

INDUSTRIAL TRAINING REPORT

10 APRIL 2023 - 30 AUGUST 2023

BA232-OFFICE SYSTEM MANAGEMENT



Prepared By
WAN NUR ZULAIKHA BINTI WAN ZULKEFL
(2020872278)

Prepared For
MADAM HASMI BINTI MOKHLA:



EXECUTIVE SUMMARY

'My 6 months industrial training programme began in Lembaga Tabung Haji Machang, and those are the most priceless and unforgettable memories I have.'

Students at the Universiti Teknologi Mara's (UiTM) Faculty of Business Administration are required to attend the internship course (MGT666). The course requires the students to complete six months of industrial training at the chosen company. This report will detail every step of my internship experience with Lembaga Tabung Haji Machang, the organisation I chose to receive my training, which will take place from 10 April 2023 to 30 August 2023.

Additionally, this report will provide information on Lembaga Tabung Haji Machang, such as the organization's profile, address or location, mission statement, objectives, and core values. This study will also go over the services that TH Machang provides.

This study will also go into greater detail about Lembaga Tabung Haji Machang's SWOT analysis. Along with the discussion and suggestions for each SWOT Analysis component, the specifics for each Strengths, Weaknesses, Opportunities, and Threats are available. This article will conclude by summarising my six-month internship experience with Lembaga Tabung Haji Machang.

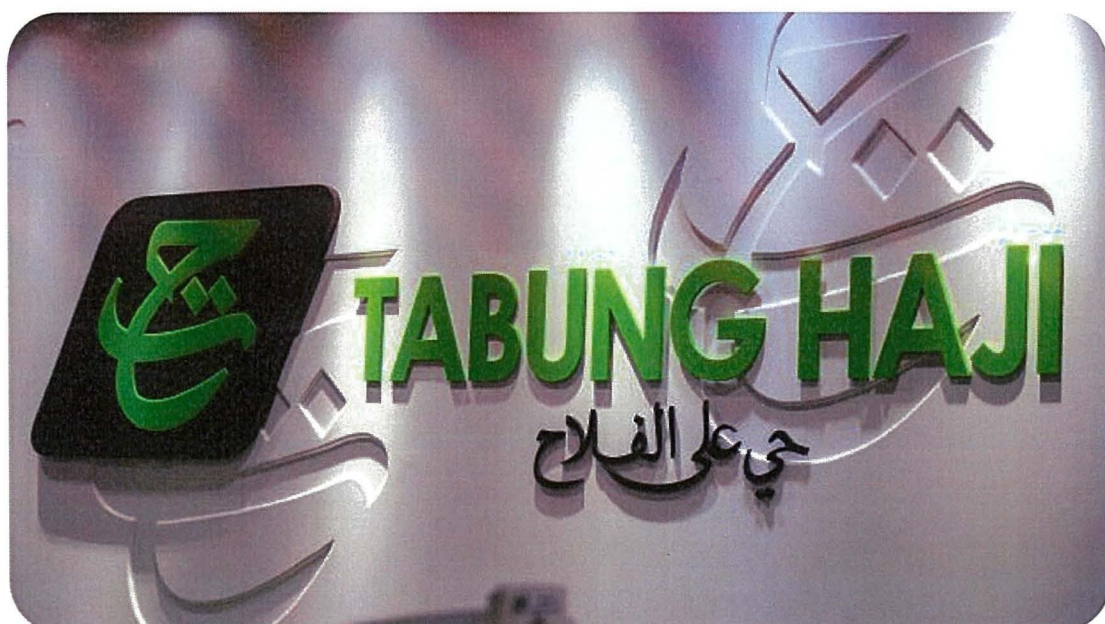


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ACKNOWLEDGEMENT

Alhamdulillah, first and foremost, I would want to express my thankfulness to Allah, the Almighty, for enabling me to complete my internship report and ensuring that my internship journey proceeded well from the beginning to the end of my internship time.

Moreover, not to mention Madam Hasmi binti Mokhlas, my faculty advisor for MGT666, who provided me with a fantastic opportunity to finish this industrial training report and I want to express my gratitude for being such an excellent mentor to me as I completed this report.

In addition, I would like to thank Madam Wan Rosmini Haida binti Ghazali, my manager and supervisor throughout my internship, for her direction, ongoing support, advice, and encouragement in helping me complete my internship at Lembaga Tabung Haji Machang. I can always count on Madam Rosmini for advice and support. Without her incredible interest and support, my internship experience would not be where it is now.

حي على الفلاح

I would also like to express my gratitude to my coworkers and anyone else who has assisted me with assistance, material requirements, and information exchange that has allowed me to better prepare for the working world.

Finally, I want to thank my beloved family and friends for never giving up on one another. I value the prayers, love, and support you have given me as I finish my report. I'd like to express my gratitude to everyone who has supported me as I've worked on this internship report. This appreciation extends to everyone who provided direct or indirect assistance to me in finishing this report.

STUDENT'S PROFILE





OBJECTIVE

To get experience and act responsibly as an intern worker where I can contribute my best abilities and efforts to the expansion of the business.

CONTACT

PHONE:

ADDRESS:

EMAIL:

REFERENCES

MADAM ZATUL HIMMAH BT ABDUL KARIM
Academic Advisor
Faculty of Business Management
UiTM Cawangan Melaka

MADAM WAN MAZIAH WAN AB RAZAK
Academic Advisor
Faculty of Business Management
UiTM Cawangan Terengganu

WAN NUR ZULAIKHA BINTI WAN ZULKEFLY

EDUCATION

Bachelor Degree in Office System (Hons.)

