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UNIVERSITI
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FACULTY OF BUSINESS AND MANAGEMENT UiTM KAMPUS BANDARAYA MELAKA

**BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE
MANAGEMENT (BA243)**

**HUMAN RESOURCE INTERNSHIP
(HRM666)**

TITLE:

**INDUSTRIAL TRAINING REPORT AT PUSAT KEMAJUAN KERJAYA DAN ALUMNI
UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

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Tajuk Laporan	INDUSTRIAL TRAINING REPORT AT PUSAT KEMAJUAN UNIVERSITI TUN HUSSEIN ONN MALAYSIA	Nama Syarikat	UNIVERSITI TUN HUSSEIN ONN MALAYSIA

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Yang Benar

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Jawatan :
No. Tel. :
No. Faks :

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Ketua Jabatan Kerjaya Pelajar
Pusat Kemajuan Kerjaya dan Alumni
Universiti Tun Hussein Onn Malaysia

Cop jabatan/organisasi:

EXECUTIVE SUMMARY

According to the Dissanayaka (2023), an essential part of many academic degrees is industrial training, sometimes referred to as internship or practical training. Students work in a real-world workplace to obtain real-world experience and exposure to the working world. Industrial training has several advantages, but the most important one is that it gives students the chance to apply their academic skills and knowledge to real-world job situations. Thus, it gives students opportunities to get knowledge from professionals in their industries.

This industrial training report is contained my industrial training in Pusat Kemajuan Kerjaya dan Alumni (PKKA), Universiti Tun Hussein Onn Malaysia in which I began my internship from 12 August 2024 – 24 January 2025 (24 weeks). It was my big opportunity and chance to gain new knowledge and skills that I never knew before. This report will be explained in detail regarding my experience within 6 months. It will include experience in communication, documentation and professionalism. My industrial training was started on 12 August 2024 in which my supervisor was Dr. Norfaniza binti Mokhtar, Head of the Student Career Department along with my colleagues which is Encik Awal and Miss Hanani. I was tasked as a human resource trainee in which I was approached to be a multitask employee by helping the department by managing the programs, designing and graphics and joining the career program.

In this industrial training report, it may contain some information regarding of my profile, company profile, my training experiences in PKKA in which it highlighted the SWOT analysis of the PKKA, which is there is some discussion related to with the recommendations and the conclusion that will be concluded from the overall report. The report will highlight the SWOT analysis to evaluate the strengths, weaknesses, opportunities and threats that will be discussed further.

TABLE OF CONTENTS

CONTENT	PAGES
EXECUTIVE SUMMARY	1
TABLE OF CONTENTS	2 - 5
ACKNOWLEDGEMENT	6
1.0 STUDENT'S PROFILE	7
2.0 COMPANY'S PROFILE	
2.1 Company's Name, Logo, Location and Operation Hour	8 - 9
2.2 Vision, Mission, Quality Objectives and Quality Policy	10 - 11
2.3 Background of Establishment	11 - 12
2.4 Organizational Structure	13
2.4.1 Organizational Chart of Career Department	14
2.5 Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia's Awards and Achievements	15
2.6 Facilities and Services Offered at Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia	16 - 17
3.0 TRAINING'S REFLECTION	
3.1 Duration: Specific Date, Working Day and Time	18
3.2 Details: Department, Roles, Responsibilities, Assignments and Tasks	18 - 20
3.3 Gains: Intrinsic & Extrinsic Benefits	20 - 22
4.0 SWOT ANALYSIS	23
5.0 DISCUSSION AND RECOMMENDATION	
5.1 Strength	
5.1.1 Comprehensive Recreational and Leisure Activities	24 - 25
5.1.2 Wide Range of Alumni UTHM Merchandise	25 - 27
5.1.3 Talented and Highly Experienced Staff	27 - 28
5.2 Weakness	

5.2.1 The Shortage of Technological Facilities	29 - 30
5.2.2 Lack of Awareness About the Functions and Departments	30 - 32
5.3 Opportunities	
5.3.1 Unlimited Internship Placements	32 - 33
5.3.2 Unlimited Job Vacancies Applications	33 - 34
5.3.3 Free Resume Checking	35 - 36
5.4 Threats	
5.4.1 No Work - Life Balance	36 - 37
5.4.2 Uncomfortable Working Environment	37
6.0 CONCLUSION	38
7.0 REFERENCES	39 - 41
8.0 APPENDICES	42 - 50

LIST OF FIGURES

CONTENT	PAGES
Figure 1: Updated Resume	7
Figure 2: Location of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia	8
Figure 3: Logo of Universiti Tun Hussein Onn Malaysia	9
Figure 4: Logo of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia	9
Figure 5: Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia's Building	11
Figure 6: Organizational Structure of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia	13
Figure 7: Organizational Chart of Career Department at Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia	14
Figure 8: A Diagram (Infographic) of Swot Analysis in Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia	23
Figure 9: Turnitin Similarity Report	42
Figure 10: Confirmation Letter of Completion of Industrial Training	43
Figure 11: Official Website of Pusat Kemajuan dan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia	44
Figure 12: System of Industrial Training (Inbound)	44
Figure 13: Facebook of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia	45
Figure 14: Instagram of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun	45

Hussein Onn Malaysia	
Figure 15: Counter of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia	46
Figure 16: Facilities of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia	46
Figure 17: Main Entrance of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia	46
Figure 18: Design and Graphics Tasks	47
Figure 19: Copywriting Tasks	48
Figure 20: Create Resumes and Cover Letter	49
Figure 21: Programmes and Events	50

LIST OF TABLES

CONTENT	PAGES
Table 1: Company's Name, Location, Operation Hour, Phone Number and Website	8
Table 2: Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia Awards and Achievements	15

ACKNOWLEDGEMENT




Alhamdulillah, first and foremost, I would like to express my gratitude to Allah SWT for allowing me to complete my industrial training report. This task was completed with the help of all efforts from my surroundings such as my supervisor, advisor, family and friends. Even though there is a problem that arose throughout this internship report, I could manage the problem effectively and prudently.

Apart from that, I would like to express my gratitude to Pusat Kemajuan Kerjaya dan Alumni (PKKA), Universiti Tun Hussein Onn Malaysia, the organization who gave me the opportunity to complete my internship within 6 months by providing me with supportive environment for me to learn a lot of new skills and knowledge. To my supervisor, Dr. Norfaniza binti Mokhtar, Head of the Student Career Department at PKKA, I would like to say thank you very much because without her guidance, my internship report would not have been completed properly. She always guides me and gives me some suggestions on how to complete the internship report so that I can get a high mark for my report. This internship report is related to industrial training at Pusat Kemajuan Kerjaya dan Alumni (PKKA), Universiti Tun Hussein Onn Malaysia, which is related to human resource internship that contributes 30% in this semester.




In addition, I would appreciate my advisor, Madam Zatul Himmah binti Abdul Karim, who always gives me some encouragement and mentorship for me to complete the internship report based on the guidelines that have been provided. She always guided me to always have a good attitude during the internship and reminded me to always be more responsive towards the organization. I would like to express my sincere gratitude to my colleagues, Encik Awal and Miss Hanani, for their unwavering support, collaborative spirit, and kindness, which greatly enhanced my experience at PKKA. Furthermore, my family always supports and motivates me to finish this report with full of motivation and confidence in order to produce the best quality of internship report. Not to forget, thanks to my beloved friends Fatihah and Syasya that always stick together and work hard to produce a good internship report with all affordance and responsibility. Thus, with their support I successfully finished this internship report smoothly.

1.0 STUDENT'S PROFILE



NINI SURAYA BINTI MOHD ZAINUDIN

HUMAN RESOURCE ASSISTANT

SUMMARY

Dedicated and motivated Human Resource Management graduate holding a Bachelor's Degree in Business Administration (CGPA 3.47) from Universiti Teknologi MARA (UiTM) Bandaraya Melaka, currently undertaking a Human Resource internship at Universiti Tun Hussein Onn Malaysia (UTHM). Actively seeking an entry-level position in Human Resource Administration that offers opportunities to apply and further develop administrative and interpersonal skills, while fostering professional growth. Available to commence employment on February 3, 2025.

WORK EXPERIENCE

Human Resource Internship , Universiti Tun Hussein Onn Malaysia (UTHM)

- Supported HR staff in keeping records updated and easily accessible, helping to improve daily workflow and administrative efficiency.
- Answered phone calls and coordinated with industry partners, assisting with inquiries and facilitating smooth communication for internship placements and collaborative projects.

Aug 2024 - Present

Kitchen Helper , Singapore Restaurant (Part-Time)

- Helping cooks prepare for meals by washing, cutting, peeling, and slicing ingredients.
- Washing, drying, and putting away all dishes and kitchen utensils.

July 2018 - Sept 2018

EDUCATION

Bachelor of Business Administration (Hons.) Human Resource Management (CGPA, 3.47)

UiTM Bandaraya Melaka

- Trained in Computer Applications, Public Speaking and Interviewing.
- Specialized knowledge and skills in Human Resource Management.
- MUET: Band 4

Mar 2022 - Present

Diploma in Office Management and Technology (CGPA, 3.77)

UiTM Alor Gajah, Melaka

- Office administration of any organization, with emphasis on office procedures and office competencies.
- Improved communication skills, personality development, and learn a third language.

June 2019 - Feb 2022

LEADERSHIP AND INVOLVEMENT

Member, Bureau of Multimedia and Publicity : Hasta La Vista 2024/2025 Program

- Designed and created engaging visuals for Instagram posts, promoting the Hasta La Vista program and building program awareness on social media.
- Served as the event photographer, capturing key moments during the event to document and share with the community.

Dec 2024

Project Leader of Discovering Issues Globally: The Infographic Poster Competition

- Enhanced the knowledge of current issues related to human resource in the workplace.
- Gained the human resource issues in worldwide.

Jun 2024

Project Leader of Mental Health Awareness Day 2021

- Implementing mental health awareness on workplace well-being.
- Increased awareness of mental health among the students.

