



UNIVERSITI  
TEKNOLOGI  
MARA



**KOLEJ PERIKANAN SULTAN  
NAZRIN MUIZZUDDIN SHAH**

# INTERNSHIP REPORT



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# EXECUTIVE SUMMARY

The entire 24 weeks of my industrial training at Kolej Perikanan Sultan Nazrin Muizzuddin Shah (KPSN), which started on September 1 and ended on February 9, 2023, were an eye-opening and fascinating experience for me as I worked toward finishing the Industrial Training course (HRM666). This internship's primary goal is to ensure that students may completely acquire the knowledge and skills they need to succeed in their soon-to-be fast-paced occupations.

This report includes a background summary of KPSN as well as a reflection on my training in terms of the knowledge and skills I was able to acquire during my industrial training to face challenges. This comprehensive report also includes a summary of all the roles and responsibilities that KPSN assigned to me throughout my internship.

# COMPANY'S PROFILE



Kolej Sultan Nazrin Muizzuddin Shah is located in Kg Aceh Sitiawan. Sultan Nazrin Muizzuddin Shah inaugurated the Kolej Perikanan Malaysia on 4 July 2017. This Kolej developed by the Ministry of Agriculture and Agro-Based Industry (MOA). KPSN has been operating since July 2016 and is currently training 110 students for the Malaysian Skills Certificate (SKM) in 'Akuakultur Marin', 'Perikanan Tangkapan' and 'Penyelenggaraan Vesel'.

KPSN was built on 4.8 hectares of land and the construction costing RM69.8 million will produce 2,000 local skilled graduates by 2020 to support the modernization of the country's capture fisheries and aquaculture industries. The college was first built in February 2013, fully completed in April 2016. KPSN started operating on 18 July 2016 with a capacity that can accommodate 450 trainees and offers 3 areas of Training. KPSN offering Malaysian Skills Certificate (SKM) with the first intake of 84 students for the July 2016 session. Before Sultan Nazrin Muizzuddin Shah inaugurated this college, this college was known as Kolej Perikanan Malaysia Lumut (KPML)

KPSN provides three different course categories which are Kursus Sijil Kemahiran Malaysia (SKM), Diploma Kemahiran Malaysia (DKM), and Up Skilling Training. These courses are specifically designed to cater to the needs of various target groups within the Department of Fisheries (DOF), including fish farmers and fishermen.

The KPSN is additionally furnished with fishing vessel simulator equipment facilities valued at around RM2 million. The sophisticated simulator designed for the aim of providing instruction in the operation of a fishing vessel.

In this college, the activities student learn is how to fish care, feeding techniques, fish capture methods, and other relevant practices. KPSN possesses a ships, including a forthcoming huge vessel designated for the purpose of latihan trainees in the field of 'Perikanan Tangkapan'.

