



12 AUGUST 2024 -24 JAN 2025

INDUSTRIAL TRAINING REPORT

PREPARED BY

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RAZMAN
2022798101**

MAJLIS AGAMA ISLAM NEGERI SEMBILAN

<https://www.mains.gov.my/v2/>



SURAT KEBENARAN

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Nama Pelajar	NUR ALIAH FARAHM BINTI KAZMAN		
No. Matriks	2022798101	Nama Program	BA232 (PENGURUSAN SISTEM PEJABAT)
Tajuk Laporan	INDUSTRIAL TRAINING REPORT	Nama Syarikat	MAJLIS AGAMA ISLAM NEGERI SEMBILAN

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.....

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Jawatan :

No. Tel. : UMI KALSOM BINTI MOHAMED ZAR

No. Faks :

Ketua
Unit Latihan
Majlis Agama Islam Negeri Sembilan

Cop jabatan/organisasi:





EXECUTIVE SUMMARY

My meaningful six-month industrial training journey was began at Majlis Agama Islam Negeri Sembilan (MAINS). I have started my industrial training on 12th August 2024 till 24th January 2025 which are under the supervision of Puan Umi Kalsom Binti Mohamed Zabidi. This industrial training report are contains an overview of Majlis Agama Islam Negeri Sembilan as an findings during my internship period of time. This report was divided by sections and began with an important part, which includes the executive summary, table of content, and acknowledgement. The second section was included the student profile.

Meanwhile the third section are contains the company profile. In this section, I was explained the company name, logo, locations, company history, vision, mission, objective organizational structure also product and services provided by the organization. Next, the fourth section will contains the industrial training reflection which are includes information of duration, working day and time, roles and responsibilities, also benefits gained during this industrial training.

The most important part of this report are in this fifth section which are the SWOT analysis that has been observed. It also followed by the recommendation for the organization to improve. Moreover, there are some references provided to support this report. To sum up, I have learned and gaining an experience during this industrial training and completed a task given.

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ACKNOWLEDGEMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Alhamdulillah. Thanks to Allah SWT whom with His willing giving the blessing and opportunity to complete this Internship report. Peace and prayers be upon His Final Prophet and messenger Muhammad, the ideal role for a model of human being.

Firstly, I would like to express my deepest thanks to Puan Umi Kalsom Binti Mohamed Zabidi, a head of the training unit Majlis Agama Islam Negeri Sembilan (MAINS) and also assign as my supervisor who had guided me a lot during this internship. I also want to thanks my advisor, Madam Noor Rafhati Binti Romaiha for his unwavering support, invaluable guidance and continuous encouragement throughout the duration of this endeavor. Without her guidance and support, I wouldn't be able to finish this Internship report properly.

Warm appreciation to my parents, family officemate and others for their cooperation, constructive suggestion and full of support for internship completion, from the day 1 till the end. Also thanks to all of my friends and everyone that help to give endlessly support to me.

Last but not least, I wanna thank me, I wanna thank me for believing in me, I wanna thank me for doing all this hard work, I wanna thank me for having no days off, I wanna thank me for, for never quitting.



1.0 STUDENT PROFILE

NUR ALIAH FARHANA BINTI RAZMAN



SUMMARY

I am a new graduate in Office System Management that gained practical experience in administrative assistant, data analysis and document handling. Proficiency in using **Microsoft Excel** and **Microsoft Office** to manage and analyze data, streamline workflows and to support operational efficiency. Demonstrated strength in identifying issues and implementing effective solutions, supported by proven skills in **data reporting, administrative support, administrative documentation and filing system**. Highly detail-oriented and organized, with a strong eagerness to apply academic knowledge and internship experience in a professional setting. Exhibits excellent communication, time management, and problem-solving skills.

Availability from 3th February 2025 onward.

EDUCATIONAL BACKGROUND

- **Bachelor's Degree | March 2022 – Jan 2025**
UiTM Kampus Bandaraya Melaka
Bachelor's in Office System Management (Hons.) | CGPA: 3.22
- **Diploma | June 2018 – July 2021**
Politeknik Port Dickson, Negeri Sembilan
Diploma of Secretarial Sciences | CGPA: 3.06

WORK EXPERIENCE

Majlis Agama Islam Negeri Sembilan (Program Trainee) | Aug 2024 - Present

- Use Microsoft Excel and Microsoft Office to manage daily operations, including handling and recording data also preparing and distributing memos.
- Overseeing the implementation of the recruitment process for industrial training within the industrial students' field.
- Help training unit to design and deliver Microsoft Excel courses aimed at enhancing the proficiency of MAINS staff. Contributed as a committee member, participating decision-making, planning and supporting various initiatives to improve the overall effectiveness of the training program.
- Professionally answering incoming calls, identifying the caller, and helping based on their needs, also responding to general inquiries, providing basic information about the internship.

Audra Exclusive (Sales Assistant Part Time) |Feb 2024 – April 2024

- Providing customers with detailed information about clothing items, such as fabric type, sizing, care instructions, and seasonal trends.
- Maintaining an approachable and knowledgeable behavior, answering questions and providing insights into clothes features and benefits.
- Preparing the store for opening by ensuring all clothes are neat, organized, and stocked with inventory.
- Managing stockroom, ensuring inventory is neatly stored and easily accessible during busy periods.