Nov 2021

AWARDS

Dean's Award : Semester 1, Semester 3 and Semester 5

- Bachelor of Business Administration (Hons.) Human Resource Management

Aug 2024

Vice-Chancellor's Award

- Diploma in Office Management and Technology with CGPA 3.77

Aug 2023

International Teaching Aid Competition 2023

- Bronze Award for Money-Wise Planner.

Jun 2023

SKILLS AND LANGUAGES

- Proficient in Microsoft Office (Word, Excel, PowerPoint).
- Fluently in English and Malay and basic Mandarin.

REFERENCES

<p>Madam Noorain binti Mohd Nordin Personal Advisor of UiTM Bandaraya Melaka</p>	<p>Miss Fariha Aiza binti Ramly Lecturer of UiTM Bandaraya Melaka</p>
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Figure 1: Updated Resume

2.0 COMPANY'S PROFILE

2.1 Company's Name, Logo, Location and Operation Hour



Figure 2: Location of Pusat Kemajuan Kerjaya dan Alumni,
Universiti Tun Hussein Onn Malaysia

Company's Name	Pusat Kemajuan Kerjaya dan Alumni (PKKA), Universiti Tun Hussein Onn Malaysia
Location	Pusat Kemajuan Kerjaya dan Alumni (PKKA), Blok D15, UTHM, 86400 Parit Raja, Batu Pahat, Johor.
Operation Hour	2024 Sunday to Wednesday > 8:00 a.m. - 5:00 p.m. Thursday > 8:00 a.m. - 3: 30 p.m. Break > 1:00 p.m. - 2:00 p.m.
Phone Number	Industrial Training : 07 - 453 7457 Students Career : 07 - 453 7491 Alumni : 07 - 453 7918
Website	https://pkka.uthm.edu.my/

Table 1: Company's Name, Location, Operation Hour, Phone Number and Website



Figure 3: Logo of Universiti Tun Hussein Onn Malaysia

The logo of Universiti Tun Hussein Onn Malaysia have their own meanings in which the UTHM logo shows a shield, a book, a book-rest, a tiered mortar board (learning levels), and a proton. Each of the colours of the logo shows some symbolizes such as **red** defined as bravery, **blue** defined as collaboration, **silver** defined as quality/prestige, **book-rest** defined as knowledge, **book** defined as knowledge, **mortar board** defined as levels of study, **circle** defined as resilient and related to global characteristics and **shield** defined as confidence (UTHM, 2024). UTHM is portrayed in the logo as a learning organisation that promotes the growth and spread of knowledge at all scientific and technological study levels.

As we can see, the **blue color and red color** is main color in the logo as the **blue** stands for the strong bonds that exist within the UTHM community, which are essential to the effective and long-lasting execution of the university's programs as well as its research and teaching initiatives that are conducted for the good of humanity meanwhile **red** is a sign of UTHM's spirit and self-worth since it represents the university's spirit of adventure in breaking new ground and becoming a pioneer in the use of science and technology.



*Figure 4: Logo of Pusat Kemajuan Kerjaya dan Alumni,
Universiti Tun Hussein Onn Malaysia*

This is the official logo of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn which was established in 2020. The logo represents 3 units of the department in which the Industrial Training Department, Career Department and Alumni Department. There are a few colors in the logo which represent a few meanings. The logo was to be used for official purposes such as for the postings of social media in Instagram and Facebook.

2.2 Vision, Mission, Quality Objectives and Quality Policy

Within an organisation, the vision, mission, objective, and goals are essential interrelated components that are inseparable. To react to changes and maintain the company's continuity, an organisation must have a defined vision, mission, objective and goals (Wardhana, 2024). Vision is a general term that is frequently used in a variety of contexts, including business, organisations, and individuals. A mission statement outlines an organization's fundamental goals, principles, and strategic orientation. This statement, which takes into account the company's position in a particular market or industry, defines the purpose of the business, its objectives, and its strategies for achieving them (Wardhana, 2024). Organisations utilise quality objectives as a means of enhancing the value of their services and products. They can use these to build a plan of action for meeting their quality policies and ensuring client satisfaction (Indeed, 2024). A quality policy is a concise declaration that establishes a framework for quality goals, complies with relevant regulations, and is in line with the mission and strategic direction of your company (Malaha, 2024). These components work together to provide a coherent framework that guarantees concentration, clarity, and advancement in achieving the organization's goals and promoting its success.

Vision

To Become the Leading Reference Center in Career Development and Alumni Relations.

Mission

To Provide a Conducive Ecosystem to Support Students' Career Development and the Contribution of Expertise Through Alumni Collaboration.

Quality Objectives

- To implement at least 20 student career development programs to achieve UTHM's Graduate Employability (GE) target.
- To ensure 90% of graduates update their information in the Alumni Information System within one year after graduation.
- To ensure 90% of graduates register with professional bodies within one year after graduation.
- To strengthen collaboration between alumni and the university by organizing at least 15

programs in areas of expertise and skills.

- To ensure 90% of students registered for Industrial Training secure placements in companies.

Quality Policy

PKKA is committed to providing high-quality services in student career development, industrial training, and strengthening relationships with alumni through a conducive ecosystem with continuous improvement.

2.3 Background of Establishment



Figure 5: Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia's Building

When the university was first founded on September 16, 1993, it was known as Pusat Latihan Staf Politeknik (PLSP). PLSP's primary function at the time was to educate and develop academic staff at polytechnics to become knowledgeable and skilled in a variety of engineering areas. Both the Malaysian Ministry of Education and Universiti Teknologi Malaysia shared administration of the training facility. Following three years, PLSP was renamed Institut Teknologi Tun Hussein Onn (ITTHO). The new status was formally announced on April 12,

1996, by then-Minister of Education Dato' Sri Mohd Najib bin Tun Abdul Razak. This promotion was a recognition of the institution's competence in developing technical education human resources. Another milestone was reached on September 27, 2000, when the Malaysian government decided to award the institute university-college status. This status was intended to acknowledge its contributions to the advancement of science and technology as well as its role in assisting the country in realising its goals. The institution was renamed Kolej Universiti Teknologi Tun Hussein Onn (KUITHO) in accordance with its new status, and Tan Sri Dato' Seri Musa bin Mohamed, the Education Minister at the time, made the official announcement. KUITHO kept up its momentum and produced graduates who were competitive, knowledgeable, and skilled. As a result, on September 20, 2006, the Malaysian government decided to grant the university-college full university status and renamed it Universiti Tun Hussein Onn Malaysia. The change of status was formally declared by Higher Education Minister Datuk Mustapha Mohamed on February 1, 2007. Afterward, on March 2, 2007, Dato' Seri Hishamuddin Tun Hussein Onn formally announced the name change (UTHM, 2025).

As of December 31, 2017, 35,000 graduates were officially recognised as UTHM alumni, many of them are currently employed both domestically and abroad in a variety of occupations. In recognition of UTHM's future development and expansion, the university administration formed the Alumni Sponsorship Committee on March 13, 2003. The committee was run by the Student Affairs Office and included a number of UTHM's first-generation alumni at the time. This committee's duties included doing research, organising, and creating action plans to reinforce and create a unit dedicated to alumni-related events and acting as a point of contact between the university and its previous students. In order to improve the management and administration of UTHM alumni, the UTHM Alumni Relations Unit (UHA) was created on June 16, 2006, as a Responsibility Centre (PTj) under the Deputy Vice-Chancellor (Student and Alumni Affairs). The renaming of UHA to the Centre of Alumni Advancement and Relations (CARE), or Pusat Kemajuan dan Hubungan Alumni in Malay, was approved during the 1/2008 University Executive Committee Meeting on January 22, 2008, and became well-known as CARE UTHM. UHA continued to change together with the university's growth. The centre was renamed Pusat Kemajuan Kerjaya dan Alumni (PKKA) on April 1, 2019, and it currently consists of three primary departments: the Student Career Department, the Student Industrial Training Department, and the Alumni Relations Department. To guarantee the centre runs well, PKKA is additionally assisted by the Administration and Finance Unit and the Data and Statistics Unit (PKKA, 2025).

2.4 Organizational Structure



Figure 6: Organizational Structure of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia

The Director of the Pusat Kemajuan Kerjaya dan Alumni (PKKA) at Universiti Tun Hussein Onn Malaysia (UTHM), Assoc. Prof. Ir. Ts. Dr. Muhammad Saufi Bin Kamarudin is in charge of the center's operations and provides strategic leadership to improve alumni engagement and student career development. Mrs. Diana Binti Khalid, the secretary who oversees correspondence and administrative duties, assists him. The Students Industrial Training Department (JLIP), led by Assoc. Prof. Ir. Dr. Goh Wan Inn is one of PKKA's three primary departments. Its primary functions include coordinating industrial training and internship placements. The students career department (JKP), run by Dr. Norfanita Binti Mokhtar, offers career services, job placement assistance, and career fairs; and the alumni relations department (JHA), under the direction of Mr. Abdul Halim Bin Omar, strengthens ties between the university and its alumni through a variety of programs. The administration and finance department (PDK), headed by Mrs. Suhaini Binti Mohd Gazi, manages the center's financial operations and administrative procedures. Each department is backed by specialised units and staff to ensure seamless operations, encouraging alumni networking, career readiness, and operational excellence (PKKA, 2025).

