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TEKNOLOGI
MARA

Cawangan Perlis
Kampus Arau



Industrial Training REPORT

1st March 2023-15th August 2023

**MAJLIS AGAMA ISLAM DAN ADAT ISTIADAT
MELAYU PERLIS (MAIPS)**

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BACHELOR'S DEGREE (HONS.)

HUMAN RESOURCE MANAGEMENT



EXECUTIVE SUMMARY

Industrial training is the crucial part for all undergraduate students of UiTM to complete their studies. The main objective of this report is to identify the SWOT Analysis of the Majlis Agama Islam dan Adat Istiadat Malayu Perlis (MAIPs). The report also focuses on the experience for six months doing industrial training at MAIPs.

This report is divided into seven parts. The first part consists of the preliminary pages such as table of content and acknowledgment. Part two of the report consists of the student's profile and the third part is about the company's profile. Training's reflection such as duration, roles and responsibilities, and gains are on part four. On this part, consist the roles on the division that have been placed which are Administration Unit and Finance Unit.

The next part consists of the diagram SWOT Analysis of MAIPs which is on part five. There are 3 points for each strength, weakness, opportunity and threat of MAIPs Organization. On part six, the report consists of the discussion and recommendation about each point of SWOT Analysis. This part will discuss the strength, weakness, opportunity and threat of MAIPs in details. The report also gives some recommendations to improve the strength, overcome the weakness, seize the opportunity and avoid the threat. Part seven only consists of the conclusion and part eight consists of the references for all citations. The last part consists of appendices which is about the picture that was taken during the industrial training.



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BACKGROUND COMPANY

HISTORY

The history of the establishment of Majlis Agama Islam dan Adat Istiadat Melayu Perlis (MAIPs) began on 1 February 1948 when Perlis joined the Persekutuan Tanah Melayu. The establishment of MAIPs was with the consent of the 6th King of Perlis to handle Islamic affairs in Perlis. At that time, MAIPs were responsible for carrying out the collection of zakat padi and zakat fitrah as well as developing the socioeconomics of Muslims in Perlis. In 1995, the Pejabat Zakat Perlis was named Baitulmal Negeri Perlis and under the administration of MAIPs. In 2006, a new restructuring was implemented to MAIPs when Jabatan Hal Ehwal Agama Islam Perlis (JAIPs) was separated with MAIPs. MAIPs will only conduct affairs related to zakat and waqaf. Due to this change, MAIPs has appointed a Ketua Pegawai Eksekutif (CEO) who leads the management of MAIPs and also acts as MAIPs Secretary.



NOW, MAIPs are responsible for carrying out matters related to zakat collection, zakat distribution and waqaf only in Perlis. MAIPs are divided into 3 main divisions led by a CEO, which are *Bahagian Pengurusan Zakat*, *Bahagian Khidmat Pengurusan dan Keurusetiaan* and *Bahagian Pembangunan Wakaf dan Hartanah Mal*. Each of these parts has several units that will carry out their respective functions.

BAHAGIAN PENGURUSAN ZAKAT

1. Unit Kutipan
2. Unit Agihan

BAHAGIAN KHIDMAT PENGURUSAN & KEURUSETIAAN

1. Unit Pentadbiran
2. Unit Kewangan
3. Unit ICT
4. Unit Audit Dalam
5. Unit Pemantauan Inisiatif
6. Unit Undang-undang
7. Unit Komunikasi Korporat dan Hubungan Seranta

