



BACHELOR OF BUSINESS ADMINISTRATION (HONS.)

HUMAN RESOURCES MANAGEMENT

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HRM666

HR INTERNSHIP

ASSIGNMENT TITLE

**INDUSTRIAL TRAINING REPORT AT MALAYSIA VOLUNTEERS CORPS
DEPARTMENT (RELA) PERLIS STATE**

PREPARED FOR

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DATE

1 MARCH 2023 – 15 AUGUST 2023

EXECUTIVE SUMMARY

The focus of this internship report pertains to the extensive six-month industrial training experience I underwent at the Perlis State branch of the Malaysia Volunteer Corps Department, commonly known as Rela. I have been assigned to the Administration Department. As a student specializing in Human Resources, this presents a valuable opportunity for me to apply the knowledge and skills I have acquired during my tenure at Universiti Teknologi MARA (UiTM).

The report contains a student profile that includes personal information. A rudimentary resume format was employed to present pertinent details encompassing my personal history, educational background, professional experience, notable achievements, and areas of expertise. The subsequent segment of the report encompasses fundamental details, including the historical background and organizational structure of RELA Perlis.

The report also encompassed an account of my training experience, elucidating the specific responsibilities and assignments assigned to me, and elucidating how these experiences contributed to the development and refinement of my skill set. This section also highlights the advantages I gained during my internship period, which significantly impacted my mindset as I prepared to face subsequent challenges.

The subsequent section of the report consisted of the SWOT analysis. Strengths, weaknesses, opportunities, and threats have been identified and addressed for Malaysia Volunteers Corps Department (Rela) Perlis State. Suggestions for improving and maintaining the impact in the four components of SWOT analysis have been provided.

The internship experience has proven to be highly advantageous and fulfilling for me. This experience has provided me with the ability to adopt multiple perspectives and gain insights into the practical functioning of the professional realm. This particular experience has provided me with a newfound perspective, as my previous exposure to professional settings was limited.

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PART 3: COMPANY'S PROFILE



2.0 COMPANY NAME, LOCATION AND BACKGROUND

2.1 COMPANY'S NAME

Malaysia Volunteers Corps Department (Rela) Perlis State

2.2 LOCATION

Jabatan Sukarelawan Malaysia (Rela) Negeri Perlis, Kementerian Dalam Negeri, Aras Bawah, Kompleks KDN, Persiaran Wawasan, Mukim Seriab, 01000 Kangar, Perlis.

2.3 COMPANY'S BACKGROUND

The People's Volunteer Corps (Jabatan Sukarelawan Malaysia), commonly referred to as RELA, was instituted by the Malaysian government. It functions as a paramilitary civil volunteer organization, formally known as the Malaysia Volunteers Corps Department. The individual's obligations encompass providing assistance to other government agencies as requested, engaging in socio-economic and community-based initiatives, and cultivating personal development as a societal exemplar through participation in diverse training programs and courses.

The People's Volunteer Corps (RELA) possesses the capacity to execute incursions on alleged thoroughfares or premises, including factories, restaurants, or hotels, and has the authority to interrogate or apprehend individuals lacking legitimate travel documents, such as passports or work permits, in their possession. Additionally, they assume responsibility for matters pertaining to security. In times of armed conflict, they are incorporated into the Malaysian Army as auxiliary units, providing support and undertaking search and rescue missions.

On March 17, 2020, the Malaysian government made an official declaration stating that the RELA Corps would be assisting the Royal Malaysian Police and Malaysian Armed Forces in the enforcement of the Movement Control Order until the conclusion of the COVID-19 epidemic.

3.0 CUSTOMER FOCUS, VISION&MISSION STATEMENT AND COMPANY VALUES

3.1 CUSTOMER FOCUS

“To protect and maintain security, peace, well-being, harmony, unity and solidarity of the people”

3.2 VISION STATEMENT

“Leader in national volunteerism, security and well-being”

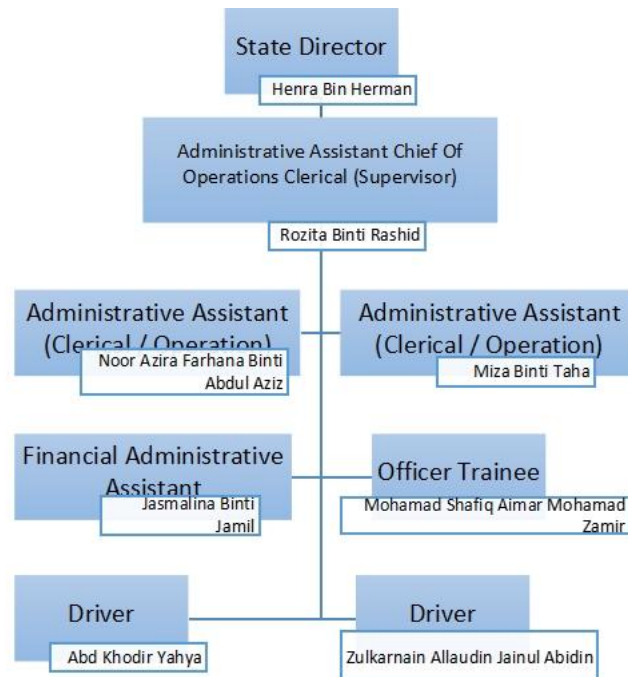
3.3 MISSION STATEMENT

“Governing domestic volunteerism to help guarantee the security, peace, well-being, harmony, unity and solidarity of the people”

3.4 COMPANY VALUES

<ul style="list-style-type: none">• Customer focus	<ul style="list-style-type: none">• Relationships and teamwork	<ul style="list-style-type: none">• Open communication
<ul style="list-style-type: none">• Excellence	<ul style="list-style-type: none">• Integrity	

4.0 ORGANIZATIONAL STRUCTURE



PART 4: TRAINING REFLECTION

5.0 SPECIFIC DATE, WORKING DAY AND TIME

The duration of my internship was 24 weeks, during which I embarked on a delightful journey. The commencement of my internship at RELA Perlis is scheduled for March 1, 2023, with its conclusion set for August 15, 2023. In my perspective, a duration of 24 weeks or 6 months is deemed as an optimal timeframe for a university student to successfully fulfill an internship.

The rationale behind a 6-month term is to provide individuals with sufficient time to acquire and assimilate relevant knowledge and skills prior to transitioning into the status of a graduate and subsequently seeking long-term employment opportunities. Numerous businesses worldwide tend to overestimate the value of internships lasting six months or longer for students, as they only need to recruit two intern students annually. This approach allows them to conserve resources, including energy, training costs, and uniform expenses. Undoubtedly, the duration of six months holds great significance for me as I diligently pursue the acquisition of knowledge. This period is characterized by a steadfast commitment to personal growth, and reflecting upon it brings about a sense of satisfaction.

The working schedules at RELA Perlis exhibit variability across different levels. Certain individuals engage in shift work, a practice that entails alternating between morning and night shifts, each lasting for a duration of 12 hours. Certain tiers of staff also engage in work during office hours. As an intern, the designated office hours for my position span from 8 a.m. to 5 p.m. However, I have been granted the flexibility to arrive at the office between 7:30 a.m. and 8:30 a.m., and depart between 4:30 p.m. and 5:30 p.m. In accordance with my work schedule, I have the flexibility to either arrive late and depart late, or arrive early and depart early, provided that my total working hours amount to 8 hours. In the context of occupational therapy (OT), the allocation of internship students is not provided. Should individuals express a desire to pursue an internship, they may do so voluntarily and without remuneration. Nevertheless, the services provided by RELA Perlis are exclusively accessible to businesses within the designated office hours.