Hinode Shop (Sales Advisor Part Time) | Aug 2023 – Sept 2023

- Efficiently and accurately operate the cash register to process customer transactions, including cash
- Maintain a balanced cash drawer throughout the day, conducting end-of-day reconciliations to ensure all transactions are accounted for.
- Provide receipts to customers and ensure that all necessary documentation is given as per the transaction requirements.
- Keep the sales floor tidy, ensuring products are neatly arranged on shelves, displays are well-stocked, and any out-of-place items are quickly returned to their appropriate location.
- Work closely with fellow sales advisors and store management to ensure tasks are prioritized and completed efficiently throughout the day.

Construction Industry Development Board (Program Trainee) | March 2021 – July 2021

- developing professional skills and gaining hands-on experience that will prepare you for future career opportunities
- Help implement processes to streamline administrative that contributes to the smooth running of the department. This may include organizing filing systems and improving workflows.
- Developed a strong foundation in communication, teamwork, software usage, typing, and administrative duties

CURRICULAR ACTIVITY

- **Melaka International Intellectual Exposition 2024 (MIIEX '24)**

Achieved a gold in the Melaka International Intellectual Exposition 2024 (MIIEX '24) competition, demonstrating exceptional skills and innovation of special needs.

- **Turtle Tots Program | Pusat Konservasi dan Penerangan Penyu, Melaka**

Coordinating themes and schedules for activities to ensure participant getting knowledge from this programmed. Supporting program staff and volunteers to maintain high-quality engagement with participants.

- **Program Santuni Anak Yatim | Kompleks Anak Yatim Fatimah Al-Zaharah (KAYFAZ)**

Played a key role in the success of Program Santuni Anak Yatim, a charitable initiative dedicated to supporting orphaned children through donations, educational activities, and emotional care.

AWARDS AND RECOGNIZATION

- | | |
|--|------|
| ● Dean List Award (UITM) | 2024 |
| ● Winner of MIIEX 2024 | 2024 |
| ● Dean List (Polytechnic Port Dickson) | 2020 |
| ● Dean List (Polytechnic Port Dickson) | 2020 |

ADDITIONAL INFORMATION

LANGUAGE

- Malay | Expert and Native
- English | Intermediate

SKILLS AND INTEREST

Skills: Microsoft Office (*Word, Excel, PowerPoint*), SPSS, WEKA, Canva, Keyboarding, Shorthand, Trengkas, collaborative work, data reporting, time management, team building, problem solving and adaptability

Interests: Event Planning, Innovation & Problem Solving, Community Engagement, and Personal Development




2.0 COMPANY PROFILE

2.0 COMPANY PROFILE

2.1 PROFILE OF MAJLIS AGAMA ISLAM NEGERI SEMBILAN (MAINS)



Figure 1: Logo of Majlis Agama Islam Negeri Sembilan (MAINS)

COMPANY NAME	Majlis Agama Islam Negeri Sembilan (MAINS)
COMPANY TYPE	Public Company
INDUSTRY	Service
ESTABLISHED YEAR	1947
CHAIRMAN MAJLIS AGAMA ISLAM NEGERI SEMBILAN (MAINS)	 YBhg. Dato' Seri Dr. Abdul Aziz bin Sheikh Abdul Kadir
HEAD OFFICE ADDRESS	Menara MAINS, Jalan Taman Bunga, Taman Tasik Seremban, 70000 Seremban Negeri Sembilan
OPERATING HOUR	Monday - Friday : 8.00 a.m. - 5.00 p.m
WEBSITE	https://www.mains.gov.my/v2

2.2 HISTORY OF MAINS



*Figure 2: MAINS Deputy Chairman
YBhg. Jen (B) Tan Sri Dato' Seri Mohd Shahrom bin Dato' Haji Nordin*

The establishment of the Negeri Sembilan Islamic Religious Council began in 1947 as part of preparations for achieving independence, with the Negeri Sembilan State Constitution of 1948 serving as the initial provision for state governance. The first Chief Minister, YAB Dato' Hj. Abdul Malek bin Yusuf, established the position of Mufti, appointing Tuan Sheikh Hj. Ahmad bin Sheikh Hj. Mohd Said bin Hj. Jamaludin Al Linggi as the first Sahibul Fadilah Mufti of Negeri Sembilan in 1949. Regulations related to religion and Malay customs, as well as syarak (Islamic law) offenses, were gazetted under Order in Council No. 1 of 1983.

The Negeri Sembilan Islamic Religious Council is a body vested with specific powers, such as overseeing wills, administering estates, acting as a trustee, managing contractual affairs related to movable and immovable assets, issuing official fatwas, managing Baitulmal, zakat, and charity funds, as well as overseeing waqf, wills, vows, the appointment of mosque officials, new converts, religious teaching accreditation, and the allocation of zakat funds according to Asnaf categories. The council also serves as the highest Islamic authority overseeing Islamic affairs in Negeri Sembilan.

Mission

To develop and advance the Muslim community while preserving the sanctity of Islam.

Vision

A catalyst for the comprehensiveness of Islam and a high-quality Ummah.