# VISIONS, MISSION & OBJECTIVES

## VISION

Transformation of Modern  
Fishing Skills Training

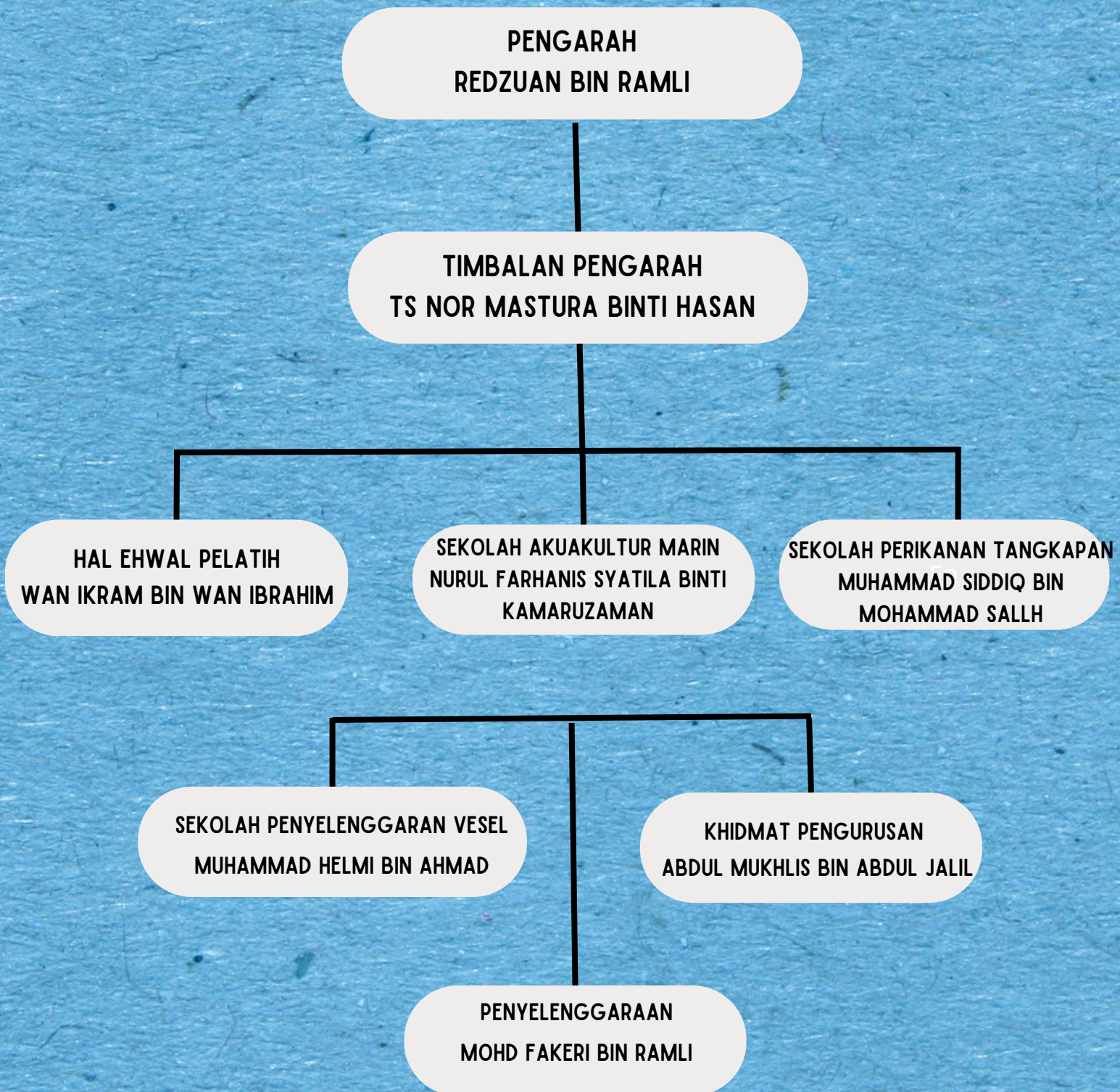
## MISSION

- Strengthen comprehensive fishing skills training to meet the needs of the country's fisheries sub-sector
- Strengthen the delivery system based on skilled, knowledgeable and professional human capital

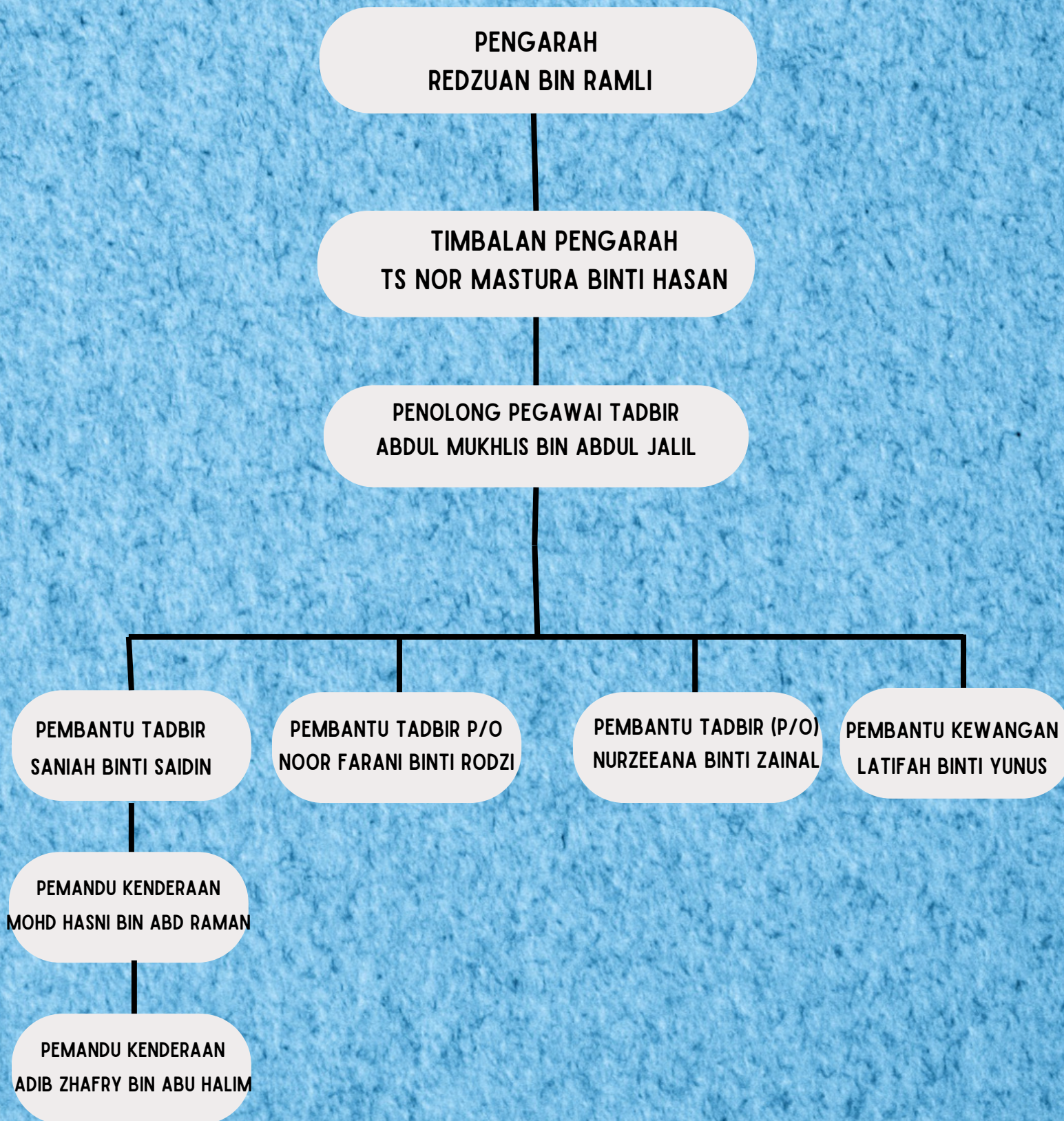
## OBJECTIVES

- Produce graduates in the field of fisheries as competent workers with entrepreneurial values.
- Train the existing workforce to improve skills and competence in the fisheries sector.
- To produce the competitive, modern and creative fishing entrepreneurs to reach a high-income country.

# ORGANIZATIONAL CHART



# ORGANIZATIONAL CHART OF ADMINISTRATION & FINANCING UNIT





# PRODUCT AND SERVICES

The KPSN provides a comprehensive training program that equips students with a deep understanding of fisheries and fosters the development of their knowledge in this field. The fisheries college provides educational programs in marine aquaculture, vessel maintenance, and capture fisheries. They can not only be fishermen but they can also open fish ponds, fish farming and can be fish entrepreneurs. As a consequence of enrolling in this college, trainees are afforded the opportunity to not only engage in fishing-related activities, but also explore alternate avenues such as establishing fish ponds, engaging in fish farming, and venturing into the field of fish entrepreneurship.