6.0 DETAILS: DEPARTMENT, ROLES, RESPONSIBILITIES, ASSIGNMENTS, TASKS

The administration department of RELA Perlis comprises multiple sub-departments, which are collectively known as the overall administration process. The administration process encompasses various functions, including clerical, operational, financial, training, and logistical aspects. Despite individual responsibilities, constant communication is maintained among team members as the administration's primary duty encompasses the comprehensive management of employee-related matters, necessitating interdependence and interconnectedness.

As an industrial trainee assigned to the Administration Department, what is the extent of the administrative responsibilities that I will be undertaking? The role of an administration job is to support the efficient functioning of offices through the completion of clerical tasks and projects. As a construction administrator, it is possible that you will be responsible for coordinating project meetings. The job entails various tasks such as typing paperwork, responding to business inquiries, drafting contracts, and delivering customer support services. Proficient information technology (IT) skills are essential for effectively managing and analyzing substantial volumes of data on a computer system. Effective communication skills are essential for ensuring the smooth operation of the office. As an administrator, there exists significant potential for professional growth and advancement across various domains.

In my capacity as an industrial trainee, my responsibilities align with those of my coworkers, albeit with a greater emphasis on routine tasks of a less sensitive nature. The role of an administration trainee entails the provision of administrative support within an organization. My primary responsibilities encompass various tasks such as answering phone calls, scheduling appointments, maintaining organized files, and providing support for office activities. Administration trainees commonly perform their duties within an office environment, where they receive guidance and oversight from a seasoned administrative professional.

7.0 GAINS: EXTRINSIC AND INTRINSIC BENEFITS

It is undeniable that my 6-month internship at RELA Perlis yielded numerous advantages, irrespective of their origin. In addition to receiving a monthly stipend, I acquired new knowledge pertaining to administration and human resources, despite my prior departure from the Administration Department. I experienced a state of intense fear prior to commencing my work duties, as I harbored concerns regarding my ability to effectively apply the knowledge and skills that I had acquired. Upon commencing my internship, I swiftly discerned that the experience surpassed my initial expectations. It became apparent that every organization operates under a distinct framework of protocols and guidelines, with distinct roles assigned to the Administration and HR departments. These roles encompass employee management, system management, and various other facets of organizational oversight.

During this experience, I acquired a wealth of knowledge, encompassing effective interpersonal communication skills across various hierarchical levels, ranging from senior executives to entry-level staff members. Effective communication is of utmost importance in the field of human resources, as it plays a vital role in fostering a positive relationship between HR professionals and employees, ensuring their comfort and satisfaction. Human resources (HR) personnel are responsible for managing and addressing all cases related to substantial matters. If employees exhibit reluctance in engaging with the Human Resources department due to a perceived sense of unease, it is likely that various problems will arise on a regular basis, leading to the emergence of highly undesirable instances of miscommunication and conflict among both workers and management.

Moreover, I acquired the knowledge and skills necessary to effectively manage projects and tasks within a professional setting. In the past, I possessed considerable proficiency in the organization and management of academic events within a university setting. Managing an event in a professional setting entails a unique and diverse set of approaches that are determined by the established protocols of the organization. Consequently, it can be inferred that the aforementioned experience has imparted upon me the realization that continuous study and acquisition of knowledge remain imperative. Moreover, it has become evident that our existence in this realm is characterized by a perpetual pursuit of excellence and diligent exertion, until such time that we attain contentment through our personal endeavors. As an intern student, I believe it is imperative for me to exhibit a higher level of assertiveness in implementing the programmed compared

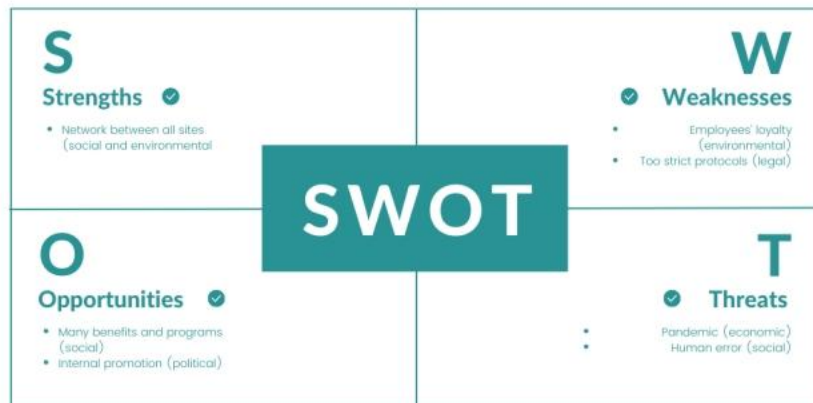
to individuals who have accumulated extensive experience in the Administration sector. In this context, I have the opportunity to enhance my skills in time management and generate innovative ideas for organizing activities within various programs or festivals organized by the Administration Department.

Despite the limited size of our Administration Department, our team effectively collaborates and maintains a harmonious working dynamic. This is primarily attributed to our consistent and open communication, which allows us to address important matters promptly and avoid the need for formal meetings, a practise that is not universally adopted by other organizations. The collective movement and shared direction of individuals enable more efficient and effective problem-solving capabilities. Through this experience, I gained insight into the notion that our subjective perceptions of what is pleasant or agreeable may not necessarily align with what is beneficial or advantageous for all individuals. It became evident that alternative perspectives often possess a greater degree of veracity and precision. Additionally, I have had the privilege of collaborating with highly proficient and commendable professionals within the realm of administration.

Furthermore, I was able to enhance my proficiency in Microsoft applications, specifically Microsoft Excel. Initially, I possessed a diminished level of enthusiasm towards Excel due to its perceived complexity. However, subsequent to receiving instruction, I have come to realise that the application is considerably more straightforward. This is primarily attributable to the extensive array of formulae and functions that can be employed to enhance efficiency, expediency, and organization within our tasks.

PART 5: SWOT ANALYSIS

SWOT Analysis



SWOT analysis (Strength, Weakness, Opportunity, and Threat) is a tool or medium of business strategy in evaluating how an organization, evaluates and compares them with their competitors especially. But SWOT can also be used for individuals, not as a whole as in teams and organizations themselves in identifying competition between individuals and other individuals. (Teoli, Sanvictores, & An., 2022)

The SWOT strategy is very simple but at the same time it is very practical and complete in a company or organization to detect and identify not only weaknesses and threats but can also identify opportunities and opportunities. Additional tools used in SWOT include PEST which consists of political, economic, social and technological. (Schooley, 2023)

At RELA Perlis, the practice of SWOT analysis is consistently implemented. Within the Administration Department, a systematic identification of recurring issues is conducted to effectively address and mitigate potential threats and challenges that may impede organizational performance, whether originating internally or externally. As RELA Perlis operates as a governmental entity, it is subject to oversight by its headquarters. Consequently, effective communication channels are established to facilitate the exchange of information regarding the advantages and disadvantages within the organization. In addition to pursuing optimal financial gains, RELA places significant importance on fostering unity and cooperation among its employees. The management consistently endeavors to enhance the work environment at RELA, aiming to create an increasingly favorable workplace.

