



UNIVERSITI  
TEKNOLOGI  
MARA

# SULTAN ISMAIL PETRA INTERNATIONAL ISLAMIC UNIVERSITY COLLEGE



KIAS

## INDUSTRIAL TRAINING REPORT



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**1 SEP 2023 - 9 FEB 2024**

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

# EXECUTIVE SUMMARY

This industrial report is about the internship that I did at Sultan Ismail Petra International Islamic University College (KIAS) from September 1, 2023, until February 9, 2024, for about 6 months. KIAS is an institution that focuses on producing graduates with educated, pious, and good morals that can contribute to our county. In this report, I have explained the background of this organisation and my internship experience here. At KIAS, I belong to two units, which are the International Students Unit and the Loan Unit. This is because my supervisor is in charge of those two units. But between these two units, my supervisor mostly assigned me to do work that involved the loan unit. The main roles are to assist students in applying for 'Dermasiswa' and do related work for the process of this scholarship. Other than that, I was assigned to do related work with PTPTN and YAKIN, related work under the International Student Unit like filing, and others. Furthermore, I was also involved in several ceremonies and became part of the team. One of the events was the convocation ceremony of KIAS, which was held at the Grand Riverview Hotel. Other events include 'Apresiasi Atlet 2023' and 'Hari Pendaftaran Mahasiswa Baharu dan Program Taaruf Week Sesi 2023/2024 (2)'. The main focus of this report is the SWOT of this organization. From my investigation, I found 3 strengths, 2 weaknesses, 3 opportunities, and 2 threats in this institution. For each strength, weakness, opportunity, and threat, I provide discussion and recommendations to enhance or reduce the weakness and give suggestions to be a more successful institution in the future.

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# COMPANY'S PROFILE

**SULTAN  
ISMAIL  
PETRA  
INTERNATIONAL  
ISLAMIC  
UNIVERSITY  
COLLEGE**

**Address :  
Peti  
Surat  
68,  
Nilam  
Puri,  
15730  
Kota  
Bharu,  
Kelantan**

## Background of Establishment

Sultan Ismail Petra International Islamic University College or known as KIAS, is a Private Higher Education Institution (IPTS) created under the Private Higher Education Institutions Act (1996) (Act 555) and managed by KIAS Darul Naim Sdn Bhd (KDSB), a subsidiary of Akademi Yakin Sdn. The concept and idea behind the establishment of this college were inspired by the State Government's aspiration to position Kelantan as a well-known hub for the advancement of Islamic knowledge in the region.

The establishment of KIAS is a continuation of the Kelantan Islamic Higher Education Foundation (YPTIK) Nilam Puri, which was founded in 1965. On April 1, 1981, YPTIK was absorbed into the University of Malaya under the name Akademi Islam Universiti Malaya (AIUM). Later, it was merged with the Department of Islamic Studies to form the Academy of Islamic Studies Universiti Malaya (APIUM) in 1996. The State Government, through the Kelantan Islamic Foundation (YIK), established the Maahad Dakwah Wal Imamah in 1994, based on the idea of YAB Tuan Guru Dato' Bentara Setia Hj. Nik Abdul Aziz bin Nik Mat, who was the Chief Minister of Kelantan at the time. Maahad Dakwah Wal Imamah was restructured into a more dynamic framework with the establishment of the Sultan Ismail Petra International College (KIAS) on August 24, 1999, inaugurated by His Royal Highness Sultan Ismail Petra, the Sultan of Kelantan Darul Naim.



# Courses Offered



At the beginning of its operation, KIAS offered three diploma-level study programmes: Diploma Al-Syariah, Diploma Usuluddin, and Diploma Al-Dakwah Wal Qiadah. Starting from the 2002/2003 academic session, KIAS expanded its offerings to include a twin-bachelor's degree programme (3+1) in collaboration with al-Azhar University, Egypt, in the fields of Al-Syariah and Usuluddin. Afterwards, at the 2006/2007 academic session, KIAS took another step forward by introducing a Diploma in Arabic Language program. In the November 2007 session, KIAS began admitting students for another new programme, namely the Certificate in Islamic Studies.

When Al-Azhar University terminated its collaboration on April 22, 2008, KIAS entered a partnership with Insaniah University College (KUIN), Kedah, signing the agreement on February 15, 2009, to offer a collaborative 4+0 Bachelor of Shariah with Honours and Bachelor of Usuluddin with Honours programs. Subsequently, in June 2010, three new diploma programs were introduced: Diploma Tahfiz Al-Quran, Diploma Qiraat & Tarannum, and Diploma Islamic Finance, followed later by Diploma in Islamic Banking and Diploma in Islamic Studies in June 2012. Through continuous efforts, KIAS successfully added three more diploma programs: the D Diploma in Da'wah with Media, the Diploma in Early Childhood Education in Islam, and the Diploma in Logistics Management & Supply Chain in the June 2014/2015 semester. In the June 2015/2016 semester, another program, the D Diploma in Counselling, was introduced, and in June 2017/2018, KIAS began offering the Diploma in Halal Management.