KPSN welcomes placements where students can do industrial training in their place for students especially in the field of fisheries and administration. KPSN also welcome to institutions or departments seeking to utilize their facilities for the purpose of developing their programs at KPSN.



# TRAINING REFLECTION

## INTRODUCTION

Practical training known as hands-on training or experiential learning, is an educational or occupational approach that prioritizes active engagement and application of knowledge, in contrast to a purely theoretical instructional method. Active participation in real-world tasks, events, or situations that are pertinent to a particular field. Practical training is a commonly employed method in diverse educational and professional settings, aimed at facilitating the acquisition of practical skills, competencies, and experiential knowledge by individuals.

## EXPERIENCE

My industrial training will last roughly 6 months and begin September 1, 2023 and will end on February 9, 2024. In KPSN, staff have a flexible working hours. The administrative department is the department to which I was allocated during my internship. This section is in charge of the majority of all about KPSN administrative and financing. TS Nor Mastura binti Hasan vice president of KPSN was assigned to supervise me. She has taught me a great deal about the administrative in KPSN.

The first task I was given was to help the assistant accountant to manage the payment of newly registered student. I also have to do the student invoice. I was then shown how to create a invoice. I also involve in record checking the fingerprint report and wrote the memo. I also learn how to calculate the overtime and travel claims which required me to calculate and do double checking their overtime and travel claims.

## GAIN AND LOSS

During my internship at KPSN, I gains a lot of experience and knowledge in doing the job. I got to know the real working in the office. I also got a knowledge about how the operation in KPSN and the administartion.

During my internship at KPSN, my time is limited. I have to manage my time properly. In the work we have to submit the work according to the time has been given. If i don't know how to manage my time.

# ROLES & RESPONSIBILITIES

During my internship, I was allocated to the administration department. The first task I was given was to help the assistant accountant to manage the payment of newly registered student. I also have to do the student invoice. I was learn how to create a invoice. I also involve in record and checking the fingerprint report and wrote the memo.

I also learn how to checking and calculate the overtime and travel claims which required me to do double checking their document needed in overtime and travel claims.

As a internship student, my supervisor expect me to be more active such involved in various jobs. President also give me experience to attend the meeting about discussion of the proposal for the Development of Fishing jetty Kg Aceh and give me a task to do the minute of the meeting. I have to do the minute of the meeting process from beginning to end.

I involved in to do the invitation letter to speaker for the financial management strengthening course towards the center of responsibility. I was also given the trust to pay EPF and SOCSO My Step through the KWSP and SOCSO websites.

In addition, I help KPSN to organize the event such as 'Malam Asperisiasi KPSN' and Family Day KPSN 2024. I help to contact the organizer and help to decorate the place and buy the gifts. I was also given the opportunity to follow the trainees' classes such as going to the cage to take water samples and seeing the presentations made and participating in the activities carried out by the trainees.

In conclusion I enjoy for doing all of my roles and responsibilities. KPSN give me an experience that will never be forgotten.

# SWOT & PESTEL THEORETICAL

## SWOT

SWOT analysis is a strategic planning tool used to identify and evaluate the Strengths, Weaknesses, Opportunities, and Threats that involved in a project or business venture. The theoretical underpinning of SWOT analysis is rooted in strategic management and planning. It helps organizations understand their internal capabilities and limitations in the context of the external environment. By analyzing these four aspects, organizations can formulate strategies that build on strengths, address weaknesses, capitalize on opportunities, and mitigate threats.

SWOT analysis is a versatile tool and can be applied not only to businesses but also to personal development, project planning, and various other decision-making contexts. It provides a structured framework for evaluating both internal and external factors critical to the success of an organization or endeavor.

## PESTEL

PESTEL analysis, also known as PESTEL analysis, is a strategic management tool used to analyze and evaluate the external macro-environmental factors that can impact an organization. PESTEL analysis is a comprehensive tool that helps organizations understand the external forces that may influence their operations. By considering these factors, businesses can identify opportunities and threats, as well as adapt their strategies to navigate the dynamic external environment. It is often used in conjunction with other strategic planning tools, such as SWOT analysis, to form a more complete understanding of the business environment.

# SWOT COMPONENT

## STRENGTH

"Strengths" refer to the internal positive attributes or characteristics of an organization that give it a competitive advantage. These are the aspects of the organization that contribute to its success, effectiveness, and ability to achieve its objectives. Strengths are internal factors over which the organization has control. Identifying and leveraging strengths is a key component of strategic planning. Organizations can capitalize on their strengths to pursue opportunities and overcome or mitigate their weaknesses and threats. Understanding internal strengths provides a foundation for building effective strategies that align with the organization's goals and competitive environment.

## WEAKNESS

"Weaknesses" refer to the internal characteristics or attributes of an organization that may hinder its performance or competitive position. These are areas where the organization may be at a disadvantage or may need improvement. Weaknesses are internal factors that an organization has some level of control over.

Identifying weaknesses is a crucial step in the SWOT analysis process as it allows the organization to address areas that need improvement. Developing strategies to mitigate or overcome weaknesses is essential for enhancing overall performance and competitiveness. Combining the understanding of weaknesses with the organization's strengths, opportunities, and external threats provides a comprehensive view that can inform strategic decision-making and planning.

# OPPORTUNITIES

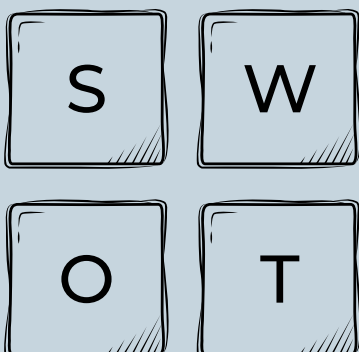
"Opportunities" refer to external factors or situations that an organization can leverage to its advantage. These are positive elements in the external environment that can be capitalized on to help the organization achieve its objectives and goals. Opportunities are external factors that the organization does not control but can respond to strategically.