2020 – 2023

Universiti Teknologi MARA (UiTM), Kampus Bandaraya Melaka, Cawangan Melaka (Bandaraya Melaka, Melaka)

• **Current CGPA: 3.4**

Diploma in Office Management and Technology

2017 – 2020

Universiti Teknologi MARA (UiTM), Kampus Dungun, Cawangan Terengganu (Dungun, Terengganu)

• **CGPA: 3.03**

WORK EXPERIENCE

Freelancer

March 2021–August 2021

Creating Logo, Editing Picture, Create and Draw a Picture

Hasnah Edar

2017

Stock management, Stock price labels, Stock stacking, and Cashier.

SKILLS

✓ **Software:** MS Word, MS PowerPoint, MS Excel

✓ **Typing**

✓ **Editing**

✓ **Communication**

✓ **Multimedia:** Canva, Adobe Lightroom, Capcut

LANGUAGES

Malay – Native speaker

English – Medium proficient

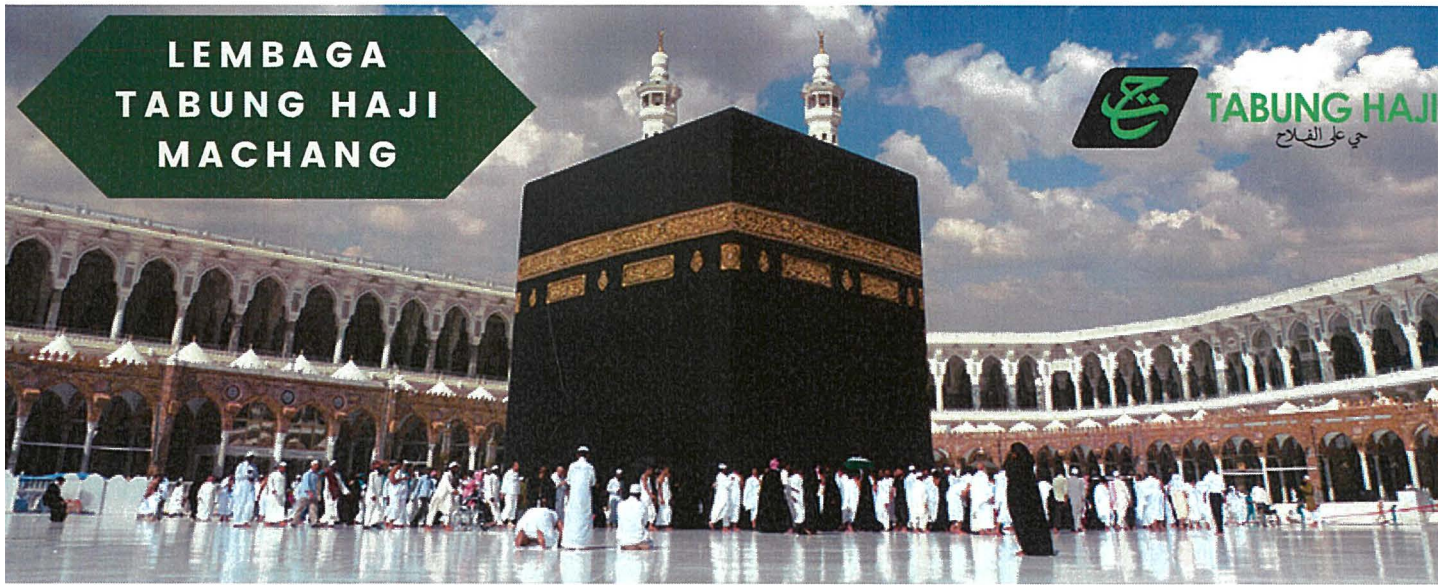
Mandarin – Low proficient

Arabic – Low proficient

COMPANY'S PROFILE



LEMBAGA TABUNG HAJI MACHANG



COMPANY'S PROFILE

LOCATION



ABOUT US

An Islamic organisation called Lembaga Tabung Haji (TH) constantly works to offer a variety of facilities in thorough and organised manner for the welfare of Malaysian Hajj pilgrims. In addition to managing hajj deposits and effectively managing hajj, TH also engages in investment activities to offer our depositors more value.

A statutory body governed by the Hajj Fund Act of 1976 (Act 535) is Lembaga Tabung Haji (TH). Management of Hajj, savings, and investments are TH's main pursuits. Since it consistently delivers superior Hajj services to Malaysian pilgrims, TH has established a reputation as a cutting-edge Hajj management model.

TH has about 10,000 touch points around the country, 100 locations, and approximately nine (9) million depositors. The Malaysian Consulate oversees the operations of TH's office in Jeddah, Saudi Arabia.