PART 6: DISCUSSION & RECOMMENDATION

8.0 STRENGTH

8.1 VERY SYSTEMATIC AND ADVANCE TECHNOLOGY

A strength is a resource or capacity the organization can use effectively to achieve its objectives. (Rowe, 2020) . The strengths of RELA and its potential to become one of Malaysia's prominent agencies can be attributed to its implementation of comprehensive systems that address various operational issues within the organisation. Furthermore, RELA is actively embracing technological advancements, particularly in the utilisation of PESTEL tools. On a daily basis, the occurrence of the most recent advancements in technology is ubiquitous. This holds true for RELA, where the IT department consistently ensures the operational functionality of available technology, thereby influencing the work of all involved parties. Within the Administration Department, we possess an independent administration system that enables us to effectively monitor and assess staff attendance.

In a similar vein, it is necessary to enrol customers into the system prior to their arrival for the purpose of notifying both the on-duty security personnel and the superiors. This task aligns with my daily responsibilities of coordinating the admission schedule for the monthly event. This measure is implemented as a precautionary step to ensure that every visitor and individual accessing RELA undergoes a verification process. In addition, our recruitment process can be conducted through online platforms that are widely utilized for job searches on the internet. This approach facilitates the accessibility of employment opportunities for individuals, as it eliminates the requirement for physical interaction or in-person submission of resumes and application forms at our office.

Consequently, it is imperative to optimize every advantage at our disposal, while acknowledging the occasional occurrence of operational challenges within the system. One prevalent illustration is attendance, wherein instances arise where the act of clocking in and out is occasionally not duly documented within the system. Consequently, it will disrupt the attendance of employees in the workplace. One potential course of action is for the IT department to ensure that the system operates with greater fluidity and efficacy. While it is acknowledged that unforeseen technological issues may arise, ongoing efforts can be made to improve, update, and strengthen the system.

8.2 NETWORK BETWEEN ALL SITES

One additional advantage lies in the interconnected network that links all of the sites. The Regional Education and Learning Academy (RELA) in Perlis is conveniently situated in three distinct locations within the region. These locations are all situated within the same office premises, facilitating convenient accessibility for meetings and interactions. One significant advantage is the ability to engage in real-time, face-to-face communication and interaction at any given time. For instance, it is possible to design a comprehensive programme that integrates all sections within the region of Perlis, as has been successfully implemented on multiple occasions in the past. Various bonding events, such as badminton matches, meals, football matches, and bowling tournaments, have been organized.

The friendship relationship plays a crucial role in aligning our shared goal, objective, and values, thereby facilitating our adherence to the company's vision and mission and fostering individual growth. The occurrence of such events should be avoided, as it provides RELA Perlis with a distinct advantage in enhancing its competitiveness relative to other Malaysian agencies. Furthermore, in the event of a shortage of personnel in a particular area, individuals from the same department may be called upon to temporarily substitute or assume responsibility for the task at hand. For instance, in the event of a labour scarcity caused by an employee who is currently on maternity leave or has been absent for an extended period due to an accident.

It is recommended that the department management of each site organize a quarterly meeting with employees from other sites in order to enhance interpersonal connections and, notably, to facilitate inquiries regarding job-related aspects and the prevailing work environment at their respective sites. Additionally, managers have the ability to elucidate strategies for improving one's performance and effectively managing their work to become a more proficient employee. The question-and-answer session is arguably one of the most captivating segments that can be formulated. The event can be likened to a convivial assembly, yet it offers potential advantages when cultivated and executed, such as facilitating the establishment and improvement of the infrastructure of individual sites, followed by reciprocal assistance, collaboration, and mutual acquaintance among all participating sites.

9.0 WEAKNESS

9.1 EMPLOYEES LOYALTY

In an upside-down business world, big companies are brought down by their supposed strengths or toppled by smaller and seemingly weaker rivals. Small companies find ways to turn deficiencies into advantages or to leverage the scale and capabilities of larger competitors against them. (Brandenburger, 2019). One notable deficiency observed in this context pertains to the employees within the manufacturing sector who exhibit a significant lack of loyalty towards the organization. While the matter at hand is not of significant magnitude, it has the potential to be mitigated and controlled. One of the contributing factors to the aforementioned loyalty concerns is the prevalence of youthful employees, including a portion who have completed their SPM education. Consequently, it is apparent that their primary focus lies in acquiring professional experience rather than committing to long-term employment within the organization.

Another contributing factor to this challenge is the impact of colleagues or external employment-related factors. The employees in this context are influenced by their colleagues to engage in cooperative efforts in different domains. Moreover, it is plausible to consider the possibility that an alternative employment opportunity of higher quality may be available elsewhere, prompting individuals to swiftly depart from their current workplace and exhibit a lack of loyalty towards the organization. When examining this subject matter, it is imperative to take into account multiple facets, and it becomes apparent that each issue necessitates a resolution.

The proposition put forth is to conduct comprehensive candidate screening during the interview process. Employing individuals who possess a minimum of six months to one year of professional experience, as an illustrative example. The potential for success may be heightened due to the individual's prior work experience exceeding a duration of four months, indicating a greater level of commitment. Additionally, the feedback provided by this individual is likely to differ or surpass that of a recent graduate who lacks professional experience.

9.2 TOO STRICT PROTOCOL

The utilization of a rigorous protocol in RELA constitutes a second potential flaw that warrants consideration. While there may be individuals who express dissatisfaction with the company's regulations, it is imperative that these regulations are duly adhered to and accorded due respect upon receiving a job offer.

The Training and Administration departments of RELA place a high level of importance on rules and punishment. A recent policy has been implemented within the organization, specifically within the production department, that prohibits staff members from bringing personal belongings into the designated working area. This policy represents a novel restriction that has been introduced to the staff. Consequently, a considerable number of employees initially expressed their dissent regarding this matter; however, its inevitability stems from the fact that it has been sanctioned by the management.

I propose that, during the dialogue session with the Administration, employees are afforded the opportunity to articulate any apprehensions they may possess pertaining to the manufacturing milieu or other related matters. Subsequently, all input will be gathered and acted upon in a consistent manner. The potential modification of regulations in the near future may be constrained by management's prerogative. However, it is the responsibility of the Administration to elucidate the expectations and guidelines for employees, thereby fostering their comprehension of the rationale behind the adoption of such rules within the organization.

10.0 OPPORTUNITIES

10.1 MANY BENEFITS AND PROGRAM

Opportunities are external attractive factors that represent reasons your business is likely to prosper. (Berry, 2021). Every location should possess its own distinct set of benefits and compensation. Likewise, at RELA Perlis, a range of advantageous provisions are offered, encompassing remuneration, leave entitlements, and supplementary advantages like access to medical coverage. However, a distinguishing feature of RELA Perlis is its provision of martial arts and gun training to all members, irrespective of their hierarchical position, a practice that is not commonly observed among other agencies. Indeed, the prospect of working at RELA serves as a compelling incentive for individuals.

In addition to conducting trainings, we regularly coordinate and host a variety of events, activities, games, and festivals. One of the advantages of being employed at this organization is the presence of a robust sense of camaraderie among the staff members. This sense of camaraderie is fostered by the programmed developed and implemented by the Administration department. The administration frequently arranges tournaments encompassing various sports and talent competitions for all employees, including badminton, football, bowling, and other artistic endeavors. In addition, the prizes offered in these competitions are substantial, indicating that winning participants stand to receive a significant reward. Kitchen utensils are among the prizes bestowed upon contestants. The Administration Department will organize a commemorative gathering in a designated venue for various occasions, including Deepavali, Chinese New Year, and Eid al-Fitr Day.