BAHAGIAN PEMBANGUNAN WAKAF DAN HARTANAH MAL

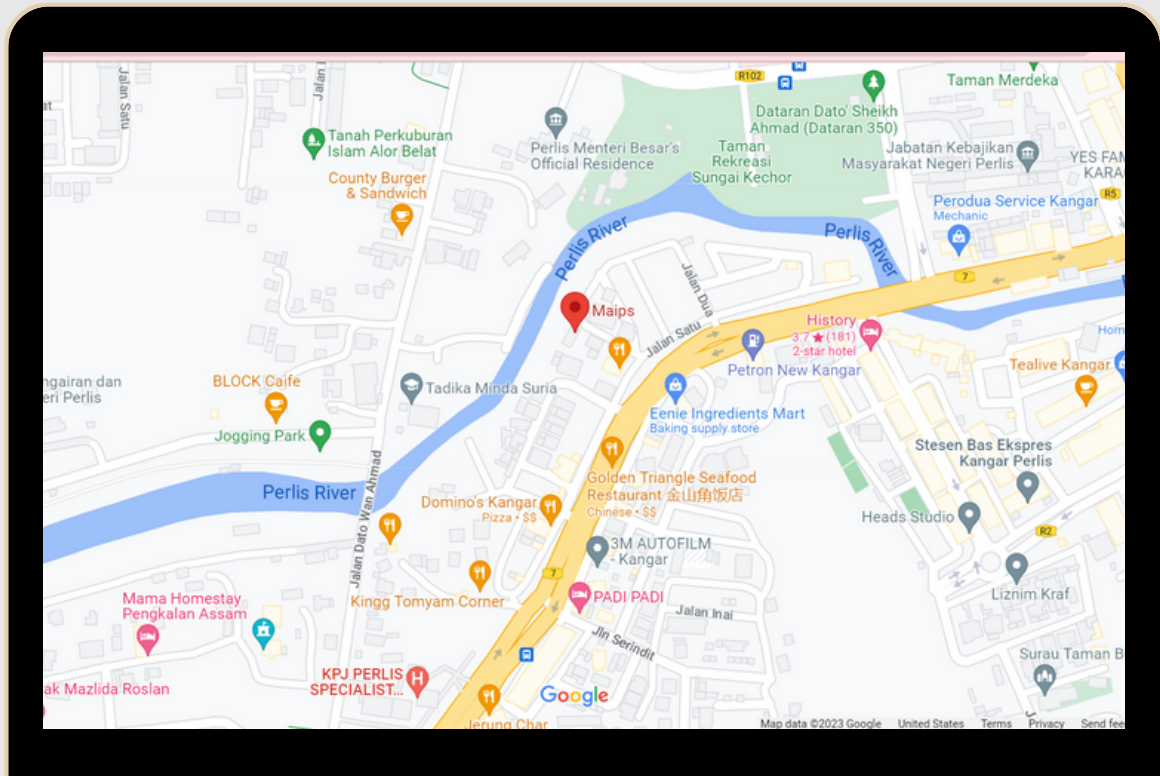
1. Unit Hartanah
2. Unit Wakaf

One of the functions of MAIPs is make a collection of zakat such as income zakat, business zakat and gold zakat. In addition, MAIPs also manage unclaimed Muslim estates and manage waqaf affairs in Perlis. Next, MAIPs also play a role in distributing zakat collection to deserving groups such as the poor and mualaf. MAIPs also play a role in providing emergency assistance to the Muslim population of Perlis. In connection with that, MAIPs have appointed an *amil* in every mosque in Perlis so that MAIPs can more easily receive information from the residents of a place. In addition, MAIPs have also divided the area in Perlis into 5 parts namely *Timur*, *Barat*, *Tengah*, *Utara* and *Selatan*. Each of these sections is headed by a Zakat Collection Officer (PPZ).

MAIPs also help to develop the poorer Muslim (asnaf) economy in Perlis through their subsidiary which is Akademi Transformasi Asnaf MAIPs (ATAM). ATAM has held learning activities or knowledge skills for asnaf. Next, MAIPs will provide capital assistance and spending money for them to start a job when they finish training at ATAM.



LOCATION



**MAJLIS AGAMA ISLAM DAN ADAT ISTIADAT MELAYU PERLIS (MAIPs)
A2, Taman Pengkalan Asam, Jalan Tuanku Syed Putra
01000 Kangar, Perlis**

TELEPHONE : 04-9794439, 04-9794434, 04-9794438

FAX : 04- 9782400

EMAIL : korporat@maips.gov.my



VISION

Admired and Beloved Leader of Islamic Affairs Administration and Protecting the Glorious Ummah by 2025

MISSION

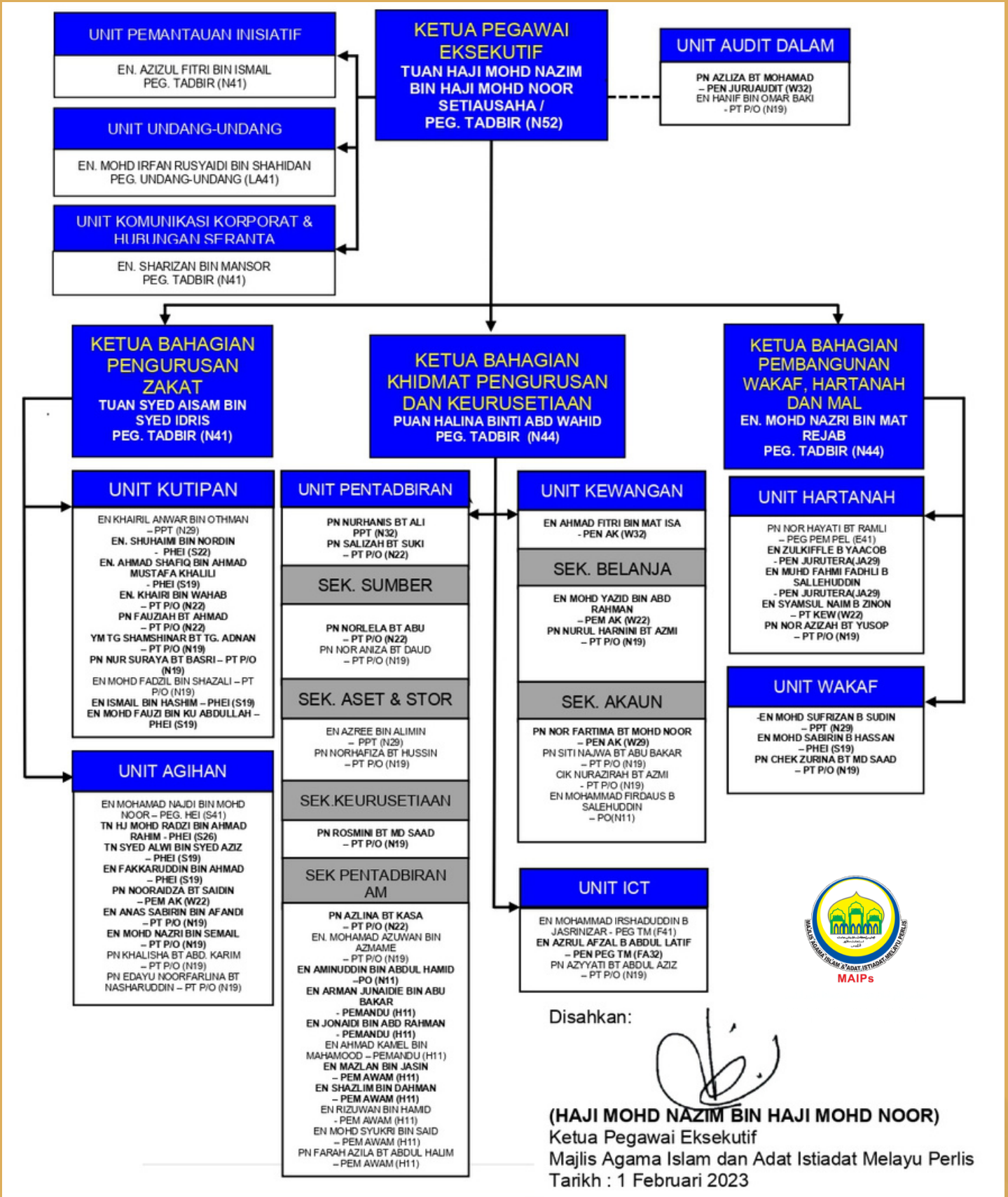
Ensuring the continued well-being of the ummah through transparent and effective Islamic Affairs Management based on the Al-Quran and as-Sunnah.

