	
9.	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily OR weekly OR monthly basis.	YES (Copy of logbook entries)	✓	
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		✓	28/2/2017
11.	Discuss with Organizational Supervisor regarding Special Project (must be ISM OR 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') OR make your own custom planner using MS Office / MS Project OR use the planner provided by the organization (if any).	YES	✓	
13.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least 3 TIMES , via face-to-face OR email OR phone calls OR 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.	PAY your fees (semester Mac – July 2017) Refer Academic Calendar for the date.		✓	BEFORE 26/3/2017
16.	REGISTER for IMC690 (Industrial Training) course– Refer Academic Calendar for the date.		✓	27/2– 12/3/2017
17.	VALIDATE for IMC690 (Industrial Training) course.– Refer Academic Calendar for the date.		✓	13–26/3/2017 GUGUR TARAF 30/3/ 2017
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		✓	BEFORE / ON 30/6/2017
21.	Attend the presentation (viva) at the faculty *subject to change. Bring along the evaluation form ('Borang Penilaian Pelajar') during the presentation.		✓	10-14/7/2017
22.	Submit the Industrial Training Report (hard cover bind, dark blue)		✓	10-14/7/2017
23.	Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	YES	✓	
24.	Attach this checklist in Appendices section.	YES	✓	
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.).	YES	✓	

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).

APPENDICES B: ATTENDANCE RECORDS

No	Mchn	EnNo	FEB.txt Name	Mode	IOMd	DateTime
000001	1	000000010	suhana	1	0	
2017/02/02 08:11:00						
000002	1	000000011nisa	1	0		2017/02/02 08:12:00
000003	1	000000012	azim	1	0	2017/02/02 09:46:00
000004	1	000000012	azim	1	3	2017/02/02 17:47:00
000005	1	000000011nisa	1	3		2017/02/02 18:38:00
000006	1	000000010	suhana	1	3	
2017/02/02 18:48:00						
000007	1	000000010	suhana	1	0	
2017/02/03 08:20:00						
000008	1	000000011nisa	1	0		2017/02/03 08:20:00
000009	1	000000012	azim	1	0	2017/02/03 08:20:00
000010	1	000000012	azim	1	3	2017/02/03 18:14:00
000011	1	000000011nisa	1	3		2017/02/03 18:46:00
000012	1	000000010	suhana	1	3	
2017/02/03 18:51:00						
000013	1	000000012	azim	1	0	2017/02/04 08:00:00
000014	1	000000011nisa	1	0		2017/02/04 08:16:00
000015	1	000000010	suhana	1	0	
2017/02/04 08:27:00						
000016	1	000000012	azim	1	2	2017/02/04 17:29:00
000017	1	000000011nisa	1	3		2017/02/04 17:35:00
000018	1	000000010	suhana	1	3	
2017/02/04 17:51:00						
000019	1	000000012	azim	1	0	2017/02/06 07:58:00
000020	1	000000011nisa	1	0		2017/02/06 08:13:00
000021	1	000000010	suhana	1	0	
2017/02/06 08:22:00						
000022	1	000000012	azim	1	2	2017/02/06 17:26:00
000023	1	000000011nisa	1	3		2017/02/06 18:42:00
000024	1	000000010	suhana	1	3	
2017/02/06 18:52:00						
000025	1	000000011nisa	1	0		2017/02/07 08:07:00
000026	1	000000012	azim	1	0	2017/02/07 08:09:00
000027	1	000000010	suhana	1	0	
2017/02/07 08:10:00						
000028	1	000000010	suhana	1	0	
2017/02/07 08:32:00						
000029	1	000000012	azim	1	2	2017/02/07 17:13:00
000030	1	000000011nisa	1	3		2017/02/07 18:32:00
000031	1	000000010	suhana	1	3	
2017/02/07 18:32:00						
000032	1	000000010	suhana	1	0	
2017/02/08 08:00:00						
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FEB.txt

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2017/02/08 18:54:00					
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2017/02/10 08:00:00					
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2017/02/10 18:56:00					
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2017/02/14 07:54:00					
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2017/02/15 18:56:00					
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2017/02/16 07:52:00					
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2017/02/18 08:01:00					
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2017/02/22 08:10:00					
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2017/02/22 19:04:00					
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2017/02/23 07:57:00					
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2017/02/23 19:00:00					
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2017/02/28 18:57:00						
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MARCH.txt

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2017/03/01 19:00:00						
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2017/03/03 08:03:00						
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MARCH.txt

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2017/03/17 19:02:00						
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2017/03/18 08:11:00						
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2017/03/22 20:04:00						
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2017/03/28 19:05:00						
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2017/03/29 19:00:00						
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2017/03/30 19:02:00						
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2017/03/31 08:05:00						
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2017/04/01 19:21:00						
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000080	1	000000011nisa	1	3		2017/04/18 17:50:00
000081	1	000000012	azim	1	3	2017/04/18 17:55:00
000082	1	000000011nisa	1	0		2017/04/19 08:19:00
000083	1	000000012	azim	1	0	2017/04/19 08:27:00
000084	1	000000012	azim	1	3	2017/04/19 18:15:00
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000086	1	000000010	suhana		1	0

2017/04/20 08:11:00

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000088	1	000000012	azim	1	0	2017/04/20 08:34:00
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000090	1	000000010	suhana		1	3

