



STUDENTS AFFAIRS DIVISION

FACULTY OF BUSINESS AND MANAGEMENT

BACHELOR OF HUMAN RESOURCES MANAGEMENT (HONS)

HRM 666

INTERNSHIP INDUSTRIAL REPORT

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PART 1

PRELIMINARY PAGES

EXECUTIVE SUMMARY

Universiti Teknologi MARA (UiTM) Cawangan Perlis is a Universiti Teknologi MARA branch campus in Arau, Perlis, Malaysia. It was founded in 1974 in Kangar, making it the country's third oldest UiTM campus. The campus relocated to its current location in Arau in 1980. UiTM Perlis is now the country's largest branch campus in terms of both student population and overall courses offered. This industrial training report elaborates about my experiences, tasks and programs that I get to involve during my internship duration at Students Affairs Division for 6 months. I have started my internship on 1 March 2023 and will finish at 15 August 2023 which is equal to 24 weeks. This report contains Student Profile, Company Profile, Training Reflection, SWOT Analysis, PESTEL Analysis, Recommendation, Conclusion and Appendices. In conclusion, doing internship in this organization give a lot of amazing experiences.

PART 2

STUDENT PROFILE

PART 3

COMPANY PROFILE

3.0 COMPANY PROFILE

University Technology MARA, Perlis Branch was founded in 1974 in Kangar, making it the country's third oldest UiTM campus. The campus relocated to its current location in Arau in 1980. UiTM Perlis is now the country's largest branch campus in terms of both student population and overall courses offered. UiTM Perlis is the third oldest branch campus and the largest UiTM branch campus after the main campus in Shah Alam. It is Perlis' major higher education institution. It was officially founded on July 5, 1974, with a pioneer intake of 258 students enrolled in 1 preparatory course and 5 diploma courses. At the start, there were 15 academic employees and 31 administrative and support staff. The campus was then temporarily housed at the Scouts House on Padang Katong Road in Kangar. The campus relocated to its current location in Arau in 1980, on a 335-acre land donated by the state government, the Raja Perlis and the state government, totaling 464 acres of campus land. 240 acres of this land are dedicated for farming and the agricultural unit for the purposes of education, research, and tourist attraction.

Seven faculties provide a total of 34 programs, including 17-degree programs and 16 diploma programs. This campus, the largest branch campus, currently has 7869 full-time students. The total number of employees is 779, with 390 academic employees and 389 non-academic employees. Various infrastructure facilities are also available. There are 8 student residential colleges, 7 for female students, 67 science laboratories, 22 computer laboratories, 3 language laboratories, a huge hall, a mosque, a minor stadium, and a gymnasium among them. Some facilities, such as dormitories, halls, and gymnasiums, are available for public rental.



Figure 1.1

The Student Affairs Division at UiTM Perlis Branch is essential for providing students at UiTM Perlis Branch with services management. There are eight (8) sub-units under the management of the HEP Division UiTM Perlis Branch. It is headed by the Deputy Rector of HEP and 63 administrative personnel to support the effective service with the goal of enhancing personality and emphasizing the potential of students. The units under the Students Affairs Division are the Administration unit, Career and Counseling unit, Sports unit, Co-Curriculum unit, Health unit, Student Residential & Non-Resident Management Unit, Student Leadership Unit, Retail Space Management Unit and Cultural Unit.