CONTACT US



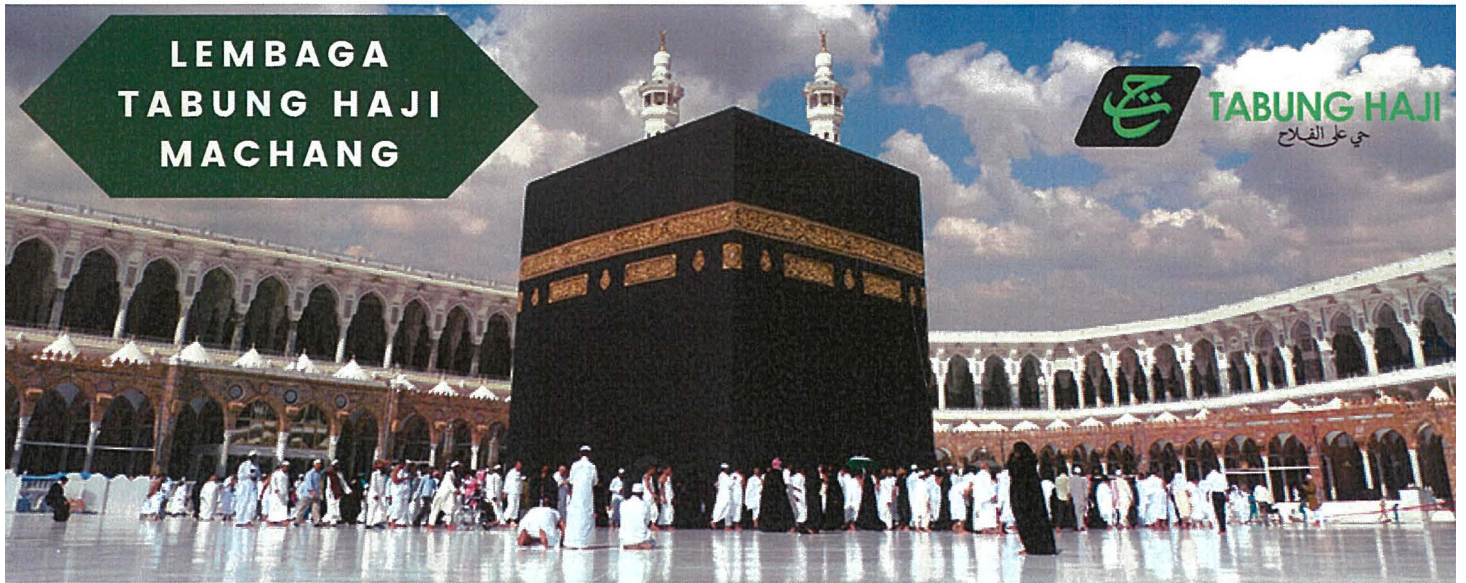
+609-975 1176



Bangunan Kedai TH
No. 36 Pasar Baru
18500 MACHANG



<https://www.tabunghaji.gov.my/ms/pejabat-cawangan-th/th-machang#>



COMPANY'S PROFILE

VISION

Successful Community Economic
Foundations and Outstanding Hajj
Management

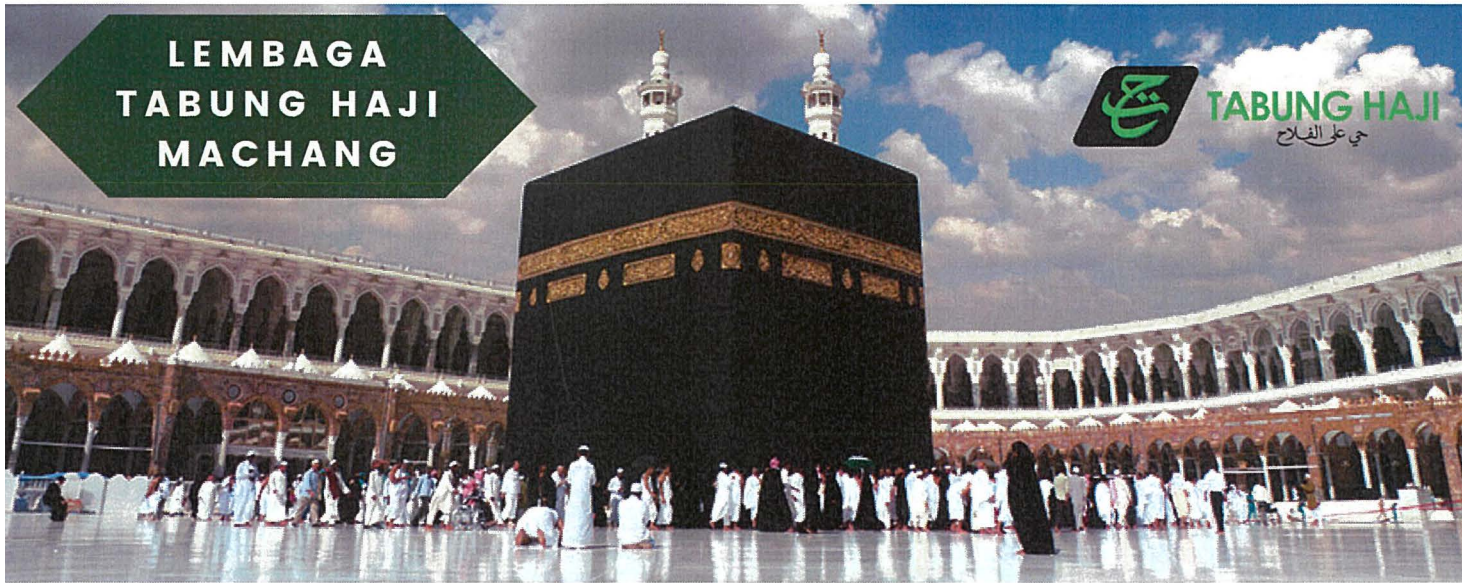


MISSION

حي على الفلاح

In achieving TH's vision, we are committed to:

- Empowering the Community Economy
- Always Actively Seeking Global and Local Strategic Investments for Continuous Growth
- Consolidating and Enriching Depositors' Capital
- Providing Continuous Excellent Service
- Simplifying and Perfecting Pilgrim Affairs Towards Haji Mabruur
- Giving Competitive, Halal and Fair Returns