Graduates of KIAS's diploma programmes are eligible to enter the job market and are also qualified to pursue further studies at the bachelor's degree level in local and international higher education institutions, including universities in Jordan and Egypt, Institut Agama Islam Negeri (IAIN), and Universitas Islam Negeri (UIN) in Indonesia, as well as local public universities such as KUIN, KUIS, IUKL, UM, UKM, UIAM, UMK, UNISZA, and others. Since its establishment, KIAS has consistently progressed by admitting students from both within and outside the country, including Indonesia, China, Thailand, Cambodia, Singapore, Nigeria, and Palestine.

# Organizational Chart



# Vision

An Institution of Rabbani  
Higher Education



# Mission

Determined to produce graduates who are progressive, knowledgeable, pious, and morally upright, capable of serving the ummah with full dedication and effectiveness.

# Objective

1. To produce graduates who are knowledgeable, pious, and morally upright to face current challenges through an education system grounded in Tauhid (the Oneness of God).
2. To produce graduates who are balanced and integrated in terms of spiritual and intellectual aspects and are ready to serve society and the nation with full dedication.
3. To engage in the development and dissemination of knowledge that aligns with Islamic principles.



# TRAINING REFLECTION

## Introduction

It was an honour for me to have the opportunity to engage in practical training at Sultan Ismail Petra International Islamic University College. This is a chance to learn the real story about the work environment. There are a lot of lessons and fields of work that I can study and experience myself in terms of how each unit in KIAS operates during the 6 months of my internship at KIAS. The date for my internship is September 1, 2023, until February 9, 2024. My workday began on Sunday and continued until Thursday. My everyday shift from Sunday to Wednesday is 8 a.m. to 5 p.m. Meanwhile, Thursday's hours are 8 a.m. to 3.30 p.m. Before starting work, I was concerned about the types of people I would be working with and if I would be able to accomplish the job properly. However, I feel very thankful to have met kind, generous, and helpful people during my internship. They always help me and provide guidance when assigning any kind of task to me.



# Roles and Responsibility



On the first day of my journey, I was assigned to work under the Department of International Student and Department of Loan. This unit focuses on international students that further their study at KIAS and focuses on loan for students which is PTPTN and YAKIN. Other than that, they also work on 'ASASI' students, scholarship like 'Dermasiswa', 'Bantuan Kewangan Pelajar OKU', and 'Zamalah' for students.

Throughout my internship, I was assigned to help and assist students at the counter who wanted to apply for 'Dermasiswa' under the Loan Unit. My task is to provide them with the form and double-check the form when they want to send it with all supported documents. Beside handling students and parents at the counter, I also learn to key in information of this scholarship in system, manage through prosedur of completing 'Dermasiswa' additional documents likes 'surat akuan pelajar' and students fee account statement before send all the document to MAIK. Furthermore, I also make announcements poster on behalf of loan unit to inform students on latest update regarding loans and scholarsip, make filing, updating students' information, and do related work. I was also taught to use a system in this organization to find information of students that are involved with our units, which is e-kias for staff in KIAS. On top of that, I must supervise and guide students in filling out the PTPTN loan application online, contact students and receive the agreement to those who want to send agreement at loan unit.

Meanwhile, in the international student unit, I need to do things such as send letters to other units, make slides, do filing of international students, provide a student passport to the student and any related work. There is also a time when I do work related to ASASI students like dealing with them when receiving the copy of ASASI agreement and manage document of 'Bantuan Kewangan Pelajar OKU' for students of KIAS that have disabilities.

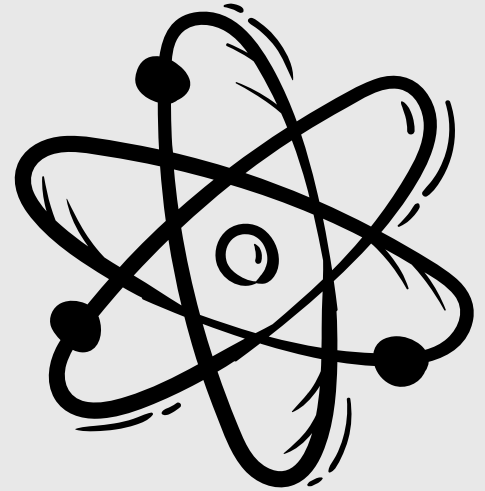
# Gain

It was a valuable experience for me when I could join the 23rd KIAS convocation ceremony as a robe committee member. I do have experience from my graduation day, but I do not get involved behind the scenes of the occasions. Little did I know, this ceremony was held with a lot of people needed to make sure the event ran smoothly. People also need to work on it before and after the event. This is one of the big events in my life.

In addition, there was a day that I needed to work on my holidays, which are on weekends. It is to iron all VVIP, VIP, and additional robes at the Grand Riverview Hotel one day before the ceremony to ensure that everything is ready before the event. It was an enjoyable experience because I could spend time with the staff and other interns on the way to the hotels and spend the night there together. On this occasion, I see that teamwork and responsibility are very important to make sure that everything goes according to plan and to avoid any mistakes.