OBJECTIVE

- 1. Empower the ability and capacity of the organization to increase the efficiency and effectiveness of Islamic administration.**
- 2. Empowering the agenda of Islamic da'wah comprehensively to give birth to the ummah's khaira.**
- 3. Strengthen the management of zakat, waqaf and Baitulmal to improve the quality of life of Muslims.**
- 4. Strengthen the administration of Islamic law towards sovereign implementation of Sharia.**
- 5. Strengthen the strategic management of finances and resources to prosper the ummah.**

ORGANIZATIONAL STRUCTURE

Majlis Agama Islam dan Adat Istiadat Melayu Perlis (MAIPs)



Disahkan:

(HAJI MOHD NAZIM BIN HAJI MOHD NOOR)
Ketua Pegawai Eksekutif
Majlis Agama Islam dan Adat Istiadat Melayu Perlis
Tarikh : 1 Februari 2023



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TRAINING'S REFLECTION

Duration



DATE

1st March 2023 until 15th August 2023
(24 Weeks)



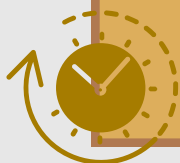
WORKING DAY

Monday to Friday



WORKING TIME

08:00 - 17:00



Roles and Responsibilities

Majlis Agama Islam dan Adat Istiadat Melayu Perlis (MAIPs) has 3 main divisions, namely ***Bahagian Khidmat Pengurusan dan Keurusetiaan, Bahagian Pengurusan Zakat*** and ***Bahagian Wakaf dan Hartanah Mal***. Each of these sections consists of several units.

Throughout my practical training here, I have been placed in two units, which are *Unit Pentadbiran* and *Unit Agihan*.

Unit Pentadbiran

Unit Pentadbiran functions in managing MAIPs administrative matters such as registering letters, making local orders, keeping personal records, keeping files and sending zakat payment receipts. In addition, this unit also office for a call operator who is on duty to answer calls from outsiders. *Unit Pentadbiran* also manages matters related to MAIPs employees such as applying for leave and applying for health claims. In this *Unit*, I take care of the call operators a lot. Call operators need to know every job of the MAIPs employee. This is so that every call received can be given to the relevant employee. Usually, calls are received by asnaf regarding their applications that are still not approved. Apart from that, I also received calls from various outside parties who wanted to cooperate with MAIPs, received calls to pay zakat by way of salary deduction, received calls to confirm the presence of MAIPs superiors to any function as well as received calls regarding contractor payments and so on. Other than that, I also help employees in various other general tasks such as preparing meeting minute books, preparing copies of documents and helping to make an event a success such as *Program Mahabbah Ramadan MAIPs* and *Majlis Raikan Syawal MAIPs*. I was also given the task of writing the address to send payment receipt confirmation to related organizations such as *Madrasah, Schools and Welfare Homes*.

Unit Agihan

Unit Agihan works to provide assistance to asnaf. In this Unit, I need to register for each General Assistance Form sent by asnaf to the MAIPs counter. I need to ensure that each of the forms is completely filled in with the asnaf's personal information and attached, such as a copy of the identity card, a copy of the E-Kasih confirmation, a copy of the bank account, and each form must be signed by the *amil* of the mosque. For business capital applications, each form must be attached once with the quotation. After the General Assistance Form application is registered, this form needs to be separated by area and given to the relevant PPZ. In addition, I also have to listen and receive complaints from asnaf who come to the MAIPs counter.

Gains

Teamwork

The first thing I was able to learn during my industrial training at MAIPs was to work in teamwork. For example, during *Program Mahabbah Ramadan MAIPs*, the employees and I together to prepare the place such as preparing Ramadan souvenirs, arranging chairs and tables and preparing a space for prayer. Each employee gets their own job but still helps each other. We managed to carry out the ceremony even though it was held outside working hours. In addition, I was also able to learn to cooperate in helping other employees in completing their tasks. For example, I replaced a call operator when he was on vacation. As for me, working in a team can create strong working relationships.

Through my industrial training at MAIPs I was also able to increase my communication skills. For example, my communication with other employees. I asked a lot with them about the work I needed to do. I also communicate a lot with them to give feedback on the work I have done. I was also able to learn how to communicate between superiors and colleagues. In addition, my communication skills also improved when meeting with asnaf and external clients through phone calls. I can answer their questions and help them with their problems. Through these communication skills I can also reduce my introverted. Good communication skills can avoid misunderstanding of information.

Communication Skill

Work Experienced

I was also able to experience working during my industrial training at MAIPs. I was able to practice working hours such as attendance at the office and breaks. In addition, I was also able to learn the procedures that an employee needs to do if they have an emergency case such as going on vacation and out of the office. Next, I was also able to gain experience to complete each task given according to the set time. I also learned how to get along with colleagues from different backgrounds. This experience will be used as best as possible if I enter the world of work later.



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SWOT

analysis

SWOT ANALYSIS





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DISCUSSIONS & RECOMMENDATIONS

STRENGTHS

1. Skilled and Knowledgeable Workers in Their Respective Tasks

Majlis Agama Islam dan Adat Istiadat Melayu Perlis (MAIPs) has employees who is knowledgeable and skilled in the positions they hold. Basically, MAIPs are divided into 3 sections, which are Bahagian Pengurusan Zakat, Bahagian Pengurusan dan Keurusetiaan and Bahagian Pembangunan Wakaf, Hartanah dan Mal. For example, the employees assigned to implement the distribution of zakat consist of *Pegawai Penyelaras Zakat* (PPZ). They know about the eligibility requirements for a person to receive zakat from MAIPs through the calculation of *hadul kifayah*. This causes the aid application process to be implemented efficiently and quickly. For example, the main and frequent assistance provided by MAIPs is "Bantuan Sara Hidup". This *Bantuan Sara Hidup* is given to asnaf 3 times a year or 4 months from the last date of receiving assistance (MAIPs, 2023). Application approval is usually within a month from the date of application. However, for assistance exceeding RM2,000, the application will be processed within 3 months. This is because the application has to go through a committee meeting process and each applicant has to attend an interview first. Usually, this application is related to business capital.