CORE VALUES



COMMITTED



PROFESSIONAL



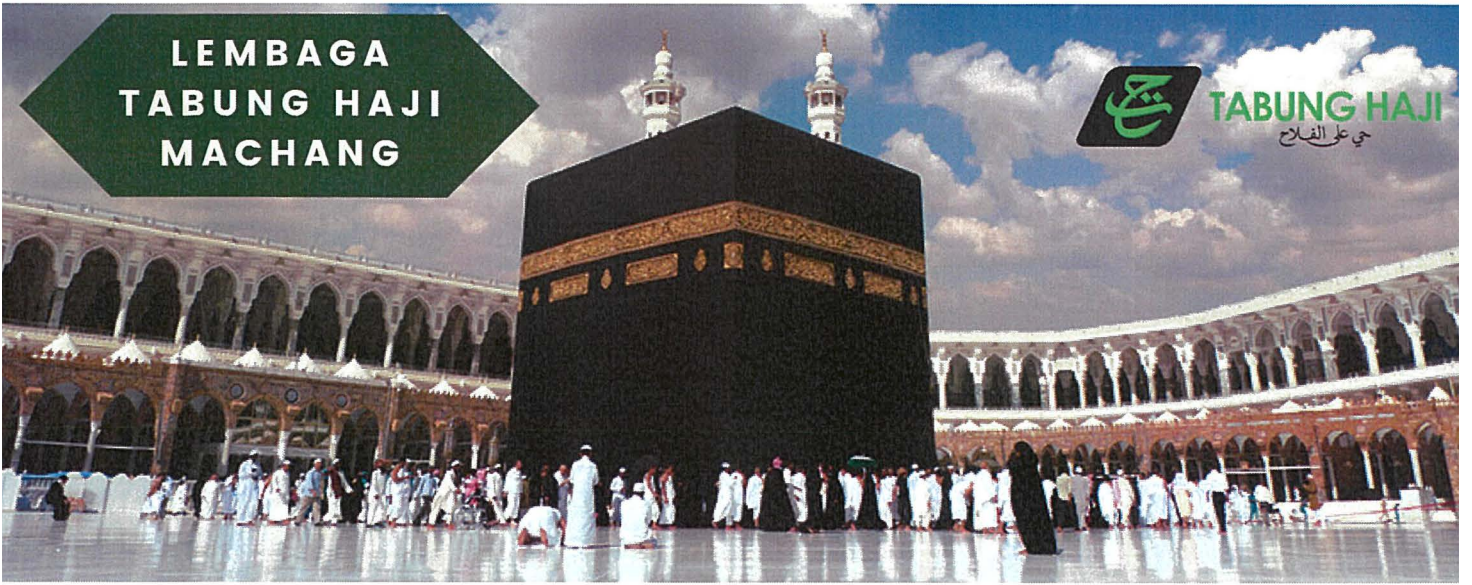
TEAMWORK



EMBRACE CHANGE



LOVING & CARING



ORGANIZATIONAL CHART



**CARTA ORGANISASI
PEJABAT CAWANGAN MACHANG - GRED 2**

Pejabat TH Cawangan Machang
Bangunan Kedai Tabung Haji
Lot 36, Pagar Besar
18500 MACHANG
Tel : 09-9751176, Faks : 09-9756040



PENGURUS CAWANGAN / GRED M1
(Wan Rosmini Haida Binti Ghazali – KT 2957)



**PEGAWAI KHIDMAT
PENDEPOSIT / GRED E4**
(Maris Zahadi bin Jali – KT 2028)



EKSEKUTIF KEWANGAN / GRED E5
(Muhamad Faiz bin Mohamed Fauzi – KT 3791)