Identifying and capitalizing on opportunities is a key aspect of strategic planning. By aligning organizational strengths with external opportunities, organizations can develop strategies that maximize their potential for success. It's important to continually scan the external environment for new opportunities and adapt strategies accordingly to stay competitive and responsive to changes in the market.

# THREAT

"Threats" refer to external factors or situations that can potentially harm or challenge the performance of an organization. Threats are elements in the external environment that the organization does not control but must consider when developing its strategies.

By understanding potential challenges in the external environment, organizations can proactively respond to threats and position themselves to navigate uncertainties effectively. Combining this understanding of threats with the organization's internal strengths, weaknesses, and opportunities provides a comprehensive basis for strategic decision-making and planning.



# PESTEL COMPONENTS

## POLITICAL FACTOR

Political factor refers to the influence of government policies, stability, and political trends on an organization or industry. This factor assesses how governmental actions and decisions may impact the business environment. Understanding the political factor in PESTEL analysis is crucial for businesses to anticipate potential challenges and opportunities arising from the political environment. By staying informed about political developments and engaging in responsible advocacy, businesses can adapt their strategies to align with the prevailing political climate and minimize risks.

## ECONOMIC FACTOR

The "Economic" factor examines the influence of economic conditions on an organization or industry. This factor encompasses a range of economic variables that can impact business operations and decision-making.

Understanding the economic factor in PESTEL analysis is crucial for businesses to make informed decisions and develop strategies that align with prevailing economic conditions. By monitoring economic indicators and trends, organizations can better anticipate potential opportunities and risks in the market.

## SOCIAL FACTOR

Social factor refers to the influence of societal and cultural factors on an organization or industry. This factor examines how the beliefs, values, lifestyles, demographics, and cultural trends within a society can impact business operations.

Analyzing the social factor helps organizations anticipate changing societal trends and consumer behaviors, allowing them to adapt their products, services, and marketing strategies accordingly. Adapting to social factors is crucial for businesses to remain relevant and meet the evolving needs and expectations of their target audience.

# TECHNOLOGICAL FACTOR

The "Technological" factor explores the impact of technology and innovation on an organization or industry. This factor assesses how advancements in technology, as well as the rate of technological change, can influence business operations and strategies.

Understanding the technological factor is essential for businesses to stay competitive and responsive to the evolving landscape. Organizations need to continually assess the impact of technology on their industry, embrace innovation, and adapt their strategies to leverage technological advancements effectively. Failure to do so may result in a loss of competitiveness and market relevance.

# ENVIRONMENT FACTOR

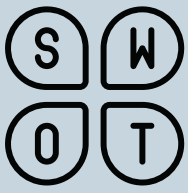
The "Environmental" factor, sometimes referred to as "Ecological," focuses on the influence of environmental considerations and sustainability on an organization or industry. This factor examines how environmental trends and concerns may impact business operations and strategies.

Organizations need to consider the environmental factor to address sustainability concerns, comply with regulations, and align with changing consumer preferences. Proactive environmental management and responsible business practices are increasingly seen as essential components of long-term success and corporate reputation.

# LEGAL FACTOR

The "Legal" factor examines the influence of laws and regulations on an organization or industry. This factor assesses how the legal environment, including both national and international legal considerations, can impact business operations and decision-making.

Understanding the legal factor is essential for businesses to operate within the boundaries of the law, manage regulatory compliance, and mitigate legal risks. Changes in legal frameworks or the introduction of new laws can create both challenges and opportunities for organizations, affecting their strategies, operations, and risk management practices. Organizations need to stay informed about legal developments and adapt their practices to align with evolving legal requirements.



# IMPORTANCE OF SWOT

SWOT analysis is a valuable and widely used strategic planning tool for organizations of all sizes and across various industries. Its importance lies in the comprehensive assessment it provides by analyzing internal and external factors that can impact the success of a business or a project.

SWOT analysis is important because it provides a holistic view of an organization's current state and its potential future. It guides strategic decision-making, promotes effective resource management, and helps organizations navigate the complexities of their business environment.

## IMPORTANCE OF PESTEL



PESTEL analysis is a strategic management tool that helps organizations understand and evaluate the external macro-environmental factors that can impact their operations. The acronym PESTEL stands for Political, Economic, Social, Technological, Environmental, and Legal factors. The importance of PESTEL analysis lies in its ability to provide a comprehensive understanding of the external forces influencing a business.

PESTEL analysis is a valuable tool for strategic management, offering a holistic view of the external factors that influence an organization. It assists in making informed decisions, mitigating risks, identifying opportunities, and maintaining a proactive approach to changes in the business environment.



# SWOT COMPONENT

## STRENGTH

- Highly skilled and professional employee
- Good relationship among employees

## WEAKNESS

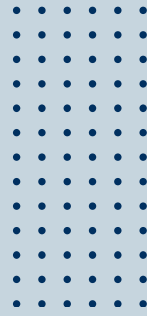
- Claim - Slow Process
- Low motivation - low coverage access
- Poor communication

## OPPORTUNITY

- Advancement technology
- Job opportunities contracts and my step

## THREAT

- Various age groups from young to old
- Law changes



## **Highly skilled and professional employee**

Professional and highly qualified employee are an essential component of any successful administrative and human resource department. They have a broad range of responsibilities which are managing finances and budgets, manage training for staff, offering public services and the other. KPSN could not operate as efficiently without the administrative and human resource department.

Administrative employee with advanced skills and professionalism often have a thorough understanding of the specific laws, regulations, and policies that oversee their work. They can also adapt to changing conditions and stay up-to-date with emerging trends and technologies.