3.1 LOCATION

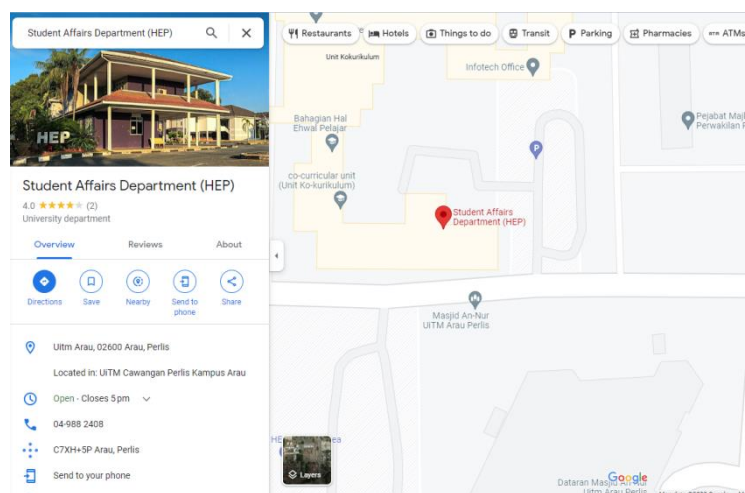


Figure 1.2

3.2 COMPANY OBJECTIVES, VISION, AND MISSION

Objectives UiTM Perlis Branch

Produce world-class professional Bumiputera graduates who are pious and competitive in the fields of science, technology, business management, entrepreneurship, and humanitarianism. To be a superior reference center in the fields of science, technology, business management, entrepreneurship, and humanity as well as a catalyst for Development in Northern Malaysia. Forming and fostering Islamic values to be practiced by the entire university community. Providing world-class conducive infrastructure for learning, teaching, and research.

To achieve these objectives, UiTM Perlis has planned several agendas for certain departments and units. Emphasis is given to the following aspects:

- Strengthening the Management System
- Academic Development
- Student Development
- Financial management
- Staff Management and Development
- Infrastructure Development
- Research and Innovation

Vision

Making UiTM a superior university based on scholarship and academic excellence to lead the dynamism of Bumiputera in all world-class professional fields so that competitive, global, and ethical graduates are born.

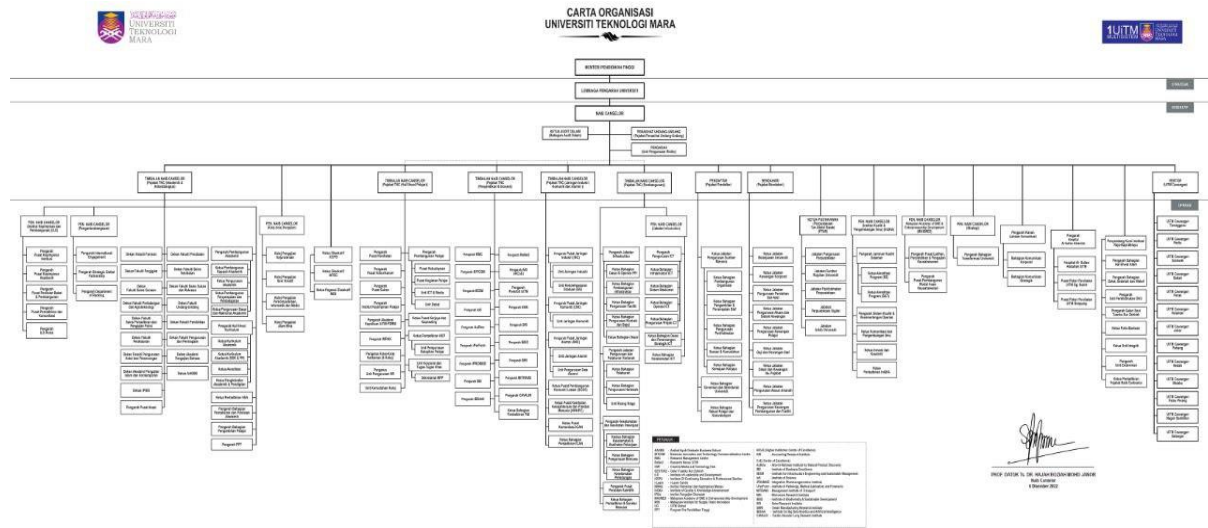
Mission

Enhance the knowledge and expertise of Bumiputera in all fields through the delivery of professional programs, research and community service involvement based on pure values and professional ethics.

Motto

Endeavour, God-Consciousness, Dignity.