2.4.1 Organizational Chart of Career Department

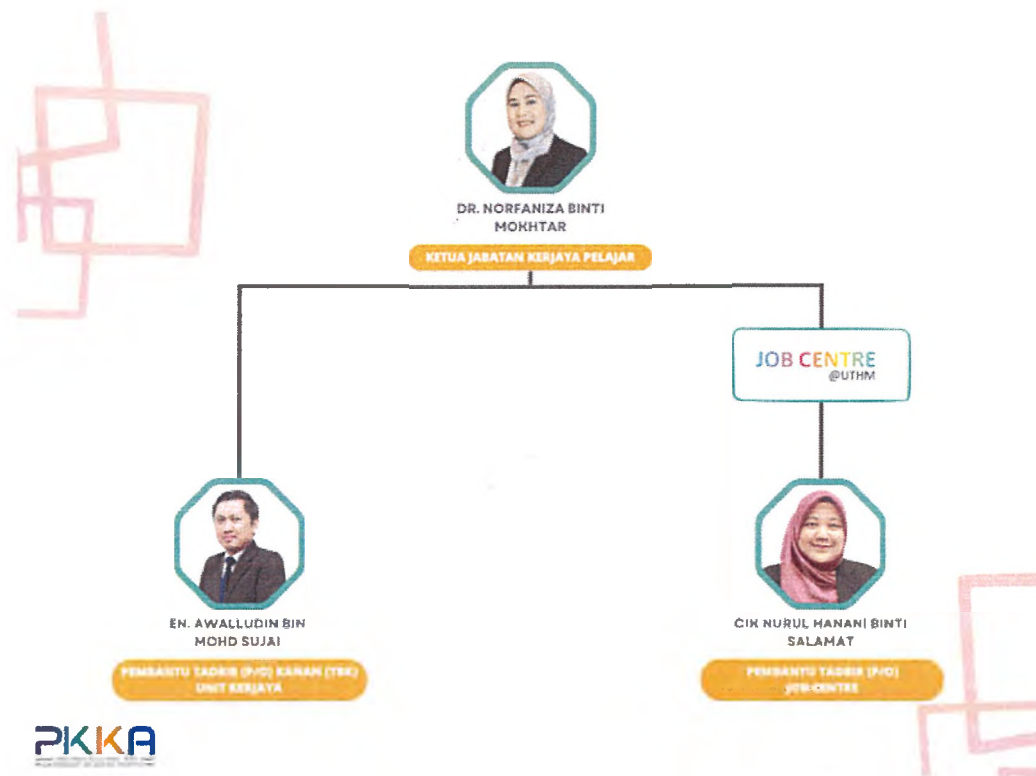


Figure 7: Organizational Chart of Career Department at Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia

Dr. Norfaniza binti Mokhtar, Head of the Student Career Department at PKKA UTHM, is in charge of all career-related programs, initiatives, and strategic planning for student development. She is also shown in the organisation chart of the Career Department. Mr. Awalludin bin Mohd Sujai, the Senior Administrative Assistant (Clerical/Operation), assists her with administrative and operational duties, guarantees effective department operations, and offers advice on procedural issues. In order to support the department's goal of preparing students for the workforce, Miss Nurul Hanani binti Salamat also serves as an Administrative Assistant (Clerical/Operation), helping with daily administrative tasks, organising events, and handling correspondence (PKKA, 2025).

2.5 Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia's Awards and Achievements

Year	Awards / Achievements
	<p data-bbox="272 546 635 577">Audit Integrasi EKSA UTHM</p> <div data-bbox="328 645 845 1025">  </div> <div data-bbox="925 577 1276 1070">  </div>
2024	<p data-bbox="272 1146 762 1178">Good Governance Rating (CGR) 2023</p> <div data-bbox="354 1223 730 1715">  </div> <div data-bbox="906 1200 1273 1693">  </div>

Table 2: Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia Awards and Achievements

2.6 Facilities and Services Offered at Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia

Every organization has their own facilities and services to make sure they achieved the organizational goals and objectives. Pusat Kemajuan Kerjaya dan Alumni (PKKA), Universiti Tun Hussein Onn Malaysia also have their specialized facilities and services based on every department in which the Students Career Department, Industrial Training Department and Alumni Relations Department. In this part, I will highlighted the facilities and services offered by Students Career Department in further and details elaboration that can give the readers an overview on how the Students Career Department in Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia operating since my internship period was within 6 months that give me many new experiences that could help me as fresh graduate to increase soft skills and hard skills. There are five career services in the Student Career Department : Career Kit/Coaching, My Career, Graduate Upskilling/Reskilling Training (GRUT), Job Centre Portal and Job Fest.

Career Kit / Coaching

The definition of career kit / coaching is a comprehensive collection of tools created to help people manage their careers, including professional development materials, job search tactics, resume and cover letter templates, interview advice, networking suggestions, and career assessments. The examples of career kit / coaching are clinical and resume writing, communication skills, building a LinkedIn profile, grooming, interview preparation, and my next profile. It is important for every student to have coaching at least before going to their internship to get some ideas on how to have a real work situation during the internship.

My Career

My career is one of the initiatives of the Career Department of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia trying to help their students to start their career development journey by joining the My Career Event Series. Start your career development journey with the My Career Event Series. For instance, networking events, industry visits, alumni engagement and career talks are some examples of My Career that was held in the Universiti Tun Hussein Onn Malaysia. Every year, Universiti Tun Hussein Onn Malaysia held the Karnival Kerjaya at Dewan Sultan Ibrahim. It is crucial to take the opportunity to organize the career program in order to help the fresh graduate and students to find their job or internship

placements.

Graduate Upskilling /Reskilling Training (GRUT)

Adaptability is more important than ever. Career changers are increasingly at a crossroads, wondering what to do next, whether it's the attraction of a new field, the need for a different work market, or just the need for personal development (Robinson, 2024). According to the Harvard Business Review, BCG data indicates, for instance, that 68% of workers are eager to re-skill in order to stay competitively employed and are aware of impending changes in their sectors. There are differences between upskilling and reskilling in which upskilling is expanding on your present skill set, upskilling helps you become more capable in your current position or sector. It involves expanding your knowledge and abilities to stay up to date with developments and boost your worth in your present professional path. Meanwhile, reskilling is gaining new skills for a different industry or employment. This method of skill development is more drastic and prepares you for completely different job options from your previous positions such as Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia have Penjana KPT Pace & CAP and Intervention Grant (GE).

Job Centre Portal

According to the Job Centre UTHM website, the purpose of JobCentre@UTHM is to facilitate communication between employers and our UTHM alumni. Alumni will benefit in terms of job openings and internship placement. In addition, a platform called JobCentre@UTHM links employers and UTHM graduates and students. By fostering productive relationships between prospective businesses and candidates, UTHM graduates and students would gain access to employment possibilities, industrial training placements, and increased employability rates. Therefore, the Job Centre Portal really helps the students of Universiti Tun Hussein Onn Malaysia to develop their careers in the future.

Job Fest

According to Indeed (2024), the Job fest is known as a job fair. A job fair is an event held in a neutral, convenient location, like a university or college, where employers, hiring managers, and recruiters can interact with prospective employees. These fairs are typically run by outside hiring consultants. By attending these events, many businesses save time and effort when it comes to hiring new employees. At a career fair, the students can even have the opportunity to interview with prominent companies based on their course to apply in which companies.

3.0 TRAINING'S REFLECTION

3.1 Duration: Specific Date, Working Day and Time

My first experience of working in which my industrial training is at Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia. My industrial training started on 12 August 2024 which is my first day for reporting my duty at Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia. The duration of the internship is 6 months which starts from 12 August 2024 until 25 January 2025 (24 weeks). The working days in Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia in 2024 and 2025 are different as the changes of Public Holiday in Johor affected the working days in the government sector. In 2024, the working days are from Sunday to Thursday from 8:00 a.m. to 5:00 p.m. and the lunch break is 1 hour from 1:00 p.m. to 2:00 p.m. meanwhile in 2025, the working days are from Monday to Friday from 8:00 a.m. to 5:00 p.m. and the lunch break on Friday is from 12:15 p.m. to 2:45 p.m. The weekend in 2024 is on Friday and Saturday however in 2025 the weekend is on Saturday and Sunday.

There are many experiences I gained during my six months internship in which it helps me in soft skills and hard skills. The skills that I gained are very beneficial for me to use in the future as a future hr junior. I am grateful to be part as a family in Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia as I have a new friends of internship, networking with the staff in the office and applying the knowledge that have been learned in UiTM to complete the tasks successfully. I am very appreciative of the opportunity as the Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia give me the opportunity to learn the real working situation within six months internships as I might not get the chances in other organizations.

3.2 Details: Department, Roles, Responsibilities, Assignments and Tasks

3.2.1 Specific Department

My internship journey started on 12 August 2024 which is on Monday. It was a big surprise that I noticed that I was assigned as a Human Resource Trainee under the Student Career Department of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn

Malaysia. The Head of the Student Career Department is my supervisor, Dr. Norfaniza binti Mokhtar. Not only that with the colleagues that are very kind and sporting in which Mr. Awalludin bin Mohd Sujai, the Senior Administrative Assistant (Clerical/Operation) and Miss Nurul Hanani binti Salamat also serve as an Administrative Assistant (Clerical/Operation). They really help me when I have some problems regarding the task. I will find them in case I do not know how to do the task until I successfully complete the task. By getting some advice from my supervisor and my colleagues I gained new knowledge related to careers which involve the participation from the students. I also know in depth on how to create the resume for an internship and applying for a job position. The knowledge that is very crucial for me to have as a human resource resume will be a very important element during recruitment and selection of the new employees.

3.2.2 Daily Office Administration

Handling Phone Calls - Taking calls to communicate with staff members in other departments is one of my daily responsibilities. As a result, it is my duty to answer the phone courteously and ensure that calls are routed to the appropriate individual who can assist the callers with their needs. Mostly, the calls are from industries from locally and internationally. Therefore, it can improve my communications skills in a formal way.

Stamping The New Punch Card - Every month, the internship students need to get the new punch card at the counter of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia. As my position at the counter, it was my responsibility to stamp the new punch card before giving it to the internship students.

Assisting and Managing The New Internship Students - Even though I was under the department of Students Career Department however I also helped the industrial training department by assisting and managing the new internship students to report duty by updating in the inbound system in which key in the data. In addition, I also provide them punch cards and internship matric cards.

3.2.3 Specific Tasks (Students Career Department)

Managing Student's Event - As I was under the Students Career Department, there are a lot

of programs that have been conducted in which the Jelita@KPT Summit, Weekend Escape and Putrajaya Festival of Ideas. My responsibility was to find the participants among the students, create the whatsapp group, and blast the accurate information from my supervisor. What I have learned is we need to be patient as different people have different attitudes which make it tough to assist each of the participants for each of the programs.

Create the Copywriting - My supervisor is always asking me to join the program that has been conducted by the faculties in order to snap a picture and create the copywriting in the social media of Pusat Kemajuan Kerjaya dan Alumni. I need to create the copywriting and snap the pictures of the program and check with the staff who are experts and ask him to post it on Facebook and Instagram.