Furthermore, I feel this experience is very precious for me because, other than working at the office, I can mingle with other people when I join a lot of programmes under KIAS, such as UMI KIAS, Tazkirah, and join as committee members for the convocation ceremony, 'Pendaftaran Mahasiswa Baharu dan Programme Taaruf Week Sesi 2023/2024 (2)' and 'Apresiasi Atlet 2023' event. The programme 'Pendaftaran Mahasiswa Baharu dan Programme Taaruf Week Sesi 2023/2024 (2)' is for new student registration that was held in KIAS, and I became a member of the refreshments committee, which serves food and drinks for the staff that are involved in this programme. Meanwhile, the 'Apresiasi Atlet 2023' event conducted at New Horizon Garden Restaurant is to celebrate and appreciate the KIAS athletes who have worked hard to raise and bring honour to the name of KIAS through their sports achievements throughout the 2023 championships. For this event, I became a committee member for certificates and souvenirs, where I needed to design certificates and give them on the day of the event. There was also one event that I joined, which was a programme called Knowing Me under the Counselling Unit.

Throughout this internship, I have gained some knowledge and skills that are needed in my department. For example, I can learn how to access e-kias to get information, send memos and files to other staff, get student information, apply for holidays, and much more. I also learn to enhance communication skills and how to use formal language to interact with students. Furthermore, KIAS provides practical students with allowances of RM100 every month. It depends on us whether we want it every month or at the end of it. I prefer to get it at the end of my internship, which is RM600 altogether.



# SWOT ANALYSIS

SWOT IS STAND FOR STRENGTHS, WEAKNESSES, OPPORTUNITIES, AND THREATS. IT IS A FORM OF STRATEGIC PLANNING OFTEN USED IN BUSINESSES AND ORGANISATIONAL SETTINGS TO REVIEW AND ANALYSE BOTH INTERNALLY AND EXTERNALLY THAT CAN INFLUENCE A COMPANY'S SUCCESS.

## STRENGTHS

- Effective leadership across its units.
- Dedicated and skilled existing staff.
- Produce successful generations of Muslims.

## OPPORTUNITIES

- Government support for full university upgrade.
- UMK collaborates with KIAS in academic partnerships.
- Various courses at KIAS

## WEAKNESSES

- Lack of workers
- Low utilization of technology

## THREATS

- Competition
- Funding sources

KIAS is an IPTS in Kelantan that has many employees because it includes academic staff and management staff that run this institution. Every organisation has its own strengths, weaknesses, opportunities, and threats. As KIAS is an organisation, it is also included because they will automatically have their strengths, weaknesses, opportunities, and threats within and outside of the organisation. The strengths of KIAS are effective leadership across its units, dedicated and skilled existing staff, and successful generations of Muslims. Next, the weaknesses are the lack of workers for some units and the low utilization of technology to interact with students at KIAS. The opportunity for this institution is that it has support from the government for a full university upgrade, collaborations with UMK in academic partnerships, and various courses at KIAS. Last but not least, competition with other institutions and funding sources has become a threat to this organisation.

# DISCUSSION AND RECOMMENDATIONS



## STRENGTH 1

### Effective Leadership Across Its Units

The main strength of KIAS is strong leadership. Ensuring effective leadership across all units is crucial for the success and continuous operation of any organisation. A strong leader is essential to guiding the organisation towards greater achievements. Effective leadership leads to strong organisations. Within KIAS, each unit is led by a dedicated leader who manages and guides the team in accomplishing their objectives. Moreover, the leadership of the Assistant Registrar is commendable, consistently providing guidance to team members and always working together with subordinates to address any challenges within the unit. For example, at HEPA, 'Hal Ehwal Pelajar dan Alumni' always have a meeting once a week to discuss and update new information about every unit in HEPA and provide solutions if any issue arises. This strength impacts the business, as good leadership will lead the organisation better.

### Recommendation

My recommendation is that each leader can plan other events, like a family day or lunch, together with staff to strengthen the relationship. KIAS can sustain this strength by maintaining effective leadership that always lets sharing information happen all the time. Because of that, it will increase job performance, firm strategies, and firm performance. According to research from Sonmez and Adiguzel (2020), it is to assess how knowledge-sharing behaviour impacts organisational performance and strategies that have advantages for organisations. Leadership plays a crucial role in facilitating a conducive environment for information exchange, ensuring employees can share information to the desired extent.

## STRENGTH 2

### Dedicated And Skilled Existing Staff

Having a dedicated and skilled existing staff is an asset for any organisation, as it ensures motivated workers with the necessary abilities to achieve the organisation's objectives. The current staff members at KIAS are both dedicated and skilled, demonstrating their unwavering commitment and proficiency in their respective roles within the organization. They show loyalty, energy, and a strong sense of responsibility in carrying out their duties. The staff members have the knowledge and capabilities to perform their tasks every single day. So, with the combination of dedication and skill, the staff of KIAS has delivered the best for the students and the reputation of KIAS. This has a good impact on this organisation, as they can contribute their dedication and their skills to KIAS.

