

INDUSTRIAL TRAINING REPORT AT
GAGASAN CARRIERS SDN. BHD.
KUALA LUMPUR

By:

ROSHAPINAH BINTI ROSDI
BACHELOR OF MANAGEMENT
(MARITIME)

Industrial Training Report Submitted To:

Department of Management & Marketing
Faculty of Management and Economics
University College of Science and Technology
(KUSTEM)

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Pengesahan Keaslian Laporan

Dengan ini saya **ROSHAPINAH BINTI ROSDI** mengaku bahawa laporan Latihan Industri bagi Kursus PGN 4799 adalah hasil usaha saya sendiri. Segala bentuk penulisan yang terkandung dalam laporan ini merupakan pandangan dan pendapat saya berasaskan pengaplikasian teori dan pengalaman yang dipelajari semasa menjalani latihan industri semata-mata. Fakulti Pengurusan Ekonomi (FPE), KUSTEM tidak terikat dengan isi kandungan laporan tersebut.

Tandatangan



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Penyelia KUSTEM

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DEDICATION

I would like to express my sincerest appreciation to the following individuals and corporation who shared their experiences and insights but wish to remain anonymous and especially to:

1. Both of my parents who have sacrificed a lot for me to pursue my studies at KUSTEM,
2. Industrial Training Supervisor of KUSTEM Tuan Haji Abdul Rahim Ibrahim,
3. My Industrial Training Supervisor, Mr. P. S. Maniam. The senior administrator in helping me to complete this report. Where ever he does, hope is always greater.
4. KUSTEM's Dean of the Faculty of Management and Economics, Deputy Deans, head of Department of Management and Marketing and other staff who have helped me a lot throughout the industrial training period.
5. All of my friends, my course mate that has shared their ideas and knowledge as long as I have completed this report.

ACKNOWLEDGEMENT

Industrial Training (LI) is an important aspect in the study programme at Faculty of Management and Economics and KUSTEM. It is one of the requirements for students graduating in the University. During LI, trainees are placed at any agency or corporation that core businesses are in maritime sector.

The trainee in the report was lucky to be accepted and hands-on trained by Gagasan Carrier, Kuala Lumpur. There, the trainee was given the opportunities to learn and observe the actual working experiences of an organization. She was involved directly in office work environment. At the same time, the student has the chance to learn all administrative aspect and organizational management. On the other hand, LI has also become essential for to the trainee to apply the theories learned in the University. Other than that the student would understand about ethics in the professional field. In order to make sure the trainee maintains her relationship with professionals in the field in the maritime industry the student should take a pro-active role while in the organization.

The trainee also lucky because GCSB is fully owned and their shareholders are Malaysian citizen. It becomes as the fortune for the trainee to enhance their knowledge and experience for the future. (Refer to Appendix A)

As a conclusion, LI is an essential element because trainees could completely learn themselves about theories and practical experience, so that they are capable to work later upon graduation.

ABREVIATIONS LIST

BSM	–	Baycorp Ship Management
COA	–	Contract of Affreightment
CEO	–	Chief Executive Officer
CIF	–	Cost (of goods) and Freight excluding Insurance
CNF	–	Cost (of goods) Insurance & Freight
DOC	–	Document of Compliance
EMS	–	Emergency Management System
GCSB	–	Gagasan Carriers Sdn. Bhd.
HOP	–	Head Operating Procedure
ISM	–	International Safety Management
LI	–	Industrial Training
PC	–	Personal Computer
SOP	–	Shipboard Operating Procedures
SMS	–	Safety Management System

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EXECUTIVE SUMMARY

As entirely, for the every problem recognition that has been described, it has its own way to treat. The history about Gagasan Carriers Sendirian Berhad (GCSB) and their scope of services are covered by the Report. GCSB manages to handle and overcome almost all problems recognised by the employees and solutions are additionally suggested by the trainee author.

For the first problem in this report, it is about chartering system, which as one of the main activities and core businesses of GCSB. Chartering system or its procedures relate to demands by customers that work on behalf of other parties to move their cargoes and how this company manages to manipulate their professionalisms in handling the best services demanded by the clients. In this system, the author finds the problems accrued in the processes. Problem recognitions are crucial in all tanker chartering in this industry. In addition, for the suggestions offered, the author inspires GCSB to use the best solutions studied and thought by the management.

On the other hand, for the second system it is about information system that GCSB applies and currently used. For this system, the author finds several ways or methods that GCSB implements to deliver information to their shareholders, clients, staff, and other stakeholders or public at large. They include *Red Tone*, *WinFax*, Internet and manually. The author sees that these

problems have to be solved immediately and updated regularly in order to compete with other companies in the industry. These problems restricted their clients from evaluating the company's potential and reputation to move their goods from one port to another. While the author has proposed several remedies for the problems there are other alternatives to the problems that the author has limitations to dwell on. Even though, it looks unrealistic, but by the cooperation from all staff, and using expert opinions, the author believes they are the greatest solutions ever suggested.

For the third and the last systems that GCSB uses are about Human Resources Planning. For the problem recognition for this system, GCSB uses SOP, SMS, HOP, and EMS in their operation. For each of the system, GCSB apply to all their staff, masters, ship officers and crew. The author believes that some solutions that have been introduced in the second chapter would help GCSB to have tight key to achieve the real success in the shipping industry.

At the end of this report, the author concludes that all problems need to have the matured alternatives.