In addition, MAIPs have also appointed an *amil* in each mosque to further increase the efficiency of zakat fitrah collection. Each appointed *amil* is also responsible for monitoring the asnaf in their area so that the asnaf can be helped. For example, applications for *Bantuan Baik Pulih Rumah* and *Bantuan Fitrah* need to be referred through the appointed *amil*. *Amil* needs to suggest the names of asnaf who are in need if they are eligible to get the help. For this reason, each appointed *amil* is someone who has knowledge in the field of zakat because the *amil* plays an important role in helping MAIPs improve the well-being of the local population (Yusof, 2022). Skilled and knowledgeable employees of MAIPs are influenced by social factors. This is because every employee has a level of education and has career attitudes (De Bruin, 2023).

Recommendation

MAIPs can encourage their employees by developing career development with experiential learning to improve their skills. Developing career development can help employees increase productivity and increase job satisfaction. Employers can create formal and informal professional development opportunities. Among the career development programs that can be done is guidance in the organization, asking employees what things they want to improve or establishing cooperation with other organizations that run the same service (Meyer, 2023).

STRENGTHS

2. Provide Various Types of Product

The strength of MAIPs is not only with the provision of cash assistance to the poor. MAIPs also provide various other types of assistance through various schemes such as *Skim Agihan Sara Hidup Bulanan*, *Skim Agihan Perubatan*, *Skim Agihan Persekolahan*, *Skim Agihan Program Peningkatan Ekonomi Asnaf*, *Skim Agihan Bekalan Elektrik dan Air*, *Skim Agihan Bantuan Perumahan*, *Skim Agihan Bencana*, *Skim Agihan Pelajaran Serta Merta IPT*, *Skim Agihan Zakat Pelajaran Dermasiswa Luar Negara (Timur Tengah)* and *Skim Agihan Dakwah dan Kemasyarakatan* (MAIPs, 2023). For example, MAIPs have allocated as much as RM15,053,511 for various *Skim Agihan Bantuan Perumahan* to the poor throughout Perlis for the past year 2022. A total of RM 11,993,511 was channeled to 128 families who received *Bantuan Perumahan MAIPs Peduli*, while the rest involved 205 families who received micro house renovation assistance (Muhamad, 2023). In addition, MAIPs also provides zakat allocation for School Assistance amounting to more than RM 7 million for the year 2023. This assistance has benefited 10,314 primary and secondary school students throughout Perlis (Osman, 2023).

MAIPs offer various types of aid to people due to economic factors. This is so that all types of aid can satisfy the needs and desires of the society. Demand significantly affects how stable an economy is for organizations (Pereira, 2023). For example, *Bantuan Pelajaran* will help students to further their studies.

Recommendation

The MAIPs might concentrate on or increase allocations for each type of funding that the community frequently receives in order to produce more accurate results for the various types of assistance offered by the MAIPs. In order to enhance the processes for offering assistance, MAIPs can also obtain feedback from the community regarding the assistance they received (Berk, 2023).

STRENGTHS

3. Strong Islamic Institution in Malaysia

MAIPs is a leading Islamic organization in Malaysia. This is proven when many private organizations give trust to MAIPs by contributing business zakat to MAIPs. For example, Rural Capital Berhad (RCB) has submitted business zakat of RM945,934 to MAIPs for the income from business property in 2021 (Hasnan, 2022). In addition, Bank Islam Malaysia Berhad (BIMB) also once again presented business zakat contributions for the year 2022 amounting to RM185,000 to MAIPs to be distributed (Mutalib, 2023). Next, MAIPs also managed to maintain the status of *Anugerah Siji Pematuhan* "Standard Accounting System for Government Agencies (SAGA)" for their accounting and financial application systems. MAIPs once created history when it emerged as the first Islamic Religious Council and the first Perlis State Government agency to receive SAGA recognition in 2017 (Omar, 2022). Next, MAIPs have been recognized with the *Anugerah Sijil Bersih* for Financial Statements by the Jabatan Audit Negara for 11 consecutive years. This has proven that MAIPs has carried out its responsibilities well as a single organization that implements zakat management in Perlis with integrity and trust in every administration. MAIPs zakat collection in 2022 also increased by 14.9% compared to 2021 (Yusof, 2022). The trust given by corporate companies and the recognition given make MAIPs a great Islamic Religious Council in Malaysia.

Recommendation

All employees must participate in organizational activities for MAIPs to gain a greater reputation as an Islamic Institution. A single department inside the organization, such the finance division, cannot be the only focus of MAIPs. Every division or unit within the MAIPs organization is required to play a significant part and carry out tasks effectively and transparently.

WEAKNESSES

1. Lack of promotion related to zakat and waqaf on social media

One of the weaknesses of MAIPs is the lack of promotion of zakat and waqaf information through social media. MAIPs has social media which are Facebook and Instagram. However, the use of MAIPs social media is limited to news announcements only. MAIPs do not promote knowledge related to zakat such as zakat payment for who are able to pay, who are eligible to receive zakat and general knowledge related to zakat to the community. In addition, MAIPs are also less promoting the "Jom Berwakaf" campaign in their social media. This lack of promotion causes the community to not know what they can do to contribute at the same time that MAIPs are unable to increase their contribution. For example, the construction of a waqaf concept Pusat Rawatan Katarak in collaboration with Hospital Tuanku Fauziah (HTF) was only reported in the news media (Osman, 2022). In addition, MAIPs also do not make periodic announcements on social media for aid applicants to check the status of their applications. As a result, applicants need to attend the MAIPs counter or call MAIPs to check the status of their application.

The lack of promotion related to zakat and wakaf on social media have been influenced by technological factor. Social media networks like Facebook, Instagram, or Twitter are a sensible site to advertise campaigns (McLachlan, 2023).