#### Recommendation

I recommend that KIAS expand this strength by providing various types of rewards to staff that have contributed their skills and dedication all the time to this organisation. For example, monetary rewards like salary increases and bonuses; non-monetary rewards like employee of the month awards and certificates of achievement; career development rewards like promotion and training opportunities; and work-life balance rewards like flexible work hours, additional vacation days, and wellness programme. Furthermore, it will motivate all staff to work harder and give a great performance. This committed and experienced team demonstrates KIAS's ability to overcome obstacles and survive in the pursuit of excellence. The relationship between reward systems and employees allows industries to use the system of rewards as a motivator for improving staff habits towards efficiency and effectiveness (Ngwa et al., 2019).



# STRENGTH 3

## Produce Successful Generations of Muslims

In cultivating successful generations of Muslims, it is essential to adopt a whole approach to education that covers not only academic excellence but also moral and religious development. Educational institutions should strive to teach a strong sense of Islamic values, ethics, and cultural identity. By emphasising critical thinking, creativity, and problem-solving skills, we can empower the youth to navigate the difficulties of the modern world while remaining committed to their faith. Moreover, establishing a sense of community and social responsibility will contribute to the formation of individuals who actively engage in making positive contributions to society.

As a case in point, the practice of reciting the Quran every day, even if only a little, is the secret behind a 'hafizah' receiving the Al-Fateh Excellence Award at the Convocation Ceremony of the Sultan Ismail Petra International Islamic University College (KIAS) on October 29, 2023. The graduate, Cik Izzah Zulkifli, 22, completed her studies in Shariah Diploma at the Faculty of Contemporary Islamic Studies at KIAS with a cumulative grade point average (CGPA) of 3.77, in addition to receiving the dean's award every semester and being active in college associations and community activities to make positive-minded friends to serve as motivation in facing the challenges of completing her studies at KIAS. She then departed for Egypt on October 30 to continue her studies for a Bachelor of Shariah at Al-Azhar University. Subsequently, she aspires to pursue a master's degree, working towards achieving her goal of becoming an educator (BeritaHarian, 2023). his impact on KIAS, as this is one of the proofs that an excellent product has come out of this institution. Moreover, this organisation can expand this strength for a long time, as it was along with their mission and objectives to produce graduates that are knowledgeable, pious, and balanced in all aspects.

### Recommendation

My recommendation to expand is that observation can be done every month or every semester for all students in KIAS mentally and physically to know their abilities, problems, what they are experts at, and what they would like to do in the future. Through this observation, KIAS can act on how to resolve the problem that students faced before it got worse, sharpen the abilities that students have, and give guidance to students on how to plan for their future. This will help this organisation produce more high-quality Muslim generations from KIAS to serve our country. Zaman et al. (2022) stated that the development of programme learning outcomes in accordance with the Rabbani Kelantan Education Policy and the LO Rabbani model established by KIAS can build the high-quality human capital that the community and country require.



# WEAKNESS 1

## Lack of workers

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The major weakness of this organisation is the lack of workers. When not enough staff was available in certain units of KIAS, current employees' workloads increased significantly. With a limited workforce, employees are being tasked with additional responsibilities and workloads beyond their usual scope. Moreover, there are workers that are required to perform the duties of two different units that have their own deadlines required from other institutions. This increased workload for existing staff not only affects individual well-being and job satisfaction but also poses risks to overall productivity and the quality of work. As employees are pressed to handle more tasks within the same timeframe, burnout becomes a real concern. Furthermore, due to the shortage of workers, employees are required to give full concentration and are unable to leave the counter with no staff. This situation had an impact on the organisation because it poses challenges as it restricts the flexibility of staff members and hinders their ability to engage in other essential activities. The inability to step away, even briefly, can impact employee well-being and job satisfaction.



### Recommendation

To overcome this weakness, my recommendation for this organisation is that they must recruit new workers. Furthermore, the unemployment rate in Kelantan is high, at 4.6% in December of last year, 4.4% in January, and 4.1% in February. The director of the Kelantan Social Security Organisation (Socso) stated that they will try to get individuals who are jobless to get back to formal work to lower the unemployment rate. It is through the Madani career incentive provided by the government by hosting career fairs and carnivals. Employers who hire new workers from among unemployed individuals or youths, as well as those in need such as Orang Asli, women, the very poor and broke, people on parole, former prisoners, people with disabilities, and graduates of Technical and Vocational Education and Training, will receive a financial incentive of RM600 per month for three months under such career initiatives. Individuals working in the informal sector can get training through career development programmes to improve their potential, which will help them get official jobs (Razali, 2023). It was a great opportunity for KIAS to get new staff and relieve the burden of old staff, as well as get financial incentives.



