

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



UNIVERSITI
TEKNOLOGI
MARA



**INDUSTRIAL TRAINING
REPORT AT
INSTITUT KOPERASI
MALAYSIA (IKMA)**



HRM666: HR INTERNSHIP

**PREPARED FOR:
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CLASS: RBA2436A**

DATE: 1 MARCH 2023 - 15 AUGUST 2023

EXECUTIVE SUMMARY

The internship report is based on a fantastic 6-month industrial training. I completed training at the Institut Koperasi Malaysia (IKMa) in Petaling Jaya, Selangor. I was assigned to the facility and food service unit. Despite the fact that I am a human resource student, this is an opportunity for me to apply and pull out the knowledge I gained over my study years that is relevant to the facility and food service unit.

So, basically, the first section of the report is where I introduced myself to the IKMa as an internship student who submitted a résumé. It includes all of my personal information, educational background, and skills.

The second section of the report is Institut Koperasi Malaysia (IKMa)'s company profile, which includes the company name, vision and mission, company background, and organizational chart.

The following section is where I shared my experiences and expertise gained during my internship industrial training. This includes the time, departments, roles, duties, assignments, tasks, and what I learn during the training period.

The report also includes discovered and discussed swot analyses. The SWOT analysis received recommendations on how to improve and sustain the impact of its strengths, weaknesses, opportunities, and threats.

My internship experience has been highly fruitful and of high quality. It taught me how to behave in real-life job situations and opened my eyes to the benefits of my work experience.

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- Master of Ceremonies for Overcome Difficulties as Student During Economic Inflation 2022 – collaborated with all HURES from a different campus.
- Exco in Academic for Human Resource Society (HURES) Session March – August 2022
- Registration and Certification Bureau for Kahoot Ramadhan 2022
- Registration and Certification Bureau for Sharing Session: International Culture Exchange 2.0 2022

2. Kolej Matrikulasi Gopeng, Perak

- President for Academic Pit Stop (APS) 2019-2020
- Peer Assistant Learning (PAL) Leader for Physic Subject 2019-2020

ACHIEVEMENT

University

1. Dean list – Issued by UiTM Perlis, Campus Arau – July 2022
2. Participated in Special Lecture on CTC: New Product Development – April 2022
3. Participated in Development Program – November 2021
4. Participated in Program Wacana Semarak Patriotisme ‘Anda Tanya, Pakar Jawab’ Bersama Pakar Undang-undang Perlembagaan. – November 2021
5. Participated in Webinar Yayasan Tuanku Fauziah “Women in Search of Excellent (WISE)” – January 2022
6. Participated in Creating a Small Business Financial Plan program – June 2022

International

1. Selected for Malaysia – Indonesia Students Ubiquitous Colloquium - June 2021
2. Organizing in International Culture Exchange 2.0 – China and South Korea – May 2022
3. Participated in International Culture Exchange – Arabia and United State of America – December 2021
4. Participated in Bilingual Interest Class with Cangzhou Normal University, China – 27 October 2021 to 24 November 2021

PROJECT

1. **THE FUTURE LEADERS | VICE PROGRAM DIRECTOR | 3 DISEMBER 2022**
 - Planned the date, time, place, program tentative, accompanying lecturer and the selection of committee members.
 - Prepared and completed the proposal, Form C and Scope of Work.
 - Lead the meetings and rehearsals
 - Monitor all the work of each bureau and solve all problems.
2. **SEMESTER GRAND MEETING OCT2020 – FEB2023 | TRESURER | 3 NOVEMBER 2022**
 - Prepare and present the financial report of Human Resource Society (HURES) for the last semester.
 - Deal with bureau activities related to winning prizes.

- Recording dan noting all matters of money coming in and out and making final financial reports for the event.
3. **SHARING SESSION: INTERNATIONAL CULTURE EXCHANGE 2.0 | REGISTRATION AND CERTIFICATION BUREAU | 14 MAY 2022**
 - Prepare a google registration form and distribute the registration link
 - Help students to register
 - Make a tentative program
 4. **PROGRAM JALINAN KASIH RAMADHAN 2021 | VICE PROGRAM DIRECTOR | 8 MAY 2022**
 - Planned the date, time, place, program tentative, accompanying lecturer and the selection of committee members.
 - Prepared and completed the proposal, Form C and Scope of Work.
 - Monitor all the work of each bureau and solve all problems.
 5. **KAHOOT RAMADHAN | REGISTRATION AND CERTIFICATION BUREAU | 24 APRIL 2022**
 - Create a google form for registration of participants and attendance as well as a QR Code and give it to the multimedia bureau
 - Fill in the participant's name in the E-certificate and send it to the participant via email
 6. **SEMESTER GRAND MEETING | EXCO ACADEMIC | 16 APRIL 2022**
 - Fill in the name of the participant in the e-certificate
 - Send E-certificates to participants via email

SUBJECTS OF EXPERTISE

- PERFORMANCE MANAGEMENT
- BUSINESS ANALYTICS
- DIGITAL WORKFORCE
- MALAYSIAN EMPLOYMENT LAW
- HUMAN RESOURCE MANAGEMENT
- ECONOMICS
- COMPENSATION AND BENEFITS

SKILLS

HUMAN RESOURCE SKILLS

- Organizational Behaviour - Intermediate
- Organizational Development - Intermediate

TECHNICAL SKILLS

- Microsoft Office - Excellent
- Canva - Intermediate
- SPSS - Beginner

PART 3: COMPANY'S PROFILE

2.0 COMPANY NAME, LOCATION AND BACKGROUND



Figure 1: Picture of Institut Koperasi Malaysia (IKMa)

2.1 COMPANY NAME

Institut Koperasi Malaysia (IKMa)

2.2 COMPANY LOCATION

103 Jalan Templer
46700, Petaling Jaya, Selangor
Malaysia

2.3 COMPANY BACKGROUND

The Institut Koperasi Malaysia (IKMa) which was previously known as the Maktab Kerjasama Malaysia and the Maktab Koperasi Malaysia is the only cooperative training center in the country.

When it was established in 1956, its financial needs were financed by the Colonial Welfare and Development Fund, while the government gave a huge contribution to promote the development of IKMa as a whole.

In 1968, IKMa was recognized as a statutory body through the Cooperative College (Incorporation) Act 1968 which was approved by Parliament on 11 September 1968. In accordance with the passage of time, Parliament passed the Cooperative Institute (Incorporation) Act 1968 (Amendment 2019) [Act A1589] effective on 5 May 2019 aims to standardize the governance of IKMa so that it can plan and run innovative and creative programs to support the development of the cooperative movement.

IKMa previously under jurisdiction of several ministries including the Ministry of Agriculture and also the Ministry of Land and Cooperative Development. Since 2009, IKMa has been placed under the Ministry of Domestic Trade, Cooperatives and Consumerism (KPDNKK) and now IKMa has been placed under the Ministry of Entrepreneurship and Cooperative Development (KUSKOP)

PART 4: TRAINING'S REFLECTION

5.0 DURATION: SPECIFIC DATE, WORKING DAY AND TIME

Every Human Resource Management student must undergo industrial training through the course code HRM66, HR Internship. The duration of industrial training is six months, or twenty-four weeks. Industrial training will begin on March 1, 2023, and end on August 15, 2023. As long as I am doing industrial training, I must work 5 days a week and, if necessary, on Saturday and Sunday. Monday through Friday, I can start work at 7:30 a.m. until 9:00 a.m., and I can leave at 4:30 p.m. until 6:00 p.m. While on Saturday or Sunday, depending on the requirements of the programme.

6.0 DETAILS: DEPARTMENT, ROLES, RESPONSIBILITY, ASSIGNMENT AND TASK

6.1 SPECIFIC DEPARTMENT

I was assigned to the Facilities and Services Unit (UFS), but my supervisor was the Unit's head, Mr. Datu Zahiruddin bin Datu Tambuyong. Throughout my industrial training, I learned a lot about facilities and food from him and the officers in the unit. They are eager to assist and guide me.

6.2 ROLES, RESPONSIBILITY, ASSIGNMENT AND TASK

- **In charge in the administration of the UFS counter**

I am usually responsible for registering clients and IKMa training and education programme participants inside and outside the hostel. Dormitory access and departure are controlled by a list given by the course secretary or the Facility Services Division (UFS) person in charge of keeping customer records for IKMa. We also create forms used by UFS, such as rental forms and domestic loan forms. Additionally, make sure the UFS counter is bright and uncluttered. The decoration of the UFS counter depends on your current needs. For example, during the month of Hari Raya Aidilfitri, the UFS counter is decorated with holiday decorations. Then we also provide UFS and IKMa information and readings at the counter in Lobby B. Readings include newspapers as well as cooperative magazines from the Human Capital Development Unit (UPMI).

- **In charge for administrative management**

I was tasked with filling out and creating official documents within the allotted time. For example, a proposal, a form document marked with an 'E', a meeting agenda, etc. We also assist in the preparation of quarterly financial reports on UFS procurements. It also helps manage the file system and the official UFS documentation. Label each document file and create a checklist of documents to send to other organizations. Apart from that, I sometimes help with MITS system inputs, hostel reports, damage reports, etc. For example, create a CRM to Engineering and Maintenance Departments for toilet damage. CRM is a platform for reporting damage complaints to specific bodies. You should also make sure you have enough UFS stationery. Also, if stationery needs to be procured, the required stationery must be specified on the procurement form.

- **In charge for hostel administration**

For the hostel administration, I am responsible for ensuring that the hostel rooms are available. Make sure the housekeeping person keeps you updated on the availability of the rooms you can use through her WhatsApp group called 'Group Asrama'. Next, we will conduct regular inspections of the hostel and report damage. The inspection will take place on Friday. This is usually because Friday is the last day of the training and education programme, and program participants have to leave the hostel at 12:00 p.m to 2:00 p.m. I also listed the names of the participants who will be staying at the hostel and also gave them the keys to the hostel room. I have received the list of participants for the MITS platform.

In addition, I will supervise cleaning and ensure that the dormitory facilities are in good working order and sufficient.

- **In charge in the management and implementation of inventory and also linen.**

I am also in charge of inventory management and linen execution. For the inventory, I will record the inventory's entry and exit in the given table. Concerning the linen, I will contact the laundry employees to arrange for the pickup of the linens that need to be cleaned, as well as the date of redelivery of the cleaned linens. This linen is also tracked when it leaves and returns

- **Assist in the submission of documents to relevant units.**

I assist in the submission of documents to the appropriate units. The Finance Unit (UKP) is typically the unit that is frequently visited for document submission. Before sending the documents, I must mark and fill out the document movement record book's checklist of the documents sent.

- **Assisting with tasks in the serving department as needed**

I also assist with tasks in the serving department as needed, such as when the serving department staff is unavailable due to sick leave or emergency leave.

- **Assist with the collection of bookings for internal meetings and banquets.**

I also assist with taking reservations for internal meetings and banquets. Reservations for internal meetings and events are frequently made over the phone and by email. I will also update the meeting booking whiteboard as well as the google spreadsheet.

- **Carry out allocated responsibilities on a regular basis**

I will also carry out chores as ordered from time to time, such as decorating the toilet for the purpose of the agency's cleanest and cheeriest public toilet competition. In addition, I was tasked with delivering the necessary signage to the Printing Unit in order to avoid delays.