Design a Graphics - Every program under the Students Career Department at Pusat Kemajuan Kerjaya must come out with the poster or banting. My supervisor always asks me to create the poster, banting or flyers for the event that is related to the Students Career Department. After finishing design, I need to get the approval from my supervisor and the staff who are experts in designing graphics.

Create a Resume and Cover Letter - My first task during my internship was to create a resume and cover letter for the development of the job centre portal. My supervisor gave me guidance to create the resume and cover letter as she knows that my course is Human Resource Management. Therefore, she gave me the tasks that aligned towards my course.

Joined a Meeting - There are a lot of meeting that has been conducted at the meeting room of Pusat Kemajuan Kerjaya dan Alumni in which mostly I joined the meeting related to the industries such as HRD Corp, VS Industry Sdn Bhd and online meeting with a JobStreet. It was a big opportunity to know in depth about each of the industries.

3.3 Gains: Intrinsic & Extrinsic Benefits

3.3.1 Benefits

Internships give students the opportunity to put their knowledge to use in a practical workplace setting. This internship sharpens our interest and significantly enhances our

comprehension of the concepts behind the information we have learnt. It was a fantastic and worthwhile experience for me to finish my six-month industrial training at Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia, where I would not have had the chance to acquire a lot of new information anywhere. I also received benefits during my internship which gave me motivation to do the task efficiently and accurately. According to Upscale (2023), paying interns fairly can also encourage them to do better work. Interns are more likely to be motivated and effective when they believe they are receiving fair compensation. In the long run, this may be advantageous to the business. Thus, the benefits received by the internship students will help them improve their performance that lead to advantages to the company.

During my industrial training in Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia, I get the allowances in which the allowances is RM300 for three months only as my internship was six months therefore the total allowances that I should get is only RM900. For the allowances, I need to submit the allowances form for August to November to the Pusat Kemajuan Kerjaya dan Alumni Universiti Tun Hussein Onn Malaysia. The documents that should be attached with the allowances form are bank statement, copy of identification card and offer letter of industrial training. These are some documents that need to be submitted together with the allowance form. The allowance will be transferred by online banking as it is really convenient for me to buy online. However, the important thing is before I submit the allowance form, I need to get the sign and stamp from my supervisor. Thus, by getting the allowance from my industrial training I can save my money for my future planning as it makes me be more motivated and proactive.

3.3.2 Personal Skill Development

I learnt a few things about personal development during the internship, like time management skills, teamwork skills, and communication skills.

Time Management Skills

Time management is the process of allocating and scheduling time amongst different tasks. I learnt how to efficiently manage my time from my internship. I must always finish my assignment ahead of schedule and within the allocated time. After that, I can finish the other

tasks that the staff has given me. Apart from that, I always get to work on time. This will keep me from arriving late to work due to unanticipated circumstances like accidents or protracted traffic congestion.

Teamwork Skills

Teamwork is one of the most important aspects of working in an organisation. Teamwork is the process of cooperating with a group of people to achieve a goal. For the majority of my internship, I have to collaborate closely with other employees to make sure the project is completed effectively. We assign responsibilities to one another in the Administrative Unit. As an illustration, we split out the work on creating the job centre website. We will be able to work more efficiently and prevent overtaxing others as a result. Based on my internship experience, I've discovered that having a strong team may help us overcome obstacles and achieve amazing results.

Communication Skills

Communication skills are the attributes you use when providing and receiving different kinds of information. My internship at Pusat Kemajuan Kerjaya dan Alumni taught me the value of effective communication. I have to ask the employees directly if I have any questions about a task in order to avoid any mistakes. If I have any thoughts or comments regarding the task at hand, they are eager to hear them. Talking can help me improve my communication skills. I improved my ability to communicate effectively, especially when I was working at the counter to oversee the foreign students. Since someone from outside will be approaching the counter to ask a lot of questions, I need to know the basic questions that will be asked. Through communication, information is conveyed from one place, person, or organisation to another. I must understand how to react to it properly if I want them to be entirely happy with the reaction I give. I have to be able to communicate successfully with a range of people based on their age, education, and experience because I completed my industrial training in a department that regularly engages with guests.

4.0 SWOT ANALYSIS

According to Puyt (2023), one of the earliest and most used strategy techniques in the world is SWOT analysis, which stands for Strengths, Weaknesses, Opportunities, and Threats. SWOT analysis is a technique for assessing the advantages, disadvantages, opportunities, and threats of a company, strategy, project, program, individual, or any type of business activity. SWOT analysis is the most widely used strategic planning tool for analysing an organization's internal and external elements. This framework plan is seen to be useful in managing organisational resources to accomplish certain goals within a given time range (Kumar, 2023). Based on my six-month industrial training experience in the Student Career Department, I will elaborate on ten critical aspects in depth for the SWOT analysis of the Pusat Kemajuan Kerjaya dan Alumni at Universiti Tun Hussein Onn Malaysia.



Figure 8: A Diagram (Infographic) of Swot Analysis in Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia

5.0 DISCUSSION AND RECOMMENDATION

5.1 STRENGTH

5.1.1 Comprehensive Recreational and Leisure Facilities

According to the Mercanoğlu (2023), it might be said that the outcomes of employee recreation activities will be more evident in the workplace before they reach society. The primary beneficiaries of workplace recreation initiatives will be managers and employers. Since workplace recreation is by its very nature aimed at employees in a specific workplace, it stands to reason that improvements in employee behaviour will have a direct impact on the workplace. Employers or managers who wish to influence their staff in a positive way might organise and implement leisure activities that align with corporate goals. For instance, there are some facilities that are very attractive in Pusat Kemajuan Kerjaya dan Alumni Universiti Tun Hussein Onn Malaysia such as snooker known as pool, reading corner and also PlayStation 5 (PS5). These facilities can be categorized as leisure facilities in which the students of Universiti Tun Hussein Onn Malaysia and the staff in the office always used the facilities. As my position is at the counter, the students or staff that want to use the facilities need to get the permission from the counter of Pusat Kemajuan Kerjaya dan Alumni Universiti Tun Hussein Onn Malaysia such as if students want to use the snooker (pool) they need to get the balls from the counter by giving their matric cards as a evidence or proof. Therefore, having comprehensive recreational and leisure facilities can improve the employee's productivity in the workplace.

RECOMMENDATIONS

Conducting Mindfulness Activities

The recommendation of the Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia for comprehensive recreational and leisure activities by strengthening the strength is conducting mindfulness activities. Based on the Aldana (2024), simply being intentional and present in your thoughts and workspace is the definition of mindfulness. It can be defined as an awareness of oneself, other people, and the environment, both inside and externally. Furthermore, "Mindfulness" training has been stated to increase awareness of the individual's mental processes. The way their own filters affect their views and, consequently,

their choices is evident to them. The statistics show that employee burnout increased significantly from 58% in 2022 to 67% in 2024, highlighting the critical need for improved workplace wellness programs and mental health support (Business Times, 2024). It shows that every organization needs to pay more attention to mental health to improve the well-being and work life balance among the employees. For instance, the Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia can conduct the program such as Sports Day, Family Day and Mental Health Talk. There is a stadium at Universiti Tun Hussein Onn Malaysia, which is suitable to conduct a sports day in which the staff and students can participate in the program by gaining career growth and personal development. Therefore, the mindfulness activities help the staff and students have a work-life balance to prevent the stress and depression among them in the organization.

5.1.2 Wide Range of Alumni UTHM Merchandise

Every organization has their own uniqueness that makes the organization different from others. One of the departments in the Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia is Alumni Relations Department. The Department of Alumni Relations is very important as the connections between alumni and the university are bound as a family even though the alumni have successfully achieved their future. In many higher education institutions, interacting with alumni has become a top focus. Universities are coming up with their own plans for interacting with their alumni, and alumni contribute to the development of the institution's brand (Veluvali & Suriseti, 2023). Based on the Vaave Team (2024), alumni are a group of former students who have graduated from a university or college and stay connected with the institution while pursuing successful careers. For example, the Alumni Relations Department in Pusat Kemajuan Kerjaya dan Alumni Universiti Tun Hussein Onn Malaysia have a variety of merchandise that are very attractive and affordable such as stainless steel tumbler, non-woven tote bag, alumni tie, tie clip, alumni lanyard, alumni umbrella, alumni mafla, and tshirt alumni. There are also combo set merchandise in which exclusive pen and notebook, pen and notebook, tie clip and tshirt alumni, tie clip and alumni tie and tie clip and tumbler.

According to Encik Syamil, the administrative assistant in the Alumni Relations Department he stated that the merchandise in the Alumni Relations Department for 2024 are wide range as the alumni or graduated students who are interested to purchase the merchandise can choose two options of purchasing such as online purchasing or direct walk in

to Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia. Encik Syamil also stated the bestseller items for alumni merchandise 2024 are alumni mafla, alumni umbrella and alumni stainless steel tumbler. This is because of the affordable price and the design of the merchandise that are unique and special containing the Alumni's logo of Universiti Tun Hussein Onn Malaysia that make the merchandise a limited edition. The merchandise of Alumni Universiti Tun Hussein Onn Malaysia is also being promoted in an event such as Outreach 2024. Therefore, it can help to improve the visibility of the Universiti Tun Hussein Onn Malaysia widely and internationally. Moreover, the number of units sold on online platforms such as shopee are more than 2000 units for 2024. It was a big achievement as they achieved a large profit by selling the merchandise of alumni Universiti Tun Hussein Onn Malaysia on an online platform. There are a few platforms that are being used to promote the merchandise of alumni in which by using Facebook and Instagram as the alumni are active on their social media platforms that lead them to be more aware of the existence of the alumni merchandise. In addition, I was informed that the affordable price of merchandise makes the alumni or graduated students more interested to purchase and repurchase the merchandise of alumni as it can give the opportunity from different backgrounds of alumni to buy the merchandise. Apart from that, the profit by selling the merchandise of alumni Universiti Tun Hussein Onn Malaysia will contribute to the "Alumni Endowment Fund," which supports a number of alumni-related programs and receives all proceeds from these purchases. Thus, it can increase the profits of the Alumni Relations Department that enhance the alumni engagement activities.

