

INDUSTRIAL TRAINING REPORT AT  
PORT OF TANJUNG PELEPAS  
(PTP)

BY

JASON A/L WANNATIYAH  
BACHELOR OF MANAGEMENT  
(MARITIME)

INDUSTRIAL TRAINING REPORT SUBMITTED TO  
DEPARTMENT OF MANAGEMENT AND MARKETING  
FACULTY OF MANAGEMENT AND ECONOMICS  
KOLEJ UNIVERSITI SAINS DAN TEKNOLOGI MALAYSIA  
(KUSTEM)

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Industrial training report at Port of Tanjung Pelepas / Jason  
Wannatiyah.



**PERPUSTAKAAN**  
**KOLEJ UNIVERSITI SAINS & TEKNOLOGI MALAYSIA**  
**21030 KUALA TERENGGANU**

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HAK MILIK  
PERPUSTAKAAN KUSTEM

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Industrial Training Report Submitted To

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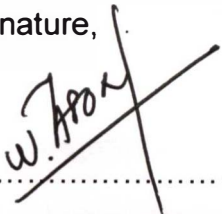
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## DECLARATION

I, Jason A/L Wannatiah hereby declare that the report for PGN 4799 is based on my original work except for quotations and citations which have been duly acknowledged. Everything that has been written in this report is from my point of view based on the theory and my observation during the industrial training at Port of Tanjung Pelepas (PTP). Faculty of Management and Economics (FPE) is not bonded with the contents of this report.

Signature, .

  
.....

Name: Jason A/L Wannatiah

Date:

Acknowledged by:

 27/11  
.....

Supervisor from KUSTEM  
On behalf of Chairman of the Industrial Training  
Faculty of Management and Economics  
KUSTEM

## **ACKNOWLEDGEMENTS**

First of all the narrator would like to thank almighty God for giving me the strength and stillness to complete this report although during the process of preparing this report, I faced a lot of challenges and difficulties. Besides that, I would like to thank to some of people who helped the narrator to complete this report excellently.

First and foremost, I would like to thank to my wonderful parents and family who provided moral support and financial aid and thus made the production of this report to be realized from idea into reality. Secondly I would like to thank Associate Professor Dr. Abdul Razak as my industrial training supervisor who provided me with more self-confidence and valuable guidelines in order to complete this report successfully. Without his guidance, assistance, encouragement and patience, it would have been impossible for me to complete this report successfully.

Thirdly I would like to express my appreciation to my industrial training supervisor at Port of Tanjung Pelepas (PTP), Tuan Haji Zainal, the Senior Manager of Training and Development Department of Port of Tanjung Pelepas (PTP), for encouraging and supporting me while undergoing practical training at PTP.

Last but not least, I would like to thank others who have not been mentioned above but who have really gave guidance, support and understanding to me in completing this report. Their commitment has enabled me to finish this report successfully on time.

## PREFACE

Industrial training or practical training is an obligatory subject for Bachelor of Management (Maritime) students at University College of Science and Technology Malaysia (KUSTEM). Three months duration as set by Department of Management and Marketing must be fully utilized by the students to find knowledge and experience in the maritime and other related fields besides understanding the working life and mastering management skills in order to become dynamic work force in the future upon graduation.

It is highly anticipated that during the industrial training, the students should be involved actively and always try to get to know new insights in the industrial training place. One of most important assignment to industrial training students is to find three systems which have problems. Then the students are required to develop solutions for the identified systems. It is highly hoped that the suggestions provided by the industrial training students can help to improve the operations and performance of the organizations where the students are undergoing their industrial training.

Lastly the industrial training also is aimed to provide the organizations where the students are undergoing industrial training to identify the potential candidates to be employed by the organizations later upon needing more work forces. This will help both the organization and the students. The organization can reduce its recruitment cost to find potential candidates and the students need not to fear of unemployment.

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## EXECUTIVE SUMMARY

This industrial training report is prepared based on the findings at the Port of Tanjung Pelepas (PTP). Port of Tanjung Pelepas (PTP) is one of the Malaysia's leading and highly successful ports and it is emerging as the South East Asia's leading transshipment hub. Port of Tanjung Pelepas' location is very strategic in a sense that it is situated at the cross roads of world's major shipping lines and thus it is highly preferred by the major shipping lines to use PTP as a hub before continuing to other routes.

The narrator has undergone industrial training at Port of Tanjung Pelepas (PTP) for three months starting on 21<sup>st</sup> March 2005 until 12<sup>th</sup> June 2005. The narrator while undergoing industrial training at Port of Tanjung Pelepas (PTP), the narrator has understood some of the Port of Tanjung Pelepas' Departments' job functions and their roles. The narrator, in chapter one and two will discuss those job functions and their roles.

One of the most important assignments given to the narrator by the Department of Management and Marketing of University College of Science and Technology Malaysia (KUSTEM) is that the narrator has to find three problems in Port of Tanjung Pelepas' systems. Then the narrator has to develop solutions to overcome those problems.

The narrator has identified three systems at the Port of Tanjung Pelepas (PTP) that have problems, to namely, Property and Free Zone of Port of Tanjung Pelepas (PTP), Marine Safety Division of Port of Tanjung Pelepas (PTP), and lastly Operations Department of Port of Tanjung Pelepas (PTP). The narrator talks in detail the problems in these systems in chapter two. The narrator also has made some suggestions on how these problems can be overcome by Port of Tanjung Pelepas (PTP). It is the hope of the narrator that the kindly suggested ideas of the narrator will be utilized by Port of Tanjung Pelepas (PTP) in order to improve its operations and performance.