Recommendation

Using visual content in social media can attracts the followers, people easily understood about the content and organization can engage with the followers (Monaghan, 2022). For example, MAIPs can use digital platform such as Adobe and Canva to edit the promotion poster. After that, MAIPs can share the promotion through Facebook, Instagram, or Twitter.

WEAKNESSES

2. Unsystematic organizational system and workload by an employee.

The weakness found in MAIPs is the unsystematic management of the organization and tasks of an employee. This is because there are workers who have to do a lot of work and there are workers who only have a little work. For example, Assistant Administrative Officers have to perform many tasks at one time such as matters related to holding meetings, opening tenders, employee leave matters, and attending external courses. Meanwhile, there are workers who only do one task, which is to check applications to asnaf. Due to the burden of this task, there is work that takes a long time to complete and sometimes the business is delayed because the work is forgotten. The work also causes the work of other employees to be delayed because every task depends on each other.

Next, the presence of employees in the office. There are employees who take leave without telling their colleagues or superiors. In addition, there are employees who leave the office for a long period of time without any notice. Problems occur when there are outside parties who want to contact and meet with the officer. For example, asnaf calls the MAIPs to talk to *Pegawai Pengurusan Zakat* (PPZ). However, PPZ did not pick up the call and the call operator asked asnaf to call again in the afternoon. However, when asnaf called again they still did not pick up the call so the asnaf had to call MAIPs for days. The operator could not give a reason to asnaf why PPZ did not pick up the call because no notification was received. Some employees also take leave for a very long period of time so that there are jobs that are delayed.

Recommendation

The MAIPs administration can assign responsibilities equally to each of its employees. Depending on their level of expertise, each employee might be assigned different jobs (Anam, 2020). For instance, the superior regularly reviews each task that the employee completes. Each employee receives training or classes that increase their knowledge and expertise in a variety of professions. Division of work in an organization is quite challenging because each employee has different skills. However, if an employee lacks the skills needed but shows willingness in gaining them, it may be less difficult for other employees to do their tasks.

WEAKNESSES

3. Lack of staff in organization

MAIPs also experience the problem of lack of staff in running their organizational services. For example, lack of staff at the registration counter. Residents who want to apply have to wait a long time before being able to register. Each application form needs to be examined whether the resident completes the form and provides copies of the specified documents. This causes the waiting time to increase, especially on Mondays. In addition, there is no specific staff to take care of the waqaf collection counter. Due to this matter, contributors have to wait until there is staff available to receive the waqaf payment. This issue of staff shortage has a negative effect on MAIPs to run their services efficiently. This will also cause a lack of waqaf contributions to MAIPs. Next, lack of staff in the administrative department. This happens when there are staff who are on a long vacation without an assistant. This lack of staff causes a work to be delayed and there are delays in various official affairs. This issues has been influenced by economic factors because MAIPs cannot hire more employee.

Recommendation

A suggestion to address this weakness is for MAIPs to hire temporary employees. Bruce (2023) states that determining the qualifications for the positions needed by MAIPs is one of the procedures that can be completed before hiring temporary employees. For example, MAIPs can hire seasonal workers to assist them during times of high traffic, hire employees on contract to temporarily cover open positions, or hire employees for temporary employment with the potential to become permanent employees. This demand for contract employees may make it easier for MAIPs to handle numerous jobs at once.

OPPORTUNITIES

1. A stable economy lead to increase in zakat and waqaf payers

The country's stable economy has led to an increase in zakat payers and waqaf contributors in Perlis. This means that the community has more income so they are obliged to pay zakat. The increase in zakat payers not only involves individuals but also service organizations and businesses. For the organization, their payment is through the profit earned and when the economy is stable, the organization increases the profit and increases the payment of zakat. Among the organizations that pay zakat in Perlis are Petronas, Bank Islam and Mc Donald's. For example, MAIPs have distributed zakat fitrah contributions amounting to RM4,475,600 for the year 2022. This contribution has been distributed to more than 11 thousand asnaf in Perlis (Mutalib, 2023). In addition, the stable economy has also increased the number of waqaf contributors in Perlis. Among the waqaf donations that can be made are general cash waqaf and the Pusat Rawatan Katarak Perlis. Residents can also make waqaf contributions in various forms. For example, a cleaning worker with hearing problems donated two dialysis machines worth RM80,000. This dialysis machine has been donated to patients who seek dialysis treatment at Pusat Perkhidmatan Dialisis Hospital Tuanku Fauziah (HTF)-MAIPs. This waqaf contribution is the result of the sale of land that has been heir by his grandparents (Sharif, 2023).

The economy has an impact on this opportunity. According to Helmi (2021), zakat will be directly impacted by economic sustainability because zakat funds will rise along with the country's GDP.

Recommendation

The opportunity to increase zakat and waqaf contributors in Perlis is one that MAIPs may take advantage of through spreading information through a variety of channels, not only social media. For instance, MAIPs can set up a booth in a large supermarket to advertise the Pusat Rawatan Katarak's waqaf fund or other state-level program.

OPPORTUNITIES

2. Cooperation with various Agencies

MAIPs has also established various collaborations with various external agencies. This external cooperation opens up opportunities for MAIPs to collect more zakat and waqaf contributions and distribute aid to deserving groups. Among the agencies that MAIPs works with is the Jabatan Kebajikan Masyarakat (JKM). Cooperation with JKM is carried out to identify more closely the population in need such as the population affected by the storm (Osman, 2022). In addition, MAIPs also work with the Pejabat Pembangunan Negeri (ICU) to identify residents categorized as poor in E-Kasih data. This E-Kasih data will speed up the application due to the eligibility status provided by E-Kasih. ICU also conducts a census periodically to confirm the status of the population register whether categorized as poor or not (Zamri, 2023).