Every administrative department needs skilled and well-trained employees to succeed. Administrative department people are essential to making sure KPSN run smoothly and effectively. Top talent in KPSN also be attracted and retained with the support of highly qualified administrative personnel. In conclusion, employees with more experience can work more precisely and rapidly than those with less training.

# STRENGTH 2

**Good  
relationship  
within  
employees.**

KPSN also have a good relationship between employees. So they have no problem when they make a program together, cooperate in work and the others. They use the club money that they collect every month for make a program such as bowling tournament, family days, badminton tournament and the others.

In addition, KPSN also opens to outsiders to make programs in their hall and also provides accommodation to anyone who wants to stay overnight. This initiative is to promote KPSN to outsiders. It is because of many people do not know the existence of this Kolej Perikanan Sultan Nazrin Muizzuddin Shah (KPSN). This college provide a free education to the SPM graduates who are interested in learning about marine aquaculture and capture fisheries.

## Claims - Slow process

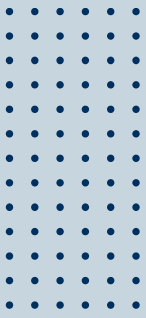
Some KPSN staff do not have enough training on claims which is quite worrying. This can result in a number of issues. While processing claims, workers who are not properly trained may make many mistakes and cause delays in the work process. KPSN has just become Pusat Tanggungjawab (PTJ). Hence, there are a lot of thing to explore.

In this case, KPSN should make training to their staff. Workers training claims might be advantageous for both the employer and employee. This training can help workers develop their skills and knowledge that will make them familiar about the claims. This training also will make the people who pay the claims will pay quickly and will pay without problem.

In conclusion, claims is the important things to worrying. When the employee do not know about claim they will make a slow process and many things will be delayed. The accountant cannot meet the dateline to key in the claim in IGFMAS system.

# WEAKNESS 2

## Low motivation due to low coverage access



In KPSN, coverage access was limited. This coverage problem always happens in KPSN. So it's will makes work can't operate smoothly. The employee in KPSN are difficult to contact. It is because of lack of coverage. Employee will feel annoyance with poor internet access in the workplace can seriously impair morale, productivity, and teamwork. These issue have a significant impact on the employee in the office. Coverage access is the important thing in office management. If there are no coverage access the production and the operation will not run smoothly. In KPSN, they don't have IT employee. So, it's hard for them refer to whom.

In conclusion, coverage access is the important things to do the work. Without the coverage access, the employee can't do anything. It is because, in this era we use cell phone to access the technology and system.

## Poor communication

Poor communication in a company can have a wide range of negative consequences, both for the organization as a whole and for individual employees. Poor communication in the workplace also can be a major roadblock to productivity, collaboration, and overall success.

When employees don't have clear or accurate information about what they need to do, they're likely to waste time and make mistakes. This can lead to missed deadlines, lower quality work, and a decrease in overall productivity. Without effective communication, it's difficult for employees at all levels to share information and ideas. This can lead to poor decision-making, as managers may not have all the information they need to make informed choices. Misunderstandings and miscommunications can easily lead to conflict between employees and managers. This can create a tense and unproductive work environment. If a company is known for having poor communication, it can damage its reputation with customers, clients, and partners. This can make it difficult to attract and retain talent, as well as to win new business. Communication is important things to deliver any information and many more.

## **Have a good technology and system**

KPSN have a good technology and system, which is HRMIS, IGFMAS, KPKM portal, Eperolehan, SPLV2 and simulation technology. HRMIS is the system when the employee apply their leave application, the data of the employee and the others. SPLV2 system, is when the employeewant to apply for training. The simulation technology is an exposure and learning for trainees before going out to sea. Before using the simulation, employee should go training to learning about how to handle the simulator. The employee can get many knowledge and experience in handle this simulator.

In this technology, employees can detect and fix errors with the aid of simulators before they occur in real-world scenarios. This may result in fewer mistakes and more security when they go to the sea. With training, employees also can practice in a secure and controlled environment with the simulators, which can help them gain confidence. This may result in enhanced performance in real-world situations.

In conclusion, the system and the simulator give the employee new skill, knowledge and experience in handle the system and simulator.

## Stable political leadership

Government policies that regulate administration have a profound effect on operations. Government regulations impact the way funds and resources are allocated to KPSN which impacts their capacity to hire staff, maintain facilities and invest in technology. Government policies for workers such as minimum wages, overtime wages, benefits, discrimination laws and occupational safety standards. These rules can affect office operations, workers' compensation and workplace safety protocols.

Political stability promotes predictability, long-term planning for KPSN and manage people while coordinating HR initiatives with business objectives. Stable political leadership has a significant impact on human resource management (HRM) practices and overall organizational success. Stable political leadership enables HRM to engage in long-term planning for talent development and succession planning. In planning, HR may plan for future needs and will develop high-potential staff which invest more in training and development programs. These investments will improve employee skills, increase productivity and foster a culture of continuous learning.

In conclusion, stable political leadership enables HRM to manage talent effectively, align HR strategy with organizational goals and contribute to organizational success.



# THREAT 1

**Inflation can erode the purchasing power of KPSN' budgets, making it difficult to maintain quality facilities and HR program**

Inflation have a significant impact on KPSN's budget and HR function. As prices of goods and services rise, KPSN must allocate more of their budget to cover expenses. Inflation can cause budget cuts for recruitment, reducing the resources available to attract and hire qualified candidates. This can make it even more difficult to find and hire top talent, especially in a competitive labor market. This can make it even more difficult to find and hire top talent, especially in a competitive labor market. Inflation can also impact the cost of employee benefits such as claims and overtime. KPSN may need to reduce or eliminate certain benefits to manage cost increases.

A strong economy usually leads to increased wages and good management. However, a weak economy can lead to job losses, decreased incomes, increased financial stress. Employees may feel dissatisfied with their jobs if their salaries and benefits cannot keep pace with inflation. This can lead to decreased motivation, lower productivity and increased absenteeism.