7.0 GAINS: INTRINSIC AND EXTRINSIC BENEFITS

7.1 ALLOWANCE

I am only paid on working days, except public holidays, public holidays, and weekends. The allowance payout is RM 5.00 per hour and is only valid for 90 working days. Allowance payout is limited to 8 hours each day, excluding rest periods.

7.2 EXPERIENCE

I have experience serving as the secretary for the Assembly Council of YB Minister of Entrepreneur Development and Cooperatives with Citizens and the Kuskop Agency Year 2023, which will be held on Thursday, May 11, 2023, at Dewan Tun Abdul Razak, Menara Bank Rakyat. I am the secretary in charge of ensuring that the cendol vendors obtain through the quotations are always in good working order. At the end of the programme, I also signed a Local Order with the chosen cendol vendor.

In addition, I have participated in a number of IKMa-organized programmes and served as a secretary for some of them. Among these are the IKMa Bimonthly Assembly, the IKMa Open House and UKKM Launch, the Lambuk Porridge Programme, and others. I was able to extend my horizons while also sharpening my existing talents and expanding my knowledge and skills as a result of these experiences.

I also gained experience in participating in the parade competition organized by the Petaling Jaya Municipal Council (MBPJ) in conjunction with the MBPJ celebration for 17 years. The competition is held at night. I could see the variety of excitement and uniqueness shown by each participant of the parade competition. The Institut Koperasi Malaysia (IKMa) won second place in the government agency category at the parade competition. That was a valuable experience for me that I will never forget.

7.2 KNOWLEDGE AND SKILLS

I was given various knowledge throughout this industry training. Among them I was exposed to knowledge in terms of making quotations which I had never done before. While doing this quotation I was required to advertise to a number of companies that were seen as having the potential to supply and provide services. Next, I was required to follow up with the company to get a quote from them. In the end, I was required to do the form “E” document.

Apart from that, I was able to hone my talent in communication with certain parties. Communication skills include contacting tenders to obtain quotations and answering calls from officers of other units who want to book meetings and meals. This can improve my skills in communicating with people whether formally or informally.

Not only that, I was also able to learn how to record meeting minutes. I am required to be the recorder of the minutes of the meeting at the times required or the instructions issued by the head of the unit. Recording the minutes of the meeting is a matter that is said to be quite difficult because their conversation is sometimes too fast and I don't have time to record the content. Therefore I took the initiative to record the following meeting through a voice recorder with the consent of the head of the unit. With this I can listen again to the contents of the meeting and take notes and make minutes of the meeting.

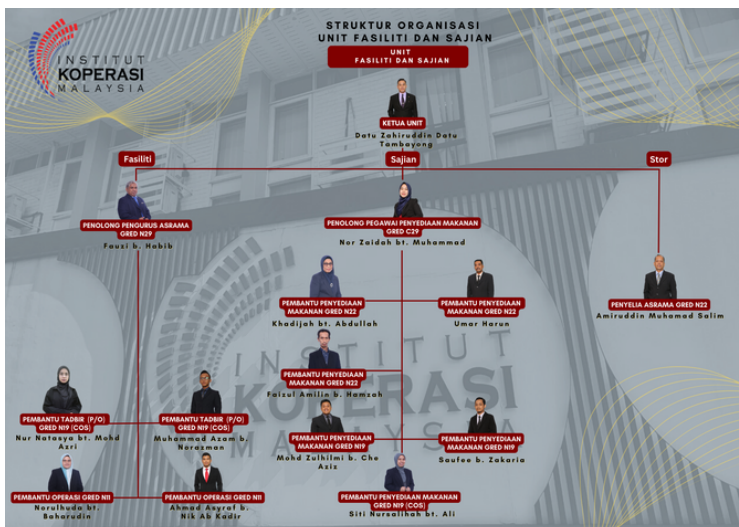


Figure 2: UFS Organizational Structure

PART 5: SWOT ANALYSIS



		Strengths	Weakness
Opportunities		<ol style="list-style-type: none"> 1. The only one training and reference center for cooperatives in Malaysia 2. Have experienced officer 3. Has its own authority 4. Has subsidiaries 	<ol style="list-style-type: none"> 1. Limited fund 2. Lack of manpower to conduct training 3. Unsystematic recruitment system 4. The existing facilities are limited and less sophisticated
	<ol style="list-style-type: none"> 1. Digitalization and transformation digital 2. Government support 3. Expensing Into International market 4. Finding a new target market 	<p>SO STRATEGIES</p> <ol style="list-style-type: none"> 1. Improve the course and program based on current technology (S2, O1) 2. Develop a new strategies based on government policies (S1, O2) 3. Conduct and organize International program (S4, O3) 	<p>WO STRATEGIES</p> <ol style="list-style-type: none"> 1. Engagement with social media and broadcasting to promote IKMa (W1, O1) 2. Make request from JPA to Increase manpower (W2, O2) 3. Improve the requirements system (W3, O3)
Threats	<ol style="list-style-type: none"> 1. Inflation 2. Labour shortage 3. Competitor 4. Corruption 	<p>ST STRATEGIES</p> <ol style="list-style-type: none"> 1. Organize a long term strategies (S1, T1) 2. Trained the experience officers (S2, T2) 3. Strengthen the existing authority (S3, T4) 	<p>WT STRATEGIES</p> <ol style="list-style-type: none"> 1. Make a limitation of fund (W1, T1) 2. Analyze current manpower (W2, T2) 3. Collaborate with the competitor that is ANGKASA (W4, T3)

Figure 3&4: SWOT Analysis

PART 6: DISCUSSION AND RECOMMENDATION

8.0 SWOT DISCUSSION

8.1 STRENGTHS

8.1.1 The only one training and reference center of cooperatives in Malaysia

As previously stated, IKMa is Malaysia's only cooperative training and reference centre under the Ministry of Entrepreneurship and Cooperative Development, as stated in the IKMa act, which lists IKMa as a training centre in section 4, cooperative institutions act (incorporation 1968 2019 amendment of act 1589). As a result, IKMa is used as a model for building and extending cooperative training and education in this country. In addition, cooperative board members are working hard to receive cooperative-related training and education programmes.

8.1.2 Have experienced officers

This IKMa was formed in 1956 as the Maktab Bekerja Sama-sama Malaya, then in 1968 as the Maktab Kerjasama Malaysia, then in 2011 as the Maktab Koperasi Malaysia, and finally in 2019 as the Institut Koperasi Malaysia (IKMa). According to the passage of time, IKMa has been established in Malaysia for decades. This demonstrates that the officers of IKMa have substantial cooperative experience. This is what will elevate IKMa to a higher level of relevance and distinction. The training and education plan provides a wealth of cooperative expertise.

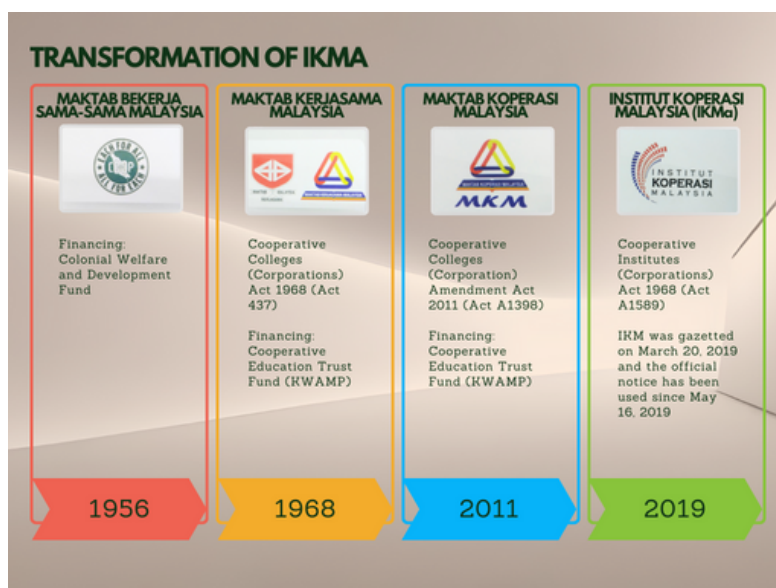


Figure 5: Transformation of IKMa

PART 6: DISCUSSION AND RECOMMENDATION

8.0 SWOT DISCUSSION

8.1.3 Has it's own authority

IKMa has its own authority which causes IKMa to have its own way of planning the development of IKMa. Among them, award Diplomas, Certificates and equivalents to people who have followed a course of study approved by the Institute and have fulfilled any other requirements determined by the Board or that have been set. In addition, establishing or encouraging the establishment of companies under the Companies Act 1965 (Act 125).

Functions	Authority
	<ol style="list-style-type: none">1. To grant Diploma, Certificate or equivalent to those who have undertaken courses of study approved by the Institute and has fulfilled all requirements as determined or prescribed by the Board.2. To establish and award scholarships, bursaries, medals, prizes, and other forms of credits, awards or assistance within training, education and other activities available in the Institute.3. To provide loans or financial assistance to the students who deserve it, in accordance with any terms and conditions approved by the Board.4. To market and/or commercialize services, research outcomes, and products of the Institute.5. To claim and receive payment of any fee determined by the Board or any assigned matters from time to time, and6. To commit/undertake any action or matter whether incidental or in compliance with such power, made to improve education, training, finance, administration, welfare, and discipline of the Institute.

Figure 6: IKMa Authority

8.1.4 Has subsidiaries

IKMa has a subsidiary, Universiti Keusahawanan Koperasi Malaysia (UKKM), which is a private university founded under the Ministry of Entrepreneurship and Cooperative Development (KUSKOP) and led by IKMa through UKKM Education Sdn. Bhd. The main goal of establishing UKKM is to create the best entrepreneurship and cooperative management university in Malaysia by establishing an institution based on entrepreneurship and cooperative management to improve the development of cooperative human capital professionalism.

PART 6: DISCUSSION AND RECOMMENDATION

8.0 SWOT DISCUSSION

8.2 WEAKNESS

8.2.1 Limited fund

IKMa receives money for the operation of the planned programmes from the Cooperative Education Trust Fund (KWAP). However, the available funds are severely restricted. This is due to the KWAP fund being funded by a 2% contribution from cooperatives with annual income exceeding RM100,000.00. Furthermore, the Malaysian Cooperative Commission (SKM) requires IKMa to submit a budget for annual operations and training. As a result, in order to save money, IKMa will have a limited budget, limiting its ability to give substantial professional training.

8.2.2 Lack of manpower to conduct training

IKMa now has 130 trainer officers from a total of 184 officers to conduct training across Malaysia, including Sabah and Sarawak. Because the average number of cooperatives is 15,315 and is likely to expand over time, this leads in a shortage of officials.