**TELLER/KERANI
GRED E2**
(Mohd Hazir bin Alias –
KT 2055)



**TELLER/KERANI
GRED E2**
(Noor Aini binti Mat Husain –
KT 1606)

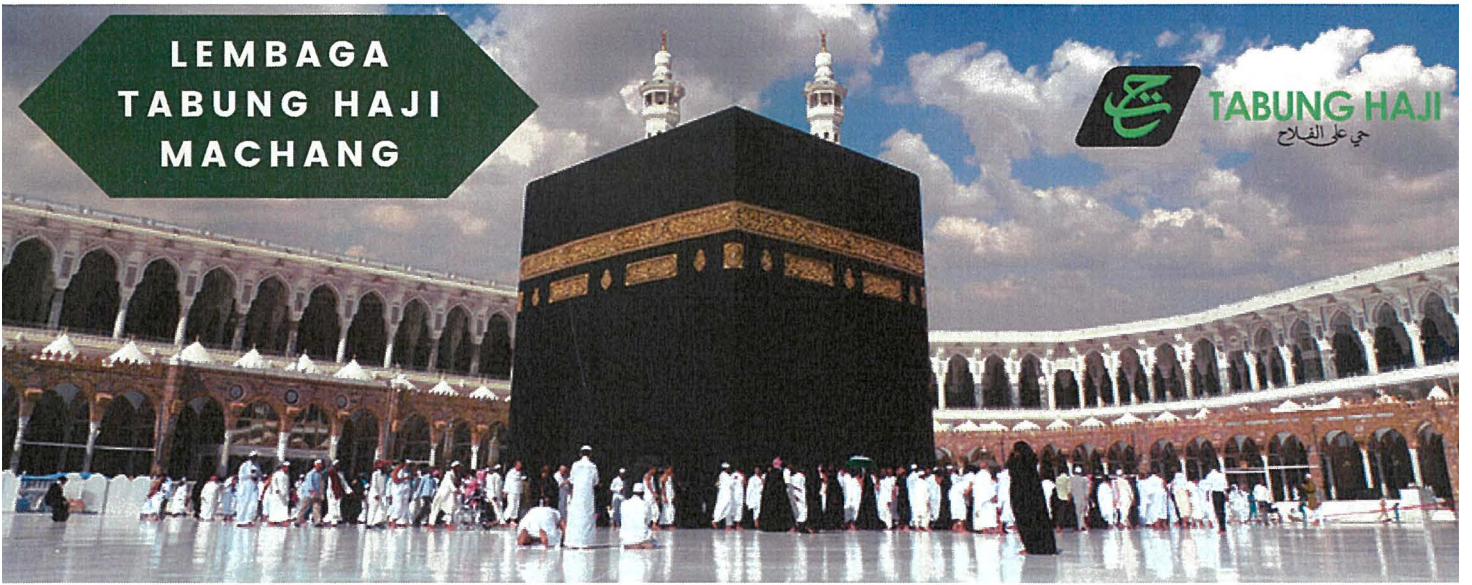


**TELLER/KERANI
GRED E2**
(Mohd Zainuddin Bin Husain-KT2028)



**TELLER/KERANI
GRED E2**
(Siti Fatma binti Mamat @
Mohd Nor – KT 2129)

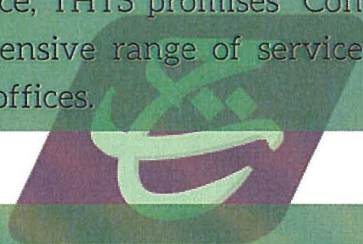
**LEMBAGA
TABUNG HAJI
MACHANG**



PRODUCT & SERVICES

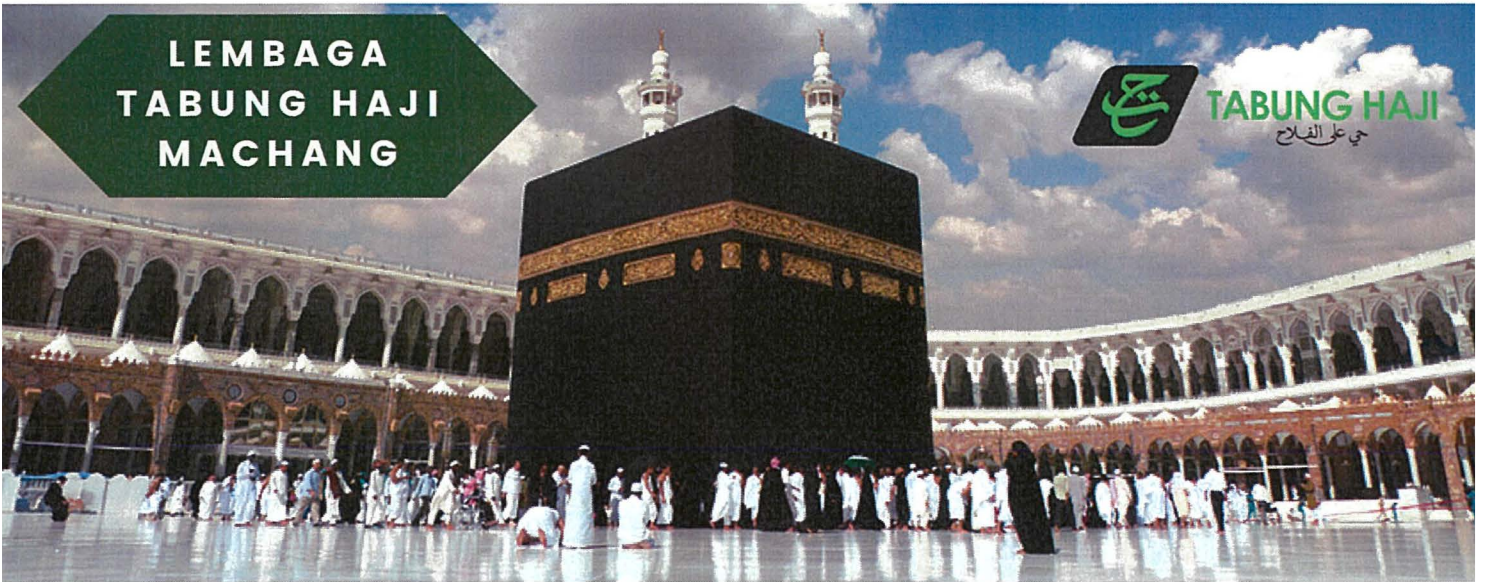
TRAVEL & TOUR SERVICES

Through TH Travel and Services Sdn. Bhd, a wholly-owned subsidiary of THHR, TH is involved in the travel and tours industry. TH Travel & Services Sdn. Bhd. (THTS) offers comprehensive travel and tours services, particularly for Muslims. The hajj and umrah packages, tours packages, aeroplane chartering, ticket purchasing, halal catering, and logistic services are just a few of the services offered by THTS. With over 30 years of experience, THTS promises "Confidence, Convenience, and Comfort" while providing a comprehensive range of services through its extensive network of local and foreign satellite offices.



TABUNG HAJI
حي على الفلاح
SAVINGS

The Wakalah idea, which refers to the act of one person (Muwakkil) appointing another party (Wakil) as one's representative to conduct one's affairs, is the foundation for deposits in the TH. It complies with syariah, and the Malaysian government guarantees all savings.



PRODUCT & SERVICES

INVESTMENT

In addition to the hajj and money management, investments are one of TH's main activities. Savings from depositors are placed in shariah-compliant investments to produce returns that are both competitive and sustainable.

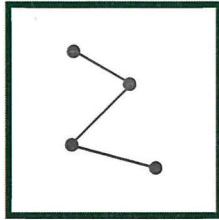
OBJECTIVE:

- To provide the depositors with competitive, sustainable returns from dividends and capital gains while taking reasonable risks according to the market environment.
- Invest in legal, responsible, and secure investments to ensure ongoing growth while delivering returns that are equivalent to the market.

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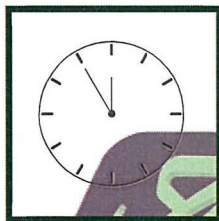
TRAINING'S REFLECTION





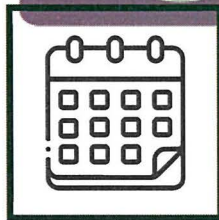
DURATION

Undergo a six-month industrial training programme beginning on 10 April 2023 and ending on 30 August 2023.