The Administration Department is responsible for coordinating various tournaments and events that cater to all employees. It is unsurprising that the programmed serves as a considerable attraction for individuals seeking employment at Plexus due to its ample availability and enjoyable nature. I propose the establishment of dedicated committees within the Administration Department to oversee the planning and execution of each annual promotion and activity. The occurrence of personnel shortages and oversight of certain details can be attributed to the execution of extensive operations. Consequently, even minor concerns may arise, such as the absence of an individual to supervise the recently generated game counter. Establishing a specialized committee would yield advantageous outcomes, as it would enhance the coordination of games and activities.

10.2 INTERNAL PROMOTION

Every employee within a company or organization aspires for career progression within the internal hierarchy. The reason for this is that it can be perceived as a recognition of the efforts made by individuals in enhancing the firm's stability and achievements. Moreover, it is noteworthy that every employee has successfully adapted to the work environment and has established positive rapport with both colleagues and superiors, which undoubtedly contributes to a favorable and congenial atmosphere. Internal promotion can be observed in instances where interns transition into permanent employees, regular employees are elevated to supervisory roles, and supervisors are further promoted to managerial or administrative positions.

The potential for such opportunities is not limited to any specific firm, but is also present within the Plexus organization. The acquisition of this internal promotion is a complex and time-consuming endeavor, as it necessitates a periodic evaluation conducted in accordance with the available position. I would like to propose the implementation of regular staff assessments conducted by management and supervisors. By employing this approach, it may be feasible to demonstrate the employees' performance throughout a year, regardless of whether the graph exhibits fluctuations or improvements on a monthly basis. Consequently, it becomes straightforward for individuals in positions of authority to ascertain which individuals are more deserving of career progression.

11.0 THREAT

11.1 PANDEMIC

Undoubtedly, the foremost apprehension in contemporary society pertains to the potential occurrence of a pandemic, which possesses the capacity to manifest unpredictably. While the impact of this phenomenon may vary across industries, it has far-reaching implications for the entire company, organization, and, crucially, the overall strength of our national economy. Due to the impact of the COVID-19 pandemic, the operations of RELA Perlis were maintained, albeit with an inevitable reduction in labor force and overall capacity. Consequently, this situation has given rise to a second concern, namely, the occurrence of human error, which will be further elaborated upon in the subsequent point.

In anticipation of future pandemics, it is imperative for administration and management to proactively develop strategies for implementing a hybrid system and facilitating remote work. By engaging in proactive planning, the corporation can mitigate excessive anxiety, as it has strategically prepared in advance and possesses a sense of assurance that its intended objectives and financial gains can be successfully achieved.

11.2 HUMAN ERROR

Errors made by individuals can happen in any location and at any given time. This phenomenon is not uncommon; however, it is a challenge that can and should be overcome. I would like to engage in a discussion regarding the discipline of workers, as well as their instances of error. The presence of disciplinary issues is unequivocally undesirable and has the potential to give rise to various challenges for the employees themselves. As an illustration, the employee committed the oversight of arriving late to work and subsequently failing to report altogether, leading to his immediate termination. The occurrence of employee turnover not only poses challenges for individual employees, but also presents difficulties for organizations as they must allocate resources towards finding replacements and new hires, despite the presence of a dedicated department responsible for recruitment and employment.

Nevertheless, when this phenomenon transpires with excessive frequency, it engenders disharmony within the professional environment and hampers the supervisor's duty to effectively allocate adequate time and shifts for their personnel. Human error in the manufacturing sector is prone to transpire, particularly when new personnel commit multiple mistakes that can significantly impact organizations. This is a commonly encountered problem. The proposed concept entails the establishment of a monthly training program by the agency, with the objective of annually cultivating proficient RELA members of exceptional caliber. Moreover, it is imperative for trainers to enhance their efficiency in providing training to newly recruited individuals and ensuring that they possess a clear understanding of their assigned tasks prior to commencing work at designated locations.

PART 7: CONCLUSION

In conclusion, SWOT gives a detailed picture of the business we run, regardless of the product or any campaign. In addition, it can train the brain to see all aspects and factors that can affect our business. If there are unforeseen problems and you are not sure what strategy to overcome the problem, SWOT is the most accurate thing for us to refer to because it formulates the plan and what actions we need to take. (Kuligowski, 2023)

For instance, when considering the establishment of a new business location, one may employ the four components of the SWOT analysis to assess the viability and appropriateness of such a venture. The SWOT analysis can also serve as a tool to identify external factors that necessitate strategic planning.

In general, I am highly satisfied with my internship experience at RELA Perlis. Over the course of my six-month tenure, I have received an abundance of positive feedback and have acquired a significant amount of knowledge and skills. I am extremely delighted to express my satisfaction regarding the internship opportunity that has been extended to me by a renowned company located in Perlis. At RELA Perlis, I can acquire a range of valuable skills, including proficiency in Microsoft applications, effective communication abilities, efficient time management techniques, and crucially, the aptitude to effectively manage individuals and navigate challenges, emotions, and the current circumstances. Ultimately, I have a strong affinity for RELA Perlis and am eager to revisit in order to offer additional assistance and reconnect with familiar acquaintances with whom I share a deep familiarity.

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APPENDICES



Program Blood Donation With KKM



Sahur Program during Ramadan



Attending Monthly Meeting with all staff



Playing Netball with RELA Perlis Members



Eid al-Fitri Event with all Administration Department RELA Perlis









Attending Integrity Seminar by The National Institute of Public Administration (INTAN)

INTAN

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 1 MARCH 2023 – 15 AUGUST 2023
 EXECUTIVE SUMMARY

The focus of this internship report pertains to the extensive six-month industrial training experience I underwent at the Perlis State branch of the Malaysia Volunteer Corps Department, commonly known as Rela. I have been assigned to the Administration Department. As a student specializing in Human Resources, this presents a valuable opportunity for me to apply the knowledge and skills I have acquired during my tenure at Universiti Teknologi MARA (UiTM).

The report contains a student profile that includes personal information. A rudimentary resume format was employed to present pertinent details encompassing my personal history, educational background, professional experience, notable achievements, and areas of expertise. The subsequent segment of the report encompasses fundamental details, including the historical background and organizational structure of RELA Perlis.

The report also encompassed an account of my training experience, elucidating the specific responsibilities and assignments assigned to me, and elucidating how these experiences contributed to the development and refinement of my skill set. This section also highlights the advantages I gained during my internship period, which significantly impacted my mindset as I prepared to face subsequent challenges.

The subsequent section of the report consisted of the SWOT analysis. Strengths, weaknesses, opportunities, and threats have been identified and addressed for Malaysia Volunteers Corps Department (Rela) Perlis State. Suggestions for improving and maintaining the impact in the four components of SWOT analysis have been provided.

The internship experience has proven to be highly advantageous and fulfilling for me. This experience has provided me with the ability to adopt multiple perspectives and gain insights into the practical functioning of the professional realm. This particular experience has provided me with a newfound perspective, as my previous exposure to professional settings was limited.

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effectively accomplish the completion of my report. I successfully completed this task within the designated timeframe due to the guidance provided by the individual in charge. With the bestowed power, I successfully procured the necessary resources and information to fulfill the requirements of my report.

Additionally, I would like to express my gratitude to Dr. Nursyamillah Annuar, my esteemed professor for the course HR Internship (HRM666), for her empathy and the dedicated effort she invested in assisting us in completing this assignment. The comprehensive provision of factual information by him has facilitated the completion of my project, notwithstanding the challenges encountered. The individual provided guidance on effectively addressing challenges and advised the cultivation of patience in the process of acquiring information and fulfilling the assigned task.

