



اَبُو سَيِّدِي نَكُو لَو كِي مَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

Fakulti  
Pengurusan  
dan Perniagaan



KEMENTERIAN PENDIDIKAN

# 2024

# INDUSTRIAL TRAINING REPORT

1 MARCH 2024 - 9 AUGUST 2024

## PREPARED BY

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BACHELOR OF BUSINESS ADMINISTRATION  
(HONS.) HUMAN RESOURCE MANAGEMENT.

**MATRICC NUMBER :**2021461618

**CLASS :**RBA2436B

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**EXAMINER :**DR. WAN ALIAA WAN ANIS

## JABATAN PENDIDIKAN NEGERI TERENGGANU





## EXECUTIVE SUMMARY

During my six-month practical training at Jabatan Pendidikan Negeri Terengganu (JPNT) from March 1, 2024, to August 9, 2024, I enhanced my administrative, communication, and problem-solving skills by handling tasks such as application processing, record-keeping, and customer service. I was able to put my theoretical knowledge to use in a real-world educational administration context because to this practical experience. An evaluation of the preschool unit revealed issues including understaffing, reliance on a traditional filing system, and regular staff absences, along with strengths like skilled employees, exceptional customer service, and financial stability. The internship highlighted ways in which the unit might capitalise on its assets, network of powerful people, and professional development opportunities, all the while reducing risks like negative interdepartmental behaviour, breaches of data security, and the need to keep up with technological innovations. Through this experience, I have developed a strong foundation and a broad range of skills for a future job in human resources management. My significant personal and professional development has been driven by the supportive work environment and dedicated supervisors at JPNT, and I think these skills will provide me a competitive edge.



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# COMPANY'S PROFILE

## COMPANY'S LOGO



KEMENTERIAN PENDIDIKAN

## JABATAN PENDIDIKAN NEGERI TERENGGANU 'S BACKGROUND

- The Jabatan Pendidikan Negeri Terengganu (JPNT), or the Terengganu State Education Department, was founded in 1920 in the state of Terengganu, Malaysia. Originally located behind the Kuala Terengganu Post Office, the department was housed in a timber building with a Nipah roof. At the time, the State Education Leader managed the education department in addition to acting as Chief Inspector and Head of the Terengganu State Post Office.
- Over the years, the location of JPNT has been changed frequently, up until 2000. The department is overseen by the Malaysian Ministry of Education, which is the primary government department responsible for education in the country. As JPNT has grown and developed, various sectors and divisions have been established to manage different aspects of education in the state. Among them are:
  - Planning and Management Sector (S4PD)
  - Learning Sector School Management Sector (SPS)
  - Student Development Sector (SPM)
  - Islamic Education Sector (SPI)
  - Special Education Sector (SPK)
  - Educational Resources and Technology Sector (SPMT)
  - Human Resources Sector (SSM)
  - Infrastructure and Procurement Sector (SIP)
  - Management Sector (SPU)
  - Psychology and Counseling Sector (SPsK)
  - Integrity Sector (SI)
  - Assessment and Examination Sector (SPP)
  - Information Management Sector (ICT)

## OPERATION HOURS:

- Sunday - Wednesday (8 a.m. - 5 p.m.)
- Thursday (8 a.m. - 3.30 p.m.)



# VISION

Quality education for educated  
people prosperous nation

# MISSION

Preserving a quality education system  
to develop individual potential to fulfill  
national aspirations

# MOTTO

Change, Consensus, Determination

## VISION, MISSION, OBJECTIVE AND GOALS.

# OBJECTIVE

- Improve the quality of institutional management and administration.  
Improve the development of educational infrastructure.
- Improving student excellence in various aspects of education.
- Improve the level of professionalism of education management.
- Improve educational consensus.

# GOAL

to establish an excellent educational system  
that promotes personal growth and the  
development of the country.