RECOMMENDATIONS

Eco - Friendly of Products

A study by Rakuten Insight (2024) found that roughly 49% of Malaysian respondents stated it was relatively important to purchase environmentally friendly or sustainably manufactured goods. Most consumers have recently expressed interest in and concern about global environmental issues, leading them to choose goods and services that are less damaging to their health and the environment which is known as "green consumption." However, they still consider factors like price, brand, location, and promotion that help them stand out from the competition (Terranova et al., 2023). The discussion regarding the eco - friendly of products has been discussed with Encik Syamil who suggested that for the year 2025 there are some improvements regarding the merchandise of alumni in Pusat Kemajuan Kerjaya dan Alumni

Universiti Tun Hussein Onn Malaysia. It is because every consumer is likely to purchase the products that are different from the competitors. For instance, Encik Syamil stated that for 2025 there are new varieties of merchandise in which alumni hoodie, tshirt alumni (round neck), handheld folding umbrella alumni and pin badges alumni. The expected time to release and publish on social media platforms will be after Hari Raya Aidilfitri. The range of price will be affordable for the alumni and graduated students to grab the opportunity of the new merchandise for the year 2025. In addition, as eco - friendly of products are the recommendation that I suggested to Encik Syamil, he said that there will be coin alumni that are made from metal cans. Meanwhile I suggested to him to create the eco - friendly notebook, bamboo cutlery sets and solar power bank. It is because nowadays there are many impacts from non eco - friendly products such as resulting in increased emissions, waste, and pollution, and they usually use more energy and resources. Therefore, by implementing eco - friendly of products will help the Pusat Kemajaun Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia to save the earth from the negative environmental impact.

5.1.3 Talented and Highly Experienced Staff

According to Rafiq (2023), talented workers have emerged as a significant source of sustainability and competitive advantage in today's highly competitive business environment. It is because the statistics of employee turnover intention has grown to be a significant worry in emerging countries such as Malaysia (Syafiqah et al., 2022). It was a serious issue related to the employee turnover in which as an organization must prevent the employees from leaving the organization. Apart from that, from my observations during my industrial training within six months, there are talented and highly experienced staff in Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia. For example, I got some information in which there are some staff in Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia having over more than 20 years of employment services. It was Puan Zailiya binti Suradi, the Senior Administrative Assistant of Students Industrial Training Department. She was an extremely skilled and knowledgeable employee, and it was clear from the first day I started on internship that she had an expertise in administration and industrial training concerns. I often asked her for advice when I was unsure of something, like how to apply for leave to attend programs like Majlis Anugerah Dekan and Majlis Hasta La Vista or when I needed clarification on internship-related procedures. In my opinion, to be a talented and highly experienced staff takes time as the employees need to gain many experiences and skills in a long period of time.

The commitment from an individual in the organization also gives some impacts such as increasing productivity and achieving the organizational objectives. Thus, it is important to maintain and retain the talented and highly experienced staff in the Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia as there is difficult to find the suitable staff that can replace the position of the staff who are skillful and experienced.

RECOMMENDATIONS

Recognition and Rewards System

It is obvious that employee recognition might be interpreted as an indication of how employers view and value workers' contributions to the accomplishment of organisational objectives across a range of fields. Employees are also becoming more aware of their beliefs and the importance of showing gratitude for the work put into the organization's operations (Ndiango et al., 2024). The definition of employee recognition is employee recognition is the process of providing non-monetary rewards to recognise the excellent behaviours demonstrated by an employee in their individual efforts and work accomplishments (Ndiango et al., 2024). People become satisfied and have a good perspective on their jobs and the workplace once they believe that the organisation sees them and values their contributions. For instance, Pusat Kemajuan Kerjaya dan Alumni of Universiti Tun Hussein Onn Malaysia can conduct the events such as Staff Appreciation Day in which the staff that have experienced more than 20 years of services should be celebrate together not only the staff who are retired but also with the staff that have excellent of performance during the services that still in services. It can include activities such as lunch gatherings and award ceremonies. It is important to appreciate the staff who are very talented and highly experienced as it helps to boost the engagement and performance for personal development. Based on Tan (2023), everyone likes to be recognised for a job well done, yet many employees feel like they are not being appreciated in which a lack of reward and recognition was cited as the main reason for seeking a new position in another company, 21% of employees would be encouraged to stay in their current position if their company implemented a better reward and recognition program. Employers should think about investing more in recognising and rewarding employees because the majority of respondents felt undervalued. Thus, the recognition and reward systems are very important to maintain and retain the expertise of employees in the organization that lead to a positive work environment and boost organizational performance.

5.2 WEAKNESSES

5.2.1 The Shortage of Technological Facilities

Since the beginning of human history, people have been learning to adapt to new situations and circumstances. The rapidly evolving trends in business technology are pushing organisations to advance and adapt to change (Ansari et al., 2023). Based on the Law Insider (2025), the equipment and facilities used to create, process, transfer, send, or receive electronic communications calls and information signals are referred to as technical facilities. As we know, the advancement of technology in every sector such as education, social and business lead to the success of the organization. My observation during my six month internship was the shortage of technological facilities in Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia. There is only one computer that can be used at the counter as my position was at the counter. However, there are three computers that do not function at the counter. The computer is one of the important equipment in the office as all the tasks or activities will be using the computer. On my first day of internship, I also asked a few staff in the office regarding the only one computer that functioned well and the three left computers never being used as not function well. My position at the Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia was at the counter therefore everyday I needed to bring my own laptop to the office in order to complete the daily task given by my supervisor. It is easier for me to complete the task on time rather than using the office computer that only functions as sometimes the other staff will use it if there are students or other people asking regarding some issues or problems that need the staff to use the office computer at the counter. Technological facilities such as computers are important in every organization as nowadays technology helps us to do our daily work in a working situation. Thus, using the technological facilities will help the staff in the Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia to boost their performance and productivity.

RECOMMENDATIONS

Provide Regular Maintenance and Servicing Regularly

In every organization, the important things are to make sure all the facilities and

equipment are functions and ready to use. It is because the tasks that are given by the superior must be completed as soon as possible. According to the Khatun (2024), the physical environment has a significant impact on both organisational success and employee well-being in our dynamic and ever-changing world. The office technologies that are always in the organizations are computers, printers and wifi. These are the important things that the organization should provide in order for the employees to utilize in daily operations and administration. For example, the recommendations of the shortage of technological facilities in Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia is to provide regular maintenance and servicing regularly on the computers at the counter. It is because there is a department of Information Technology Centre also known as Pusat Teknologi Maklumat (PTM) that are responsible regarding of the providing IT users, such as staff and students, with computing services however PTM has expanded its services to include all aspects of ICT infrastructure and infostructure for the entire university, including strategic ICT planning for the university. The services are not only available to students and staff, but also to the local community in the Parit Raja area (PTM, 2025). The Information Technology Centre of Universiti Tun Hussein Onn Malaysia should regularly do maintenance and services, especially the office computer at the counter of Pusat Kemajuan Kerjaya dan Alumni. It is because it helps to minimize the malfunction of office technology at the counter for the industrial training students to utilize the computer and complete the task efficiently. Thus, by providing regular maintenance and servicing regularly at Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia will help to guarantee its operational infrastructure's effectiveness and accuracy.

5.2.2 Lack of Awareness About the Functions and Departments

Each organization has their own weaknesses depending on the issues that are arising. The issue of lack of awareness about the functions and departments is one of the weaknesses that need to be more concerned especially when it is related to the education and institution. The customers and clients' awareness are important as it really helps to increase the brand awareness. According to the Kumaresan (2024), an important factor in helping customers remember and identify a specific product or brand is brand awareness, especially when they encounter it through other advertising channels or social media platforms. For instance, as my position is at the counter of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia I experienced many students or customers who are asked at the counter regarding of the functions and departments as they might not clear what is actually services that being

offered and they do not aware of there are three departments in which Career Students Department, Industrial Training Students Department and Alumni Relations Department. They are a bit confused when they are at the counter and if I was in the counter I will explain a little bit regarding the functions and also the existence of the three departments in the Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia. Based on my experiences, the first day I report duty at the counter of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia I am also a little bit confused as there are three departments and different functions for each. At that moment, with my friends, also internship students Syazrul and Syakirah, I always asked them in detail regarding the departments, functions and they also introduced me to the official website of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia. Employees in every company need to understand the various departments within the company. Informed decision-making is supported, confidence is increased, communication and teamwork are improved, and career development and advancement are facilitated (News & Press, 2024). Therefore, the lack of awareness about the functions and departments should be avoided in every organization in order to have better development and achieve organizational objectives.

RECOMMENDATIONS

Established a Notice Board

Accurate information is very important in the organization. This is because it is easy for the students and customers to find the information and be aware of the services that have been offered by the organization. According to the Red17 (2024), the history of notice boards, sometimes referred to as pin boards, display boards, or bulletin boards, is extensive and spans several centuries. In ancient civilisations like Egypt, hieroglyphics were written on stone slabs for public viewing, which is where the idea of public message transmission through communal boards originated. Similar to this, "acta"—messages—were displayed in public areas across ancient Rome to alert people to significant announcements, laws, and occasions. In a variety of contexts, such as public areas, workplaces, community centres, and schools, notice boards are still essential for communication today. They act as centralised venues for the presentation of vital information such as posters, memoranda, announcements, and notices. The recommendation for the lack of awareness about the functions and departments in Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia is to establish a notice

board at the outside of the building. For example, established a notice board that put all the information regarding the three departments of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia and the functions that related to the services that helps the students or alumni to be aware of the roles of each departments. It really helps the community in Universiti Tun Hussein Onn Malaysia especially the students who are international to get the services from the Pusat Kemajuan Kerjaya dan Alumni. The importance of notice boards in the organization is that employers can use notice boards to alert staff members with critical information, like corporate news, policy changes, and upcoming events (Display Boards Direct, 2025). Thus, by establishing the notice board at the outside of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia it can assist staff in maintaining organisation by serving as reminders for meetings, deadlines, significant dates, and other events.