## Law changes

Every department needs to keep updated with the latest legal so that the department is on the right track. Legal changes often involve form changes, new procedural changes and new reporting. HR may have a much heavier workload, especially if workforce levels are unchanged.

In addition, it may be necessary for employees to participate in additional training and development programs in order to keep up with the most recent legal standards and procedures.

When new legal are implemented, the KPSN admistration department's current workflows and procedures frequently need to be adjusted. This may result in a number of hiccups and inefficiencies that impact the department's operations as well as staff morale.

In conclusion, the change in law is of great concern to the staff at KPSN. It can causes a lot of things to change and makes the work process slow because of the employee need to adapt the new legal.

## POLITICS

- Stable political leadership can support effective HR management practices and significantly impact the operations of KPSN

P

## ECONOMY

- Inflation can erode the purchasing power of KPSN' budgets, making it difficult to maintain quality facilities and HR program

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## SOCIAL

- KPSN has various age groups from young to old. The aging population is leading to an increase in the number of older workers, which can influence office design, technology adoption, and training needs.

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# PESTEL ANALYSIS



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- KPSN have a system and simulator technology for the use of their employee and capture fisheries students.

## TECHNOLOGY

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- Environmental regulations can affect the cost of operating a KPSN, such as the cost of energy and waste disposal.
- Natural disasters can damage college facilities and disrupt operations.

## ENVIRONMENT

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- KPSN must comply with a wide range of laws and regulations, including employment laws, privacy laws, and procurement laws. Non-compliance can lead to legal challenges, financial penalties, and reputational damage.

## LEGAL

# PESTEL ANALYSIS

## POLITICAL FACTOR

Government policies that regulate administration have a profound effect on operations. Government regulations impact the way funds and resources are allocated to KPSN which impacts their capacity to hire staff, maintain facilities and invest in technology. Government policies for workers such as minimum wages, overtime wages, benefits, discrimination laws and occupational safety standards. These rules can affect office operations, workers' compensation and workplace safety protocols.

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In conclusion, stable political leadership enables HRM to manage talent effectively, align HR strategy with organizational goals and contribute to organizational success.

## ECONOMIC FACTOR

Inflation have a significant impact on KPSN's budget and HR function. As prices of goods and services rise, KPSN must allocate more of their budget to cover expenses. Inflation can cause budget cuts for recruitment, reducing the resources available to attract and hire qualified candidates. This can make it even more difficult to find and hire top talent, especially in a competitive labor market. This can make it even more difficult to find and hire top talent, especially in a competitive labor market. Inflation can also impact the cost of employee benefits such as claims and overtime. KPSN may need to reduce or eliminate certain benefits to manage cost increases.

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# SOCIAL FACTOR

Demographic factors play an important role in shaping the dynamics and operations of the office environment. KPSN has various age groups from young to old. Demographic differences cause many conflicting opinions and also make it difficult for the elderly to quickly adapt to the latest technology. In conclusion, demographics play an important role in shaping dynamics and operations. By understanding and addressing demographic factors, employers and managers can foster a more inclusive, productive and successful work environment.

Furthermore, KPSN offers flexible working hours. Work-life balance is becoming more important, as people seek more flexible work schedules and better ways to combine their personal and professional lives. Employers can choose whether they can choose when they come to work.

In conclusion, workplaces can foster a more diverse, engaging and productive atmosphere that attracts and retains top talent by proactively addressing social concerns.

# TECHNOLOGY FACTOR

Technological advancements can lead KPSN to new and more efficient ways of delivering the training such as online learning and virtual reality simulations. KPSN has a simulation technology for the use of employee and capture fisheries faculty. The simulation technology is an exposure and learning for trainees before going out to sea. This simulation provides a real atmosphere at sea so that trainees will feel confident. Overall, this simulation technology plays a significant role in preparing trainees for successful careers. By fostering skill development, confidence, and adaptability, the simulation empowers trainees to thrive in the real world in the sea. KPSN should invest in training and development programs for its employees. This can give opportunities for employees to acquire new skills and knowledge.

Technological advancements are rapidly transforming the modern workplace, revolutionizing the way we work, communicate, and collaborate. KPSN becoming more data-driven and digital. Technology is a key component in boosting creativity, productivity and efficiency.

In conclusion, KPSN may become more productive, innovative, and successful by transforming their offices into dynamic, data-driven, collaborative workspaces by proactively embracing technological improvements and putting effective integration plans into place.

# ENVIRONMENT FACTOR

Environmental can significantly impact the cost of operating a KPSN. As environmental concerns grow and governments implement stricter regulations to protect the environment, colleges face increased costs associated with energy consumption and waste disposal.

In addition, natural disasters also can have a devastating impact on KPSN, causing extensive damage to facilities, disrupting operations, and posing safety hazards to employees. The severity of the impact depends on the type of disaster, its intensity, and the preparedness of the KPSN.

KPSN may need to provide additional training for employees on KPSN may need to provide more training to employees on waste management techniques and environmental laws. This can lead to employees who are more responsible and aware to the environment.

In order to draw in and keep employee with experience in environmental compliance, KPSN could need to provide incentives. This can lead to increased HR costs but can also be beneficial in the long run by ensuring the organization's compliance and commitment to environmental responsibility. In conclusion, environmental can significantly impact the cost of operating KPSN in HR functions.

# LEGAL FACTOR

KPSN must adhere to health and safety regulations to ensure the well-being of their employee. These regulations can cover aspects such as workplace safety. Non-compliance can lead to legal penalties, reputational damage, and potential harm to the employees.

In addition, KPSN always uses boats for trainees' practical work. So they must follow the law and always take precautions. They also should take care of the safety of employees. KPSN needs to encourage compliance throughout the organization. Accordingly, KPSN needs to foster a culture where employees feel free to express their concerns and where complying to the law is regarded as a fundamental principle.