# WEAKNESS 2

## Low Utilization of Technology



This organisation does possess technology in their work. For example, the staff has computer skills and can do Microsoft Word, Microsoft Excel, and Microsoft PowerPoint. But there are some types of technology that are still not being used by the workers. This is because many of these workers are senior employees who remain loyal to the traditional approach when publishing announcements to the students. Students need to check their student portal for any current announcements that they should be aware of. As students are a new generation that is always up to date, some of them tend to forget and are too lazy to look for information like old students used to. This situation also had an impact on the organisation because it led to unreceived information from certain students at KIAS.

### Recommendation

To overcome this weakness, I recommend that this organisation slowly get involved with social media and email to share information with students. While they are playing with their social media, they can know the latest updates that involve them. Also, when this institution provides university email for each student, it will be easier for them to inform students of the latest information because email notifications will pop up on students' smartphones, and it will be hard for them to give an excuse for not receiving information.

Moreover, they enjoy browsing the internet and social media to seek satisfaction and share information, opinions, and updates. Examples of platforms like WhatsApp, Facebook, and Instagram. But some students choose to stick with the traditional and not use social media. Email is also one of the traditional methods for professional communication, file sharing, and project coordination.

Communication is a prime example of the broad utilisation of technology. Technological advancements have changed how we connect, share information, and collaborate across various platforms. As a student, whether studying at KIAS or elsewhere, they are a generation that lives in the world of technology. According to Vaicondam et al. (2021), school graduates in recent years and younger higher education institutions are prepared for information and communication technology (ICT)-based learning because they have had no specialised instruction or practice with ICT or coding at home using their own devices with internet access.

# OPPORTUNITY 1

## Government Support for Full University Upgrade



The Kelantan State Government has allocated a grant of RM50 million to assist the Sultan Ismail Petra International Islamic College University (KIAS) in Nilam Puri in its five-year effort to upgrade to a fully developed university. Kelantan Deputy Chief Minister Datuk Mohd Amar Nik Abdullah said that the RM50 million grant would be given out in stages over the specified period at a rate of RM10 million per year (Wahid, 2022).

This is good for this organisation, as the allocation aims to help KIAS enhance its infrastructure development, such as administrative buildings, libraries, and classrooms. This impacted the institution as it was upgraded from a college to a university. Mohd Amar added that when upgraded to a full-fledged university in the future, the original KIAS campus located in Nilam Puri would be designated as the main campus (Che, 2022).

### Recommendation

My recommendation is that KIAS can take advantage of this opportunity by consistently maintaining its facilities to ensure they are always in new conditions, experiencing the university atmosphere, and always upholding the university's reputation to maintain good relations with the state of Kelantan. As mentioned by Hitlin and Shutava (2022), when asked about aspects of the federal government, the public supports several important elements. For instance, individuals generally express positive sentiments when deliberating on specific federal agencies, missions, or services that directly engage with the public.

To build relationships with government officials in Kelantan, I also recommend KIAS establish strong connections with government officials, particularly those involved in education and higher education policies. For example, attend relevant conferences, workshops, and networking events to foster relationships. The outcome that this institution can achieve is that it still has a chance to complete full upgrades, and as a result, the name of KIAS will become known to the public.

# OPPORTUNITY 2

## UMK Collaborates with KIAS In Academic Partnerships

Universiti Malaysia Kelantan (UMK) and Sultan Ismail Putra International Islamic University College (KIAS) have signed a Memorandum of Understanding (MoU) to focus on academic collaboration and entrepreneurship education. UMK's Deputy Vice-Chancellor for Academic and International Affairs, Professor Dr. Nik Maheran Nik Muhammad, stated that the collaboration enables KIAS academic staff to pursue postgraduate studies at the Master's and Doctor of Philosophy (PhD) levels at UMK. A total of 23 KIAS students have registered with the UMK Graduate Studies Centre, where previously, a Research Methodology Workshop organized by the UMK Graduate Studies Centre was held in 2019 at KIAS specifically for KIAS students (Awang, 2021).

Through this agreement, both institutions will continue to contribute to the enhancement of higher education in the country with excellent performance and proud achievements, aligning with the goals of the government and the Ministry of Higher Education. Through my observations, KIAS has excellent academic staff that are ready to contribute to KIAS and ready to learn something new. This opportunity has a good impact on this business as they cooperate with each other, and it gives opportunities to the academic staff of KIAS that want to further their studies in Master and Ph.D. at UMK.

### Recommendation

My recommendation is that this organisation can take advantage of this opportunity by maintaining a good relationship with UMK and benefiting from it. Benefits can be characterised as strategic, meaning they can contribute to the improvement of organisational performance in the long term (Fernandes and O'Sullivan, 2021).

Therefore, I recommend KIAS add another collaboration with UMK, like a programme for students in secondary school, to make more people aware of KIAS. They can also give tips to students to catch their attention when applying for courses that they want at KIAS and UMK, as they offer different courses from each other. So, students do not have to worry about choosing what they want to study in the future. Moreover, a potential outcome that this company can gain is that it will make KIAS's name known, and many people want to study at KIAS, which will increase the number of students.