3.3 ORGANIZATIONAL STRUCTURE



3.4 DEPARTMENT ORGANIZATIONAL STRUCTURE



PART 4

TRAINING REFLECTION

4.0 OPERATION HOURS OF THE STUDENTS AFFAIRS DIVISION

DAYS	TIMES
Monday - Thursday	8.00 A.M – 5.00 P.M Lunch Break: 1.00 P.M – 2.00 P.M
Friday	8.00 A.M – 5.00 P.M Lunch Break: 12.15 P.M – 2.45 P.M
Saturday - Sunday	Holiday

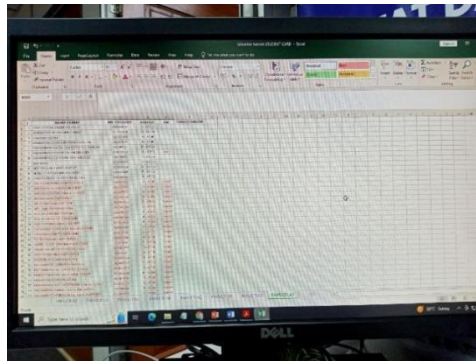
4.1 INDUSTRIAL TRAINING ACTIVITIES

- **Organize the files**



This activity to make sure all the files been organized and make it easier to find. Students Affair Division have a lot of files and need to be organized in files room to make it easier for staff to find it. The files been categorized into number such as ‘Kegiatan Pelajar’ files been categorized as number 61. Each file’s will be in their own compartment.

- **Key in data in Excel or system**



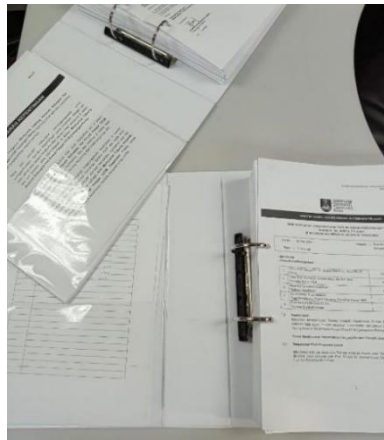
Any information about students such as their name and matrix number need to be key in in Excel for the distribution of student cards. These information needs to be key in system or Excel so it would make it easier for the staff to check and the search process would be easier. These key in process of any data need to be done so it would be simplified any searching process of information in the future.

- **Being a facilitator for a program**



When there're program such as 'Kem Pengurusan Organisasi Siri 1' or 'Kem Pengurusan Organisasi Siri 2' and many more programs that been done under Student Affairs Divison, I would been a facilitator or staff that monitor the program. I would help the staff to supervise the program and provide the stuff or things that organizer needs. I would organize and monitor all the students that involved in the program.

- **Filling the minutes meeting**



When the department doing a meeting, the minutes meeting needs to be recorded. The minutes meeting would be put in the specific files. The minutes meeting would be put into number and be organized according to the dates.

- **Doing The Audit And Scan Documents**



Gather all the document that needs to be audited and scan all the document that needed for the audit purpose. The audit will happen once after two months and the purpose is the company need to know the unit progress.

4.2 GAINS FROM INDUSTRIAL TRAINING

1. Communication skill

When receive an instruction, there are something that I will not understand so I will have to ask about the task so I will not make a mistake. If I do not ask the staff regarding the task, I will be likely doing mistake when handling important documents and will cause problems. Students Affairs Division handles a lot of student's problem and communicate with the students. Therefore, I need to communicate a lot with the student when they come to office so I need to communicate in the right way so that students will understand the message I need to convey. I improve a lot of my communication skills while doing my internship at Students Affairs Division.

2. Management skills

Throughout my internship, I need manage a lot of things and program. I also manage the minutes meeting that need to recorded and numbered in the files. If the minutes meeting is not recorded, it is difficult for the staff to find the files and information they needed. I also manage a lot of documents about the students. I will sort the student's name by their courses one by one and put it in one file. Therefore, management skills are what I gain in this organization and it is important so that the information is well organized and easy for the staff to check in the future.