Objectives

- To develop Islamic affairs policies in Negeri Sembilan based on Maqasid (objectives of Islamic law).
- To strengthen and safeguard the faith (akidah), shariah, and morality (akhlak) of the Muslim community.
- To enhance the management of Islamic assets through high-quality and integrity-driven services.
- To empower the administration of shariah laws in Negeri Sembilan with efficiency and integrity.
- To strengthen the education and socioeconomic development of the Muslim community in Negeri Sembilan.



Figure 3: Menara MAINS

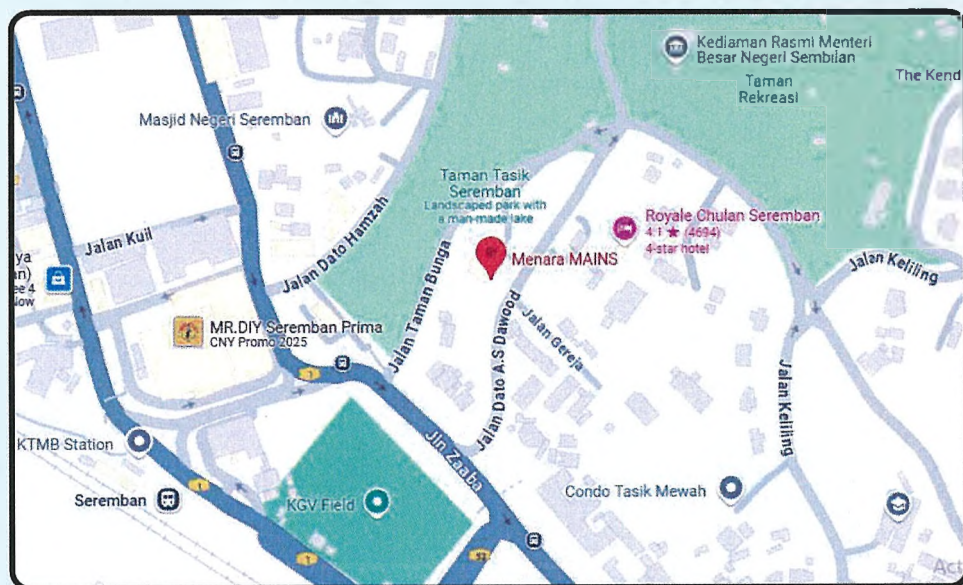
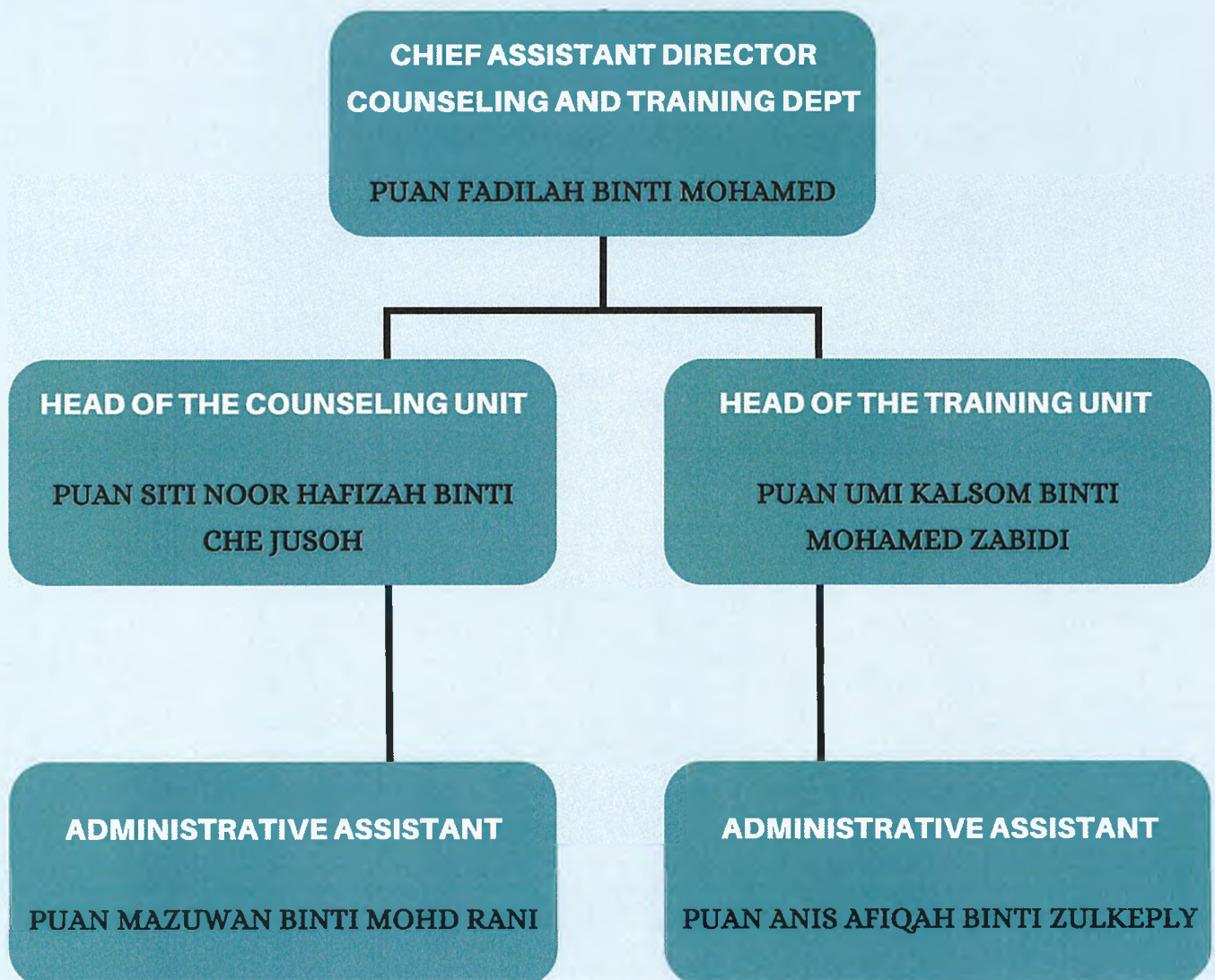