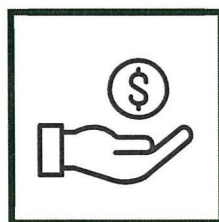
OPERATION HOURS

Sunday - Wednesday: 8.45 AM - 4.00 PM
Thursday : 8.45 AM - 3.00 PM
Friday & Saturday : Off Day



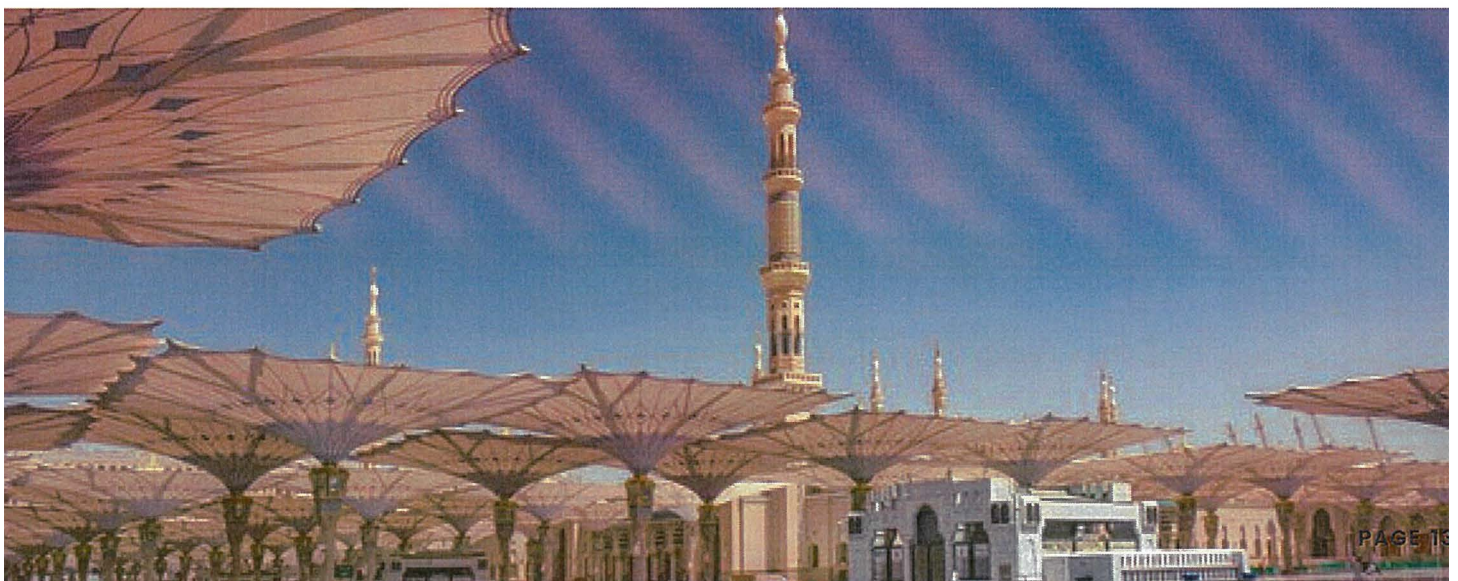
LEAVE ENTITLEMENTS

entitled to all federal and national public holidays that the government would declare



ALLOWANCE

RM15 per day for the internship allowance



The four working departments at Lembaga Tabung Haji Machang are the departments of finance, administration, marketing, and customer service. I was assigned to the Administration Department at Lembaga Tabung Haji Machang for my six months of industrial training, and Mrs. Rosmini Haida binti Ghazali is my supervisor. As a result, the Administration department has provided me with a fantastic opportunity as an intern by assigning me duties and obligations to help this unit. Following are the details of my position and duties:

ADMINISTRATION

I'm assisting Mrs. Noor Aini as she manages the administrative job scope under an administration department. I am in charge of handling all aspects of daily office administration, including answering the phone, writing meeting minutes, filing all paperwork, and anything else that needs to be documented. I am also in charge of keeping track of or replacing the inventory of office supplies and recording document minutes in each file. In addition, I am in charge of maintaining workplace supplies including stationery and pantry items.

MARKETING

I am in charge of assisting Mr. Haris Zahadi in his capacity as the depository officer for each Tabung Haji mobile counter opening in the allocated area within the Marketing division. I was also given the task of encouraging more people to open new accounts and join up for the THijari which is an online hajj fund. I was also charged with assisting depositors in completing the paperwork required to do additional transactions at the counter.

CUSTOMER SERVICE

I am in charge of helping Mr. Rahimi, a member of the customer service division, assist depositors in completing the necessary forms so that they can conduct more business at the counter. I also take calls from depositors who need assistance with any Tabung Haji services, such as the Thijari function or updates on new Tabung Haji procedures. I am also in charge of making sure that every hajj pilgrim has all the paperwork they need to provide at the counter and assisting them in finishing the scanning of their Saudi visa bios prior to the pilgrimage. Additionally, I must explain to each depositor the form they will be filling out and ensure that they do it in accordance with the instructions.

I have successfully acquired a number of skills and knowledge connected to my personal growth while completing my internship programme with Lembaga Tabung Haji Machang. The following are some examples of the hard and soft abilities I have acquired:

My communication skills have developed and been enhanced as a result of my internship training. I need to interact with a lot of people as an intern in the administration department and occasionally in the marketing and customer service departments. For instance, when I accept calls from depositors, I pretend to be someone who will respond to their questions and provide detailed explanations. It has also enhanced my ability to reply to emails and letters because I now know how to effectively connect with people over the phone, in writing, and via email.