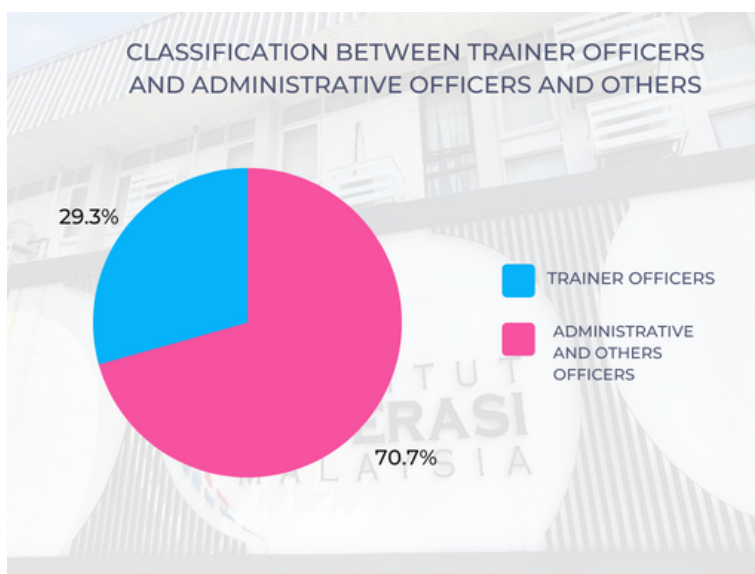


Figure 7 : Classificatio between Trainer Officer and Administrative and Others

PART 6: DISCUSSION AND RECOMMENDATION

8.0 SWOT DISCUSSION

8.2.3 Unsystematic of requirements system

This is due to the fact that there are no permanent opportunities available, and those that are available are mostly for contract workers. Aside from that, unfilled posts such as retirements are not being filled at a sufficient rate. This reduces the number of employees at IKMa and can be a factor in major difficulties such as high work pressure and exhaustion. Not only that, but IKMa lacks a corporate figure to serve as an example. Officers and Cooperative Board Members look up to corporate personalities as role models. This corporate figure can also serve as the foundation for a structured recruitment system.

8.2.4 The existing facilities are limited and less sophisticated

IKMa contains a huge hall, auditorium, lecture room, dining hall, dormitory, library, Coop Mart, surau, and futsal and pétanque courts, among other things. However, the existing facilities, such as dorms and lecture rooms, are minimal yet adequate. The offered dormitory cannot accommodate a significant number of training participants. With the dormitory equipment that may be described as outdated, there are one or two desks with termite-infested drawers. The lecture room is also small and cannot accommodate the vast number of training courses that are held because the lecture room is also utilised for meetings of other IKMa officers. Furthermore, the facilities are less complex and should be improved to be more modern.

Fasiliti	Auditorium Dato' Abdul Majid	Dewan Abdul Aziz Ishak	Dewan Makan Seri Siantan/ Seri Tanjung	Bilik Kuliah Besar	Bilik Kuliah Kecil	Bilik Komputer	Gelanggang Futsal & Pentanque
Kapasiti	220	250	350	80	30	50	-

Figure 8: Facility capacity

PART 6: DISCUSSION AND RECOMMENDATION

8.0 SWOT DISCUSSION

8.3 OPPORTUNITIES

8.3.1 Digitalization and transformation digital

In areas where technology and digital data may be leveraged to improve business operations, digitalization and digital transformation are the most essential contributors to IKMA. It can also improve productivity, minimise risk, and expand business or introduce new products.

Digitalization will assist registered cooperatives in transitioning from 'offline' to 'online' capacity and management capabilities. In addition to encouraging the expansion of the country's digital economic activity, this can boost competitiveness, competitiveness, and relevance. Not only that, but it is a digital ecosystem enabler by empowering people through numerous planned projects.

However, transformation might serve as a link to the lives of IKMa's training and education programmes. This is due to the fact that it may assist IKMa in building training and education programmes, as well as upgrading enterprises to meet the changing economic situation.

8.3.2 Government support

With government assistance, it can assist IKMa in overcoming economic and political obstacles. This is due to the fact that government money supplied to eligible beneficiaries do not have to be repaid as long as the grant is used in compliance with funding rules. Furthermore, with the government's help, officers' salaries are guaranteed. Furthermore, with government funding, IKMa will receive support from the Minister and people's representatives. Furthermore, with government assistance, IKMa can strengthen and establish ties with private and public schools, as well as corporate members.

PART 6: DISCUSSION AND RECOMMENDATION

8.0 SWOT DISCUSSION

8.3.2 Expansion into International market

IKMa has the potential to expand into the international market. This is because introducing IKMA globally can boost IKMa's financial performance. Furthermore, it will provide IKMa with new revenue streams. Not only that, but as a cooperative training centre in Malaysia, IKMa can strengthen the national economy and add the latest talents to administer better and efficiently. Furthermore, accessing the foreign market can help IKMa's image as the top cooperative training centre in Malaysia.

8.3.4 Finding new target market

IKMa has the opportunity to meet a new target market, such as the younger generation, and encourage them to participate in cooperatives and entrepreneurship. Not only that, but IKMa can also spread its wings throughout the Malaysian society and to interested and qualified cooperatives. The target market for cooperatives will be among the younger generation. This is because the majority of cooperative members belong to the so-called "old" generation. With the finding of the target market of the young generation, IKMa now has the chance to build training and education programmes that are up to date.

8.4 THREATS

8.4.1 Inflation

The recent increase in the price of products and services has had a significant influence on IKMa's finances and earnings. Inflationary pressures will make it more difficult for IKMa to obtain the goods and services it requires. It also has an impact on the usage of funds provided by KWAMP. Inflation is a challenge for IKMA because it is defined as an increase in the price of goods or services over a specific time period. This is due to IKMa suppliers disclosing the total price of products and services that are projected to be slightly higher than the market price. Not only that, but if the organised programme is held outside of the IKMa territory, ikma relies on catering and hotel services, which is a concern given the current market price increase.

PART 6: DISCUSSION AND RECOMMENDATION

8.0 SWOT DISCUSSION

8.4.2 Labour shortage

One of the most direct impacts of labour shortages is increased workload for existing workers. Officers will feel forced to carry out additional training and education programmes if IKMa does not have enough officers to meet the needs of training and education programmes, resulting in weariness and lower productivity. Overburdened staff may struggle to meet training and education programme needs, make mistakes, and overlook KPIs to be met thus lowering officer job quality. This will harm IKMa's reputation, making training and education programme participants uninterested in training.

8.2.3 Competitor

Despite being the sole cooperative training centre, IKMa has competitors. ANGKASA, or Angkatan Koperasi Malaysia Berhad, is Malaysia's highest cooperative and the apex body of the national cooperative movement. All cooperative members and Cooperative Board Members are also provided with the same training and education programme as IKMa by ANGKASA. As a result, training participants can pick between IKMa and ANGKASA for their training. Not only that, but ANGKASA is said to have complete and adequate facilities. This is one of the reasons ANGKASA competes with IKMa.

8.2.3 Corruption

Bribery is defined as the providing of property or a benefit in order to get something that is not his right or to oppress the rights of another person. Corruption is a crime in which an entrusted position is abused for personal wealth, relatives, or "cronies." Making false claims, paying or accepting bribes in the form of money, gifts, donations, commissions, discounts, any property or services in exchange for gaining something outside of legal channels are all examples of corruption.

IKMa is also believed to have the potential to get involved in corruption if the officers lack awareness and guts in dealing with corruption. There is no exemption if IKMa officials turn a blind eye or keep silent in the face of corruption, encouraging the corrupt to continue their employment while fostering a cultural atmosphere that supports and allows wrongdoing.

PART 6: DISCUSSION AND RECOMMENDATION

9.0 SWOT STRATEGIES

9.1 SO STRATEGIES

9.1.1 Improve the course and program based in technology (S2, O1)

IKMa must make better use of technology in its training and education programmes. IKMa can include educational technology trends within its training programmes. As an illustration of collaborative learning. Collaborative learning is the use of software that allows training participants and training officers to collaborate. Software used in collaborative learning includes Microsoft 365 learning, Google Workspace for Education, and Wakelet. Participants in training and training officers can also communicate online and share information and thoughts. Furthermore, AI-assisted apps employ Artificial Intelligence (AI) to aid training participants in training and education programmes.

Officers with experience should become acquainted with technology in order to make new advances. They can employ technology to increase the efficiency and performance of trainer officers. This technology will allow for more efficient and entertaining training and education programmes.

9.1.2 Develop a new strategy based on Government policy (S1, O2)

IKMa must establish a new strategy based on government policy, ensuring that this initiative is implemented uniformly, according to standards, and in accordance with current government policy. As a result, IKMa should develop training and education programmes based on KPIs established by the government. This is due to the fact that, being a government organisation, IKMa is bound by KPIs established by the government or its ministry. This will make it easier for IKMA to gain government backing because IKMA will demonstrate superior performance if it meets the stated KPI. Not only will it facilitate business between IKMA and the government, but it will also enhance ties between the Ministry and the people's representatives with IKMa.

Furthermore, IKMa will be the talk of cooperative bodies interested in participating in IKMa's training and teaching programmes. With the participation of training participants in accordance with the specified KPI, IKMa will be the best cooperative training centre in the world.

PART 6: DISCUSSION AND RECOMMENDATION

9.0 SWOT STRATEGIES

9.1.3 Conduct and organize International program (S4, O3)

Together with overseas activities, IKMa must conduct and organise international programmes. This is due to the fact that it is a means of improving the expertise of IKMa officers. Not only that, but IKMa's involvement as an advisory service team to foreign cooperative movements must be empowered and prioritised in accordance with the improvement aims that effect IKMa as a Malaysian cooperative organisation. Furthermore, it can boost IKMa's economy while also promoting IKMa. In Malaysia, IKMa's image will become more stable and beautiful.

Furthermore, IKMa has its own authority to plan the development of IKMa by performing any act or matter that is in compliance with the authority provided to improve Education, training, finance, administration, welfare, and discipline in IKMa. This demonstrates that IKMa has the ability to organise international programmes, which will increase IKMa's quality in a variety of ways. Not only that, but if IKMa takes the initiative to exchange UKKM students with students from other countries, it will provide an opportunity to learn about the most recent target market. This would boost the productivity of UKKM students, who are part of IKMa.

9.2 WO STRATEGIES

9.2.1 Engagement with social media and broadcasting to promote IKMa (W1,O1)

IKMa should use social media and TV to promote itself. By offering better and faster access to information and communication between IKMa officials, training participants, and the network, a digitization approach can cut transaction costs. This is due to the fact that the existence of social media will make it easier for the community to learn about IKMa and will promote participation in IKMa's training and education programmes. IKMa uses social media platforms such as "Facebook," "Instagram," "TikTok," "Youtube," and "Twitter" to promote IKMa and the activities of IKMa's training and education programmes to the public. If members of the public are interested, they will pay a fee to participate in the training and education programme. This is also one of IKMa's funding sources.

PART 6: DISCUSSION AND RECOMMENDATION

9.0 SWOT STRATEGIES

IKMa also maintains an official webpage with information on rental amenities. The list of rental facilities will be shown in front of the user's smart gadget screen at the tip of the finger. If tenants want to rent on weekdays, such as Saturday and Sunday, they need email the authorities to make a reservation. Tenants are no longer required to come to IKMa to rent. The website also includes a list of rental facilities. As a result, it is a fund for IKMa that is used as a supplement to restricted funds.