Figure 4: Location of Menara MAINS

2.3 ORGANIZATIONAL STRUCTURE MAINS

Majlis Agama Islam Negeri Sembilan today employs around 293 employees which are also the backbone of MAINS. During my internship i was assigned in Training Unit, Counselling and Training Department. Below are organizational structure of Counselling and Training Unit Department;



2.4 PRODUCT AND SERVICES MAINS

As a leading religious matter in Negeri Sembilan, MAINS offers a comprehensive range of religious products and services in order to cater the diverse needs of its supportive customers. Moreover, Majlis Agama Islam Negeri Sembilan (MAINS) also have *Jabatan Hal Ehwal Agama Islam Negeri Sembilan (JHEAINS)*, *Jabatan Mufti*, *Jabatan Kehakiman Syariah Negeri Sembilan* and *Jabatan Pendakwaan Negeri Sembilan (JPeNS)* as an executor together with Majlis Agama Islam Negeri Sembilan (MAINS). In addition, below are some services offered by MAINS:

01

Zakat Services

- Zakat Collection
- Zakat Distribution

02

Waqf and Mall Services

- Cash Waqf (general/special)
- Waqf Deduction
- Endowment of Property
- Property Management (grant, faraid, will)

03

Counselling Services

- Individual
- Grouping
- Family
- Psychology

3.0 TRAINING REFLECTION

3.1 INTRODUCTION

I started working as an intern at Majlis Agama Islam Negeri Sembilan (MAINS) on August 12, 2024. In the final 24 weeks of my industrial training, which completed on January 24, 2025, I performed a number of training procedures. Additionally, the job scope that has been provided contains a wide range of concerns which must be overcome as well as learning opportunities. To make sure the student is actively involved in completing their assignments and jobs, all of the daily work that has been completed will be listed in this section. Working hour at this organization are from Monday to Friday from 8.00 a.m. to 5.00 p.m. with an hour for lunch in between. On Friday, lunch break will be extended from 12.15 p.m. to 2.45 p.m. to give way to Friday prayers.

Day	Working Time	Working Hour Duration	Total Break Time Duration
Monday to Thursday	8am-5pm	9 Hours	1 Hours
Friday	8am-5pm	9 Hours	2 Hours 30 Minutes

Table 1: MAINS Operating Hours

- **Specific Department**

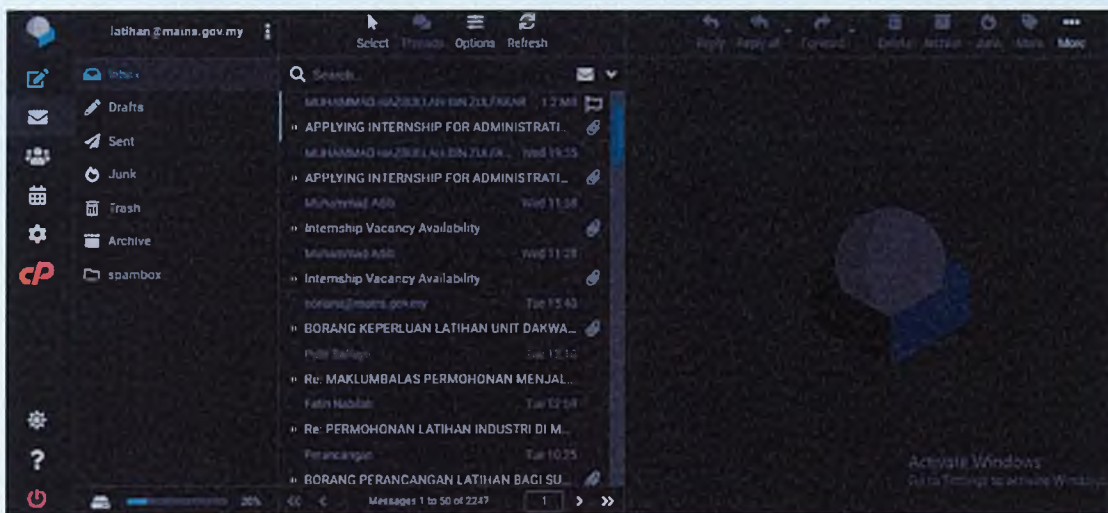
I was placed in the Training Units, Counseling, and Training Department for this industrial training. The official training supervisor, Puan Umi Kalsom Binti Mohamed Zabidi as a Training Unit leader. Basically, this department focusses on Internship recruitment and staff training.