I would like to express my sincere gratitude to Puan Rozita Binti Rashid (referred to as Kak Ta), who served as my supervisor in the capacity of Chief Clerk at the Malaysia Volunteers Corps Department (Rela) Perlis State. I am truly appreciative of the opportunity she provided me to collaborate with the team, as it has been an invaluable learning experience. Kak Ta will always hold a special place in my memory as my initial supervisor and an exceptional leader. In addition to my family, who has provided significant support in various capacities and has offered prayers for the successful completion of this project. The absence of these individuals could potentially hinder my ability to successfully accomplish the task according to the intended objectives.

I would like to express my gratitude to my fellow classmates and the individuals associated with RBA2436D for their invaluable contributions. I express my gratitude for your unwavering support during the period in which I encountered difficulties in the completion of my assignment. I express my gratitude for the valuable insights, concepts, and data shared in relation to this project.

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PART 2: STUDENT'S PROFILE 1.0 UPDATED RESUME PART 3: COMPANY'S PROFILE 2.0 COMPANY NAME, LOCATION AND BACKGROUND 2.1		

COMPANY'S NAME

Malaysia Volunteers Corps Department (Rela) Perlis State

2.2 LOCATION

Jabatan Sukarelawan Malaysia (Rela) Negeri Perlis, Kementerian Dalam Negeri, Aras Bawah, Kompleks KDN, Persiaran Wawasan, Mukim Seriab, 01000 Kangar, Perlis.

2.3 COMPANY'S BACKGROUND

The People's Volunteer Corps (Jabatan Sukarelawan Malaysia), commonly referred to as RELA, was instituted by the Malaysian government. It functions as a paramilitary civil volunteer organization, formally known as the Malaysia Volunteers Corps Department. The individual's obligations encompass providing assistance to other government agencies as requested, engaging in socio-economic and community-based initiatives, and cultivating personal development as a societal exemplar through participation in diverse training programs and courses.

The People's Volunteer Corps (RELA) possesses the capacity to execute incursions on alleged thoroughfares or premises, including factories, restaurants, or hotels, and has the authority to interrogate or apprehend individuals lacking legitimate travel documents, such as passports or work permits, in their possession. Additionally, they assume responsibility for matters pertaining to security. In times of armed conflict, they are incorporated into the Malaysian Army as auxiliary units, providing support and undertaking search and rescue missions.

On March 17, 2020, the Malaysian government made an official declaration stating that the RELA Corps would be assisting the Royal Malaysian Police and Malaysian Armed Forces in the enforcement of the Movement Control Order until the conclusion of the COVID-19 epidemic.

3.0 CUSTOMER FOCUS, VISION&MISSION STATEMENT AND COMPANY VALUES

3.1 CUSTOMER FOCUS

"To protect and maintain security, peace, well-being, harmony, unity and solidarity of the people"

3.2 VISION STATEMENT

"Leader in national volunteerism, security and well-being"

3.3 MISSION STATEMENT

"Governing domestic volunteerism to help guarantee the security, peace, well-being, harmony, unity and solidarity of the people"

3.4

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COMPANY VALUES • Customer focus • Relationships and teamwork • Open communication • Excellence • Integrity 4.0 ORGANIZATIONAL STRUCTURE PART 4: TRAINING REFLECTION 5.0 SPECIFIC DATE, WORKING DAY AND TIME		

The duration of my internship was 24 weeks, during which I embarked on a delightful journey. The commencement of my internship at RELA Perlis is scheduled for March 1, 2023, with its conclusion set for August 15, 2023. In my perspective, a duration of 24 weeks or 6 months is deemed as an optimal timeframe for a university student to successfully fulfill an internship.

The rationale behind a 6-month term is to provide individuals with sufficient time to acquire and assimilate relevant knowledge and skills prior to transitioning into the status of a graduate and subsequently seeking long-term employment opportunities. Numerous businesses worldwide tend to overestimate the value of internships lasting six months or longer for students, as they only need to recruit two intern students annually. This approach allows them to conserve resources, including energy, training costs, and uniform expenses. Undoubtedly, the duration of six months holds great significance for me as I diligently pursue the acquisition of knowledge. This period is characterized by a steadfast commitment to personal growth, and reflecting upon it brings about a sense of satisfaction. The working schedules at RELA Perlis exhibit variability across different levels. Certain individuals engage in shift work, a practice that entails alternating between morning and night shifts, each lasting for a duration of 12 hours. Certain tiers of staff also engage in work during office hours. As an intern, the designated office hours for my position span from 8 a.m. to 5 p.m. However, I have been granted the flexibility to arrive at the office between 7:30 a.m. and 8:30 a.m., and depart between 4:30 p.m. and 5:30 p.m. In accordance with my work schedule, I have the flexibility to either arrive late and depart late, or arrive early and depart early, provided that my total working hours amount to 8 hours. In the context of occupational therapy (OT), the allocation of internship students is not provided. Should individuals express a desire to pursue an internship, they may do so voluntarily and without remuneration. Nevertheless, the services provided by RELA Perlis are exclusively accessible to businesses within the designated office hours.

6.0 DETAILS: DEPARTMENT, ROLES, RESPONSIBILITIES, ASSIGNMENTS, TASKS

The administration department of RELA Perlis comprises multiple sub-departments, which are collectively known as the overall administration process. The administration process encompasses various functions, including clerical, operational, financial, training, and logistical aspects. Despite individual responsibilities, constant communication is maintained among team members as the administration's primary duty encompasses the comprehensive management of employee-related matters, necessitating interdependence and interconnectedness.

As an industrial trainee assigned to the Administration Department, what is the extent of the administrative responsibilities that I will be undertaking? The role of an administration job is to support the efficient functioning of offices through the completion of clerical tasks and projects. As a construction administrator, it is possible that you will be responsible for coordinating project meetings. The job entails various tasks such as typing paperwork, responding to business inquiries, drafting contracts, and delivering customer support services. Proficient information technology (IT) skills are essential for effectively managing and analyzing substantial volumes of data on a computer system. Effective communication skills are essential for ensuring the smooth operation of the office. As an administrator, there exists significant potential for professional growth and advancement across various domains.

In my capacity as an industrial trainee, my responsibilities align with those of my coworkers, albeit with a greater emphasis on routine tasks of a less sensitive nature. The role of an administration trainee entails the provision of administrative support within an organization. My primary responsibilities encompass various tasks such as answering phone calls, scheduling appointments, maintaining organized files, and providing support for office activities. Administration trainees commonly perform their duties within an office environment, where they receive guidance and oversight from a seasoned administrative professional.

7.0 GAINS. EXTRINSIC AND INTRINSIC BENEFITS

It is undeniable that my 6-month internship at RELA Perlis yielded numerous advantages, irrespective of their origin. In addition to receiving a monthly stipend, I acquired new knowledge pertaining to administration and human resources, despite my prior departure from the Administration Department. I experienced a state of intense fear prior to commencing my work duties, as I harbored concerns regarding my ability to effectively apply the knowledge and skills that I had acquired. Upon commencing my internship, I swiftly discerned that the experience surpassed my initial expectations. It became apparent that every organization operates under a distinct framework of protocols and guidelines, with distinct roles assigned to the Administration and HR departments. These roles encompass employee management, system management, and various other facets of organizational oversight.

During this experience, I acquired a wealth of knowledge, encompassing effective interpersonal communication skills across various hierarchical levels, ranging from senior executives to entry-level staff members. Effective communication is of utmost importance in the field of human resources, as it plays a vital role in fostering a positive relationship between HR professionals and employees, ensuring their comfort and satisfaction. Human resources (HR) personnel are responsible for managing and addressing all cases related to substantial matters. If employees exhibit reluctance in engaging with the Human Resources department due to a perceived sense of unease, it is likely that various problems will arise on a regular basis, leading to the emergence of highly undesirable instances of miscommunication and conflict among both workers and management.