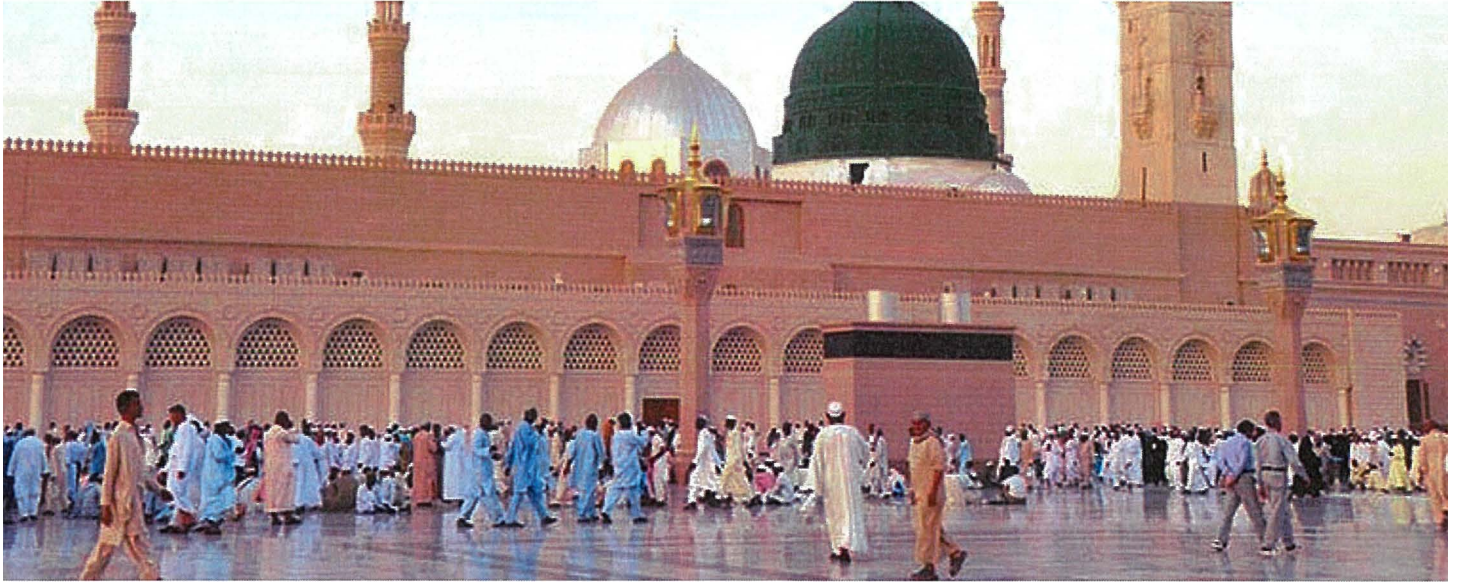
The other skills I have acquired are multitasking abilities. I acquired multitasking skills throughout my internship because I believe it to be one of the essential skills that employees must possess. As a result of my experience, I am now able to multitask, which allows me to take notes during meetings or while taking calls. Because I need to take notes for the meeting and take notes on the material and staff that are being discussed, I am also able to be more concentrated and productive during the meeting.

In addition, I can now function successfully in a team environment. We get a chance to communicate and collaborate because Tabung Haji Machang is a tiny business with only 7 employees. Additionally, Tabung Haji Machang has tasked an intern with organising an event during the celebration of Hari Raya Aidilfitri. As an intern, I learned collaboration skills from this event because the success of the event depends on my ability to collaborate with other staff members. As a result, everything went as expected at the occasion.

Last but not least, the technological abilities I have acquired are the most crucial. Technical expertise is crucial, particularly for office workers. Microsoft Office is now something I can use effectively. I only use Microsoft Word, Excel, and PowerPoint while I am in university, but after my internship, I expanded my technical knowledge to the point where I can now use Microsoft Outlook, SharePoint, and other programmes.

SWOT ANALYSIS





STRENGTHS

1. Strong teamwork
2. Financial stability

WEAKNESSES

1. Lack of staff
2. The staff is overworked

OPPORTUNITIES

1. Cooperation with other banks (acting as agents) for the purpose of taking deposits and storing them
2. Team up with a powerful corporate entity

THREATS

1. Scammers using the pilgrimage fund
2. Cyber threats

DISCUSSION & RECOMMENDATION



Strength is the quality that provides something value and elevates it above similar items in terms of uniqueness and interest (Gurel, 2017). Each organisation has a quality that sets them apart from the competition. The two main elements of Lembaga Tabung Haji Machang that stand out are their outstanding employee teamwork and stable financial position.

1) STRONG TEAMWORK

One of the most evident, significant, and productive work arrangements in the twenty-first century is teamwork. (2017) Khawam et al. (Tripathy, 2018) asserts that a strong team can tackle more difficult tasks and improve communication by fostering an atmosphere that encourages open dialogue and cooperation among team members. According to the writers, it is evident that great teamwork benefits an organisation because problems may arise if there is no strong relationship between the personnel.

Lembaga Tabung Haji Machang only has 7 staff as of right now. A company is regarded as tiny if it employs fewer than 50 people. During my internship training, I have noticed that Tabung Haji Machang has adopted the idea that anybody can voice an opinion or speak up, including the interns. The higher ups will probably give their staff members a chance to voice their opinions and take on leadership roles. Even the interns can speak with the manager, Mrs. Rosmini Haida binti Ghazali, directly if they have a work-related question. Because of this, I can tell that the personnel at Tabung Haji Machang works well as a team because they get along well and communicate effectively across departments.

2) FINANCIAL STABILITY

By examining the company's financials, one of the most important factors to determine whether the organisation is successful can be determined. Financial stability is obtained, in accordance with Babar et al. (2019), when the financial system is effective and able to lessen the effects of systemic crises.

According to the observation, Tabung Haji Machang's two key organisational strengths demonstrate that the business is on track and capable of upholding its positive reputation. It is because having stable finances and strong teamwork among employees indicates that the firm will not have a hard time becoming more successful in the future. This is because finances and teamwork are the two main factors that will have a positive impact on the organisation. Thus, Tabung Haji Machang is able to retain its financial position to conduct the business over the long term thanks to these two strengths as well.

Gurel (2017) asserts that a thing is weak if it has more flaws than another when compared to another object. It is a quality that is undesired and harmful to the organisation. Despite its advantages, Lembaga Tabung Haji Machang has flaws, such as a staffing shortage and overworked employees.

1) LACK OF STAFF

Seven people work for Lembaga Tabung Haji Machang in total. However, in my opinion, 7 people are not enough to assist the entire system in delivering the national objective. When the new procurement process is implemented in the company, the job scope for Mr. Faiz has significantly increased because he will be the person in charge and most of the staff will need to refer to him to have a better understanding of the procurement process. As an example, under the finance unit, only Mr. Faiz is responsible for handling all the procurement process. Additionally, from what I can tell, there is no career development at Tabung Haji Machang. As a result, things like employee turnover occur there, which also contributes to a labour shortage there because it may take longer to find a replacement for the new hires.