PART 5

SWOT ANALYSIS &
PESTEL ANALYSIS

5.1 SWOT ANALYSIS



STRENGTH

1. STRONG TEAMWORK SPIRIT

Building a successful team requires a strong sense of team spirit. People that exhibit good team spirit may be able to take on additional leadership and management jobs because they may encourage others to work well together. People who exhibit collaboration spirit are more invested in the aims of their organization. ones that work well together are more productive and add more value to an organization than conflict-ridden ones. When teams collaborate effectively, the organization becomes more efficient. Students Affairs Department have a good teamwork spirit. The staff have a good teamwork and helpful toward each other. For example, if there any program or event that been handled by other department, the staffs will help the other department such as organized the table, buying groceries and many more. They will help without asking anything for return. They will also support other programs that not been handled by Students Affairs Division. Student Affairs Division have eight department and works wells together despite being in different unit.

2. GOOD WORKING ENVIRONMENT

Positive work environments are those that encourage confidence, safety, accountability, equity, cooperation, and accountability. Creating a positive work environment encourages and engages the employees, leading to increased job satisfaction and retention within the organization. The staff will be less stressed at work and more likely to contribute ideas for company's success, allowing the organization to develop and thrive. The staffs working in happy and harmony condition. They do not let pressure from the outside affects them and just do the job they assigned to. This will make the working environment more harmony as they not keep the problem to their self.

WEAKNESS

1. LACK OF COMMUNICATION

Poor workplace communication occurs when there is a misunderstanding between what is stated and what is heard, whether between coworkers or between an employee and a management. More specifically, understanding is not genuine when the individual you're interacting with misunderstands what you are communicating to them. A "lack of communication" happens when someone has difficulty successfully articulating their needs and expectations. Based on my observations, the staffs at Students Affairs Division do not communicate well and give the work at last minute time. For example, supposedly at the morning, there should be a program and I just been told at that morning that I need to prepared the projector and also prepared ten certificates before nine a.m. This will make it harder for me to take actions because the instruction is given late. Also, the staff are not honest towards each other. Even though they had a good teamwork spirit, they do stuff up their feelings if there anything bothers them and feels unsatisfied towards each other. The communication between Encik Ahmad Muaz and his subordinates also just moderate. He did not ask for staff opinion first and just proceed with his decision. He will tell the staffs after he made his decision and only asks the staff to prepare the stuff needed.

2. SHORT-STAFFED

The condition of not having enough workers to accomplish the organization daily tasks is known as under-staffing. It can also mean having only enough workers to perform those duties if everyone or most of those workers are working as hard as they can. In this case, even though the staffs had completed their daily tasks, they do not have the time or resources to take on any further work. For example, my supervisor, Encik Ahmad Muaz needs to going outstation sometimes and a lot of people wants to meet him. So, when he is not on office, the situation is kind of hectic because no one can cover his job. This department needs at least one person to help him to deal with the tasks. Other staff also just do the job they assigned to and not helping other staffs that had a lot of job at that time. The staff also sometimes needs to monitor a program that occur on weekends which is supposed to be holiday for them and its always the same staff that need to go the program due to short-staffed situation.

OPPORTUNITIES

1. SUPPORT A LOT OF PROGRAM OUTSIDE CAMPUS

Students Affairs Division support a lot of program outside the campus. For example, Students Affairs Division sends out three teams which is Tennis team, Petanque team, and Cultural Dance team to University Syiah Kuala, Banda Aceh to represent UiTM Perlis in Indonesia-Malaysia-Thailand Growth Triangle (IMT-GT). This will make a good name and connection with outside organization. University help the students build their own self-awareness and self-confidence by requiring them to join outside program.

2. COLLABORATION WITH OTHER ORGANIZATION

Students Affair Division also supports the program that been organized by the students such as 'Kem Fiesta Lestari Hijau' that been done at Sungai Bukit Jernih. Student Affairs Division also collaborate with outside organization such as Universiti Syiah Kuala, Banda Aceh. This will improve the relationship that Malaysia have with Indonesia. Other than that, my department also collaborate with 'i-LEAD Kementerian Belia dan Sukan (KBS)' to organize a program that include 1 000 students. It is a program about explain information related to disaster management and demonstration of handling poisonous animals