Moreover, I acquired the knowledge and skills necessary to effectively manage projects and tasks within a professional setting. In the past, I possessed considerable proficiency in the organization and management of academic events within a university setting. Managing an event in a professional setting entails a unique and diverse set of approaches that are determined by the established protocols of the organization. Consequently, it can be inferred that the aforementioned experience has imparted upon me the realization that continuous study and acquisition of knowledge remain imperative. Moreover, it has become evident that our existence in this realm is characterized by a perpetual pursuit of excellence and diligent exertion, until such time that we attain contentment through our personal endeavors. As an intern student, I believe it is imperative for me to exhibit a higher level of assertiveness in implementing the programmed compared to individuals who have accumulated extensive experience in the Administration sector. In this context, I have the opportunity to enhance my skills in time management and generate innovative ideas for organizing activities within various programs or festivals organized by the Administration Department.

Despite the limited size of our Administration Department, our team effectively collaborates and maintains a harmonious working dynamic. This is primarily attributed to our consistent and open communication, which allows us to address important matters promptly and avoid the need for formal meetings, a practise that is not universally adopted by other organizations. The collective movement and shared direction of individuals enable more efficient and effective problem-solving capabilities. Through this experience, I gained insight into the notion that our subjective perceptions of what is pleasant or agreeable may not necessarily align with what is beneficial or advantageous for all individuals. It became evident that alternative perspectives often possess a greater degree of veracity and precision. Additionally, I have had the privilege of collaborating with highly proficient and commendable professionals within the realm of administration.

Furthermore, I was able to enhance my proficiency in Microsoft applications, specifically Microsoft Excel. Initially, I possessed a diminished level of enthusiasm towards Excel due to its perceived complexity. However, subsequent to receiving instruction, I have come to realise that the application is considerably more straightforward. This is primarily attributable to the extensive array of formulae and functions that can be employed to enhance efficiency, expediency, and organization within our tasks.

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PART 5: SWOT ANALYSIS SWOT analysis (Strength, Weakness, Opportunity, and Threat) is a tool or medium of business strategy in evaluating how an organization, evaluates and compares them with their competitors especially. But SWOT can also be used for individuals, not as a whole as in teams and organizations themselves in identifying competition between individuals and other individuals. (Teoli, Sanvictores, & An., 2022) The SWOT strategy is very simple but at the same time it is very practical and complete in a company or organization to detect and identify not only weaknesses and threats but can also identify opportunities and opportunities. Additional tools used in SWOT include PEST which consists of political, economic, social and technological. (Schooley, 2023) At

RELA Perlis, the practice of SWOT analysis is consistently implemented. Within the Administration Department, a systematic identification of recurring issues is conducted to effectively address and mitigate potential threats and challenges that may impede organizational performance, whether originating internally or externally. As RELA Perlis operates as a governmental entity, it is subject to oversight by its headquarters. Consequently, effective communication channels are established to facilitate the exchange of information regarding the advantages and disadvantages within the organization. In addition to pursuing optimal financial gains, RELA places significant importance on fostering unity and cooperation among its employees. The management consistently endeavors to enhance the work environment at RELA, aiming to create an increasingly favorable workplace.

PART 6: DISCUSSION & RECOMMENDATION

8.0 STRENGTH

8.1 VERY SYSTEMATIC AND ADVANCE TECHNOLOGY

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A strength is a resource or capacity the organization can use effectively to achieve its objectives. (

Rowe, 2020). The strengths of RELA and its potential to become one of Malaysia's prominent agencies can be attributed to its implementation of comprehensive systems that address various operational issues within the organisation. Furthermore, RELA is actively embracing technological advancements, particularly in the utilisation of PESTEL tools. On a daily basis, the occurrence of the most recent advancements in technology is ubiquitous. This holds true for RELA, where the IT department consistently ensures the operational functionality of available technology, thereby influencing the work of all involved parties. Within the Administration Department, we possess an independent administration system that enables us to effectively monitor and assess staff attendance. In a similar vein, it is necessary to enrol customers into the system prior to their arrival for the purpose of notifying both the on-duty security personnel and the superiors. This task aligns with my daily responsibilities of coordinating the admission schedule for the monthly event. This measure is implemented as a precautionary step to ensure that every visitor and individual accessing RELA undergoes a verification process. In addition, our recruitment process can be conducted through online platforms that are widely utilized for job searches on the internet. This approach facilitates the accessibility of employment opportunities for individuals, as it eliminates the requirement for physical interaction or in-person submission of resumes and application forms at our office. Consequently, it is imperative to optimize every advantage at our disposal, while acknowledging the occasional occurrence of operational challenges within the system. One prevalent illustration is attendance, wherein instances arise where the act of clocking in and out is occasionally not duly documented within the system. Consequently, it will disrupt the attendance of employees in the workplace. One potential course of action is for the IT department to ensure that the system operates with greater fluidity and efficacy. While it is acknowledged that unforeseen technological issues may arise, ongoing efforts can be made to improve, update, and strengthen the system.

8.2 NETWORK BETWEEN ALL SITES

One additional advantage lies in the interconnected network that links all of the sites. The Regional Education and Learning Academy (RELA) in Perlis is conveniently situated in three distinct locations within the region. These locations are all situated within the same office premises, facilitating convenient accessibility for meetings and interactions. One significant advantage is the ability to engage in real-time, face-to-face communication and interaction at any given time. For instance, it is possible to design a comprehensive programmed that integrates all sections within the region of Perlis, as has been successfully implemented on multiple occasions in the past. Various bonding events, such as badminton matches, meals, football matches, and bowling tournaments, have been organized. The friendship relationship plays a crucial role in aligning our shared goal, objective, and values, thereby facilitating our adherence to the company's vision and mission and fostering individual growth. The occurrence of such events should be avoided, as it provides RELA Perlis with a distinct advantage in enhancing its competitiveness relative to other Malaysian agencies. Furthermore, in the event of a shortage of personnel in a particular area, individuals from the same department may be called upon to temporarily substitute or assume responsibility for the task at hand. For instance, in the event of a labour scarcity caused by an employee who is currently on maternity leave or has been absent for an extended period due to an accident.

It is recommended that the department management of each site organize a quarterly meeting with employees from other sites in order to enhance interpersonal connections and, notably, to facilitate inquiries regarding job-related aspects and the prevailing work environment at their respective sites. Additionally, managers have the ability to elucidate strategies for improving one's performance and effectively managing their work to become a more proficient employee. The question-and-answer session is arguably one of the most captivating segments that can be formulated. The event can be likened to a convivial assembly, yet it offers potential advantages when cultivated and executed, such as facilitating the establishment and improvement of the infrastructure of individual sites, followed by reciprocal assistance, collaboration, and mutual acquaintance among all participating sites.

9.0 WEAKNESS

9.1 EMPLOYEES LOYALTY

In an upside-down business world, big companies are brought down by their supposed strengths or toppled by smaller and seemingly weaker rivals. Small companies find ways to turn deficiencies into advantages or to leverage the scale and capabilities of larger competitors against them. (Brandenburger, 2019). One notable deficiency observed in this context pertains to the employees within the manufacturing sector who exhibit a significant lack of loyalty towards the organization. While the matter at hand is not of significant magnitude, it has the potential to be mitigated and controlled. One of the contributing factors to the aforementioned loyalty concerns is the prevalence of youthful employees, including a portion who have completed their SPM education. Consequently, it is apparent that their primary focus lies in acquiring professional experience rather than committing to long-term employment within the organization.