My responsibility at training unit is to handle internship recruitment, documentation, and filling records. The internship recruitment involves checking the industrial training application, writing up offer letters and answer phone call also reply email.

• Roles, Responsibilities, Task and Assigned

During the 6 months of internship in MAINS, there are some main tasks that I have been assigned to do during my internship period, such as:

1. Internship recruitment
2. Filling record
3. Update staff training
4. Documentation
 - Internship Recruitment Flow



To access any industrial training application, I will keep an eye on the training unit email every day. This is to make sure that no applications are missing; if there are any applications, I need to print them out and sort them by address. If the candidate lives in Seremban, Negeri Sembilan, I will let the supervisor determine the best position based on the courses and subjects the candidate is enrolled in. If there is a vacancy in suitable placement, I need to call the candidate and ask if they have accepted any offer from another organization, if no offer letter can be issued.

I must fill out the university form and have the chief assistant director of the counseling and training department sign it once the MAINS secretary has signed the offer letter. I must scan the signed letter as a PDF and send an email with my comments. Following that, their resume needs me to save it in internship application resume file while their offer letter need me to record in outgoing letter filed.

- **Filling Record**

Every department that is needed to organize the training, programmed whether internal or external are needed to fill out the training approval form from training unit. Prior to that, every training program must be approved in a quarterly training committee meeting. Therefore, each department and state must complete out all paperwork, including training approval forms. Additionally, outgoing letters and training certificates must be documented in their files. Along with their training memos, the certificate of training must be preserved.

- **Update Staff Training**

I have been given the responsibility of helping my supervisor update the staff training record in microsoft excel on a quarterly basis. I must print out the memos that are updated in Estaff in order to know the training or programmed participation. In order to fill out the annual work targets (SKT), my supervisor will then upload the revised record in estaff for the staff reference.

- **Documentation**

I must fill in for the administrative assistant who is taking a month-long medical absence in early November. I must send letters and memos. The memos must be printed out and sent to the secretary for a signature. After that, I gave it to my supervisor so it could be posted to estaff. Additionally, I assisted in gathering and calculating the internship allowance before transferring it to the administrative assistant of the counselling unit to complete the request note and send it to the finance department.

- **Benefits**

- **Allowance**

Majlis Agama Islam Negeri Sembilan (MAINS) pays RM500 per month. The allowance payment will be made via bank transfer on the third week of each month.

- **Gained Valuable Insights and Skills**

During my internship in MAINS, I have gained valuable insight and skills in recruiting processes and administrative operations efficiency. Below is my reflection on industrial training experience:

- **§ Soft Skills**

Despite the fact there are only three staff including me as an internship student, I can work in a collaborative setting and readily adjust to the task assigned. When I need assistance, they are never upset, instead they typically offer assist and a brief explanation on how complete the task. Furthermore, I am open to learning about the areas in which I lack knowledge.

- **§ Hard Skills**

Since the tasks given are more to data, it helps me to be more proficient in data management and analysis. As I mentioned, the microsoft excel are the tools that I usually used in my job task, it helps me to be more proficiency in office software. Moreover, I also can improve my communication and documentation skills since my job task is related to answering phone calls, issued a memo also issued a internship offer letter.

4.0 SWOT ANALYSIS

Majlis Agama Islam Negeri Sembilan (MAINS) SWOT analysis are listed below. SWOT analysis is a strategic planning framework designed to assess the internal and external factors impacting an organization's success. The acronym SWOT represents Strengths, Weaknesses, Opportunities, and Threats. By utilizing this analysis, organizations can develop well-informed strategies to leverage their strengths, address weaknesses, capitalize on opportunities, and safeguard against potential threats. Hence a few strengths,, weaknesses, opportunities and threats of MAINS has been listed and will be discuss in this report.



- **Well established organization**
- **Have provided diversification services**



- **Bureaucracy process**
- **Facilities lag**



- **Community empowerment programs**
- **Collaboration with IPTA/IPTS**



- **Enhance community engagement**
- **Technological adoption**

4.1 DISCUSSION AND RECOMMENDATION

4.1.1 STRENGTHS OF MAINS

- **Well Established Organization**

MAINS is a Negeri Sembilan-based organization that benefits from its association. Customers, partners, and stakeholders trust MAINS because it is a trustworthy organization that deals with religious problems. In 1947, there were no specific provisions regarding the establishment of the Negeri Sembilan Islamic Religious Council, only provisions of Islamic Law and Malay Customs (The Muslim Customs Law and Malay Custom (Determination Enactment F.M.S. Cap 196) which were used in the Federated Malay States for related matters Malay religion and customs including Negeri Sembilan. Moreover, Majlis Agama Islam Negeri Sembilan (MAINS) also have Jabatan Hal Ehwal Agama Islam Negeri Sembilan (JHEAINS), Jabatan Mufti, Jabatan Pendakwaraya Negeri Sembilan (JPeNS) and Jabatan Kehakiman Syariah as an executor.