5.3 OPPORTUNITIES

5.3.1 Unlimited Internship Placements

Every student who is willing to graduate needs to have an internship before they can graduate. However, there is a limitation of internship placements in which it is difficult for students to find based on their courses and studies. Based on my experiences regarding industrial training, it is difficult to find the suitable place for an internship as there are some interviews that need to be attended by the students before they are going to intern. For instance, within my 6 months internship, I observed that Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia have unlimited internship placements. It is because in the Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia there is a department of industrial training that manages and organizes the students that want to go for internships. There is a system of internship for inbound and outbound in which it is a systematic system that helps students of Universiti Tun Hussein Onn Malaysia and others students to apply for their internship. The industrial training department also posted some of the industrial training placement on Facebook of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia. It is easier for the students to find jobs based on their interests and studies in order to have better experiences during the industrial training internship. Thus, the unlimited internship placements in Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia given the opportunity towards the students who are going to internship in which the opportunity will give the students some benefits that make the students know about the real working work

situation in the future.

RECOMMENDATIONS

Open Public Career Fair

According to the Talent Lyft (2024), the definition of career fair, sometimes referred to as a job fair or career expo, is a recruiting event where recruiters and businesses connect with prospective employees and job seekers to learn more about available positions at possible companies. In Malaysia, there are many career fairs especially conducted in the university that really help the fresh graduates to find their career. The career fair is typically held in big halls where prospective companies erect booths manned by HR team members who provide prospective employees with information about open positions, the application procedure, and other company-related topics. There are many benefits of a career fair in which career fair speeches are helpful since they provide broad information on how to prepare for an assessment centre or build a CV, for example. Because the businesses at careers fairs offer a wealth of knowledge and experience about various industries, they are an excellent location for conducting information research and it's a great area for staff networking. For example, there is a career fair and mini career fair conducted by my department in the Student Career Department for the year 2024. However, the career fair is likely most targeted to their students rather than public students. My recommendations to maximize the unlimited internship placements is by having an open public career fair in the Universiti Tun Hussein Onn Malaysia. It is because it can help the fresh graduates from other universities to find their job easily as there are many industries that will join the career fair. Thus, by having an open public career fair it can improve the visibility of the Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia in the area of Parit Raja, Johor.

5.3.2 Unlimited Job Vacancies Applications

Nowadays, the fresh graduates find the job vacancies are very difficult. It is because the competition is arising from year to year. As we can see, there are many fresh graduates that are struggling to find a better job. Based on the statistics of The Malaysian Reserve, nearly half (48.6%) of Malaysian graduates were deemed overqualified for their current positions in 2021, according to a report. It shows that there are many students that are still struggling to find jobs

that are related to their studies. From my observation during my six months internship, there are unlimited job vacancies applications that have been offered by the industry. It is because my supervisor is always asking us to post job vacancies in Social Media such as Facebook and Instagram of Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia. There are many job vacancies especially related to engineering courses because there are faculty of mechanical engineering and civil engineering in the Universiti Tun Hussein Onn Malaysia. The benefits from the unlimited job vacancies applications are that the students can find careers that match with their studies and find a better salary. It was a big opportunity for fresh graduates or maybe the alumni that are still find their career as the there are unlimited job vacancies applications in which Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia helps their students to get the better offer of employment and better salary in order to get the satisfaction and motivation. Thus, Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia really helps and assists the students even though they are graduated from the university and it can increase the employability of the employment for every year.

RECOMMENDATIONS

Maximize the Social Media Platforms

As we can see, the social media platform really helps every organization to maintain and retain their profit and sustainability including in the education and institution. It is because the speed of awareness by using social media platforms is faster nowadays. According to the Maya (2024), the definition of social media platform is The term "social media" describes a range of technological tools that help users exchange information and ideas. For instance, as there are unlimited job vacancies applications in Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia, the administrator for Facebook and Instagram can post all the job placement that are offered by the industries as it really helps the students that are graduated to find their jobs. By maximizing the social media platform is one of the recommendations that are for me is really effective. In addition, the Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia can also create a Tiktok which is more relevant and helpful as the awareness of the job applications are more clear. Thus, social media platforms are very helpful to increase the awareness among the graduate students and alumni to find their job placements according to their interest and salary that they are preferred.

5.3.3 Free Resume Checking

Nowadays, to find a better job the students must provide a better resume and cv. However, the students do not know the suitable places that they can refer to check their resume and cv. For instance, the opportunity for the swot analysis that I observed is related to free resume checking in which there is some staff known as career coaches who are responsible to check the resume of students if they want to apply for an internship. In Pusat Kemajuan Kerjaya dan Alumni, the staff that is always checking the resume is Encik Rahimi. As for my position at the counter, there are a few students coming to the counter and asking regarding checking the resume and I will ask Encik Rahimi as the person who is in charge to help students to have a better resume by giving some opinions and ideas that improve their resumes. In my opinion, it was a good initiative that applied in the department as there are free resume checking without paying any fees. However, there are some students that want to check the resume at the right time as Encik Rahimi also has his responsibility. Encik Rahimi is one of the people that really helps the students to get internships as he is under the department of industrial training. Thus, by having free resume checking it can enhance the quality of resume among the students.

RECOMMENDATIONS

Create an Online Website of Resume Checking

The advancement of technology nowadays really helps in organization as it is more systematic and accurate. In my opinion, creating an online website of resume checking is more efficient rather than directly seeing the person or staff in charge. It is because the person in charge always has their own responsibilities and we do not make them stressed or tired. For example, Pusat Kemajuan Kerjaya dan Alumni, Universiti Tun Hussein Onn Malaysia can create an online website of resume checking in which there is an appointment, a discussion, and selected career coaches options for the students to get some advice regarding their resume. It is more convenient for students as they do not need to come into the office and sometimes the person in charge is not free and they need to make an appointment on another day. It is really sad if the students are walking from far away and they do not get the services of free resume checking and it will have a bad impact on the organization. Therefore, by creating an online website of resume checking it really helps the students and staff in a comfortable way without

having any issues.

5.4 THREATS

5.4.1 No Work - Life Balance

According to the Coursera (2025), the amount of time you spend working vs the amount of time you spend doing the things that are important to you outside of work, such as spending time with loved ones or engaging in hobbies and interests, is sometimes referred to as work-life balance. A lot of people wish to better balance their personal and professional lives. However, it can be challenging to accomplish in real life. A difficult job might occasionally translate into more money for a family. Your mental health may occasionally worsen as a result of your work, leaving you exhausted in interpersonal connections. For instance, the staff and employees need to work on the weekend even though they are with their employees. In addition, sometimes I also need to work on the weekend as there are tasks or work that are urgent that need to be submitted to my supervisor. In my opinion, we need to take care of our mental health as many employees are burned out and stressed as they are overloaded with work in the office that they should finish based on the dateline. Thus, Pusat Kemajuan Kerjaya dan Alumni should balance between the office work and personal time with family as it will help to have a better work life balance.

RECOMMENDATIONS

Encourage Time Management and Prioritization

As we can see, work life balance is very important in our daily life therefore I recommend that the employees need to encourage time management and prioritization. It is because some of the employees are facing burnout that leads them to stress and depression. For instance, the staff and employees in Pusat Kemajuan Kerjaya should manage their time effectively and efficiently by making some systematic schedules or to-do lists. It is because they can prioritize which of the tasks should be done first rather than stress to think which of the tasks should be completed. Human resource management also encourages the employees to efficiently manage their time and prioritization the work based on their leader. Productivity is based on efficient task prioritisation, and these frameworks provide useful resources for navigating the

challenges of everyday activities (Nekvinda, 2024). There are some challenges to manage time in procrastination and distractions. Thus, the staff or employees should always focus on completing their work on time in order to better time management and prioritization.

5.4.2 Uncomfortable Working Environment

The comfortable working environment is very important as it really helps the employees to stay focused and maintain. However, during my six months internship, I felt uncomfortable because there always smelled of smoking in my area. The smell was very strong and made me not comfortable. Sometimes I need to go outside for a while in order to get better air quality of the air. As we know, the person who smelled of smoking is very sensitive. The same goes for me as it made me dizzy. The impacts of smelled smoking is numerous health issues, such as cancer, heart disease, and respiratory ailments, have been directly linked to secondhand smoke, according to research. For me, Pusat Kemajuan Kerjaya dan Alumni should take some actions regarding the smell of smoking as it will make other students or employees feel uncomfortable and create a bad image of the organization. Thus, an uncomfortable working environment should be eliminated in the Pusat Kemajuan Kerjaya dan Alumni in order to have a good quality of air.

RECOMMENDATIONS

Enhancing Workplace Air Quality

Workplace is the place where all the employees should complete their task based on the orders from the superior. If the workplace air quality is not good, it will decrease productivity among the employees. Based on the OSHA (2024), the comfort and health of employees, the indoor air quality in offices, schools, and other locations is crucial. Symptoms such as headaches, exhaustion, difficulty focussing, and irritation of the eyes, nose, throat, and lungs have been linked to poor indoor air quality (IAQ). For instance, Pusat Kemajuan Kerjaya dan Alumni can enhance the workplace air quality by putting the automatic fragrance at the office. It is because the smell of smoking is very strong and makes me feel uncomfortable and dizzy. There are many flavours of fragrances that can be used such as lemon, lavender or rose. It can eliminate the smell of smoking at the counter to improve air quality.

6.0 CONCLUSION

In conclusion, I would like to thank Universiti Tun Hussein Onn Malaysia's Pusat Kemajuan Kerjaya dan Alumni for letting me complete my internship here for a total of 24 weeks. For me, having the opportunity to work for a government agency has been a fantastic learning experience. I was better prepared to handle the difficulties I will face in my line of work after this internship, which exposed me to more administrative and human resource duties. I gained a lot of new knowledge from this internship, most notably how to write an offer letter and resume as well as manage everyday administrative and office duties. In addition to developing my ability to work methodically, I also examine the SWOT analysis of PKKA. PKKA can utilize its own advantages and disadvantages as a guide to improve how they run their company's future. I am therefore making some recommendations that the business may want to take into account in order to enhance its performance and reputation.