Another contributing factor to this challenge is the impact of colleagues or external employment-related factors. The employees in this context are influenced by their colleagues to engage in cooperative efforts in different domains. Moreover, it is plausible to consider the possibility that an alternative employment opportunity of higher quality may be available elsewhere, prompting individuals to swiftly depart from their current workplace and exhibit a lack of loyalty towards the organization. When examining this subject matter, it is imperative to take into account multiple facets, and it becomes apparent that each issue necessitates a resolution. The proposition put forth is to conduct comprehensive candidate screening during the interview process. Employing individuals who possess a minimum of six months to one year of professional experience, as an illustrative example. The potential for success may be heightened due to the individual's prior work experience exceeding a duration of four months, indicating a greater level of commitment. Additionally, the feedback provided by this individual is likely to differ or surpass that of a recent graduate who lacks professional experience.

9.2 TOO STRICT PROTOCOL

The utilization of a rigorous protocol in RELA constitutes a second potential flaw that warrants consideration. While there may be individuals who express dissatisfaction with the company's regulations, it is imperative that these regulations are duly adhered to and accorded due respect upon receiving a job offer.

The Training and Administration departments of RELA place a high level of importance on rules and punishment. A recent policy has been implemented within the organization, specifically within the production department, that prohibits staff members from bringing personal belongings into the designated working area. This policy represents a novel restriction that has been introduced to the staff. Consequently, a considerable number of employees initially expressed their dissent regarding this matter; however, its inevitability stems from the fact that it has been sanctioned by the management.

I propose that, during the dialogue session with the Administration, employees are afforded the opportunity to articulate any apprehensions they may possess pertaining to the manufacturing milieu or other related matters. Subsequently, all input will be gathered and acted upon in a consistent manner. The potential modification of regulations in the near future may be constrained by management's prerogative. However, it is the responsibility of the Administration to elucidate the expectations and guidelines for employees, thereby fostering their comprehension of the rationale behind the adoption of such rules within the organization.

10.0 OPPORTUNITIES

10.1 MANY BENEFITS AND PROGRAM

Opportunities are external attractive factors that represent reasons your business is likely to prosper. (Berry, 2021). Every location should possess its own distinct set of benefits and compensation. Likewise, at RELA Perlis, a range of advantageous provisions are offered, encompassing remuneration, leave entitlements, and supplementary advantages like access to medical coverage. However, a distinguishing feature of RELA Perlis is its provision of martial arts and gun training to all members, irrespective of their hierarchical position, a practice that is not commonly observed among other agencies. Indeed, the prospect of working at RELA serves as a compelling incentive for individuals.

In addition to conducting trainings, we regularly coordinate and host a variety of events, activities, games, and festivals. One of the advantages of being employed at this organization is the presence of a robust sense of camaraderie among the staff members. This sense of camaraderie is fostered by the programmed developed and implemented by the Administration department. The administration frequently arranges tournaments encompassing various sports and talent competitions for all employees, including badminton, football, bowling, and other artistic endeavors. In addition, the prizes offered in these competitions are substantial, indicating that winning participants stand to receive a significant reward. Kitchen utensils are among the prizes bestowed upon contestants. The Administration Department will organize a commemorative gathering in a designated venue for various occasions, including Deepavali, Chinese New Year, and Eid al-Fitr Day.

The Administration Department is responsible for coordinating various tournaments and events that cater to all employees. It is unsurprising that the programmed serves as a considerable attraction for individuals seeking employment at Plexus due to its ample availability and enjoyable nature. I propose the establishment of dedicated committees within the Administration Department to oversee the planning and execution of each annual promotion and activity. The occurrence of personnel shortages and oversight of certain details can be attributed to the execution of extensive operations. Consequently, even minor concerns may arise, such as the absence of an individual to supervise the recently generated game counter. Establishing a specialized committee would yield advantageous outcomes, as it would enhance the coordination of games and activities.

10.2 INTERNAL PROMOTION

Every employee within a company or organization aspires for career progression within the internal hierarchy. The reason for this is that it can be perceived as a recognition of the efforts made by individuals in enhancing the firm's stability and achievements. Moreover, it is noteworthy that every employee has successfully adapted to the work environment and has established positive rapport with both colleagues and superiors, which undoubtedly contributes to a favorable and congenial atmosphere. Internal promotion can be observed in instances where interns transition into permanent employees, regular employees are elevated to supervisory roles, and supervisors are further promoted to managerial or administrative positions.

The potential for such opportunities is not limited to any specific firm, but is also present within the Plexus organization. The acquisition of this internal promotion is a complex and time-consuming endeavor, as it necessitates a periodic evaluation conducted in accordance with the available position. I would like to propose the implementation of regular staff assessments conducted by management and supervisors. By employing this approach, it may be feasible to demonstrate the employees' performance throughout a year, regardless of whether the graph exhibits fluctuations or improvements on a monthly basis. Consequently, it becomes straightforward for individuals in positions of authority to ascertain which individuals are more deserving of career progression.

11.0 THREAT

11.1 PANDEMIC

Undoubtedly, the foremost apprehension in contemporary society pertains to the potential occurrence of a pandemic, which possesses the capacity to manifest unpredictably. While the impact of this phenomenon may vary across industries, it has far-reaching implications for the entire company, organization, and, crucially, the overall strength of our national economy. Due to the impact of the COVID-19 pandemic, the operations of RELA Perlis were maintained, albeit with an inevitable reduction in labor force and overall capacity. Consequently, this situation has given rise to a second concern, namely, the occurrence of human error, which will be further elaborated upon in the subsequent point.

In anticipation of future pandemics, it is imperative for administration and management to proactively develop strategies for implementing a hybrid system and facilitating remote work. By engaging in proactive planning, the corporation can mitigate excessive anxiety, as it has strategically prepared in advance and possesses a sense of assurance that its intended objectives and financial gains can be successfully achieved.

11.2 HUMAN ERROR

Errors made by individuals can happen in any location and at any given time. This phenomenon is not uncommon; however,

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it is a challenge that can and should be overcome. I would like to

engage in a discussion regarding the discipline of workers, as well as their instances of error. The presence of disciplinary issues is unequivocally undesirable and has the potential to give rise to various challenges for the employees themselves. As an illustration, the employee committed the oversight of arriving late to work and subsequently failing to report altogether, leading to his immediate termination. The occurrence of employee turnover not only poses challenges for individual employees, but also presents difficulties for organizations as they must allocate resources towards finding replacements and new hires, despite the presence of a dedicated department responsible for recruitment and employment.

Nevertheless, when this phenomenon transpires with excessive frequency, it engenders disharmony within the professional environment and hampers the supervisor's duty to effectively allocate adequate time and shifts for their personnel. Human error in the manufacturing sector is prone to transpire, particularly when new personnel commit multiple mistakes that can significantly impact organizations. This is a commonly encountered problem. The proposed concept entails the establishment of a monthly training programmed by the agency, with the objective of annually cultivating proficient RELA members of exceptional caliber. Moreover, it is imperative for trainers to enhance their efficiency in providing training to newly recruited individuals and ensuring that they possess a clear understanding of their assigned tasks prior to commencing work at designated locations.