As a place for zakat prayer and gift distribution, it has a strong history as a religious institution that provides zakat, distribution, and waqf. This helps to attract and cultivate loyalty. Additionally, it increases customer satisfaction, which may boost MAINS's earnings by collecting zakat and providing learning aids for students in Negeri Sembilan. Experienced employees can help the business put together a workforce with a wealth of institutional knowledge and skills, such as ensuring that clients receive counseling from a licensed and qualified counselor. Moreover, MAINS has embraced technology by providing online platforms for waqf contributions, zakat payments, and counseling services. Clients can use the system to register and schedule sessions.

• **Diversification Services**

MAINS is one of the main Islamic religious authorities in Negeri Sembilan and provides several services focused on enhancing the socioeconomic standing of the Muslim community. As a religious organization, the services offered involve matters like zakat, waqf and various community development initiatives. To guarantee high-quality education from primary school to higher education, MAINS also provides educational services. One of its centers, called Darul Asnaf, is dedicated to the education and upbringing of children from Asnaf households.

Moreover, MAINS offers two extremely important services: zakat and fitrah. To collect zakat payments, including zakat fitrah and assets zakat, MAINS has offered a physical counter, the web and mobile application in addition to working with banks. Additionally, MAINS offers medical help, housing projects, financial aid, scholarships, and food distribution for asnaf, all of which are overseen by the distribution and zakat departments. To produce revenue from waqf, the waqf department will assist in managing investments in real estate, business, venture capital, and agriculture. Contributions via digital platforms support specific initiatives for the Muslim community in Negeri Sembilan, such as mosque construction, healthcare, and education. Furthermore, without charging for its services, MAINS offered counseling for families and individuals dealing with personal or social issues.

4.1.2 WEAKNESSES OF MAINS

- **Bureaucracy Processes**

Some believe that bureaucracy is so rigid and uncountable to the public. Others argue that bureaucracy generates efficiency and stability. Regardless of criticism or compliments, it is undeniable that the role of bureaucracy is still one of the important enduring issues in public administration today. Bureaucracy has existed since the civilization period, witnessing numerous changes in society, enduring through many millennia and achieving the longest existence and growth in the world (Farazmand, 2010[N1]).

During at Majlis Agama Islam Negeri Sembilan (MAINS), the website functions as an essential tool for disseminating information and services to the community. Nonetheless, the website has revealed a vulnerability that could impact user experience and operational effectiveness. For example, the inefficiency and delays in processing multiple approvals for content changes may hinder the timely distribution of critical information. Additionally, users often encounter complex procedures that can result in lengthy processes when trying to access services like zakat payments or completing any application forms. This could result in unsatisfied user experience while having MAINS services.

- **Lack of Facility**

According to Kaplan et al. (2004), a facility is an asset built, developed, or established to support our social and economic activities. Facilities also include buildings such as halls, prayer rooms, inventory stores, and office space, as well as various forms of physical infrastructure such as workstations, meeting rooms, restrooms, and computers. Modern facilities are becoming more complicated, which makes administration more important and responsible.

During my internship at Majlis Agama Islam Negeri Sembilan (MAINS), I noticed that their facilities were one of their weaknesses. Because of these flaws, MAINS will left out compared to other public or private organizations. First off, not every employee in this office will receive a computer from MAINS; half of them merely utilize laptops to complete assigned tasks. Additionally, some people continue to use outdated software, such as Microsoft Excel, currently using versions 2010 and 2013 rather than Office 2024. With this outdated software it is difficult to run their job tasks in a simplify way. Additionally, there are still some traditional methods in use, such as e-counselling systems, where counsellors write up their client cases in books that they must enter back into the system at the end of the year. Staff will have to perform the repetitive tasks as a result, that could be leading to slowing down the process.

4.1.3 OPPORTUNITIES OF MAINS

• Community Empowerment Programs

Through a few projects and programs, Majlis Agama Islam Negeri Sembilan (MAINS) is committed to improving the welfare of the Muslim community in Negeri Sembilan. Additionally, it is suggested that citizen participation offers numerous advantages on a personal, interpersonal, community, and national level (Wanderman & Florin, in press). According to World Health Organization, community empowerment actively seeks social and political transformation in a community, resulting in a renegotiation of power by the community to acquire more control and a desire to form alliances with other communities.

Majlis Agama Islam Negeri Sembilan (MAINS) has a chance to grow their company through a program that empowers the community. For example, since it is not easily accessible, the monies allotted by MAINS might be used to concentrate on initiatives like social welfare, economic development, education, and health. This could attract a larger clientele and create more cash streams. MAINS's cooperation with the public and business sectors also contributes to the development of stronger alliances that may result in a greater awareness of Islamic heritage and values. Additionally, by participating in an outside NGO program, one might concentrate on small business grants, mentorship, and leadership development. The distribution of zakat, waqf, and other resources can therefore be made more efficient by working together with public welfare organizations such as Shelter Home for Abuse Women and Children, Sahabat Amal Care, and Pertubuhan Kebajikan Anak-anak Yatim & Miskin (PEYAKIN).