9.2.2 Make request from JPA to increase manpower (W2,O2)

IKMa must apply to the Public Service Department (JPA) to grow the staff. This is because retired officers have not filled their jobs, and there are now no employment openings. As a result, JPA approval of vacancies is crucial to overcoming the problem of a scarcity of training personnel. This is because opening an IKMa position requires JPA approval to open a quota based on current demands.

9.2.3 Improve the requirements system (W3, T3)

IKMa must ensure that the recruitment mechanism is enhanced by monitoring and learning from overseas cooperative development systems. Furthermore, IKMa's unsystematic position system has a negative impact on IKMa's image if it enters the international market. Based on SO's strategic planning, international programmes can reveal how international cooperatives operate their cooperatives to some extent. With the observations obtained, IKMa can modify the recruitment system to make it appear more systematic. However, the recruitment system must be improved in accordance with JPA policy. As previously stated, JPA is the primary pillar for government entities seeking to boost their workforce.

PART 6: DISCUSSION AND RECOMMENDATION

9.0 SWOT STRATEGIES

9.3 ST STRATEGIES

9.3.1 Organize a long term strategies (S1, T1)

To combat the problem of inflation, ikma must regularly check and monitor market prices. Next, ensure that the quotation requested and provided to the supplier of products and services falls within the budgeted amount. As a result, IKMa, as a consumer who requires goods and services from third parties, should reconsider her expenditures and limit her spending to necessities.

Aside from that, IKMa should concentrate on enhancing efficiency and innovating to reduce costs or expenses. As a result, IKMa should leverage technologies such as automation and analytics to boost efficiency and competitiveness. Focusing on the quality of the customer journey experience is also a means to increase public trust and loyalty, particularly among cooperative members and Cooperative Board Members, to participate in IKMa training and education programmes.

9.3.2 Trained the experience officers (S2, T2)

IKMa must continue to teach experienced personnel to keep them motivated, knowledgeable, and confident in their responsibilities, even when those roles change. Assist police in developing resilience. When it comes to digital transformation, agility is the key to success. Technology and the requirements of today's public or trainees are evolving at a faster rate than Education roadmaps or traditional services can provide, and officials must be educated and empowered to keep up. The easiest method to force this transition is for IKMa to develop a set of practical actions and everyday behaviours that will allow officers to act swiftly. This is the best strategy to reduce weariness and excessive pressure on officers when on duty owing to a lack of staff.

PART 6: DISCUSSION AND RECOMMENDATION

9.0 SWOT STRATEGIES

IKMa may also employ trainee experience design to rethink their service experience in order to recruit and retain vital personnel more effectively and to adopt a more open and fluid style of working. Because of the labour problem, established officers with experience require a deeper knowledge of the motives of officers who are largely in new and increasing responsibilities. IKMa can improve the way officers experience their time at IKMa throughout the training and education programme by using route maps and user studies.

9.3.3 Strengthen existing authority (S3, T4)

IKMa must improve its existing powers by drafting and strengthening the organization's anti-corruption plan. This is due to the fact that having a solid anti-corruption strategy can minimise the danger of corruption to some level. IKMa must conduct monitoring and inspections on a regular basis. Aside from that, IKMa must support the growth of competent and trustworthy human capital.

The organization's anti-corruption plan strives to strengthen governance in order to increase the transparency and efficiency of IKMA's services. This anti-corruption strategy has the potential to generate IKMa people that are competent, honest, and competitive. Following that, the anti-corruption strategy can reduce leaks and implement a clean, efficient, and trustworthy work culture while assuring efficient, responsive, and responsible service delivery. Furthermore, by enforcing the anti-corruption plan, the objectives of a specific programme comprising core activities can be met, further benefiting the target group.

PART 6: DISCUSSION AND RECOMMENDATION

9.0 SWOT STRATEGIES

9.4 WT STRATEGIES

9.4.1 Make Limitation of fund (W1, T1)

IKMa must execute rigorous budget management based on the previous year's budget to set boundaries on the use of funds. Expenditures provided in accordance with the expenditure budget can aid in the more systematic administration of IKMa's financial flow, hence avoiding total losses. Furthermore, with Malaysia's inflationary issue. Budget management can assist IKMa in managing limited money while also mitigating the consequences of inflation.

Furthermore, Ikma must create additional revenue by renting out Ikma facilities to outsiders. This will improve earnings. IKMa's expenses can be compensated by renting out its facilities at a fixed price. This is an excellent approach for increasing IKMa's financial value and promoting IKMa.

9.4.2 Analyze current manpower (W2, T2)

The human resources department should assess existing personnel requirements in relation to the number of course participants to ensure sufficient staffing. This is due to the fact that the ratio of one trainer to 100 cooperative members for the course delivered is up to 100. As a result, the human resources department should hire new officers to relieve the load on current staff.

Aside from that, the number of officers must be raised to meet present demands. IKMa now has 136 permanent officers and 48 contract officers, bringing the total number of IKMa officers to 184. The number of these officers is insufficient to meet the training and education programmes' requirements. However, the number of trainee officers is estimated to be as low as 130. The human resources department's extensive study can help to alleviate the problem of labour shortages as well as a lack of people to implement training and education programmes.

PART 6: DISCUSSION AND RECOMMENDATION

9.0 SWOT STRATEGIES

9.4.3 Collaborate with competitor that is ANGKASA (W4, T3)

To meet current demands, IKMa must collaborate with its competitor ANGKASA. If the Training and Education programme necessitates a large facility and a large number of participants, IKMa cannot accommodate them. Ideally, IKMa should participate in a Training and Education programme organised in collaboration with ANGKASA. This is because it can improve current courses while also avoiding the issue of a shortage of amenities.

IKMa can promote and attract the general public's as well as Cooperative Board Members' interest in training and education programmes by partnering with ANGKASA. This relationship is also a smart idea because IKMa may use the rotation system to carry out training and education programmes utilising either IKMa's own or ANGKASA's facilities.

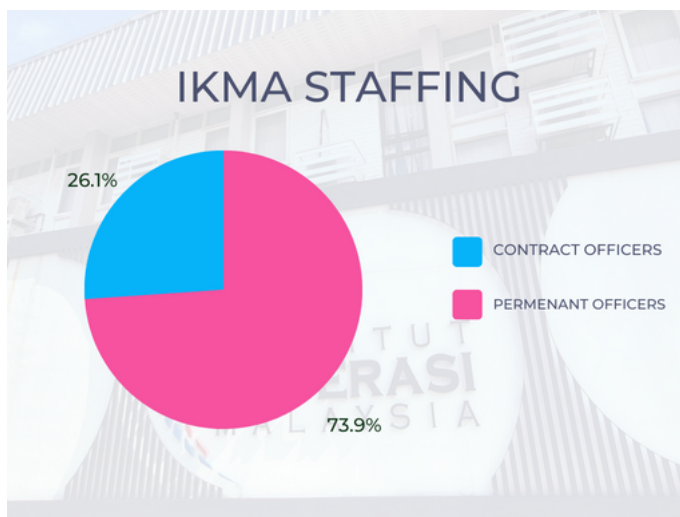


Figure 9: IKMa Staffing

PART 7: CONCLUSION

Finally, this swot analysis paints a comprehensive picture of what IKMa performs. There are some unexpected and difficult concerns to address as well. As a result, SWOT analysis is utilised to establish if we are on the correct track while developing a good and exceptional training and education centre. SWOT analysis can also be used to identify internal and external factors that need to be planned for.

During the training semester, I received a great deal of experience, knowledge, and exposure. All of these experiences have helped me recognise and boost my self-confidence as I approach new problems in life. Industrial training is a supplement to perception theory, as without training, all I have learnt will be forgotten.

Overall, I am really delighted with my training at the Malaysian Cooperative Institute (IKMa). I received a lot of solid advice and learned a lot during my six months of training in this profession. I just cannot describe how glad I am to have the opportunity to intern at Malaysia's only cooperative training centre. The internship at IKMa has made the most significant contribution to my skill development.

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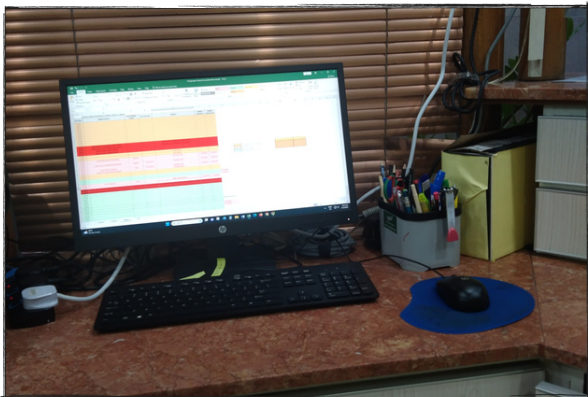
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Appendix 1: Working Station



Appendix 2: Registration



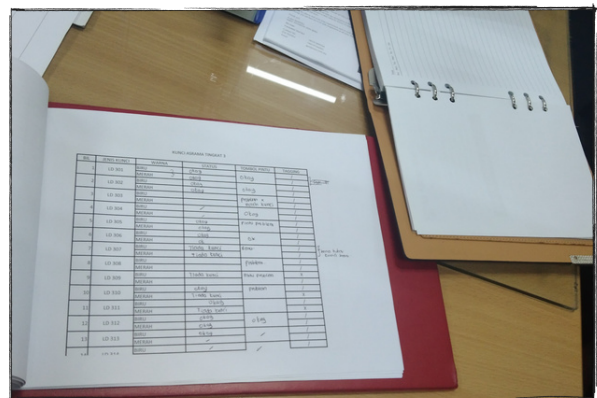
Appendix 3: Data key-in form



Appendix 4: Info corner



Appendix 5: Linen entry



Appendix 6: Key list record

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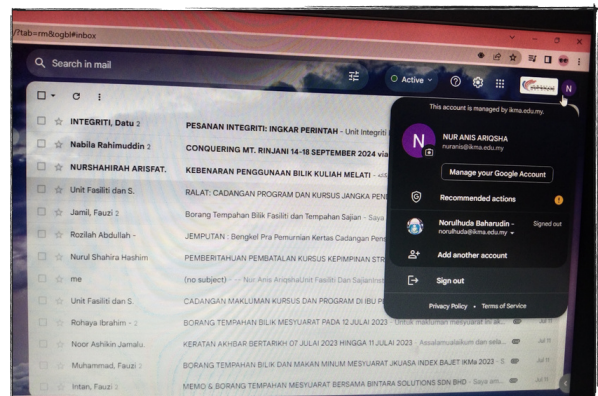
Appendix 7: Whatsapp group