Lastly, KPSN must comply with all federal, state and local laws related to education, academic program requirements, management and standards set by the Department of Fisheries Malaysia (DOF). KPSN can reduce legal risks, defend the public interest, and maintain its position as a reputable organization by placing a high priority on legal compliance.

# DISCUSSION & RECOMENDATION

## Provide employee with more training about claim management

It is concerning that certain KPSN employees lack sufficient training regarding claims. There are several possible outcomes from this. Employee who are not properly trained may make numerous mistakes and will slow down the processing of claims. KPSN has just become Pusat Tanggungjawab (PTJ). Therefore, there are a lot of things to explore. When they have a stable political, process to do training also will run smoothly. A stable political will make economy and share better. KPSN will have more budget for training. According to the thinkific blog, training helps equip the workforce with the skills they need to do their jobs effectively. (Burton)

My first recommendation is KPSN should make training or sent their employee to training. Employee training might be advantageous for both the employer and employee. Employees that receive the training might improve their knowledge and abilities and become more familiar with the claims. In addition, this training will ensure that those who pay claims do so without delay and in a timely manner.

My second recommendation is KPSN also can do mentors and mentees program which pairing the senior staff (mentors) which have many experience with junior staff (mentees) which less experienced in order to provide guidance. KPSN can give the allowance to their mentors which can help the mentors in financial. In this case, staff should sacrifice some time. It is because, the mentors and mentees program will be prolonged because every week or every month there will be many sessions required by the mentees.

My third recommendation is KPSN also can do the internal program which the KPSN employee who have many experience giving lectures on employee claims. KPSN also can give allowance to the employee who give the talk to boost their motivation to give the talk.

In my opinion, training is the best solution. According to the Jennifer Linked In, training has many benefits to employee. (Herrity) Although it is a lot for KPSN to use money, but it is the best solution for all the employee. External courses are conducted by proficient professionals who possess expertise not only in the subject matter of the training, but also in the art of teaching. They have likely acquired effective ways to ensure that the training is comprehensively absorbed. This training is necessary things to do. The procedure for processing claims will be seamless with training. It is as a result of the employees' excellent in claim-processing training.

## Low Motivation due to Coverage and internet access

There was restricted coverage access in KPSN. Due to the restricted coverage internet access, employee feel low motivation. As a result, work cannot proceed as usual. It's hard to get in touch with the employee. Poor coverage access at work also can be a major source of frustration for employees, which can negatively impact teamwork, productivity, and morale. The employee in the office is greatly impacted by these issues. When it comes to workplace administration, internet access is crucial. The production and operation will not function well without internet access. According to the article, the internet enables us to collaborate with people across the globe. (Lane, A. B.) So, coverage access is the important things to do.

My first recommendation, KPSN should apply for a new substation to upgrade their coverage. KPSN also needs apply to upgrade their internet plan with high coverage. KPSN should select a package with more bandwidth to meet the demands of the workplace. To increase signal strength and stability KPSN should upgrade the modems, routers, and cabling. Imagine to replace that old, rusty modem with a sleek and contemporary one. KPSN ought to use of mesh WiFi. With a mesh network, it may provide seamless connectivity throughout bigger office buildings.

My second recommendation is KPSN should apply for my step or contract in the field Information Technology (IT). In KPSN, they don't have recruitment for IT. So, it will make the process will be slow. KPSN always refer to outside contractors to fix their network or internet problems.

My third recommendation is make a report to the superior which is Bahagian Pembangunan Kapasiti dan Latihan Pertanian. (BPKLP) KPSN can propose this problem to BPKLP for further action. This is also for the comfort of the employees and trainees here.

In conclusion, coverage access is the important things to do the work. Without the coverage access, the employee can't do anything. It is because, in this era we always use cell phone in everything we do. In my opinion, the best solution is my first recommendation which KPSN should apply for new substation to upgrade their coverage. Although this method is quite slow because it involves a very complicated process, it will yield good results for the comfort of the employees and trainees. According to the Michael page website, coverage access give the impact to the employees motivation. (Page)





# DISCUSSION & RECOMENDATION

## Poor Communication

Poor communication in a KPSN can have a wide range of negative consequences, both for the KPSN as a whole and for employee employees. Poor communication also can be a major issue in the KPSN such as causing delays, misunderstandings and frustration to the employee. Poor communication in the KPSN also can be a major roadblock to productivity, collaboration and overall success.

My first recommendation to this issue is KPSN can do the training. This training is about communication skills training. In this training, the employee in KPSN can improve their communication skills. Communication has many types such as written, verbal, non verbal and visual. Communication also is the important thing to employee expert about it. (Siocon, 2023)

My second recommendation is KPSN can do the teamwork activities such as team building. According to the indeed website, they also write the team building activities can improve the communication. (Indeed, 2023) Team work activities can be instrumental in fostering effective communication within a workplace. Team building activities often involve collaborative tasks that require trust among team members. As trust is built, individuals become more comfortable communicating openly and honestly. With the team building activities can break down communication barriers and promote a more friendly work environment.

My third recommendation is develop the culture of openness in KPSN. According to the fellow website, they suggest to do openness in the workplace. (Fellow.app) Openness in the workplace plays an important role in shaping positive environment in the office. Employee will feel free to speak what in their minds, give the opinions, ask questions without fear of reprisal or judgment by colleagues. This will helps the employee to improve their communication.

In my opinion, the best solution is the second recommendation. For me, team work activities such as team building is the effective way to improve the communication in the KPSN. Team building provides opportunities for employees to interact, allowing them to get to know each other and at the same time can improve mutual understanding and relationships with each other. According to the article, Team building is important because it is an investment that keeps the employee happy at work and increases employee retention . (Chen, 2020)

# CONCLUSION

Overall, the internship has give me a lot of exposure and experience in the real world of work, particularly in government sector. I have improved both my knowledge and abilities. Through my internship, the KPSN employee taught me a lot of work. I received a lot of support and guidance from the KPSN employee, which is good for me to learn many things during internship. They also always advice me about work and world.