2) THE STAFF IS OVERWORKED

The staff at Lembaga Tabung Haji Machang is overworked, which is another area for improvement. Employees that are overworked eventually develop fatigue and burnout, which can affect their performance and even lead to their departure from the organisation. The employees will be more content with their work and more productive if recognise the signs of overwork and take action to avoid the problem.

When a worker is overworked, too much is demanded of them at work. Since everyone has a distinct tolerance threshold for what they can endure, it can differ from one person to the next. It may be tough for the employee to manage the workload due to hurdles or the leader's too high expectations. Here are some signs of overwork to watch out for, including deteriorating performance, unpleasant feelings, and finger-pointing. The greatest strategy, in my opinion, is to keep Tabung Haji Machang's staff from overworking themselves. When a leader stays ahead of the overworking issue, employees are kept happier and less damage needs to be repaired. Here are some strategies to avoid overworking employees, including regular staff checks, task elimination, and workload reduction.

Opportunity is a benefit that encourages a specific action and is unquestionably advantageous to the organisation (Gurel, 2017). In Lembaga Tabung Haji Machang, I saw two chances to collaborate with other banks and join forces with formidable corporations.

1) COOPERATION WITH OTHER BANKS (ACTING AS AGENTS) FOR THE PURPOSE OF TAKING DEPOSITS AND STORING THEM

Regardless of the industry we are in or the type of business we have, collaboration is a strong tool for all small and large business owners. The relationships we build with others and the various methods we work together with those you built relationships with are what will enable us to expand our business to new heights. Bank Islam and Bank Rakyat were among the other banks with whom Tabung Haji Machang collaborated. Through these two banks, depositors can withdraw or deposit funds. According to what I have seen, there are numerous advantages to this kind of cooperation, including the ability to motivate organisations, support the expansion of their networks, and problem-solving.

2) TEAM UP WITH A POWERFUL CORPORATE ENTITY

Colgate, Telekom Malaysia, and other significant corporate entities collaborated with Tabung Haji Machang. Colgate and Telekom Malaysia consistently donate or sponsor their products to all the pilgrims, and this presents a fantastic potential for Tabung Haji and these two businesses to flourish commercially. A management can use team building to assist their staff members operate more productively. When team members build strong relationships, they could feel at ease discussing ideas and coming up with creative solutions to challenges. Finding the correct activities for our team might be made easier if we understand why team development is crucial.

Finally, threats typically describe an unfavourable situation. Because of this, it will have a negative impact that the company should prevent (Gurel, 2017). Scammers utilising the pilgrimage fund and cyber threats are two risks that can be encountered in Lembaga Tabung Haji Machang.

1) SCAMMERS USING THE PILGRIMAGE FUND

Scammers pose as representatives of a company and demand payment. If you don't agree to pay them right away, they might threaten you with physical harm, deportation, or even arrest. A travel agent alleges that he was one of several people tricked into assisting a business in offering hajj pilgrimage packages to their unwary clients. In the Tabung Haji cases, a travel agent alleges that he was one of those who helped a business sell hajj pilgrimage packages to their unwitting customers. It was also reported that about 380 potential hajj pilgrims were left stranded at the Kuala Lumpur International Airport. They were thought to have fallen for a travel agency's con. In my opinion, Tabung Haji needs to do more to protect depositors from being taken advantage of by those scammers.

2) CYBER THREATS

The number and quality of data gathered, analysed, and applied in the fight to lower business risk directly affects the ability to deploy a resilient cybersecurity response. Organisations are making investments with resilience in mind, in order to resist the most recent risks to their operations and emerge stronger, as they are aware that the future is uncertain. A malicious act that aims to destroy data, steal data, or otherwise interfere with digital life is referred to as a cyber or cybersecurity threat. Computer viruses, data breaches, Denial Of Service assaults, and other attack methods are examples of cyberthreats.

According to me, Tabung Haji Machang needs to enhance or raise the security of their depositors against online threats. There are instances where a depositor is defrauded, which has an impact on their money in a Tabung Haji Account.

CONCLUSION



In conclusion, my six-month internship at Lembaga Tabung Haji Machang has provided me with a wealth of new information and invaluable experience. In my opinion, one of the businesses to which the student is advised to attend for industrial training is Tabung Haji Machang. It is because I have had the chance to learn so much fresh information about administrative management throughout my internship, from how to seem professional in terms of management and contacts with other people or the workforce. In addition, Tabung Haji Machang is a business with a great work atmosphere because everyone there is friendly and willing to share their knowledge, which will undoubtedly help me get ready for the workforce in the future.

Additionally, the internship's job description will help the student understand the realities of the business world. The reason for this is that at Tabung Haji Machang, the management does not distinguish between an intern and their workers because everyone has the opportunity to do and try the same work. I am also appreciative of being assigned to the administration department because every single one of my coworkers, including my boss, is very encouraging and always gives me clear instructions on how to carry out my duties. In addition, the training's reflection reveals that I have performed a variety of tasks and duties over the past six months. I gained a greater understanding of the functions and the significance of the Administration Department in supporting the organisation as a result of all the tasks and roles that were given to me.

Moreover, after six months of working as an intern with Tabung Haji Machang, I can now name SWOT Analysis in the company. I am able to recognise their advantages, risks, and areas for improvement. Making a SWOT analysis has helped me to realise how crucial it is for staff to have both problem-solving and creative thinking abilities. This is due to the fact that action is required following a SWOT analysis in order to analyse problems and provide advice on how to prevent or resolve issues that their organisation may one day encounter.

Finally, I want to express my gratitude for the wonderful opportunity provided to me to finish my internship at Lembaga Tabung Haji Machang. My interest in administration management has become stronger since completing my industrial training because I enjoyed every aspect of my internship in the administration department. In the next five years, I want to become a successful leader in administration management and be able to make a meaningful contribution to the business I work for.

REFERENCES



REFERENCES

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APPENDICES