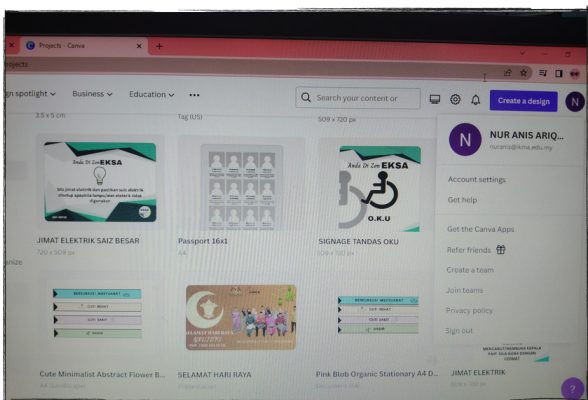
Appendix 8: Whatsapp group



Appendix 9: Whatsapp group



Appendix 10: Official email



Appendix 11: Canva

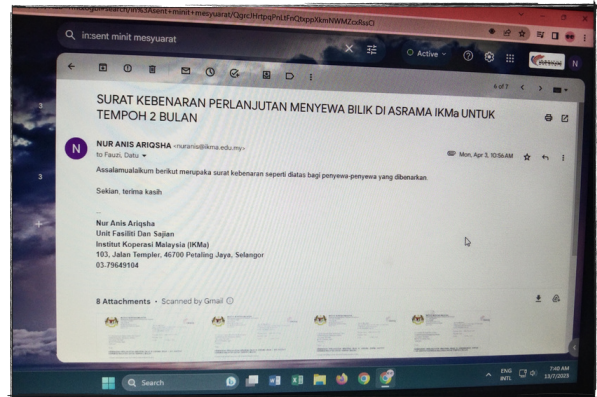


Appendix 12: Meeting agenda

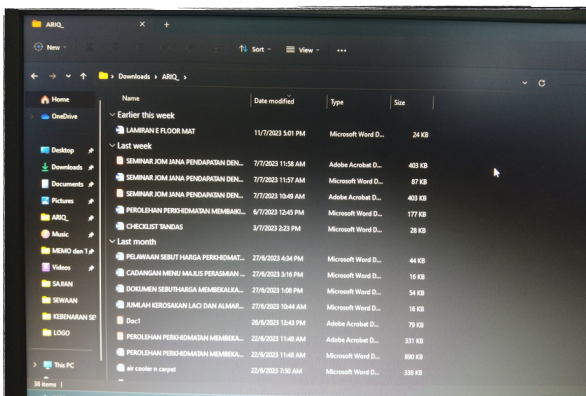
PART 9: APPENDICES



Appendix 13: Meeting agenda



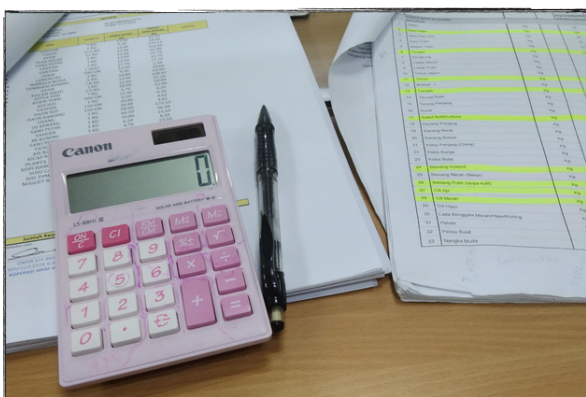
Appendix 14: Formal letter



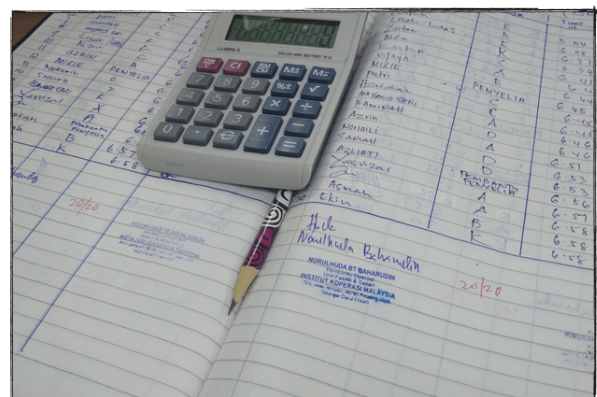
Appendix 15: File folder



Appendix 16: Task given



Appendix 17: Task given



Appendix 18: Task given

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Appendix 19: Hari Raya Aidilfitri ceremony



Appendix 20: Decorate the toilet



Appendix 21: Decorate for Raya ceremony



Appendix 22: Hari Raya Aidilfitri ceremony



Appendix 23: International Book Fair



Appendix 24: International Book Fair

PART 9: APPENDICES



Appendix 25: Parade training



Appendix 26: Parade training



Appendix 27: Parade training



Appendix 28: Parade competition



Appendix 29: Winning the competition



Appendix 30: Parade competition

PART 9: APPENDICES



Appendix 31: Helping kitchen



Appendix 32: Qurban program



Appendix 33: Helping kitchen



Appendix 34: Qurban program



Appendix 35: Dwi-monthly assembly



Appendix 36: Dwi-monthly assembly

PART 9: APPENDICES



Appendix 37: Bubur Lambok Program



Appendix 38: Program at Bank Rakyat Tower



Appendix 39: Program at Bank Rakyat Tower



Appendix 40: Majlis Berbuka Puasa



Appendix 41: Preparation for Majlis Berbuka Puasa



Appendix 42: Preparation for Majlis Berbuka Puasa

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Entire Document

INDUSTRIAL TRAINING REPORT AT INSTITUT KOPERASI MALAYSIA (IKMA) BACHELOR OF BUSINESS ADMINISTRATION(HONS.) HUMAN RESOURCES MANAGEMANT (BA243) HRM666: HR INTERNSHIP PREPARED FOR: DR. NURSYAMILAH ANNUAR PM DR. SHAIFUL ANNUAR KHALID DR. MUHAMMAD AIMAN ARIFIN PREPARED BY: NAME: NUR ANIS ARIQSHA STUDENT ID: 2020852948 CLASS: RBA2436A DATE: 1 MARCH 2023 - 15 AUGUST 2023

The internship report is based on a fantastic 6-month industrial training. I completed training at the Institut Koperasi Malaysia (IKMa) in Petaling Jaya, Selangor. I was assigned to the facility and food service unit. Despite the fact that I am a human resource student, this is an opportunity for me to apply and pull out the knowledge I gained over my study years that is relevant to the facility and food service unit. So, basically, the first section of the report is where I introduced myself to the IKMa as an internship student who submitted a résumé. It includes all of my personal information, educational background, and skills. The second section of the report is Institut Koperasi Malaysia (IKMa)'s company profile, which includes the company name, vision and mission, company background, and organizational chart. The following section is where I shared my experiences and expertise gained during my internship industrial training. This includes the time, departments, roles, duties, assignments, tasks, and what I learn during the training period. The report also includes discovered and discussed swot analyses. The SWOT analysis received recommendations on how to improve and sustain the impact of its strengths, weaknesses, opportunities, and threats. My internship experience has been highly fruitful and of high quality. It taught me how to behave in real-life job situations and opened my eyes to the benefits of my work experience. EXECUTIVE SUMMARY i CONTENT PAGES EXECUTIVE SUMMARY i TABLE OF CONTENT ii-iii ACKNOWLEDGEMENT iv PART 2 : STUDENT'S PROFILE 1.0 Updated Resume 1-3 PART 3: COMPANY PROFILE 2.0 COMPANY NAME, LOCATION AND BACKGROUND 4 3.0 COMPANY VISION, MISSION, FOCUS AND CLIENT CHARTER 5 4.0 ORGANIZATIONAL STRUCTURE 5 PART 4:

88%**MATCHING BLOCK 1/10****SA** FINAL REPORT - NURFARHANA ZABHA.pdf (D143464850)

TRAINING'S REFLECTION 5.0 DURATION: SPECIFIC DATE, WORKING DAN AND TIME 6 6.0 DETAILS: DEPARTMENT, ROLES,

RESPONSIBILITY, ASSIGNMENT 6-8 7.0 GAINS: INSTRINSIC AND EXTRINSIC BENEFITS 8-9 PART 5: SWOT ANALYSIS 10 PART 6: DISCUSSION AND RECOMMENDATION TABLE OF CONTENT ii
 CONTENT PAGES 8.0 SWOT DISCUSSION 11-17 9.0 SWOT STRATEGIES 18-24 PART 7: CONCLUSION 25 PART 8: REFERENCES 26-27 PART 9: APPENDICES 28-34 TABLE OF CONTENT iii

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In the name of Allah , the Most Gracious and the Most Merciful.

All praises to Allah and His blessing for the completion of this assignment. I thank God for all the opportunities , trials and strength that have been showered on me to complete this assignment. I experienced so much during this process , not only from academic aspect but also from the aspect of personality. My humblest gratitude to the holy Prophet Muhammad (Peace be upon him) whose way of life has been a continuos guidance for me. First and foremost , I would like to sincerely thank to my lecture Prof. Madya Dr Shaiful Annuar Bin Khalid for his guidance , understanding , patience , and most importantly , He has provided positive encouragement and a warm spirit to finish this assignment. It has been a great pleasure and honour to have her as my lecture. I also want to extand my deepest gratitude goes to my supervisor as well as the Head of the Unit to give me the opportunity to work with the team. I would like sincerely like to thank my family and all my beloved friends who were with me and support me through thick and thin. May God shower the above cited personalities with success and honour in their life.

ACKNOWLEDGEMENT iv

PART 2: STUDENT'S PROFILE 1.0 UPDATED RESUME 1

2

3

PART 3: COMPANY'S PROFILE 2.0 COMPANY NAME, LOCATION AND BACKGROUND 2.1 COMPANY NAME Institut Koperasi Malaysia (IKMa) 2.2 COMPANY LOCATION 103 Jalan Templer 46700, Petaling Jaya, Selangor Malaysia The Institut Koperasi Malaysia (IKMa) which was previously known as the Maktab Kerjasama Malaysia and the Maktab Koperasi Malaysia is the only cooperative training center in the country. When it was established in 1956, its financial needs were financed by the Colonial Welfare and Development Fund, while the government gave a huge contribution to promote the development of IKMa as a whole. In 1968, IKMa was recognized as a statutory body through the Cooperative College (Incorporation) Act 1968 which was approved by Parliament on 11 September 1968. In accordance with

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the passage of time, Parliament passed the Cooperative Institute (Incorporation) Act 1968 (Amendment 2019) [Act A1589] effective on 5 May 2019 aims to standardize the governance of IKMa so that it can plan and run innovative and creative programs to support the

development of the cooperative movement. IKMa previously under jurisdiction of several ministries including the Ministry of Agriculture and also the Ministry of Land and Cooperative Development. Since 2009, IKMa has been placed under the Ministry of Domestic Trade, Cooperatives and Consumerism (KPDNKK) and now IKMa has been placed under the Ministry of Entrepreneurship and Cooperative Development (KUSKOP) 2.3 COMPANY BACKGROUND Figure 1: Picture of Institut Koperasi Malaysia (IKMa) 4

PART 3: COMPANY'S PROFILE 3.0 COMPANY VISION, MISSION, OBJECTIVES AND GOALS 4.0 ORGANIZATIONAL STRUCTURE 3.1 COMPANY VISION Towards the excellence of human capital and cooperative entrepreneurship 3.2 COMPANY MISSION Drive

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the development of human capital capacity applying identity, values and cooperative principles Developing cooperative entrepreneurship towards the improvement of members' socioeconomics through technology culture and leading high-impact research 3.4

COMPANY FOCUS Cooperative training and instruction should be provided and implemented. Cooperative-related publishing and printing materials Cooperative-related publishing and printing materials Provide collaborative consulting and advising services. Providing advice to the Minister on cooperation issues 3.5 COMPANY CLIENT CHARTER IKMa promises to plan and implement training and education programs that meet the needs of customers Figure 2: IKMa Organizational Structure 5 PART 4:

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TRAINING'S REFLECTION 5.0 DURATION: SPECIFIC DATE, WORKING DAY AND TIME

Every Human Resource Management student must undergo industrial training through the course code HRM66, HR Internship. The duration of industrial training is six months, or twenty-four weeks. Industrial training will begin on March 1, 2023, and end on August 15, 2023. As long as I am doing industrial training, I must work 5 days a week and, if necessary, on Saturday and Sunday. Monday through Friday, I can start work at 7:30 a.m. until 9:00 a.m., and I can leave at 4:30 p.m. until 6:00 p.m. While on Saturday or Sunday, depending on the requirements of the programme. 6.0 DETAILS: DEPARTMENT, ROLES, RESPONSIBILITY, ASSIGNMENT AND TASK I was assigned to the Facilities and Services Unit (UFS), but my supervisor was the Unit's head, Mr. Datu Zahiruddin bin Datu Tambuyong. Throughout my industrial training, I learned a lot about facilities and food from him and the officers in the unit. They are eager to assist and guide me. 6.1 SPECIFIC DEPARTMENT 6.2 ROLES, RESPONSIBILITY, ASSIGNMENT AND TASK In charge in the administration of the UFS counter I am usually responsible for registering clients and IKMa training and education programme participants inside and outside the hostel. Dormitory access and departure are controlled by a list given by the course secretary or the Facility Services Division (UFS) person in charge of keeping customer records for IKMa. We also create forms used by UFS, such as rental forms and domestic loan forms. Additionally, make sure the UFS counter is bright and uncluttered. The decoration of the UFS counter depends on your current needs. For example, during the month of Hari Raya Aidilfitri, the UFS counter is decorated with holiday decorations. Then we also provide UFS and IKMa information and readings at the counter in Lobby B. Readings include newspapers as well as cooperative magazines from the Human Capital Development Unit (UPMI). 6

In charge for administrative management In charge for hostel administration In charge in the management and implementation of inventory and also linen. I was tasked with filling out and creating official documents within the allotted time. For example, a proposal, a form document marked with an 'E', a meeting agenda, etc. We also assist in the preparation of quarterly financial reports on UFS procurements. It also helps manage the file system and the official UFS documentation. Label each document file and create a checklist of documents to send to other organizations. Apart from that, I sometimes help with MITS system inputs, hostel reports, damage reports, etc. For example, create a CRM to Engineering and Maintenance Departments for toilet damage. CRM is a platform for reporting damage complaints to specific bodies. You should also make sure you have enough UFS stationery. Also, if stationery needs to be procured, the required stationery must be specified on the procurement form. For the hostel administration, I am responsible for ensuring that the hostel rooms are available. Make sure the housekeeping person keeps you updated on the availability of the rooms you can use through her WhatsApp group called 'Group Asrama'. Next, we will conduct regular inspections of the hostel and report damage. The inspection will take place on Friday. This is usually because Friday is the last day of the training and education programme, and program participants have to leave the hostel at 12:00 p.m to 2:00 p.m. I also listed the names of the participants who will be staying at the hostel and also gave them the keys to the hostel room. I have received the list of participants for the MITS platform. In addition, I will supervise cleaning and ensure that the dormitory facilities are in good working order and sufficient. I am also in charge of inventory management and linen execution. For the inventory, I will record the inventory's entry and exit in the given table. Concerning the linen, I will contact the laundry employees to arrange for the pickup of the linens that need to be cleaned, as well as the date of redelivery of the cleaned linens. This linen is also tracked when it leaves and returns 7

Assist in the submission of documents to relevant units. Assisting with tasks in the serving department as needed Assist with the collection of bookings for internal meetings and banquets. Carry out allocated responsibilities on a regular basis I assist in the submission of documents to the appropriate units. The Finance Unit (UKP) is typically the unit that is frequently visited for document submission. Before sending the documents, I must mark and fill out the document movement record book's checklist of the documents sent. I also assist with tasks in the serving department as needed, such as when the serving department staff is unavailable due to sick leave or emergency leave. I also assist with taking reservations for internal meetings and banquets. Reservations for internal meetings and events are frequently made over the phone and by email. I will also update the meeting booking whiteboard as well as the google spreadsheet. I will also carry out chores as ordered from time to time, such as decorating the toilet for the purpose of the agency's cleanest and cheeriest public toilet competition. In addition, I was tasked with delivering the necessary signage to the Printing Unit in order to avoid delays. 7.0 GAINS: INTRINSIC AND EXTRINSIC BENEFITS 7.1 ALLOWANCE I am only paid on working days, except public holidays, public holidays, and weekends. The allowance payout is RM 5.00 per hour and is only valid for 90 working days. Allowance payout is limited to 8 hours each day, excluding rest periods. 7.2 EXPERIENCE I have experience serving as the secretary for the Assembly Council of YB Minister of Entrepreneur Development and Cooperatives with Citizens and the Kuskop Agency Year 2023, which will be held on Thursday, May 11, 2023, at Dewan Tun Abdul Razak, Menara Bank Rakyat. I am the secretary in charge of ensuring that the cendol vendors obtain through the quotations are always in good working order. At the end of the programme, I also signed a Local Order with the chosen cendol vendor. In addition, I have participated in a number of IKMa-organized programmes and served as a secretary for some of them. Among these are the IKMa Bimonthly Assembly, the IKMa Open House and UKKM Launch, the Lambuk Porridge Programme, and others. I was able to extend my horizons while also sharpening my existing talents and expanding my knowledge and skills as a result of these experiences. 8

I was given various knowledge throughout this industry training. Among them I was exposed to knowledge in terms of making quotations which I had never done before. While doing this quotation I was required to advertise to a number of companies that were seen as having the potential to supply and provide services. Next, I was required to follow up with the company to get a quote from them. In the end, I was required to do the form "E" document. Apart from that, I was able to hone my talent in communication with certain parties. Communication skills include contacting tenders to obtain quotations and answering calls from officers of other units who want to book meetings and meals. This can improve my skills in communicating with people whether formally or informally. Not only that, I was also able to learn how to record meeting minutes. I am required to be the recorder of the minutes of the meeting at the times required or the instructions issued by the head of the unit. Recording the minutes of the meeting is a matter that is said to be quite difficult because their conversation is sometimes too fast and I don't have time to record the content. Therefore I took the initiative to record the following meeting through a voice recorder with the consent of the head of the unit. With this I can listen again to the contents of the meeting and take notes and make minutes of the meeting. I also gained experience in participating in the parade competition organized by the Petaling Jaya Municipal Council (MBPJ) in conjunction with the MBPJ celebration for 17 years. The competition is held at night. I could see the variety of excitement and uniqueness shown by each participant of the parade competition. The Institut Koperasi Malaysia (IKMa) won second place in the government agency category at the parade competition. That was a valuable experience for me that I will never forget.

7.2 KNOWLEDGE AND SKILLS Figure 2: UFS Organizational Structure 9
PART 5: SWOT ANALYSIS Figure 3&4: SWOT Analysis 10

PART 6: DISCUSSION AND RECOMMENDATION 8.0 SWOT DISCUSSION 8.1 STRENGTHS 8.1.1 The only one training and reference center of cooperatives in Malaysia As previously stated, IKMa is Malaysia's only cooperative training and reference centre under the Ministry of Entrepreneurship and Cooperative Development, as stated in the IKMa act, which lists IKMa as a training centre in section 4, cooperative institutions act (incorporation 1968 2019 amendment of act 1589). As a result, IKMa is used as a model for building and extending cooperative training and education in this country. In addition, cooperative board members are working hard to receive cooperative-related training and education programmes. 8.1.2 Have experienced officers This IKMa was formed in 1956 as the Maktab Bekerja Sama-sama Malaya, then in 1968 as the Maktab Kerjasama Malaysia, then in 2011 as the Maktab Koperasi Malaysia, and finally in 2019 as the Institut Koperasi Malaysia (IKMa). According to the passage of time, IKMa has been established in Malaysia for decades. This demonstrates that the officers of IKMa have substantial cooperative experience. This is what will elevate IKMa to a higher level of relevance and distinction. The training and education plan provides a wealth of cooperative expertise. Figure 5: Transformation of IKMa 11

PART 6: DISCUSSION AND RECOMMENDATION 8.0 SWOT DISCUSSION 8.1.3 Has it's own authority IKMa has its own authority which causes IKMa to have its own way of planning the development of IKMa. Among them, award Diplomas, Certificates and equivalents to people who have followed a course of study approved by the Institute and have fulfilled any other requirements determined by the Board or that have been set. In addition, establishing or encouraging the establishment of companies under the Companies Act 1965 (Act 125). 8.1.4 Has subsidiaries IKMa has a subsidiary, Universiti Keusahawanan Koperasi Malaysia (UKKM), which is a private university founded under the Ministry of Entrepreneurship and Cooperative Development (KUSKOP) and led by IKMa through UKKM Education Sdn. Bhd. The main goal of establishing UKKM is to create the best entrepreneurship and cooperative management university in Malaysia by establishing an institution based on entrepreneurship and cooperative management to improve the development of cooperative human capital professionalism. Figure 6: IKMa Authority 12

PART 6: DISCUSSION AND RECOMMENDATION 8.0 SWOT DISCUSSION 8.2 WEAKNESS 8.2.1 Limited fund IKMa receives money for the operation of the planned programmes from the Cooperative Education Trust Fund (KWAP). However, the available funds are severely restricted. This is due to the KWAP fund being funded by a 2% contribution from cooperatives with annual income exceeding RM100,000.00. Furthermore, the Malaysian Cooperative Commission (SKM) requires IKMa to submit a budget for annual operations and training. As a result, in order to save money, IKMa will have a limited budget, limiting its ability to give substantial professional training. 8.2.2 Lack of manpower to conduct training IKMa now has 130 trainer officers from a total of 184 officers to conduct training across Malaysia, including Sabah and Sarawak. Because the average number of cooperatives is 15,315 and is likely to expand over time, this leads in a shortage of officials. Figure 7 : Classificatio between Trainer Officer and Administrative and Others 13

PART 6: DISCUSSION AND RECOMMENDATION 8.0 SWOT DISCUSSION 8.2.3 Unsystematic of requirements system This is due to the fact that there are no permanent opportunities available, and those that are available are mostly for contract workers. Aside from that, unfilled posts such as retirements are not being filled at a sufficient rate. This reduces the number of employees at IKMa and can be a factor in major difficulties such as high work pressure and exhaustion. Not only that, but IKMa lacks a corporate figure to serve as an example. Officers and Cooperative Board Members look up to corporate personalities as role models. This corporate figure can also serve as the foundation for a structured recruitment system. 8.2.4 The existing facilities are limited and less sophisticated IKMa contains a huge hall, auditorium, lecture room, dining hall, dormitory, library, Coop Mart, surau, and futsal and pétanque courts, among other things. However, the existing facilities, such as dorms and lecture rooms, are minimal yet adequate. The offered dormitory cannot accommodate a significant number of training participants. With the dormitory equipment that may be described as outdated, there are one or two desks with termite-infested drawers. The lecture room is also small and cannot accommodate the vast number of training courses that are held because the lecture room is also utilised for meetings of other IKMa officers. Furthermore, the facilities are less complex and should be improved to be more modern. 14 Figure 8: Facility capacity