• Collaboration With IPTA/IPTS

Collaboration Collaboration with universities, whether private (IPTS) or public (IPTA), will lead to better educational options. Joint ventures [N1] that are equally vital are supplied under the names of partnerships, alliances, or collaborations; however, the reasons for joining, the justifications for working together, and the ventures' capacity to endure differ. The definitions of the partnership are also influenced by the goals of the pairing and the individuals involved. Once more, educational partnerships are established for a few purposes, including economic development, community transfer, student learning enhancement, resource conservation, and international collaboration. To increase access to higher education for worthy Muslim students, MAINS, for instance, might collaborate with IPTA/IPTS to offer scholarships, financial aid, and bursaries to students, especially those from economically disadvantaged backgrounds.

Furthermore, MAINS can collaborate with IPTA/IPTS to help create volunteer programs. For example, MAINS can host volunteer events and invite students to participate in these programs, which will benefit the community and help students develop a sense of responsibility. Aside from that, MAINS can organize lectures, workshops, and other religious events to raise community awareness of religion and culture. MAINS can assist with the construction of community centers, libraries, mosques, and other new facilities in order to promote social and cultural awareness.

To sum up, collaborations have the potential to create a potent synergy between government organizations and educational institutions, improving community development, empowerment, and general well-being for the people of Negeri Sembilan.

4.1.4 THREATS OF MAINS

- **Community Perception and Trust**

MAINS reputation could be harmed or negatively impacted by community perception and trust, as MAINS oversees handling Islamic matters. There is also a chance that the company may lose the trust, credibility, and goodwill of its clients, which might have a big impact on its long-term performance.

As an entity that handles money, it also risks losing people's faith and confidence if we don't provide prompt help, which delays the zakat distribution process. Any controversy involving political issues, religious differences, or scandals can cause widespread mistrust of the authority's morale and trustworthiness. Without an appropriate channel for communication and involvement, MAINS runs the risk of being perceived as one of the organizations that is not connected to the community, which will make it more difficult to keep the community's trust.

As an organization that plays a significant role in religious, social, and welfare services in Negeri Sembilan, surely certain that it should be recognized, and only Islamic institutions that contribute to strengthening community identification and increasing its appeal should be encouraged. Upholding high ethical standards is necessary for MAINS to retain their integrity, whether they are employees or third parties, to maintain a positive external image and internal pride.

• Technological Adoption

The way people work, engage, and communicate has changed dramatically because of the widespread adoption of technology. To stay current and effective, religious organizations that are benign and essential to societal dynamics must also integrate technology.

In general, Majlis Agama Islam Negeri Sembilan (MAINS) struggles to stay up to date with ongoing modifications to guarantee that the system offered remains secure and relevant because technology is changing so quickly. Failure to update or maintain technology within the organization may result in system breakdowns that impact operational capacity and inefficiencies. According to my experience, I frequently face internet issues, such as wifi connectivity issues, which may impair my operational efficiency by preventing me from keeping an eye on the training unit email to ensure that I print out all training permission forms and internship applications.

Therefore, the potential threats of technological adoption that might face by Majlis Agama Islam Negeri Sembilan (MAINS) are cybersecurity attacks. Which it possible to have data breaches, since MAINS are provided the sensitive data like zakat record where it contains the personal information and financial account it has a possible to be targeted by the scammers and phishing.

I suggest that Majlis Agama Islam Negeri Sembilan, are having a training that are involved the cybersecurity attacks which it can help the company to avoid it from happen. As the organization that is saving the important data it needs to make sure the data are safe and secure

4.2 RECOMMENDATION

- **Utilize Technology to Manage and Deliver Services**

According to widespread research, quality and productivity are affected by employees not having access to the right information, such as where, when and which information is required for the respective tasks (Igloo, 2017). By integrating technology tools, employees may also become more productive thus increasing the company success. Further, providing employees opportunities to become more productive is an essential component in developing a workforce that is more satisfied and motivated (Stewart & Brown, 2020; Suyono et al., 2019).

Since only unit zakat has the mobile application system, as a suggestion, MAINS can develop the mobile application to increase the engagement between client and the organization. MAINS can provide features like prayers reminder, educational content, zakat calculation, zakat payment, appointment booking session, and donation features. With this mobile application it can be a benefit to clients and indirectly it will reduce the staff workload.

• Knowledge Sharing

To sum up, knowledge sharing is the basic characteristic which are knowledge sharing is a major individual behavior, also is a voluntary, proactive, behavioral awareness, knowledge sharing is controlled by environmental systems or procedure such as legal, ethical standards and code of conduct, habits and the result of knowledge sharing is to be jointly occupied by two or more parties (Zheng, 2017).

Nowadays, webinars and online platform sharing are very quiet famous. Al-Rifae (2018), states that e-learning also provides and exciting and inspiring learning environment which is stimulating for teachers and students, as the determinants of time and space are eliminated in addition to allowing students to learn considering their capabilities and scientific abilities and levels of knowledge

To ensure that Islamic education and programs effectively delivered knowledge sharing are needed. Since MAINS have their own education centers, it can help the organizations to share religious knowledge with community in Negeri Sembilan. With this recommendation, it helps organization to be more recognition, and it indirectly help to gain more profitable in collecting zakat profitable.

