

### UNIVERSITI TEKNOLOGI MARA NEGERI SEMBILAN COLLEGE OF COMPUTING, INFORMATICS AND MATHEMATICS INFORMATION SCIENCE STUDIES

### **DIPLOMA IN INFORMATION MANAGEMENT (CDIM110)**

**INDUSTRIAL TRAINING (IMD310)** 

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### NAME OF REPORT:

INDUSTRIAL TRAINING

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#### ABSTRACT

This report provides a detailed overview of the industrial training at the One Stop Center Department in Majlis Perbandaran Port Dickson, highlighting the main learning outcomes, skill improvements, and professional development achieved during the training. The training included various activities such as entering data into the OSC system, organizing files, managing departmental programs, setting up meeting spaces, printing documents, and participating in bi-monthly meetings. These experiences offered practical insights into information management, administrative tasks, and customer service, allowing the application of theoretical knowledge in real situations. Key insights emphasized the need for accuracy in data entry, effective information organization, and careful planning in program management, all of which enhanced the department's efficiency. The training also helped develop important soft skills like communication, teamwork, time management, and problem-solving. Significant accomplishments included improving data entry processes, coordinating program logistics under pressure, and contributing to meetings, which boosted professional communication and strategic thinking abilities. Challenges faced, such as dealing with system outages and complex client interactions, were successfully managed through adaptability, resilience, and a proactive troubleshooting approach. This training experience highlighted the value of hands-on learning in connecting academic theories with real-world applications, providing the trainee with a comprehensive skill set and a better understanding of the One Stop Center's operations. Overall, this training period was a transformative experience, building technical skills, professional confidence, and a proactive attitude, all crucial for success in the information management sector.

**Keyword**: Industrial Training, One Stop Center Department, Information Management, Data Entry, Administrative Support, Skill Enhancement, Professional Development, Customer Service, Program Coordination, Meeting Management, Problem-Solving, Teamwork, Communication Skills, Resilience, Adaptability, Hands-On Experience, Real-World Application, Personal Growth, Organizational Skills, Time Management

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#### **1.0 INTRODUCTION**

The industrial program represents a strategic educational initiative aimed at meeting the increasing demand for skilled professionals across various industrial sectors, including manufacturing, engineering, technology, and supply chain management. As industries adapt to technological advancements, automation, and globalization, there is a heightened need for a workforce equipped with both theoretical insights and practical expertise. This program seeks to close the gap by merging academic instruction with hands-on industrial experiences, thereby preparing participants to thrive in their chosen fields.

The origins of industrial programs can be traced back to the necessity of aligning educational offerings with the swiftly changing requirements of the labor market, particularly during the Industrial Revolution, which saw a significant rise in manufacturing and technological progress. Over time, these programs have incorporated contemporary technologies such as artificial intelligence, data analytics, and sustainable practices, mirroring the transition towards Industry 4.0. The curriculum is typically developed in partnership with industry stakeholders, ensuring that the educational content remains pertinent and aligned with current trends and future demands.

A fundamental aspect of industrial programs is the focus on practical experience, often provided through internships, co-op placements, and industry-related projects. These experiences enable participants to translate theoretical knowledge into real-world applications, interact with industry experts, and gain a comprehensive understanding of the complexities and dynamics present in the industrial sector. Furthermore, the program frequently features workshops, seminars, and guest lectures from industry leaders, offering valuable insights into the latest technological developments and best practices within the field.

The industrial training report is designed to capture and reflect upon the practical experiences acquired during an internship or industrial training period. It emphasizes the application of theoretical knowledge in real-world scenarios. This document serves as a detailed account of the skills and insights gained, outlining the tasks undertaken, challenges faced, and solutions devised throughout the training. It offers a structured assessment of the training experience, illustrating how it has fostered the trainee's professional and technical growth. By exploring various elements of the industrial setting, the report highlights the trainee's comprehension of industry-specific processes, technologies, and workplace interactions.

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