PART 6: DISCUSSION AND RECOMMENDATION 8.0 SWOT DISCUSSION 8.3 OPPORTUNITIES 8.3.1 Digitalization and transformation digital In areas where technology and digital data may be leveraged to improve business operations, digitalization and digital transformation are the most essential contributors to IKMa. It can also improve productivity, minimise risk, and expand business or introduce new products. Digitalization will assist registered cooperatives in transitioning from 'offline' to 'online' capacity and management capabilities. In addition to encouraging the expansion of the country's digital economic activity, this can boost competitiveness, competitiveness, and relevance. Not only that, but it is a digital ecosystem enabler by empowering people through numerous planned projects. However, transformation might serve as a link to the lives of IKMa's training and education programmes. This is due to the fact that it may assist IKMa in building training and education programmes, as well as upgrading enterprises to meet the changing economic situation. 8.3.2 Government support With government assistance, it can assist IKMa in overcoming economic and political obstacles. This is due to the fact that government money supplied to eligible beneficiaries do not have to be repaid as long as the grant is used in compliance with funding rules. Furthermore, with the government's help, officers' salaries are guaranteed. Furthermore, with government funding, IKMa will receive support from the Minister and people's representatives. Furthermore, with government assistance, IKMa can strengthen and establish ties with private and public schools, as well as corporate members. 15

PART 6: DISCUSSION AND RECOMMENDATION 8.0 SWOT DISCUSSION 8.3.2 Expansion into International market IKMa has the potential to expand into the international market. This is because introducing IKMa globally can boost IKMa's financial performance. Furthermore, it will provide IKMa with new revenue streams. Not only that, but as a cooperative training centre in Malaysia, IKMa can strengthen the national economy and add the latest talents to administer better and efficiently. Furthermore, accessing the foreign market can help IKMa's image as the top cooperative training centre in Malaysia. 8.3.4 Finding new target market IKMa has the opportunity to meet a new target market, such as the younger generation, and encourage them to participate in cooperatives and entrepreneurship. Not only that, but IKMa can also spread its wings throughout the Malaysian society and to interested and qualified cooperatives. The target market for cooperatives will be among the younger generation. This is because the majority of cooperative members belong to the so-called "old" generation. With the finding of the target market of the young generation, IKMa now has the chance to build training and education programmes that are up to date. 8.4 THREATS 8.4.1 Inflation The recent increase in the price of products and services has had a significant influence on IKMa's finances and earnings. Inflationary pressures will make it more difficult for IKMa to obtain the goods and services it requires. It also has an impact on the usage of funds provided by KWAMP. Inflation is a challenge for IKMa because it is defined as an increase in the price of goods or services over a specific time period. This is due to IKMa suppliers disclosing the total price of products and services that are projected to be slightly higher than the market price. Not only that, but if the organised programme is held outside of the IKMa territory, ikma relies on catering and hotel services, which is a concern given the current market price increase. 16

PART 6: DISCUSSION AND RECOMMENDATION 8.0 SWOT DISCUSSION 8.4.2 Labour shortage One of the most direct impacts of labour shortages is increased workload for existing workers. Officers will feel forced to carry out additional training and education programmes if IKMa does not have enough officers to meet the needs of training and education programmes, resulting in weariness and lower productivity. Overburdened staff may struggle to meet training and education programme needs, make mistakes, and overlook KPIs to be met thus lowering officer job quality. This will harm IKMa's reputation, making training and education programme participants uninterested in training. 8.2.3 Competitor Despite being the sole cooperative training centre, IKMa has competitors. ANGKASA, or Angkatan Koperasi Malaysia Berhad, is Malaysia's highest cooperative and the apex body of the national cooperative movement. All cooperative members and Cooperative Board Members are also provided with the same training and education programme as IKMa by ANGKASA. As a result, training participants can pick between IKMa and ANGKASA for their training. Not only that, but ANGKASA is said to have complete and adequate facilities. This is one of the reasons ANGKASA competes with IKMa. 8.2.3 Corruption Bribery is defined as the providing of property or a benefit in order to get something that is not his right or to oppress the rights of another person. Corruption is a crime in which an entrusted position is abused for personal wealth, relatives, or "cronies." Making false claims, paying or accepting bribes in the form of money, gifts, donations, commissions, discounts, any property or services in exchange for gaining something outside of legal channels are all examples of corruption. IKMa is also believed to have the potential to get involved in corruption if the officers lack awareness and guts in dealing with corruption. There is no exemption if IKMa officials turn a blind eye or keep silent in the face of corruption, encouraging the corrupt to continue their employment while fostering a cultural atmosphere that supports and allows wrongdoing. 17

PART 6: DISCUSSION AND RECOMMENDATION 9.0 SWOT STRATEGIES 9.1 SO STRATEGIES 9.1.1 Improve the course and program based in technology (S2, O1) IKMa must make better use of technology in its training and education programmes. IKMa can include educational technology trends within its training programmes. As an illustration of collaborative learning. Collaborative learning is the use of software that allows training participants and training officers to collaborate. Software used in collaborative learning includes Microsoft 365 learning, Google Workspace for Education, and Wakelet. Participants in training and training officers can also communicate online and share information and thoughts. Furthermore, AI-assisted apps employ Artificial Intelligence (AI) to aid training participants in training and education programmes. Officers with experience should become acquainted with technology in order to make new advances. They can employ technology to increase the efficiency and performance of trainer officers. This technology will allow for more efficient and entertaining training and education programmes. 9.1.2 Develop a new strategy based on Government policy (S1, O2) IKMa must establish a new strategy based on government policy, ensuring that this initiative is implemented uniformly, according to standards, and in accordance with current government policy. As a result, IKMa should develop training and education programmes based on KPIs established by the government. This is due to the fact that, being a government organisation, IKMa is bound by KPIs established by the government or its ministry. This will make it easier for IKMA to gain government backing because IKMA will demonstrate superior performance if it meets the stated KPI. Not only will it facilitate business between IKMA and the government, but it will also enhance ties between the Ministry and the people's representatives with IKMa. Furthermore, IKMa will be the talk of cooperative bodies interested in participating in IKMa's training and teaching programmes. With the participation of training participants in accordance with the specified KPI, IKMa will be the best cooperative training centre in the world. 18

PART 6: DISCUSSION AND RECOMMENDATION 9.0 SWOT STRATEGIES 9.1.3 Conduct and organize International program (S4, O3) Together with overseas activities, IKMa must conduct and organise international programmes. This is due to the fact that it is a means of improving the expertise of IKMa officers. Not only that, but IKMa's involvement as an advisory service team to foreign cooperative movements must be empowered and prioritised in accordance with the improvement aims that effect IKMa as a Malaysian cooperative organisation. Furthermore, it can boost IKMa's economy while also promoting IKMa. In Malaysia, IKMa's image will become more stable and beautiful. Furthermore, IKMa has its own authority to plan the development of IKMa by performing any act or matter that is in compliance with the authority provided to improve Education, training, finance, administration, welfare, and discipline in IKMa. This demonstrates that IKMa has the ability to organise international programmes, which will increase IKMa's quality in a variety of ways. Not only that, but if IKMa takes the initiative to exchange UKKM students with students from other countries, it will provide an opportunity to learn about the most recent target market. This would boost the productivity of UKKM students, who are part of IKMa. 9.2 WO STRATEGIES 9.2.1 Engagement with social media and broadcasting to promote IKMa (W1,O1) IKMa should use social media and TV to promote itself. By offering better and faster access to information and communication between IKMa officials, training participants, and the network, a digitization approach can cut transaction costs. This is due to the fact that the existence of social media will make it easier for the community to learn about IKMa and will promote participation in IKMa's training and education programmes. IKMa uses social media platforms such as "Facebook," "Instagram," "TikTok," "Youtube," and "Twitter" to promote IKMa and the activities of IKMa's training and education programmes to the public. If members of the public are interested, they will pay a fee to participate in the training and education programme. This is also one of IKMa's funding sources. 19

PART 6: DISCUSSION AND RECOMMENDATION 9.0 SWOT STRATEGIES IKMa also maintains an official webpage with information on rental amenities. The list of rental facilities will be shown in front of the user's smart gadget screen at the tip of the finger. If tenants want to rent on weekdays, such as Saturday and Sunday, they need email the authorities to make a reservation. Tenants are no longer required to come to IKMa to rent. The website also includes a list of rental facilities. As a result, it is a fund for IKMa that is used as a supplement to restricted funds. 9.2.2 Make request from JPA to increase manpower (W2,O2) IKMa must apply to the Public Service Department (JPA) to grow the staff. This is because retired officers have not filled their jobs, and there are now no employment openings. As a result, JPA approval of vacancies is crucial to overcoming the problem of a scarcity of training personnel. This is because opening an IKMa position requires JPA approval to open a quota based on current demands. 9.2.3 Improve the requirements system (W3, T3) IKMa must ensure that the recruitment mechanism is enhanced by monitoring and learning from overseas cooperative development systems. Furthermore, IKMa's unsystematic position system has a negative impact on IKMa's image if it enters the international market. Based on SO's strategic planning, international programmes can reveal how international cooperatives operate their cooperatives to some extent. With the observations obtained, IKMa can modify the recruitment system to make it appear more systematic. However, the recruitment system must be improved in accordance with JPA policy. As previously stated, JPA is the primary pillar for government entities seeking to boost their workforce. 20

PART 6: DISCUSSION AND RECOMMENDATION 9.0 SWOT STRATEGIES 9.3 ST STRATEGIES 9.3.1 Organize a long term strategies (S1, T1) To combat the problem of inflation, ikma must regularly check and monitor market prices. Next, ensure that the quotation requested and provided to the supplier of products and services falls within the budgeted amount. As a result, IKMa, as a consumer who requires goods and services from third parties, should reconsider her expenditures and limit her spending to necessities. Aside from that, IKMa should concentrate on enhancing efficiency and innovating to reduce costs or expenses. As a result, IKMa should leverage technologies such as automation and analytics to boost efficiency and competitiveness. Focusing on the quality of the customer journey experience is also a means to increase public trust and loyalty, particularly among cooperative members and Cooperative Board Members, to participate in IKMa training and education programmes. 9.3.2 Trained the experience officers (S2, T2) IKMa must continue to teach experienced personnel to keep them motivated, knowledgeable, and confident in their responsibilities, even when those roles change. Assist police in developing resilience. When it comes to digital transformation, agility is the key to success. Technology and the requirements of today's public or trainees are evolving at a faster rate than Education roadmaps or traditional services can provide, and officials must be educated and empowered to keep up. The easiest method to force this transition is for IKMa to develop a set of practical actions and everyday behaviours that will allow officers to act swiftly. This is the best strategy to reduce weariness and excessive pressure on officers when on duty owing to a lack of staff. 21