In addition, MAIPs has also established cooperation with the NGO which is Perlis Volunteer Action Community (PVAC). The role of PVAC is to distribute supplies of basic goods to people in need (Hashim, 2020). Next, MAIPs has established cooperation with the Malaysian National News Organization (BERNAMA), which is a media agency. This media collaboration is to channel accurate information to the people about the role of MAIPs in managing and administering Islamic affairs in Perlis. MAIPs' cooperation with other government agencies and NGOs has a positive effect on MAIPs, especially in the aspect of zakat management. MAIPs also collaboration with UiTM Perlis, UniMAP and KUIPs for *Wakaf Pendidikan*. The opportunity to collaborate with various agencies to improve the efficiency of the MAIPs organization is due to the economy factor. This is because of the commitment given by MAIPs to external organizations.

Recommendation

MAIPs can increase cooperation between various external agencies by creating a safe space for them to share ideas and opinions (Kennard, 2021). This collaboration will help MAIPs manage their zakat and waqf better. Furthermore, MAIPs may improve the Perlis asnaf economy. Additionally, MAIPs may try out new innovations introduced by these outside organizations. For instance, in order to ensure that the information obtained remains up-to-date, MAIPs can hold productive discussions on frequently.

OPPORTUNITIES

3. Program improve employee knowledge and skills.

MAIPs employees are also often given the opportunity to participate in various courses and programs to improve their skills and knowledge in zakat and waqf management. Among them are MAIPs' participation in the *Bengkel Pengurusan Wakaf MAIN anjuran JAWHAR*, *Bengkel Interface Laman Portal anjuran BPTM SUK Perlis*, *Kursus Lanjutan Faraidh dan Pembahagian Harta Pusaka* and *Bengkel Transformasi Digital*. In addition, MAIPs employees are also often invited to share knowledge in various programs with external agencies. For example, MAIPs' participation in the MAIPs dalam *Forum Safar Ilmu*, *Program Cilik Haji*, and *Persidangan Standard Accounting for Government Agencies (SAGA)-SeGAC 2023*. Through participation in programs like this, MAIPs employees can improve their skills and knowledge and further make MAIPs an efficient organization. Involvement in this program can also make MAIPs move with the changing times. These opportunities come up as a result of social factors. This is so because the participation program has a point to do with the employees of MAIP's educational background.

Recommendation

MAIPs can improve employee knowledge and skills by having coaching, mentoring and peer-to-peer feedback (Cooks-Campbell, 2022). This method can be implemented by MAIPs within the organization only since MAIPs have skilled and knowledgeable employees. A peer coaching program, for example, involves a relationship between two or more colleagues who are on the same level. Employees can enhance their job outcomes with this peer coaching program based on input from peers. Role-playing, brainstorming solutions, and informal mentoring are some of the peer-coaching techniques that can be used.

THREATS

1. Lack of technology for MAIPs Systems

MAIPs also receive threats from the use of technology in carrying out organizational activities. A technological threat to MAIPs is their service system. MAIPs has provided a system to obtain zakat statements online and check the status of asnaf applications online. However, the system often malfunctions and suffers from technical problems. Based on the observations made, almost every day applicants contact MAIPs to complain because they cannot check their zakat statements on the MAIPs website. In addition, the MAIPs assistance application review system is also slow to be updated by the system. This is said to be so because the approval on the MAIPs employee system is different from the approval found in the system that can be checked by asnaf which is <http://asnaf.maips.gov.my/semak/>. In the employee system which is *Sistem Pengurusan Zakat*, the application has been approved but in the asnaf review system it has not yet been approved. In addition, there is no official notification from MAIPs if the application is successful such as a message notification.

Lack of technology for MAIPs Systems for doing organizational tasks is one of the challenges facing MAIPs. One of the PESTLE analysis's factors is technology, which is related to the existence, accessibility, and development of technology, including engine efficiency (Bush, 2022). Technology, including automation, cyber security, research and development is an external force that may threaten a company's operations (Peterdy, 2023).

Recommendation

Addressing the organization's file-sharing requirements head-on and selecting a business-grade solution are two strategies that MAIPs can use to enhance data security (Peek, 2023). MAIPs may carry out the task by sending and receiving files via email. In addition, MAIPs can locate commercial services that provide visibility and safety features like access control and file access. Additionally, this will guarantee that the system applied by MAIPs is always safe and updated.

THREATS

2. Bad review from recipients

MAIPs have also receive threat from asnaf. This is because there are situations where asnaf makes bad complaints. Among the complaints received is the delay in payment of assistance must be received by the asnaf after 14 days from the date of the voucher. In addition, MAIPs also received bad reviews about the procedure of MAIPs officers giving assistance to asnaf. This is because there are local residents who make complaints that the recipients of the MAIPs assistance have achieve *hadul kifayah* income which means that their source of income is sufficient for their livelihood. In addition, asnaf also sometimes have to come to the office repeatedly to ask about the status of their application because there is no response from the officer. This matter has become an issue for MAIPs and can pose a threat to MAIPs regarding the credibility of MAIPs in the way of giving zakat contributions. This threat has been influenced by social factors because it is related to the community's perception of MAIPs.

Recommendation

The appropriate actions must be taken by MAIPs to cope with the problem in order to avoid the threat. The information regarding the problem can be gathered by MAIPs so they can respond to all the recipient's inquiries. In order to avoid misunderstandings with recipients, MAIPs should also review organization policies before making a statement. The MAIPs must also include alternative solutions so that the recipient does not experience negative effects from the issue being addressed. Therefore, in order to fix the problem with the recipient, MAIPs staff need to be skilled communicators.

THREATS

3. Lack of awareness about the concept of zakat and waqaf decrease the organization's financial resources

MAIPs also receive the threat of decreasing zakat and waqaf funds. This is supposedly caused by the community's awareness of the zakat and waqaf concepts. For example, the majority of individuals are only aware of the zakat fitrah obligation during the month of Ramadan. The community is also unaware of the concept of waqaf, which is a charitable alternative that can be used by them. The lack of awareness regarding zakat and waqaf among the community can cause a decrease in donors. This is because the community does not have the knowledge of how to donate zakat and waqaf. In addition, the community also lacks trust in MAIPs to contribute their money because there is no publicity regarding the waqaf program held. Therefore, MAIPs need to find a way before this threat occurs.