2017/04/20 18:08:00

000091	1	000000011nisa	1	3		2017/04/20 18:21:00
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2017/04/21 07:53:00

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000095	1	000000012	azim	1	3	2017/04/21 17:49:00
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2017/04/21 18:57:00

000097	1	000000010	suhana		1	0
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2017/04/25 07:52:00

000098	1	000000011nisa	1	0		2017/04/25 08:27:00
000099	1	000000012	azim	1	0	2017/04/25 08:51:00
000100	1	000000012	azim	1	3	2017/04/25 17:31:00
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2017/04/25 19:02:00

000102	1	000000011nisa	1	3		2017/04/25 19:02:00
000103	1	000000010	suhana		1	0

2017/04/26 07:59:00

000104	1	000000011nisa	1	0		2017/04/26 08:25:00
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000106	1	000000010	suhana		1	3

2017/04/26 18:54:00

000107	1	000000010	suhana		1	0
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2017/04/27 07:54:00

000108	1	000000011nisa	1	0		2017/04/27 08:33:00
000109	1	000000011nisa	1	3		2017/04/27 18:05:00
000110	1	000000010	suhana		1	3

2017/04/27 19:05:00

			APRIL.txt		
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2017/04/28	08:01:00				
000112	1	000000011nisa	1	0	2017/04/28 08:27:00
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2017/04/28	19:03:00				
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			Name				
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000003	1	000000012	azim	1	0	2017/05/03	08:26:00
000004	1	000000012	azim	1	2	2017/05/03	17:06:00
000005	1	000000012	azim	1	0	2017/05/04	09:29:00
000006	1	000000012	azim	1	2	2017/05/04	17:18:00
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000008	1	000000012	azim	1	3	2017/05/05	17:55:00
000009	1	000000012	azim	1	0	2017/05/06	08:33:00
000010	1	000000012	azim	1	2	2017/05/06	16:05:00
000011	1	000000012	azim	1	0	2017/05/08	08:34:00
000012	1	000000012	azim	1	3	2017/05/08	18:08:00
000013	1	000000012	azim	1	0	2017/05/09	08:29:00
000014	1	000000012	azim	1	3	2017/05/09	17:52:00
000015	1	000000012	azim	1	0	2017/05/11	08:29:00
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000021	1	000000012	azim	1	0	2017/05/16	08:35:00
000022	1	000000012	azim	1	3	2017/05/16	18:35:00
000023	1	000000012	azim	1	0	2017/05/17	08:28:00
000024	1	000000012	azim	1	0	2017/05/18	08:36:00
000025	1	000000012	azim	1	3	2017/05/18	18:00:00
000026	1	000000012	azim	1	0	2017/05/22	08:36:00
000027	1	000000012	azim	1	3	2017/05/22	18:53:00
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000030	1	000000012	azim	1	0	2017/05/24	10:26:00
000031	1	000000012	azim	1	3	2017/05/24	18:21:00
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000033	1	000000012	azim	1	3	2017/05/25	18:25:00
000034	1	000000012	azim	1	0	2017/05/29	08:53:00
000035	1	000000012	azim	1	2	2017/05/29	17:08:00
000036	1	000000012	azim	1	0	2017/05/30	08:29:00
000037	1	000000012	azim	1	2	2017/05/30	17:05:00
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JUNE.txt							
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000005	1	000000012	azim	1	0	2017/06/05	08:21:00
000006	1	000000012	azim	1	2	2017/06/05	17:27:00
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000009	1	000000012	azim	1	3	2017/06/07	20:12:00
000010	1	000000012	azim	1	0	2017/06/08	08:40:00
000011	1	000000012	azim	1	2	2017/06/08	17:23:00
000012	1	000000009	amar		1	3	
2017/06/08 23:29:00							
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000014	1	000000003	syahmi		1	2	
2017/06/10 17:03:00							
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000016	1	000000012	azim	1	2	2017/06/13	17:27:00
000017	1	000000012	azim	1	0	2017/06/14	08:35:00
000018	1	000000012	azim	1	3	2017/06/14	17:41:00
000019	1	000000012	azim	1	0	2017/06/15	08:32:00
000020	1	000000012	azim	1	3	2017/06/15	18:01:00
000021	1	000000012	azim	1	0	2017/06/17	08:49:00
000022	1	000000012	azim	1	2	2017/06/17	17:15:00
000023	1	000000013		1	2	2017/06/19	16:44:00
000024	1	000000012	azim	1	2	2017/06/19	17:00:00

**APPENDICES C:
REPORT DUTY
DECLARATION FORM**



FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA (UiTM)
KELANTAN BRANCH

REPORT DUTY DECLARATION FORM
(Semester March – July 2017)

To : Puan Nurulannisa Binti Abdullah
Industrial Training Coordinator IM245 – UiTM Kelantan

Name : AZIM ASYRAF BIN ASAZ AHMAD KHAN

UiTM ID : 2014346817

Program Code : IM245

H/P No : 016-7744786

I hereby, confirmed and report my duty to ZULSYA GROUP (organization).

Date: 2 February 2017

Student Signature _____

Verified by,

Signature _____

Name

ZULHILMI MOHD SALIM

Designation _____

Official Stamp _____