PART 6: DISCUSSION AND RECOMMENDATION 9.0 SWOT STRATEGIES IKMa may also employ trainee experience design to rethink their service experience in order to recruit and retain vital personnel more effectively and to adopt a more open and fluid style of working. Because of the labour problem, established officers with experience require a deeper knowledge of the motives of officers who are largely in new and increasing responsibilities. IKMa can improve the way officers experience their time at IKMa throughout the training and education programme by using route maps and user studies. 9.3.3 Strengthen existing authority (S3, T4) IKMa must improve its existing powers by drafting and strengthening the organization's anti-corruption plan. This is due to the fact that having a solid anti-corruption strategy can minimise the danger of corruption to some level. IKMa must conduct monitoring and inspections on a regular basis. Aside from that, IKMa must support the growth of competent and trustworthy human capital. The organization's anti-corruption plan strives to strengthen governance in order to increase the transparency and efficiency of IKMa's services. This anti-corruption strategy has the potential to generate IKMa people that are competent, honest, and competitive. Following that, the anti-corruption strategy can reduce leaks and implement a clean, efficient, and trustworthy work culture while assuring efficient, responsive, and responsible service delivery. Furthermore, by enforcing the anti-corruption plan, the objectives of a specific programme comprising core activities can be met, further benefiting the target group. 22

PART 6: DISCUSSION AND RECOMMENDATION 9.0 SWOT STRATEGIES 9.4 WT STRATEGIES 9.4.1 Make Limitation of fund (W1, T1) IKMa must execute rigorous budget management based on the previous year's budget to set boundaries on the use of funds. Expenditures provided in accordance with the expenditure budget can aid in the more systematic administration of IKMa's financial flow, hence avoiding total losses. Furthermore, with Malaysia's inflationary issue. Budget management can assist IKMa in managing limited money while also mitigating the consequences of inflation. Furthermore, Ikma must create additional revenue by renting out Ikma facilities to outsiders. This will improve earnings. IKMa's expenses can be compensated by renting out its facilities at a fixed price. This is an excellent approach for increasing IKMa's financial value and promoting IKMa. 9.4.2 Analyze current manpower (W2, T2) The human resources department should assess existing personnel requirements in relation to the number of course participants to ensure sufficient staffing. This is due to the fact that the ratio of one trainer to 100 cooperative members for the course delivered is up to 100. As a result, the human resources department should hire new officers to relieve the load on current staff. Aside from that, the number of officers must be raised to meet present demands. IKMa now has 136 permanent officers and 48 contract officers, bringing the total number of IKMa officers to 184. The number of these officers is insufficient to meet the training and education programmes' requirements. However, the number of trainee officers is estimated to be as low as 130. The human resources department's extensive study can help to alleviate the problem of labour shortages as well as a lack of people to implement training and education programmes. 23

PART 6: DISCUSSION AND RECOMMENDATION 9.0 SWOT STRATEGIES 9.4.3 Collaborate with competitor that is ANGKASA (W4, T3) To meet current demands, IKMa must collaborate with its competitor ANGKASA. If the Training and Education programme necessitates a large facility and a large number of participants, IKMa cannot accommodate them. Ideally, IKMa should participate in a Training and Education programme organised in collaboration with ANGKASA. This is because it can improve current courses while also avoiding the issue of a shortage of amenities. IKMa can promote and attract the general public's as well as Cooperative Board Members' interest in training and education programmes by partnering with ANGKASA. This relationship is also a smart idea because IKMa may use the rotation system to carry out training and education programmes utilising either IKMa's own or ANGKASA's facilities. Figure 9: IKMa Staffing 24

PART 7: CONCLUSION Finally, this swot analysis paints a comprehensive picture of what IKMa performs. There are some unexpected and difficult concerns to address as well. As a result, SWOT analysis is utilised to establish if we are on the correct track while developing a good and exceptional training and education centre. SWOT analysis can also be used to identify internal and external factors that need to be planned for. During the training semester, I received a great deal of experience, knowledge, and exposure. All of these experiences have helped me recognise and boost my self-confidence as I approach new problems in life. Industrial training is a supplement to perception theory, as without training, all I have learnt will be forgotten. Overall, I am really delighted with my training at the Malaysian Cooperative Institute (IKMa). I received a lot of solid advice and learned a lot during my six months of training in this profession. I just cannot describe how glad I am to have the opportunity to intern at Malaysia's only cooperative training centre. The internship at IKMa has made the most significant contribution to my skill development. 25

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PART 9: APPENDICES 28 Appendix 1: Working Station Appendix 2: Registration Appendix 3: Data key-in form Appendix 4: Info corner Appendix 5: Linen entry

Appendix 6: Key list record

PART 9: APPENDICES 29 Appendix 7: Whatsapp group Appendix 8: Whatsapp group Appendix 9: Whatsapp group Appendix 10: Official email Appendix 11: Canva

Appendix 12: Meeting agenda

PART 9: APPENDICES 30 Appendix 13: Meeting agenda Appendix 14: Formal letter Appendix 15: File folder Appendix 16: Task given Appendix 17: Task given

Appendix 18: Task given

PART 9: APPENDICES 31 Appendix 19: Hari Raya Aidilfitri ceremony Appendix 20: Decorate the toilet Appendix 21: Decorate for Raya ceremony Appendix 22: Hari

Raya Aidilfitri ceremony Appendix 23: International Book Fair

Appendix 24: International Book Fair

PART 9: APPENDICES 32 Appendix 25: Parade training Appendix 26: Parade training Appendix 27: Parade training Appendix 28: Parade competition Appendix 29:

Winning the competition Appendix 30: Parade competition

PART 9: APPENDICES 33 Appendix 31: Helping kitchen Appendix 33: Helping kitchen Appendix 32: Qurban program Appendix 34: Qurban program Appendix 35:

Dwi-monthly assembly Appendix 36: Dwi-monthly assembly

PART 9: APPENDICES 34 Appendix 37: Bubur Lambok Program Appendix 38: Program at Bank Rakyat Tower Appendix 39: Program at Bank Rakyat Tower

Appendix 40: Majlis Berbuka Puasa Appendix 41: Preparation for Majlis Berbuka Puasa Appendix 42: Preparation for Majlis Berbuka Puasa

Hit and source - focused comparison, Side by Side

Submitted text

As student entered the text in the submitted document.

Matching text

As the text appears in the source.

1/10	SUBMITTED TEXT	14 WORDS	88% MATCHING TEXT	14 WORDS
TRAINING'S REFLECTION 5.0 DURATION: SPECIFIC DATE, WORKING DAN AND TIME 6 6.0 DETAILS: DEPARTMENT, ROLES,		TRAINING'S REFLECTION13 3.1 Duration: specific date, working day and time13 3.2 Details13 3.2.1 Department13 3.2.2 Roles,		
SA FINAL REPORT - NURFARHANA ZABHA.pdf (D143464850)				

2/10	SUBMITTED TEXT	13 WORDS	100% MATCHING TEXT	13 WORDS
In the name of Allah , the Most Gracious and the Most Merciful.		In the name of Allah, The Most Gracious and The Most Merciful,		
SA NUR AQILAH_MGT666 INTERNSHIP nur aqilah.pdf (D156858148)				

3/10	SUBMITTED TEXT	41 WORDS	34% MATCHING TEXT	41 WORDS
the passage of time, Parliament passed the Cooperative Institute (Incorporation) Act 1968 (Amendment 2019) [Act A1589] effective on 5 May 2019 aims to standardize the governance of IKMa so that it can plan and run innovative and creative programs to support the		the passage of time, Parliament approved the Co-operative College (Incorporation) Act 1968 (Amendment 2019) [Act A1598] on 5 May 2019 to streamline the governance of CIM in order to design and carry out new and creative programs to assist the		
SA EMA 752_PROJECT 2 SMEs_GROUP 3.pdf (D154900199)				

4/10	SUBMITTED TEXT	27 WORDS	34% MATCHING TEXT	27 WORDS
<p>the development of human capital capacity applying identity, values and cooperative principles Developing cooperative entrepreneurship towards the improvement of members' socioeconomics through technology culture and leading high-impact research 3.4</p>		<p>the development of human capital capacity by implementing cooperative identity, values, and principle -To develop cooperative entrepreneurship towards the socio- economic growth of members through technology and lead high-impact research</p>		
<p>SA EMA 752_PROJECT 2 SMEs_GROUP 3.pdf (D154900199)</p>				

5/10	SUBMITTED TEXT	10 WORDS	100% MATCHING TEXT	10 WORDS
<p>TRAINING'S REFLECTION 5.0 DURATION: SPECIFIC DATE, WORKING DAY AND TIME</p>		<p>TRAINING'S REFLECTION 13 3.1 Duration: specific date, working day and time13 3.2</p>		
<p>SA FINAL REPORT - NURFARHANA ZABHA.pdf (D143464850)</p>				

6/10	SUBMITTED TEXT	15 WORDS	87% MATCHING TEXT	15 WORDS
<p>Cara untuk Atasi Inflasi dalam Bisnes Tahun 2023. (2023, February 2). Starz Excellence Sdn Bhd.</p>		<p>Cara Untuk Atasi INFLASI Dalam Bisnes Tahun 2023 - Starz Excellence Sdn Bhd •</p>		
<p>W https://www.starz.my/5-cara-untuk-atasi-inflasi-dalam-bisnes-tahun-2023/2.</p>				

7/10	SUBMITTED TEXT	8 WORDS	45% MATCHING TEXT	8 WORDS
<p>SWOT analysis (strengths, weaknesses, opportunities and threats analysis). CIO. https://www.techtarget.com/searchcio/definition/SWOT-analysis-strengths-weaknesses-opportunities-and-threats-</p> <p>W https://ctb.ku.edu/en/table-of-contents/assessment/assessing-community-needs-and-resources/swot-a ...</p>		<p>SWOT Analysis: Strengths, Weaknesses, Opportunities, and Threats » Main Section Chapter 3 ← Table of Contents 12345678910111213141516171819202122232425262728293031323334353637383940414243444546 Section 14. SWOT Analysis: Strengths, Weaknesses, Opportunities, and Threats</p>		
8/10	SUBMITTED TEXT	13 WORDS	92% MATCHING TEXT	13 WORDS
<p>Kenton, W. (2023). SWOT Analysis: How To With Table and Example. Investopedia. https://www.investopedia.com/terms/s/swot.asp 12.</p> <p>SA PAD104 (3).docx (D171270744)</p>		<p>Kenton, W. (21 April, 2023). SWOT Analysis: How To With Table and Example. Retrieved from Investopedia: https://www.investopedia.com/terms/s/swot.asp</p>		
9/10	SUBMITTED TEXT	1 WORDS	100% MATCHING TEXT	1 WORDS
<p>https://www.linkedin.com/pulse/effects-labor-shortage-growing-company-andr%C3%A1s-nagy#:~:</p> <p>W https://www.linkedin.com/pulse/effects-labor-shortage-growing-company-andr%C3%A1s-nagy</p>		<p>https://www.linkedin.com/pulse/effects-labor-shortage-growing-company-andr%C3%A1s-nagy</p>		
10/10	SUBMITTED TEXT	7 WORDS	100% MATCHING TEXT	7 WORDS
<p>Institut Koperasi Malaysia kini IKMa. Sinar Harian. https://www.sinarharian.com.my/</p> <p>W https://www.sinarharian.com.my/article/174221/berita/nasional/institut-koperasi-malaysia-kini-ikma16.</p>		<p>Institut Koperasi Malaysia kini IKMa - Sinar Harian https://www.sinarharian.com.my/</p>		