This point of threat is influenced by social factors. This is because the community does not have knowledge of the activities and programs implemented by MAIPs such as waqaf contributions.

Recommendation

In order to overcome this threat, MAIPs has empowered the waqf awareness campaign among the people of Perlis. This ongoing campaign covers Wakaf Tunai Manfaat Am, Wakaf Al-Quran dan Kitab, Wakaf Pusat Komuniti and Wakaf Ma' As Sabil (Muhamad, 2023). MAIPs can expand zakat and waqaf awareness campaigns through various platforms such as television, social media, radio and school talks. In addition, MAIPs can hold exclusive interviews with responsible officials to provide more knowledge and tell the benefits of zakat and waqaf contributions to the community.

SWOT MATRIX

	STRENGTHS	WEAKNESSES
OPPORTUNITY	The increase of zakat and waqaf payer make MAIPs is a strong Islamic Institution in Malaysia because of maximum funds.	Strategic cooperation with external organizations and agencies can promote MAIPs' zakat and waqaf contributions.
THREAT	Various types of assistance can meet the needs of residents without receiving any complaints.	Hire new employee to help MAIPs carry out their assistance services to increase the source of zakat and waqaf funds.



CONCLUSION

SWOT analysis can be carried out using internal sources and external sources. SWOT analysis is a strategic plan that can be used to achieve an organization's objective. MAIPs is the only organization that manages matters related to zakat and waqaf in Perlis. Zakat and waqaf contributions can help in the economic development of the population. Therefore, MAIPs need to use existing opportunities to continue to contribute to the people and be the greatest Islamic Institution in Malaysia.



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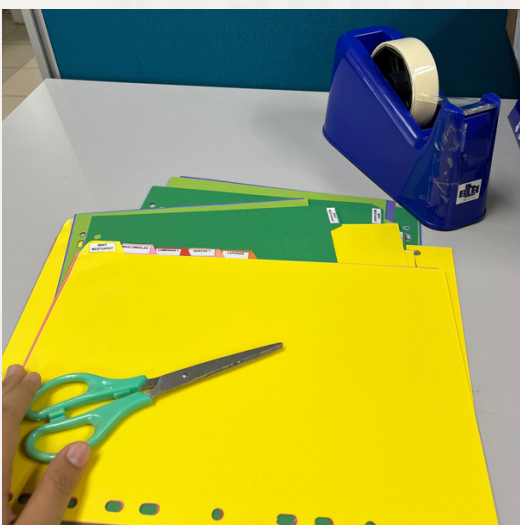
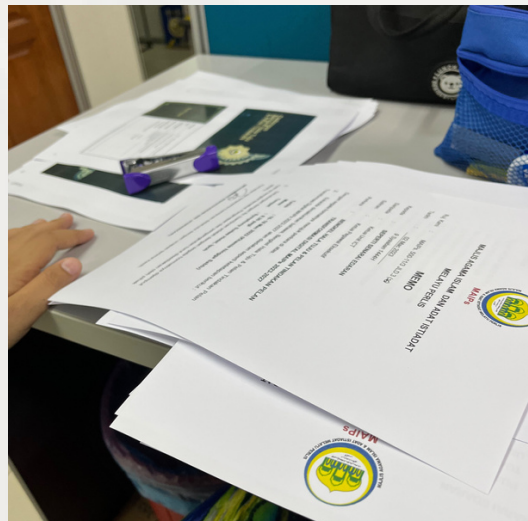
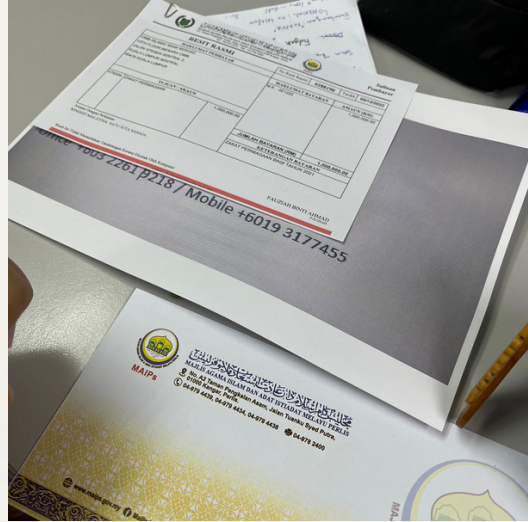
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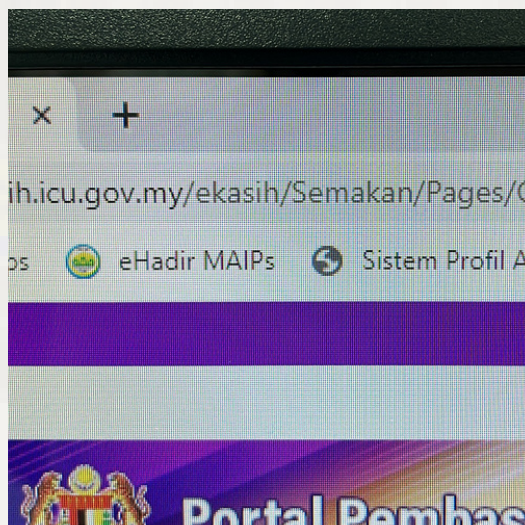
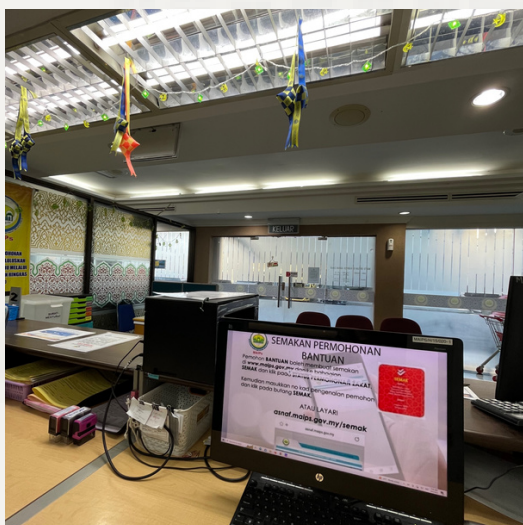
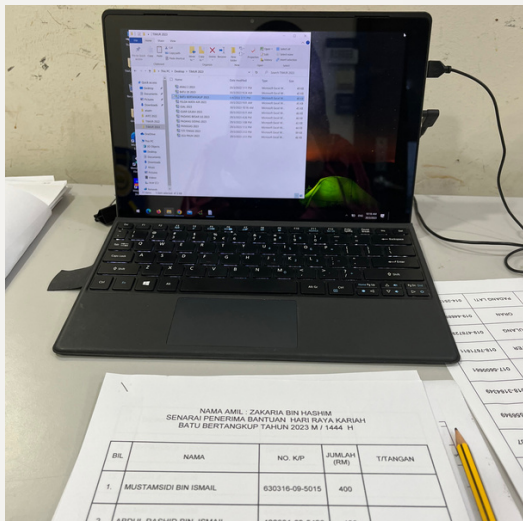
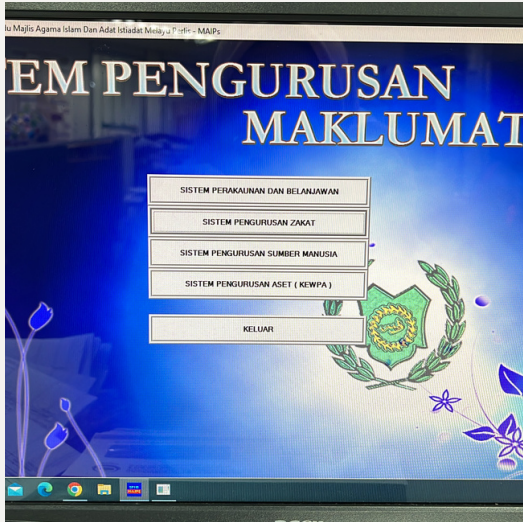