THREATS

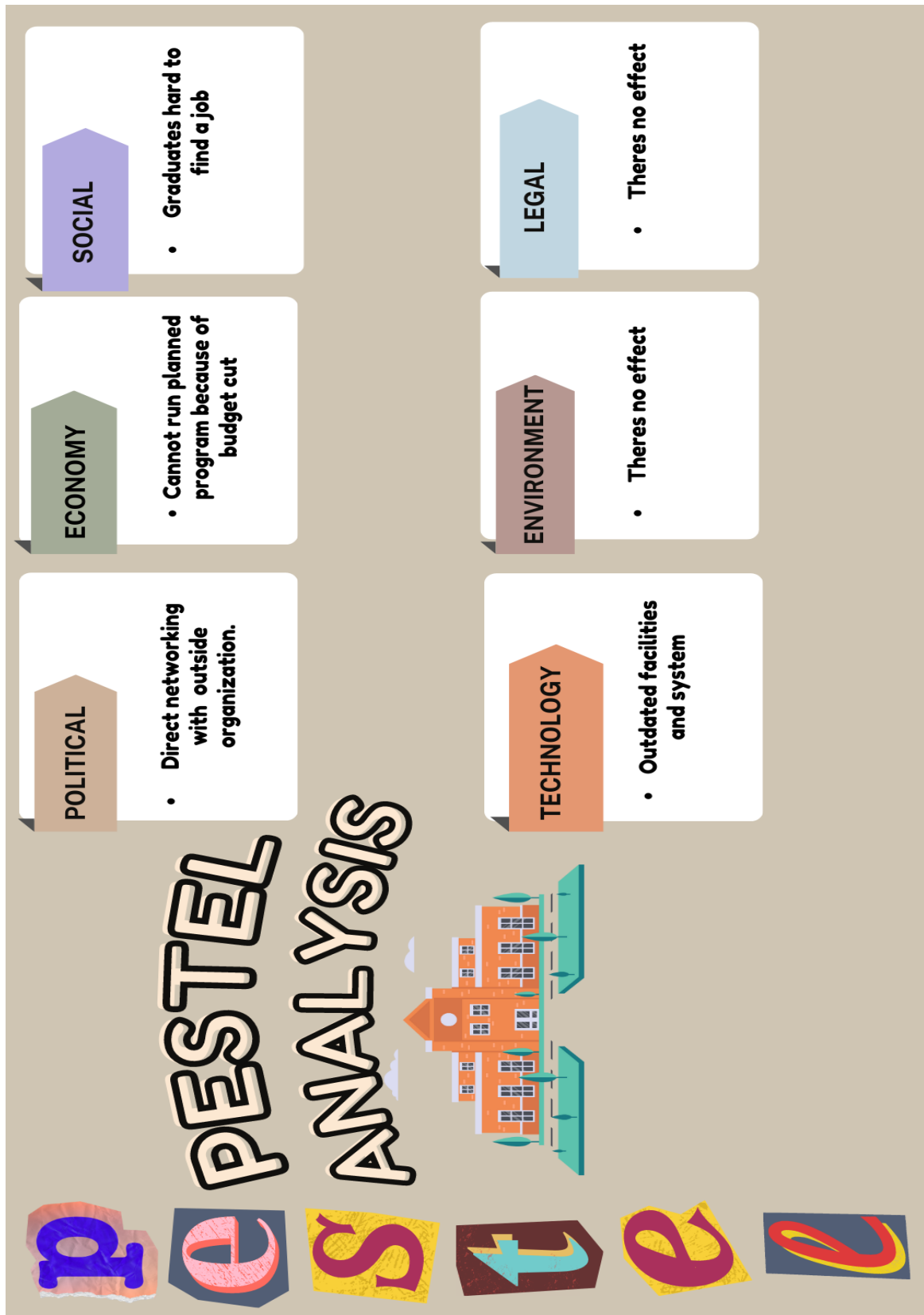
1. BUDGET CONSTRAINTS

Most organizations have a restricted budget for purchasing goods and services. As a result, they must be picky about how much they spend on each item within their budget limits. To keep within their budget, they must decide how much to spend on certain things and associated costs. Poor budgeting can have a harmful long-term financial impact and make it difficult to achieve organizational goals and objectives. Organization may be unable to efficiently allocate resources where they are most needed if proper budgeting practise are not followed, and they may not realize this until it is too late. There's a lot program that cannot be proceed as there are not enough funds and budget to organized that program. For example, the students that involved in IMT-GT program needs to use their own money to make a passport to go to Aceh. There also difficulty of discontinuing the irrelevant programs which is the one that the association done but there is no crowd response. There also a lot of association that doing irrelevant programs and requiring a budget from Students Affairs Division instead of using that budget for bigger programs outside the organization.