I have benefited greatly from my time at PKKA, and I appreciate the encouragement and overall kindness of my coworkers. When it comes to offering me advice or providing me with opportunities to finish any duties that are necessary to improve my effectiveness, the PKKA officers are really helpful. I've improved my time management abilities after taking on a range of tasks by planning out the things I need to do each day and making adjustments for other obligations that come up throughout the day. I have also improved my soft skills. Because I used to connect with others less, I have become a better person. However, I became more open-minded, and better at communicating after finishing my industrial training at PKKA. Apart from learning, it's fun to meet a lot of other trainees with diverse backgrounds who work in various fields. Through informal chat during breaks, I have been able to build relationships with individuals and get to know them better.

My exposure has made me more capable and self-assured whenever I am requested to perform specific tasks, such as approaching or presenting. As a student of human resource management, I was able to relate the course's core ideas to the work I currently do. As a result, I am grateful for the chance to broaden my knowledge and acquire a better understanding of the reality of working. I want to express my gratitude to UiTM and Pusat Kemajuan Kerjaya dan Alumni for providing me with this six-month experience, which has allowed me to improve my skills and prepare for the industry.

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8.0 APPENDICES

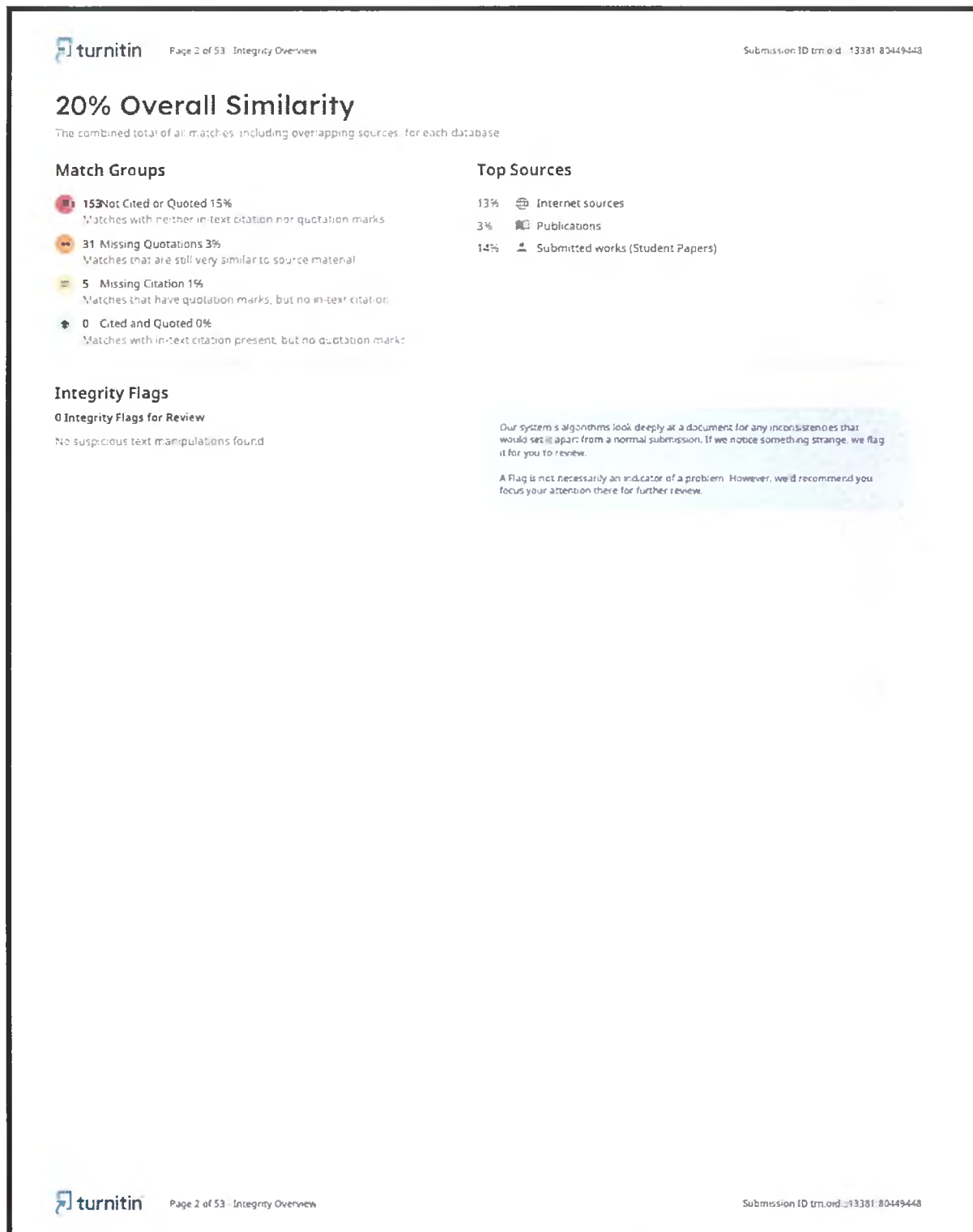


Figure 9: Turnitin Similarity Report

1:24:25, 8:58 AM

eLi Inbound | Sistem Pengurusan Latihan Industri Inbound, UTHM



Ruj. Kami : UTHM.PKKA.100-14/2/5/ (568)

Tarikh : 24 Januari 2025

UNIVERSITI TEKNOLOGI MARA (UTM) CAWANGAN MELAKA KAMPUS BANDARAYA MELAKA
UNIVERSITI TEKNOLOGI MARA (UTM) CAWANGAN MELAKA KAMPUS BANDARAYA MELAKA.
110 OFF JALAN HANG TUAH
75350 MELAKA, MALAYSIA
75350 MELAKA
MELAKA
(u/p: Penyelaras Latihan Industri)

Tuan/Puan

PENGESAHAN TAMAT LATIHAN INDUSTRI/PRAKTIKAL PELAJAR

Dengan sukacitanya dirakamkan setinggi-tinggi penghargaan kepada pelajar berikut kerana telah berjaya menjalani Program Latihan Industri/Praktikal di Universiti Tun Hussein Onn Malaysia. Butiran pelajar adalah seperti berikut:

i. Nama Pelajar	NINI SURAYA BINTI MOHD ZAINUDIN
ii. Kursus/Program	SARJANA MUDA PENTADBIRAN PERNIAGAAN (PENGURUSAN SUMBER MANUSIA) DENGAN KEPUJIAN
iii. Tempoh Latihan	12/08/2024 - 24/01/2025
iv. Penyelia Latihan	DR. NORFANIZA BINTI MOKHTAR
v. Tempai Latihan	PUSAT KEMAJUAN KERJAYA DAN ALUMNI

3. Sehubungan dengan itu, pihak kami ingin mengucapkan terima kasih di atas segala komitmen dan tenaga yang disumbangkan oleh pelajar berkenaan sepanjang menjalani Latihan Industri/Praktikal di UTHM.

Sekian

"DENGAN HIKMAH KITA MENEROKA"

Jabatan Latihan Industri Pelajar
Pusat Kemajuan Kerjaya dan Alumni
Universiti Tun Hussein Onn Malaysia
07-453 7457

Nota: Surat ini adalah cetakan komputer dan tidak memerlukan tandatangan.

https://internshiputhm.com/jana_surat_tamatli.php?generate_tamat=000225011844

1/1

Figure 10: Confirmation Letter of Completion of Industrial Training

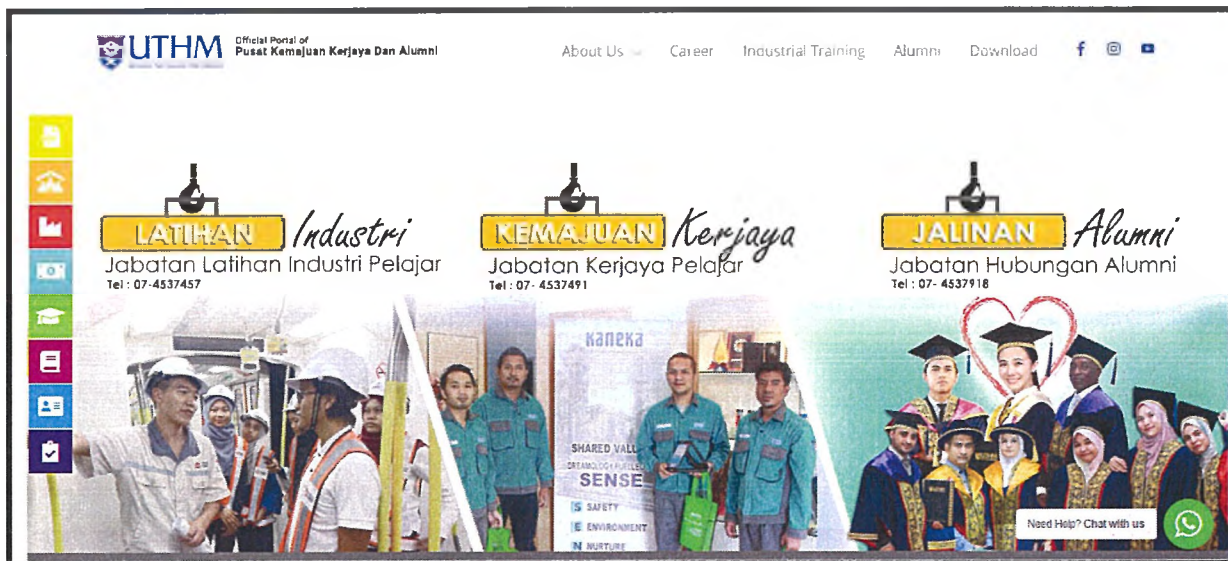


Figure 11: Official Website of Pusat Kemajuan Kerjaya dan Alumni,
Universiti Tun Hussein Onn Malaysia

Status Permohonan
Pengesahan Tamat U
Elaun
Muat Turun

SISTEM PENGURUSAN LATIHAN INDUSTRI INBOUND

Logout

Status Permohonan

Nama Pemohon	NINI SURAYA BINTI MOHD ZAINUDIN
Nombor KP	000225011844
Institusi	UNIVERSITI TEKNOLOGI MARA (UTM) CAWANGAN MELAKA KAMPUS BANDARAYA MELAKA
Kursus/Program	SARJANA MUDA PENTADBIRAN PERNIAGAAN (PENGURUSAN SUMBER MANUSIA) DENGAN KEPUJIAN
Nama Penyelia	DR. NORFANIZA BINTI MOKHTAR
No. Telefon Penyelia	074537460