# OPPORTUNITY

## 3

### Various Courses at KIAS

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At the beginning of its operation, KIAS offered three diploma-level study programmes: Diploma Al-Syariah, Diploma Usuluddin, and Diploma Al-Dakwah Wal Qiadah. Then, KIAS increased its offerings to include a twin-bachelor's degree programme (3+1) in cooperation with al-Azhar University, Egypt, of Al-Syariah and Usuluddin, a Diploma in Arabic Language programme, a Certificate in Islamic Studies, collaborative 4+0 Bachelor of Shariah with Honours and a Bachelor of Usuluddin with Honours programmes, a Diploma Tahfiz Al-Quran, a Diploma Qiraat & Tarannum, a Diploma in Islamic Finance, a Diploma in Islamic Banking, a Diploma in Islamic Studies, a Diploma in Da'wah with Media, a Diploma in Early Childhood Education in Islam, a Diploma in Logistics Management & Supply Chain, and a Diploma in Counselling. After all of that, in June 2017/2018, KIAS began offering the Diploma in Halal Management.

These courses at KIAS make us confident that these study programmes can fulfil the requirements and expectations of the Islamic professional market in Malaysia. The addition of courses over time is highly beneficial for KIAS, as it demonstrates the institution's ability to grow rapidly and align with other universities that offer a wide range of diploma and degree programs.

### Recommendation

As there are various courses in KIAS, I recommend KIAS create one unit to help students choose the course that suits them. For example, the Course Centre Unit. It means that staff can guide students to pick the course that they want to study and what they want to be in the future, and students can have specific reasons as there is a lot of choice in choosing the course that they like that is provided by KIAS. The potential outcome that this company can get is that students will be more successful when they study a course that they are interested in. On top of that, students will be blessed with specialised knowledge, critical skills development, and preparation for successful professions in a variety of fields, all within the context of an Islamic educational environment.

# THREAT 1

## Competition

Sultan Ismail Petra International Islamic University College is one of the IPTS institutions in Kelantan. Every organisation has its own rival in their field of work. Therefore, it is not surprising that KIAS was included, as there are so many educational institutions in Kelantan and Malaysia. For example, the top universities in Malaysia are the University of Malaya, Univesiti Teknologi Petronas, Universiti Kebangsaan Malaysia, Universiti Sains Malaysia, Universiti Teknologi Malaysia, and Universiti Utara Malaysia. This threat impacted KIAS, as KIAS was not the only institution in Kelantan. So, people have many options for pursuing their studies at any educational institutions that they want.

### Recommendation

My recommendation to lessen the impact is that this institution can keep focusing on a positive environment. It is because people will be attracted to something positive, as they need a positive place to study. This threat cannot be avoided, as it is normal for every company to have a rival, as long as it is included in healthy competition.

The second recommendation is that KIAS can also be broad to the public based on how many achievements they get. For example, students' achievement in academics, how many KIAS graduates continued study in other countries, and achievement in co-curriculars in competing with other institutions. Therefore, outsiders will be more interested in continuing their studies at KIAS and not at other universities after they know about the advantages of KIAS.



# THREAT 2

## Funding Sources

The next threat is insufficient funding sources at KIAS. The financial well-being of a student is important, especially for a university student. At this age, most children are responsible for managing their own finances without parental supervision. They either rely on parental funding or receive a loan. Many people who cannot enter university can study there because of the loans and scholarships that they got. At KIAS, they are in charge of two loans, which are 'Perbadanan Tabung Pendidikan Tinggi Nasional' (PTPTN) and Yayasan Kelantan Darulnaim' (YAKIN) for students. Students can choose one of those two if they want to apply for a loan. This threat impacts KIAS because these loans have their own due dates when they open for applications and close for applications. So, students need to follow and wait for the date of application and need to use their own money or their parents' money in order to pay for university fees and meal expenses.

### Recommendation

To reduce the impact, I recommend KIAS explore additional financing options, such as MARA. MARA (the Council of Trust for the People) is a statutory entity under the Ministry of Rural Development. It was founded by an Act of Parliament on March 1, 1966, following the first Bumiputera Economic Congress resolution in 1965. MARA is responsible for creating, encouraging, supporting, and fostering economic and social growth throughout the federation, particularly in rural areas.

The Mara Education Foundation (YPM) received RM343,200 from the Ministry of Entrepreneur Development and Cooperative to assist 550 low-income Bumiputera students in Terengganu, including Malays. MARA has granted RM700,000 as early relief to Bumiputera students in Penang who wish to continue their studies at higher education institutions (IPTS). 350 students received RM2,500 in beginning support to pursue their studies at IPTS. The government provided financial assistance to low-income families facing costly IPTS expenses (Mohamad et al., 2020). KIAS can include MARA as a loan for students in this institution because KIAS is one of the IPTS in Kelantan. So, the existence of this loan will lighten the burden on students.