2. STUDENTS INTAKE IS LOW

The reasons for the decline in college enrollment have been widely studied which is dropping birth rates, broad immediate employment availability, increased public skepticism about the need for higher education but the potential long-term consequences have received less attention. Society is going to be less healthy as fewer people attend college. It will be more difficult to recruit people to fill future occupations, and tax revenues will be reduced since there will be fewer people in high-paying jobs. According to the National Student Clearinghouse Research Centre, children from low-income homes are among those most affected, with "unprecedented" drops in the number of students from high-poverty and low-income high schools who promptly go on to higher education. When the student intake is low, it takes effect for Students Affair Division as this department handles students 'Minggu Destini Siswa' and if the student intake is not as expected, student affairs division will not reach its KPI.

5.2 PESTEL ANALYSIS



POLITICAL

For political, the Malaysian government has a strong interest in the development of higher education, and UITM Arau Perlis is a public university. This means that the government will provide financial support to the university, and it also sets the regulations that the university must follow. The political stability in Malaysia is also a positive factor for UITM Arau Perlis. This means that the university can plan for the future with some degree of certainty. If I may add, Student Affairs Department also collaborate with University Syiah Kuala, Banda Aceh, Indonesia that open a good diplomatic relationship with other country.

ECONOMY

For economy, The Malaysian economy is growing steadily, and this is creating opportunities for department. The university can attract more students and faculty, and it can also generate more revenue from its research and other activities. However, the rising cost of living in Malaysia is a challenge. The university needs to find ways to control its costs, or else it will be forced to raise tuition fees. The department also face a difficulty to find a funds for students who faces a financial difficulty and more budget to organized a program.

SOCIAL

For social, the Malaysian population is young and growing, which is a positive factor. The university can attract more students, and it can also tap into the growing demand for skilled workers. However, the Malaysian society is also becoming more diverse, which presents some challenges which is the university needs to find ways to accommodate the needs of all of its students, regardless of their background. Department needs to discover solution for students who faced unemployment as nowadays it is hard to find a job.

TECHNOLOGY

For technology, the rapid pace of technological change is a challenge. The university needs to invest in new technologies in order to stay ahead of the curve as they still use outdated facilities. However, technology can also be an opportunity. The university can use technology to improve its teaching and learning methods, and it can also use technology to reach out to a wider audience.

ENVIRONMENT AND LEGAL

For environment and legal, there is no effect toward the organization.

PART 6

RECOMMENDATION

6.0 RECOMMENDATION FOR THEIR WEAKNESSES

Weakness: Lack of Communication

- **Create a Long-Term Internal Communications Plan.**

It's important to create an effective communication strategy to increase productivity and improve employee relations and communication. This is vital to measuring Human Resources (HR) communication in the company, so you can see what works, what doesn't and how you can make improvements accordingly. 60% of companies don't have a long-term strategy for their internal communication. To ensure successful growth, a company must connect with its personnel on a regular basis. Communications should be engaging and make employees feel like they are a part of something bigger. A well-planned internal communication strategy keeps staff up to date on current activities, events, and future plans. It also demonstrates to each organization member how they fit into the plans and the significance of their contribution. An internal communications strategy establishes business objectives for interacting with workers and specifies the tasks necessary to attain those objectives. Your internal communications plan is the road map that will lead you to success in internal communications. Building great internal communications takes time and effort, but by creating a strategy, you ensure that there are clearly defined processes to follow each step of the way. Developing an internal communications strategy is one of the most effective things a company can do to promote essential messages, enhance employee engagement, and, as a result, boost staff retention, acquisition, and productivity. According to Harvard Business Review, 71% of managers in companies with 500 or more employees believe that employee engagement is one of the most significant components in a firm's success. A well-developed internal communications strategy specifies how teams and departments should communicate with one another in order to achieve the company's goals.