Figure 12: System of Industrial Training (Inbound)

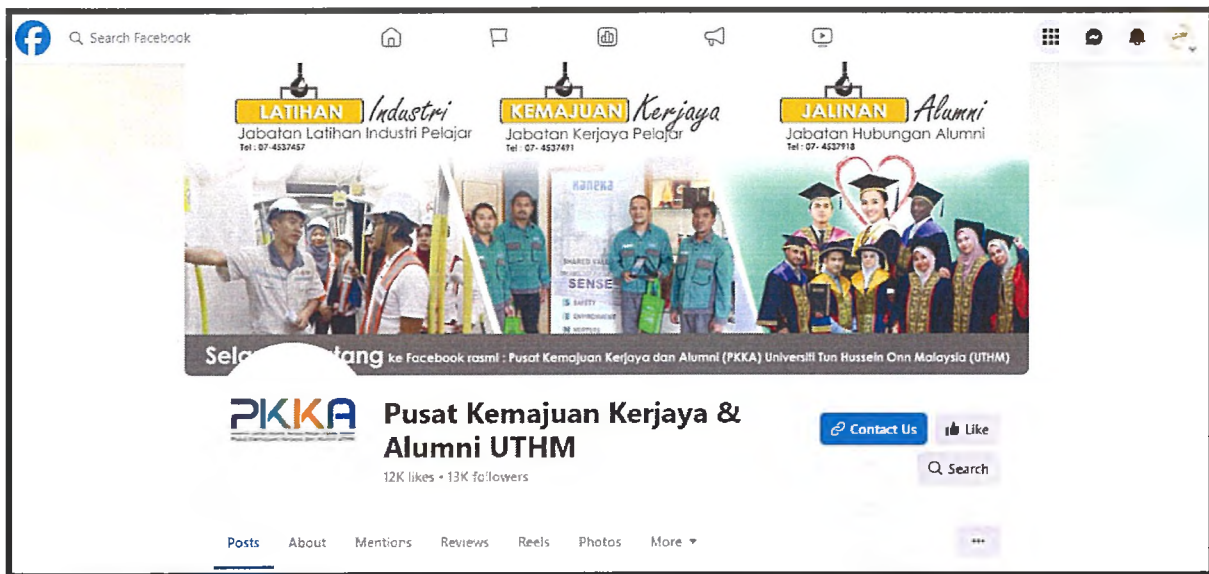


Figure 13: Facebook of Pusat Kemajuan Kerjaya dan Alumni,
Universiti Tun Hussein Onn Malaysia



Figure 14: Instagram of Pusat Kemajuan Kerjaya dan Alumni,
Universiti Tun Hussein Onn Malaysia



Figure 15: Counter of Pusat Kemajuan Kerjaya dan Alumni,
Universiti Tun Hussein Onn Malaysia



Figure 16: Facilities of Pusat Kemajuan Kerjaya dan Alumni,
Universiti Tun Hussein Onn Malaysia



Figure 17: Main Entrance of Pusat Kemajuan Kerjaya dan Alumni,
Universiti Tun Hussein Onn Malaysia



Figure 18: Design and Graphics Tasks

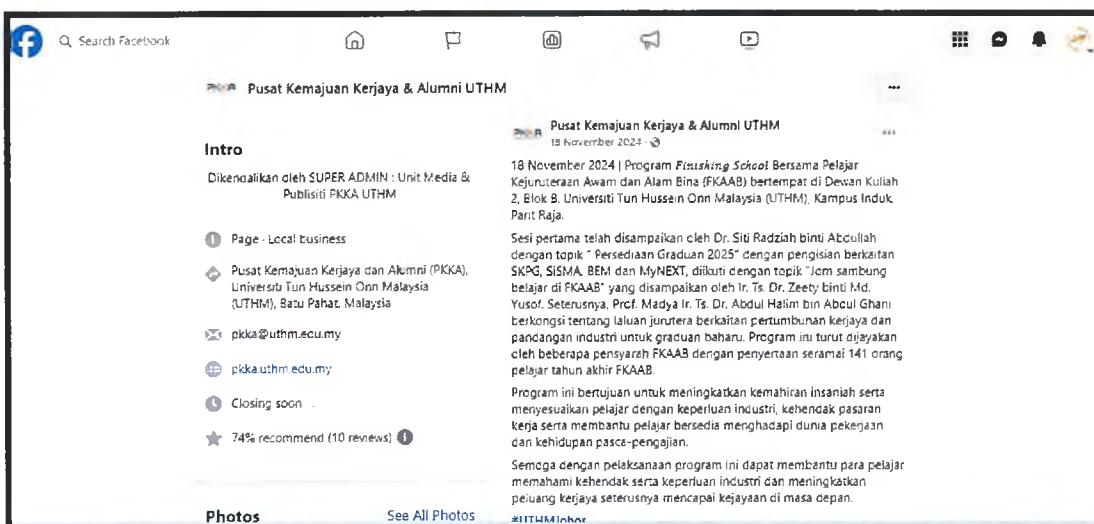


Figure 19: Copywriting Tasks

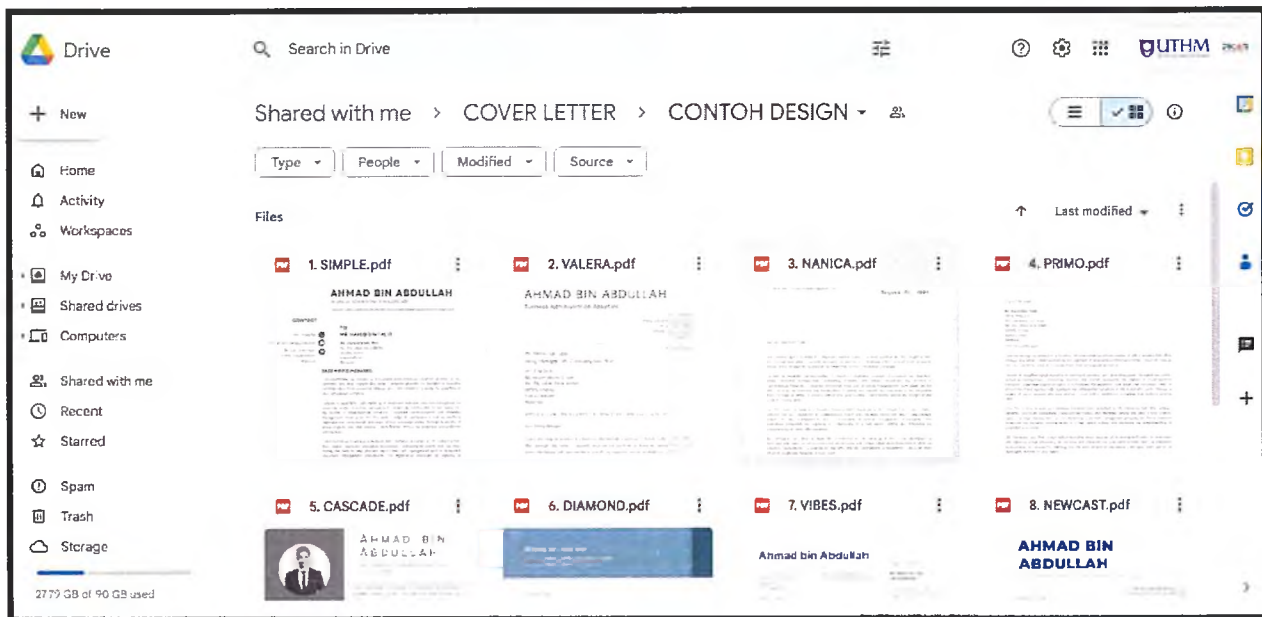
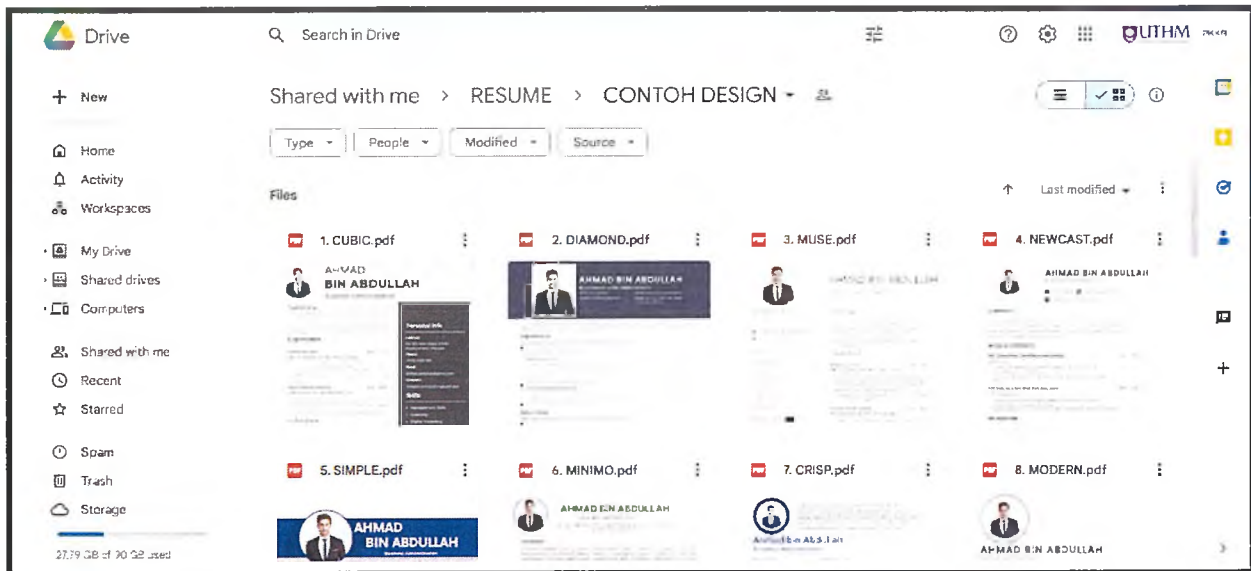


Figure 20: Create Resumes and Cover Letter



Figure 21: Programmes and Events