# CONCLUSION

Through this internship, I have learned many things about how organisations work and how each department connects with each other. Every organisation is the same, eager to achieve its goals, and KIAS was included. This work experience has helped me enhance my skills and development and has provided training for me to work in the future.

Furthermore, I have also become more alert to religious knowledge and take positive vibes from the staff at KIAS. It is really helpful for me, as I can know my strengths and weaknesses when doing any assigned task and how I should overcome them. This was a great experience, as I was also involved with big and small programmes under KIAS, which reminds me of how I became an active student during university.

Although what I do at KIAS is different from the field that I study, which is human resources management, it does not change anything as human resources management is broad and every staff member is involved with it. So, I can still learn and know how human resources management works in this organization. Instead, I can increase my knowledge by working at the International Student Unit and Loan Unit. This was good preparation for me to work in the future.

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# APPENDICES



On duty at robe room



KIAS convocation ceremony



Pogramme of Sahabat UMI



Doing work at office



Weekly 'usrah' at HEPA's meeting room



Event of 'Amanat Rektor'



كَلِيَّةُ السُّلْطَانِ إِسْمَاعِيلَ بْنِ إِسْمَاعِيلَ فِي تَرْجُمَةِ الْجَامِعِيَّةِ الْإِسْلَامِيَّةِ الْعَالَمِيَّةِ  
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Email : admin@kias.edu.my Website : www.kias.edu.my IPTS : DKU045(D)

KIAS/HEP/0.5/01/14

**14 September 2023/ 29 Safar 1445H**

Kepada:

**Cik Ibtihal binti Shamsuddin  
Cik Nur Anis Damia binti Mohammad Ridzuan  
Cik Nur Ain Atiqah Ramli  
Cik Che Nur Izzati binti Che Ab Razak  
Cik Nur Farah Aida binti Aman**

Tuan/ Puan,

**PELANTIKAN AHLI JAWATANKUASA JUBAH ISTIADAT KONVOKESYAN KIAS KALI KE-23**

Perkara diatas dengan segala hormatnya dirujuk

Sukacita dimaklumkan bahawa tuan/puan dilantik sebagai Ahli Jawatankuasa Jubah sempena Majlis Istiadat Konvokesyen KIAS kali ke-23

Kerjasama dan kesudian pihak tuan/puan dalam menjayakan Istiadat Konvokesyen KIAS kali ini amat dihargai dan didahulukan dengan ucapan ribuan terima kasih.

Sekian terima kasih.

Yang benar,

**SITI NOORAIN BINTI AB AZIS**

Kaunselor

Merangkap Pengerusi Jawatankuasa Jubah

s.k : Rektor  
Ketua Pusat Khidmat Akademik  
Ketua Unit Pelajar Antarabangsa dan Pinjaman  
Ketua Institut Bahasa Antarabangsa



كَلِيَّةُ السُّلْطَانِ إِسْمَاعِيلِ فَتْرَةُ الْجَامِعِيَّةِ الْإِسْلَامِيَّةِ الْعَالَمِيَّةِ  
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KIAS/AM/0.7/00/12

14 September 2023/ 29 Safar 1445H

Ustaz Muhd Zulfadli bin Suhaimi  
Ustaz Muhammad Iskandarruzaman bin Mohd Zulkafli  
En. Muhd Faziul Aziz bin Kamil  
En. Muhammad Azim bin Abu Hassan Sha'ari  
En. Mohamad Zulkifli bin Ismail  
En. Zulkipli binti Hassan  
En. Ahmad Tarmizi bin Mohammad Yusoff  
En. Muhammad Sharul Izham bin Mat Nawi  
Pn. Wan Nadiah binti Wan Mohd Nasir  
Pn. Azyantee bin Mohd Zawawi  
Pn. Amrina Rasyada binti Kamaruzaman  
Cik Siti Noor Salmuh binti Che Harun  
Pn. Che Azizah binti Muhammad  
Cik Nur Farahdiana binti Awang  
Cik Ibtihal binti Shamsuddin  
Cik Nur Anis Damia binti Mohammad Ridzuan  
Cik Nur Ain Atiqah Ramli  
Cik Che Nur Izzati binti Che Ab Razak  
Cik Nur Farah Aida binti Aman

Tuan/Puan,

**JADUAL BERTUGAS AHLI JAWATANKUASA JUBAH ISTIADAT KONVOKESYEN KIAS KALI KE 22**

Dengan hormatnya perkara di atas adalah dirujuk.

Sukacita dimaklumkan Kolej Universiti Islam Antarabangsa Sultan Ismail Petra (KIAS) akan mengadakan Istiadat Konvokesyen kali ke 23 pada 9 Oktober 2023 yang akan disempurnakan oleh YAB Dato' Panglima Perang Ustaz Dato' Haji Mohd Nassuruddin bin Haji Daud, Menteri Besar Kelantan, bertempat di Hotel Grand River View, Kota Bharu, Kelantan.