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PART 7: CONCLUSION In conclusion, SWOT gives a detailed picture of the business we run, regardless of the product or any campaign. In addition, it can train the brain to see all aspects and factors that can affect our business. If there are unforeseen problems and you are not sure what strategy to overcome the problem, SWOT is the most accurate thing for us to refer to because it formulates the plan and what actions we need to take. (Kuligowski, 2023) For

instance, when considering the establishment of a new business location, one may employ the four components of the SWOT analysis to assess the viability and appropriateness of such a venture. The SWOT analysis can also serve as a tool to identify external factors that necessitate strategic planning.

In general, I am highly satisfied with my internship experience at RELA Perlis. Over the course of my six-month tenure, I have received an abundance of positive feedback and have acquired a significant amount of knowledge and skills. I am extremely delighted to express my satisfaction regarding the internship opportunity that has been extended to me by a renowned company located in Perlis. At RELA Perlis, I can acquire a range of valuable skills, including proficiency in Microsoft applications, effective communication abilities, efficient time management techniques, and crucially, the aptitude to effectively manage individuals and navigate challenges, emotions, and the current circumstances. Ultimately, I have a strong affinity for RELA Perlis and am eager to revisit in order to offer additional assistance and reconnect with familiar acquaintances with whom I share a deep familiarity.

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Program Blood Donation With KKM
 Sahur Program during Ramadan
 Attending Monthly Meeting with all staff
 Playing Netball with RELA Perlis Members
 Eid al-Fitri Event with all Administration Department RELA Perlis
 Attending Integrity Seminar by The National Institute of Public Administration (INTAN) INTAN
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4/12	SUBMITTED TEXT	35 WORDS	90% MATCHING TEXT	35 WORDS
PART 2: STUDENT'S PROFILE 1.0 UPDATED RESUME PART 3: COMPANY'S PROFILE 2.0 COMPANY NAME, LOCATION AND BACKGROUND 2.1			PART 2: STUDENT'S PROFILE 2-3 1.0 Updated Resume 2 PART 3: COMPANY'S PROFILE 4-7 2.0 Name, Location and Background 4 3.0	
SA HRM666 REPORT INDUSTRIAL TRAINING (AISYAH KHALIDA_2020993195).pdf (D157308009)				

5/12	SUBMITTED TEXT	62 WORDS	81% MATCHING TEXT	62 WORDS
<p>COMPANY VALUES • Customer focus • Relationships and teamwork • Open communication • Excellence • Integrity 4.0 ORGANIZATIONAL STRUCTURE PART 4: TRAINING REFLECTION 5.0 SPECIFIC DATE, WORKING DAY AND TIME</p>		<p>COMPANY VALUES • Customer focus • Relationships and teamwork • Integrity • Open communication ORGANIZATIONAL STRUCTURE PART 4: TRAINING REFLECTION SPECIFIC DATE, WORKING DAY AND TIME 24</p>		
<p>SA INTERNSHIP REPORT - OURIGINAL CHECK.docx (D157511454)</p>				
6/12	SUBMITTED TEXT	133 WORDS	97% MATCHING TEXT	133 WORDS
<p>PART 5: SWOT ANALYSIS SWOT analysis (Strength, Weakness, Opportunity, and Threat) is a tool or medium of business strategy in evaluating how an organization, evaluates and compares them with their competitors especially. But SWOT can also be used for individuals, not as a whole as in teams and organizations themselves in identifying competition between individuals and other individuals. (Teoli, Sanvictores, & An., 2022) The SWOT strategy is very simple but at the same time it is very practical and complete in a company or organization to detect and identify not only weaknesses and threats but can also identify opportunities and opportunities. Additional tools used in SWOT include PEST which consists of political, economic, social and technological. (Schooley, 2023) At</p>		<p>PART 5: SWOT ANALYSIS SWOT analysis (Strength, Weakness, Opportunity, and Threat) is a tool or medium of business strategy in evaluating how an organization, evaluates and compares them with their competitors especially. But SWOT can also be used for individuals, not as a whole as in teams and organizations themselves in identifying competition between individuals and other individuals. CITATION Teo22 \l 1033 (Teoli, Sanvictores, & An., 2022) The SWOT strategy is very simple but at the same time it is very practical and complete in a company or organization to detect and identify not only weaknesses and threats but can also identify opportunities and opportunities. Additional tools used in SWOT include PEST which consists of political, economic, social and technological. CITATION Sky23 \l 1033 (Schooley, 2023) At</p>		
<p>SA INTERNSHIP REPORT - OURIGINAL CHECK.docx (D157511454)</p>				
7/12	SUBMITTED TEXT	17 WORDS	90% MATCHING TEXT	17 WORDS
<p>A strength is a resource or capacity the organization can use effectively to achieve its objectives. (</p>		<p>A strength is a resource or capacity the organisation can use effectively to achieve its objectives. •</p>		
<p>W https://www.ifm.eng.cam.ac.uk/research/dstools/swot/#:~:text=A%20strength%20is%20a%20resource,sit ...</p>				
8/12	SUBMITTED TEXT	15 WORDS	76% MATCHING TEXT	15 WORDS
<p>it is a challenge that can and should be overcome. I would like to</p>		<p>it is something that can and should be overcome. I would like to</p>		
<p>SA INTERNSHIP REPORT - OURIGINAL CHECK.docx (D157511454)</p>				
9/12	SUBMITTED TEXT	91 WORDS	98% MATCHING TEXT	91 WORDS
<p>PART 7: CONCLUSION In conclusion, SWOT gives a detailed picture of the business we run, regardless of the product or any campaign. In addition, it can train the brain to see all aspects and factors that can affect our business. If there are unforeseen problems and you are not sure what strategy to overcome the problem, SWOT is the most accurate thing for us to refer to because it formulates the plan and what actions we need to take. (Kuligowski, 2023) For</p>		<p>PART 7: CONCLUSION In conclusion, SWOT gives a detailed picture of the business we run, regardless of the product or any campaign. In addition, it can train the brain to see all aspects and factors that can affect our business. If there are unforeseen problems and you are not sure what strategy to overcome the problem, SWOT is the most accurate thing for us to refer to because it formulates the plan and what actions we need to take. CITATION Kul23 \l 1033 (Kuligowski, 2023) For</p>		
<p>SA INTERNSHIP REPORT - OURIGINAL CHECK.docx (D157511454)</p>				

10/12	SUBMITTED TEXT	14 WORDS	95% MATCHING TEXT	14 WORDS
<p>Berry, T. (2021). How to Do a SWOT Analysis for Better Strategic Planning.</p>		<p>Berry, T. (2020, July 10). How to Do a SWOT Analysis for Better Strategic Planning.</p>		
<p>SA Human Resource Training Report.docx (D142449194)</p>				
11/12	SUBMITTED TEXT	5 WORDS	83% MATCHING TEXT	5 WORDS
<p>Bplans: https://articles.bplans.com/how-to-perform-swot-analysis/ Brandenburger, A. (2019,</p>		<p>Bplans Blog. https://articles.bplans.com/how-to-perform-swot-analysis/ Saraswat, A. (2022,</p>		
<p>SA Human Resource Training Report.docx (D142449194)</p>				
12/12	SUBMITTED TEXT	39 WORDS	75% MATCHING TEXT	39 WORDS
<p>Retrieved from https://www.businessnewsdaily.com/4245-swot-analysis.html Teoli, D., Sanvictores, T., & An., J. (2022). SWOT Analysis. Rockville Pike: National Library of Medicine. APPENDICES</p>		<p>Retrieved from https://www.techopedia.com/definition/13544/Teoli, D., Sanvictores, T., & An., J. (2022). SWOT Analysis. Rockville Pike: National Library of Medicine. 19 APPENDICES</p>		
<p>SA NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 (INTERNSHIP REPORT).pdf (D172132716)</p>				