Weakness: Lack of Staff

- **Reskilling and Up-skilling**

Provide resources that enable your team members to acquire the necessary skills to help your business weather a staffing shortage. Focus on both reskilling and upskilling. Reskilling training teach employees how to do completely different roles and responsibilities, like switching from being an assistant to a marketing associate. Upskilling trainings help employees improve their current capabilities and learn the new skills they need to get promoted. Make professional development part of your company culture by offering onsite training, leadership coaching, stipends for classes and conferences, clear career advancement plans, and mentorship initiatives. Candidates and employees want to work at a company that values career advancement, so it's likely to help your recruitment and retention efforts. Looking for employees with 'adjacent talents' that are near to the new skills your firm requires is what reskilling entails. It offers lateral learning opportunities that can aid in the massive quantity of reskilling required of individuals in today's workforce. According to the World Economic Forum, technological innovation would demand reskilling for 50% of all jobs by 2025. In contrast, an upskilling culture entails teaching employees new, advanced skills in order to bridge talent gaps. It entails keeping your team members engaged in ongoing education and assisting them in progressing along their present professional path. These personnel may have been with your company for several years and have a thorough awareness of both your culture and your clients.

- **Hire More Intern**

Hiring through a staffing agency takes much of the administrative burden off managers. It's a great way to fill in a position for a few shifts or a temp-to-hire situation. When you're short-staffed, there's more pressure to hire new employees quickly. There is less of a commitment when you hire short-term workers, however, allowing you to make hiring decisions faster – as long as it makes sense for your business and particular needs. If you have a one-off project that your employees don't have the time or skills to complete, like creating a sizzle reel or shooting product photography, consider hiring gig workers. If you need longer-term help and want to work with someone on a trial basis before deciding to make a permanent offer, a temporary worker would be a better fit. You can save money by paying a project fee or hourly rate instead of an annual salary. Interns are hired by organization to provide valuable support to the company and its existing employees. Internships enable organization to invest in their own future success while also discovering new talent and future leaders. Interns can undertake lower-level jobs, allowing up time for colleagues to handle more important activities, while many internships are now offering responsibilities that go beyond administrative duties. Interns provide significant support and assistance to current employees, even if the activities assigned to them are of a low level of responsibility. Other coworkers can pursue more creative or advanced ideas by taking on tasks as an intern. As an intern, you can expect to work on assignments that will help you master a new skill or learn more about the business, as well as collaborate with other employees on specific projects.

PART 7

CONCLUSION

7.0 CONCLUSION

In conclusion, during the five months of doing my internship training at the Student Affairs Department, UiTM Perlis, I have learned a lot of various skills. I get to improve my communication skills, management, practicality, and professionalism. I have learned how to use Excel to create a list of students' names and other data. I also got to communicate with a lot of people from different units and students which improve my communication skills. Finally, after undergoing the industrial training for five months, I realized that I gain a lot of new skills and improvement compared to the first day I was doing my internship. Every organization had their own strength, weakness, opportunity and threat. I get to experience a lot of things and joins a lot of program during my internship training at Students Affairs Department. During my student's years, I never had an opportunity to handled an events or program but during my internship I got to experience it. It such a loveable and memorable experience for me. Overall, during 6 months of my internship it teaches me a lot and I gain valuable experience that I can use for my future career.

PART 8

REFERENCES

8.0 REFERENCES

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PART 9

APPENDICES

9.0 APPENDICES

My activities and memories during my internship:

- Global Insights Essay Contest



- International Public Lecture: Australia and Malaysia (Firm Friends, Ready for Future)



- Students Card Distribution



- Kem Pengurusan Organisasi Siri 1



- Semarak Raya



- Join 10,000 Steps Program



- Bubuk@UITMPERLIS



- Mental Health Talk



- Photos with my Advisor



- Other activities