Sehubungan dengan itu bagi melancarkan proses agihan jubah kepada semua graduan dan para pensyarah, Ahli Jawatankuasa Jubah diminta untuk menjalankan tugas sebagaimana jadual di lampiran.

Segala kerjasama dan komitmen daripada tuan/puan berhubung perkara ini amatlah diharapkan dan dihargai serta didahului dengan ucapan terima kasih.

Sekian, terima kasih.

Yang benar,

**SITI NOORAIN BINTI AB AZIS**

Pengerusi,

Jawatankuasa Jubah Istiadat Konvokesyen KIAS kali ke-23



كلية السلطان اسماعيل في الجامعة الإسلامية العالمية  
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KIAS/HEP/0.5/01/15/12-13

13 Jamadil Awal 1445H/ 27 November 2023M

السلام عليكم ورحمة الله وبركاته

Kepada:

Cik Nur Farah Aida binti Aman  
Cik Nurul Fatimah binti Ab Gani

Puan,

**PELANTIKAN AHLI JAWATANKUASA UNIT PERSEGERAN HARI PENDAFTARAN MAHASISWA BAHARU DAN PROGRAM TAARUF WEEK SESI 2023/2024 (2)**

Dengan hormatnya perkara di atas adalah dirujuk.

2. Dimaklumkan bahawa Bahagian Hal Ehwal Pelajar dan Alumni dengan kerjasama Persatuan Mahasiswa (PMKIAS) akan mengadakan Hari Pendaftaran Mahasiswa Baharu sempena Program Taaruf Week bagi Sesi 2023/2024 (2) sebagaimana maklumat berikut:

**Tarikh : 19 Jamadil Awal 1445H / 3 Disember 2023 (Ahad)**  
**Masa : 8.00 pagi**  
**Tempat : Bilik Mesyuarat KIAS**

Dengan ini kami amat berbesar hati melantik /puan sebagai ahli jawatankuasa unit persegaran pada Hari Pendaftaran Mahasiswa Baharu Sesi 2023/2024 (2) bagi menjayakan program tersebut.

Kerjasama dan perhatian puan dalam menjayakan program ini amatlah dihargai dan didahului dengan ucapan *jazakumullahu khairan kathira*.

Sekian, terima kasih.

Yang benar,

**ILIAS BIN AHMAD**

Penolong Pendaftar Kanan Unit Pembangunan Pelajar & Kokurikulum  
Merangkap Pengarah Program Taaruf Week Sesi 2023/2024 (2)

s.k :Timbalan Rektor (Hal Ehwal Pelajar dan Alumni)  
Fail



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**KIAS/HEP/0.5/18/34**

**23 Jamadil Awwal 1445H / 7 Disember 2023**

Kepada :

|                                  |                             |
|----------------------------------|-----------------------------|
| Pn. Siti Noorain bt Ab Azis      | - AJK Jemputan              |
| Pn. Norjana Yusnita binti Yusoff | - AJK Jemputan              |
| En. Mohd Fakrul Anwar bin Faisal | - AJK Protokol              |
| En. Ahmad Shahrman bin Ismail    | - AJK Protokol              |
| En. Mohd Nazri bin Abd Ghani     | - AJK Pengangkutan          |
| En. Mohd Khalis bin Mohd Nawawi  | - AJK Pengangkutan          |
| Pn. Husnida binti Hashim         | - AJK Persiapan Tempat      |
| Pn. Akrima binti Hamid           | - AJK Pesegaran             |
| Pn. Norfarhana bt Zulkifli       | - AJK Publisiti             |
| Cik Nurul Fatimah bt Ab Gani     | - AJK Sijil dan Cenderahati |
| Cik Nur Farah Aida binti Aman    | - AJK Sijil dan Cenderahati |

Tuan/puan,

**PELANTIKAN JAWATANKUASA MAJLIS APRESIASI ATLET 2023**

Perkara di atas dengan hormatnya dirujuk.

Dimaklumkan bahawa Bahagian Hal Ehwal Pelajar dan Alumni akan mengadakan Majlis Apresiasi Atlet 2023 bagi meraikan dan menghargai komitmen, keringat dan kesungguhan para atlet dalam mengharumkan nama KIAS dalam kejohanan yang disertai sepanjang tahun 2023.

Justeru itu, tuan/puan dilantik sebagai Ahli Jawatankuasa untuk memastikan perjalanan majlis tersebut berjalan lancar. Majlis tersebut akan diadakan sebagaimana berikut :

**Tarikh : 29 Jamadil Awal 1445H / 13 Disember 2023M (Rabu)**  
**Masa : 12.30 tengah hari**  
**Tempat : New Horizon Garden Restaurant, Kota Bharu**

Segala komitmen daripada pihak tuan/puan didahului dengan ucapan berbilang-banyak terima kasih.

Sekian, terima kasih.

Yang benar,

**ILIAS BIN AHMAD**  
Penolong Pendaftar Kanan Unit Pembangunan Pelajar & Kokurikulum

s.k: Fail

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