APPENDICES

Unit Pentadbiran



Unit Agihan



Program Mahabbah Ramadan MAIPs



Majlis Raikan Syawal MAIPs





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ENDORSEMENT OF ORIGINAL REPORT

Coordinator

Unit Jaminan Kualiti Akademik (UJKA)

Universiti Teknologi MARA Cawangan Perlis

02600 Arau

Perlis.

Sir,

ENDORSEMENT OF ORIGINAL REPORT FOR PROPOSAL/ DISSERTATION/THESIS/PROJECT PAPER/ ASSIGNMENT

With reference to the work of the candidate below:

Name : Nur Izzatul Syafiqah binti Rozaidi

Matric no : 2020449916

Faculty : Faculty of Business and Management

Programme: BA243- Bachelor of Business Administration (Hons.) Human Resource Management

Title : Swot Analysis of Majlis Agama Islam dan Adat Istiadat Melayu Perlis

Percentage of Original Report: 2%

I am pleased that the proposal/thesis/dissertation/project paper/ assignment of the above candidate has fulfilled the Original percentage of the university's requirement.

Thank you.

1st advisor's signature and stamp

Name: DR NURSYAMILAH BINTI ANNUAR

10/08/2023

DATE

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REPORT REPORT MAJLIS AGAMA ISLAM DAN ADAT ISTIADAT MELAYU PERLIS (MAIPS) NUR IZZATUL SYAFIQAH BINTI ROZAIDI 2020449916 BACHELOR'S DEGREE (HONS.) HUMAN RESOURCE MANAGEMENT Prepared By: 1st March 2023-15th August 2023 Industrial Training

Industrial training is the crucial part for all undergraduate students of UiTM to complete their studies. The main objective of this report is to identify the SWOT Analysis of the Majlis Agama Islam dan Adat Istiadat Melayu Perlis (MAIPs). The report also focuses on the experience for six months doing industrial training at MAIPs. This report is divided into seven parts. The first part consists of the preliminary pages such as table of content and acknowledgment. Part two of the report consists of the student's profile and the third part is about the company's profile. Training's reflection such as duration, roles and responsibilities, and gains are on part four. On this part, consist the roles on the division that have been placed which are Administration Unit and Finance Unit. The next part consists of the diagram SWOT Analysis of MAIPs which is on part five. There are 3 points for each strength, weakness, opportunity and threat of MAIPs Organization. On part six, the report consists of the discussion and recommendation about each point of SWOT Analysis. This part will discuss the strength, weakness, opportunity and threat of MAIPs in details. The report also gives some recommendations to improve the strength, overcome the weakness, seize the opportunity and avoid the threat. Part seven only consists of the conclusion and part eight consists of the references for all citations. The last part consists of appendices which is about the picture that was taken during the industrial training. EXECUTIVE SUMMARY Page i NUR IZZATUL SYAFIQAH BINTI ROZAIDI 2020449916

PART I Company background, Name, Location EXECUTIVE SUMMARY i TABLE OF CONTENT ii ACKNOWLEDGEMNET iii COMPANY'S PROFILE 2-3 4 NUR IZZATUL SYAFIQAH BINTI ROZAIDI 2020449916 Page ii TABLE OF CONTENTS PART II RESUME PART III Vison, Mission, Objective Organizational Structure 5 1 PART IV TRAINING'S REFLECTION Duration of working Roles and responsibilities Gains PART V SWOT ANALYSIS Strength Weakness Opportunity Threat PART VI DISCUSSIONS & RECOMMENDATIONS SWOT Matrix PART VII CONCLUSION PART VII REFERENCES APPENDICES PART VIII 7 6 8 9 10-11 12 13-15 16-18 19-21 22-24 25 26 22-30 31-35

First and foremost, I want to give thanks and gratitude to the Almighty God, who has given the writer innumerable blessings, insights, and opportunities that have allowed me to finally finish the industrial training.