I'm happy to have Kolej Perikanan Sultan Nazrin Muizzuddin Shah (KPSN) as my experiences working at this college. The experiences that I had is make a PERKESO payment for my step, learn about how they do the claim and the others. This experiences will give me a confidence to go for career interview.

This internship helped me to boost my confidence level because I have to attend the meeting and meet the people. Its also helped to identify my SWOT which will guide me to get a better life and career decisions. Finally, all of KPSN employee work hard to achieve their organization vision, mision, and goals.

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# APPENDICIES

1



Help to manage the payment of new student

2



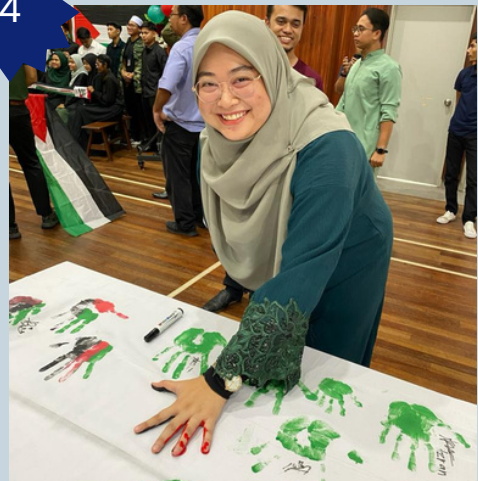
Joining the bowling tournament

3



Joining the badminton tournament and got third place

4



Joining the Soladiriti Palestine program

5



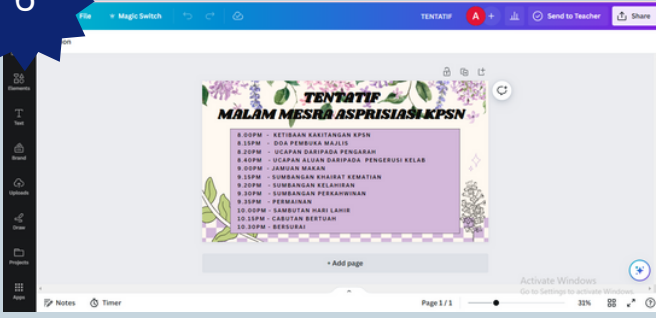
Joining the Dinner of 'Malam Asperisasi KPSN 2023'

5



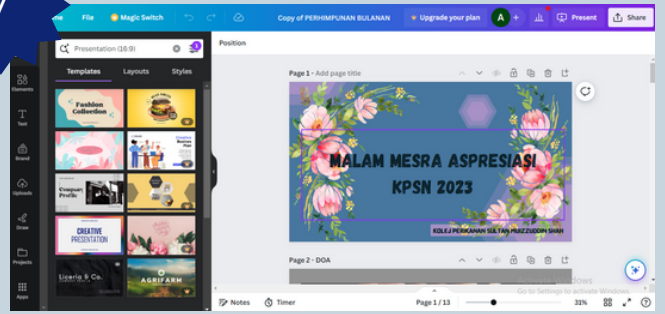
My table where I do all my task

6



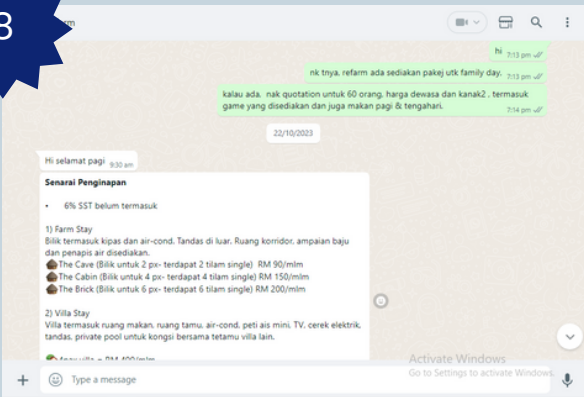
Create a tentative for Malam Mesra Aspresiasi KPSN 2023

7



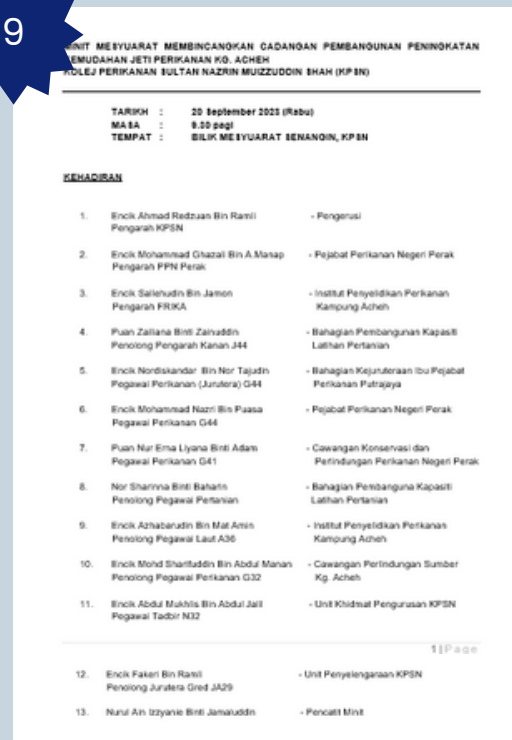
Create a slide for Malam Mesra Aspresiasi KPSN 2023

8



Contact the organizer fo family day KPSN 2024

9



"Minit mesyuarat"

10

File Name	Date	Time	File Type	Size
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MEMO 08 DEC (JANIM MGHTR DOKUMEN)	8/12/2023	3:15 PM	Microsoft Word D...	37 KB
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MEMO 15 NOV (MENGHANTAR DOKUM...	19/12/2023	10:18 AM	Microsoft Word D...	37 KB
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"Memo"

# OUR ORIGINAL REPORT

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