



UNIVERSITI  
TEKNOLOGI  
MARA

Cawangan Perlis  
Kampus Arau



# HRM666

## HR INTERNSHIP



# INTERNSHIP REPORT

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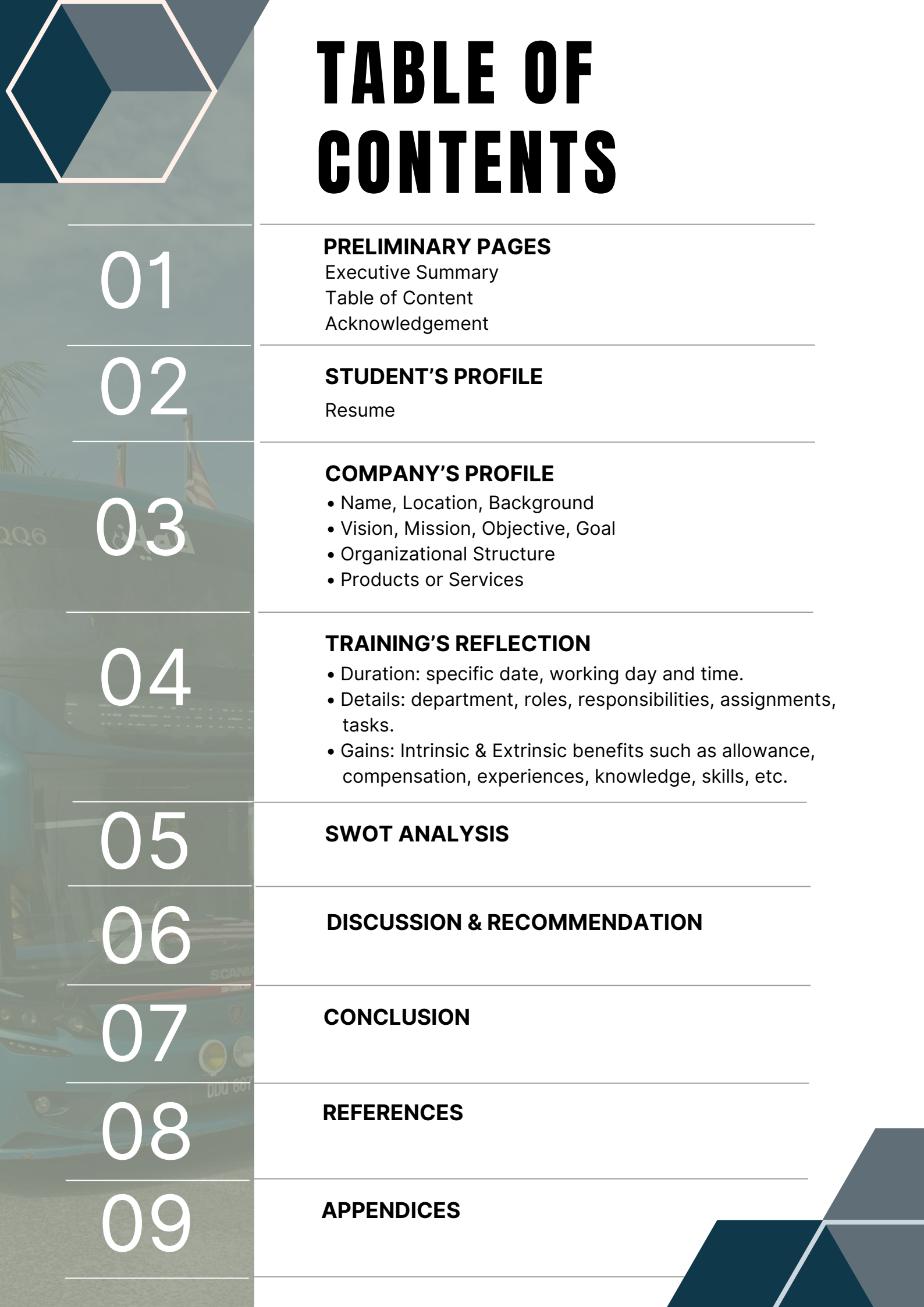
# EXECUTIVE SUMMARY

Industrial Training is a compulsory for all students that required for every student to qualify for the awarding of Certificates, Diplomas or Degrees in every public or private University. For the Faculty of Business Administration at Universiti Teknologi MARA (UiTM) should finish for 6 months or 24 weeks of industrial training.