5.0 CONCLUSION

To conclude, I have learned a great deal about the role that Islamic organization plays in community welfare, governance, and social development because of this internship. I am grateful to Majlis Agama Islam Negeri Sembilan (MAINS) for give me a chance with the opportunity to the experience of the real workplace. The goal of this internship programmed are to help student to apply what they have learned over their study period time. It also helps student to apply the practical and theoretical knowledge through this programmed.

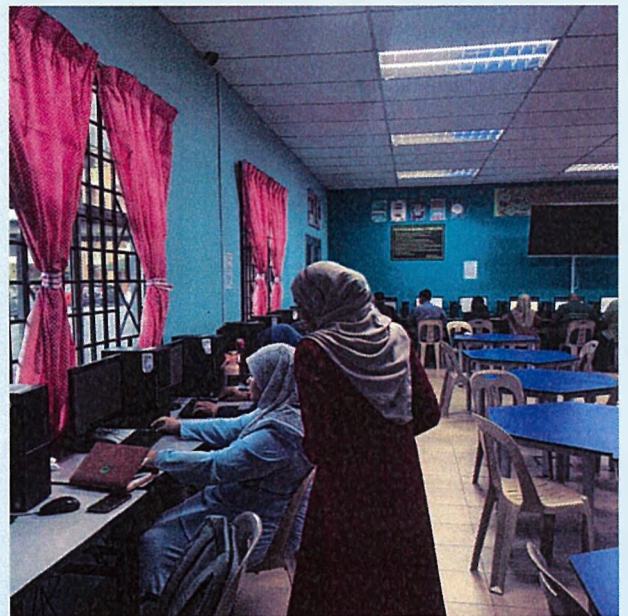
From this internship program, I have also acquired both hard and soft skill as a result of my task and responsibilities. I am also learning how to intellectually, physically and emotionally get ready when time needed. Moreover, thanks to the experience that I went through during this internship, it helps me to learn how to survive in a genuine working environment. Finally, I am happy to report that I was able to be finishing this internship programmed even there are have the difficulties phase in Majlis Agama Islam Negeri Sembilan.

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7.0 APPENDENCIES



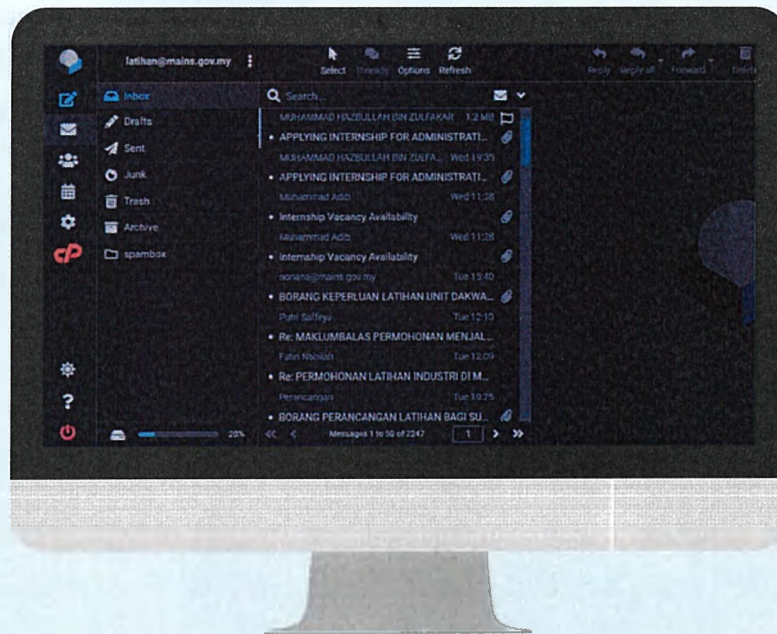
MICROSOFT EXCEL STAFF TRAINING AT SMS TUANKU AISHAH
ROHANI

TRAINING APPROVAL FORM

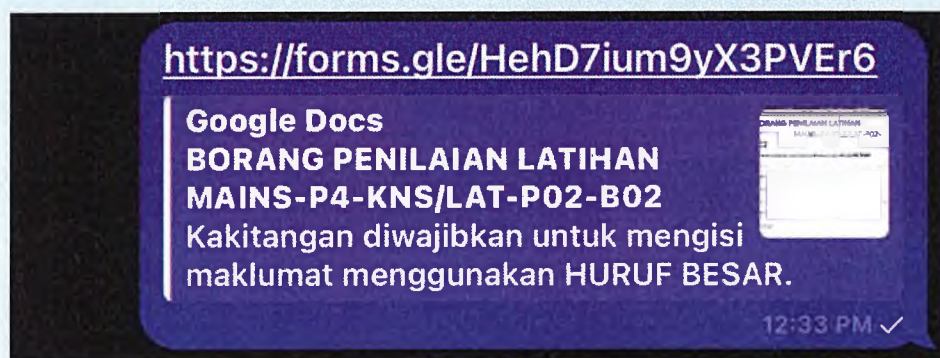
INDUSTRIAL TRAINING OFFER LETTER

OUTGOING LETTER

MEMORANDUM



TRAINING UNIT EMAIL



<https://forms.gle/HehD7ium9yX3PVER6>