Besides, I started my six-month industrial training journey with Silmatrajaya Sdn Bhd (Queen Express), where I had a memorable and experience. I began my industrial training on 1 March, 2024 and continued it until 9 August, 2024, all under Encik Zafran bin Mustapha's supervision.

An overview of Queen Express and the knowledge gained from Silmatra Jaya Sdn Bhd's industrial training are provided in this report. This report is divided into multiple sections, the first of which is devoted to introducing the company's profile. The skills and advantages related to the company's strengths, weaknesses, opportunities, and threats outlined in the SWOT analysis section are covered in the following part, which is a reflection of industrial training.

This opportunities have gain my knowledge about scope job of human resource. Finally, it is important for students or employee to experience in their learning stage because to achieve the goals and make a success in our life is not easy. It is such a motivating tool for us to set goals and achieve goals in our lives. So, this internship is an exposure for me to become an human resource manager in the future.



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## **COMPANY'S PROFILE**

- Name, Location, Background
- Vision, Mission, Objective, Goal
- Organizational Structure
- Products or Services

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## **TRAINING'S REFLECTION**

- Duration: specific date, working day and time.
- Details: department, roles, responsibilities, assignments, tasks.
- Gains: Intrinsic & Extrinsic benefits such as allowance, compensation, experiences, knowledge, skills, etc.

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## COMPANY BACKGROUND

Silmatra Jaya Sdn Bhd, (Registration No. 791413-K), was established on October 9, 2007, under the Companies Act 1965. The company began its operations on February 1, 2016. Silmatra Jaya Sdn Bhd is fully managed by Mr. Mohd Suffian bin Daud, who serves as the Managing Director. He also acts as the Managing Director of Super Hikmat and Hikmah Minyak Sdn Bhd.

The company has one ticket counter at the Tesco Bus Terminal and the workshop located near with the office HQ. This workshop serves as the place for bus repairs, parking, and cleaning before the buses begin their journeys to their respective destinations.

Silmatra Jaya Sdn Bhd has a workforce of 95 people, consisting of the Managing Director, 13 management members, 12 support staff, and 70 drivers. All employees are registered with EPF (Employees Provident Fund) and SOCSO (Social Security Organization) to ensure their welfare is taken care of.

Currently, the company owns 8 single-decker buses and 22 double-decker buses for transportation services throughout the East Coast. Rental services are also available to meet our customers' needs. Silmatra Jaya Sdn Bhd has received a lot of support from our business partners. Until now, the company has approximately 95 ticket agents from across the state of Kelantan and Kuala Lumpur, and it is believed that this number will increase. In the future, Silmatra Jaya Sdn Bhd plans to expand the company throughout Peninsular Malaysia.



**SILMATRA JAYA SDN BHD**  
**791413-K**

**-QUEEN EXPRESS-**



**LOCATION :**

LOT PEJABAT KOMPLEKS PREMIS USAHAWAN SME BANK  
KOTA BHARU II, PT 5045 KAWASAN PERINDUSTRIAN  
PENGKALAN CHEPA FASA II, MUKIM PANCHOR  
KEMUMIN 16100 KOTA BHARU  
KELANTAN.

**OPERATION HOUR :**

SUNDAY - THURSDAY : 8:30 A.M - 5:30 P.M  
SATURDAY : 8:30 A.M - 1:00 P.M