# RICAEN



**UNIVERSITI TEKNOLOGI MARA, PERLIS BRANCH**

**FACULTY OF BUSINESS AND MANAGEMENT**

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

**HRM666**

INDUSTRIAL TRAINING REPORT

**PREPARED FOR**: DR. ATHIFAH NAJWANI BINTI SHAHIDAN (ADVISOR)

**PREPARED BY:**

| NAME | STUDENT ID | GROUP |
|---|---|---|
| SAFRAMIZA BINTI SHAHARUDDIN | 2020819176 | RBA2436A |

**DATE OF SUBMISSION**: 23th JULY 2023

**EXECUTIVE SUMMARY**

This report is about my industrial training at RICAEN. I have been undergoing my internship at RICAEN which stands for Research, Industry, Community, Alumni, Entrepreneurship and Network at Universiti Teknologi MARA, Perlis Branch. The duration for my industrial training is 6 months, and it is equal to 24 weeks overall. I started my internship from 1st March 2023 until 15th August 2023. At RICAEN, I have been placed under the ICAN unit, and it stands for Industry, Community, Alumni and Network. My supervisor is Dr. Non Daina Masdar, which is ICAN coordinator, and I was assisted by a staff member who is also under ICAN which is Madam Farah Farhana. According to my observation, RICAEN is an important unit at UiTM, because it manages the industrial linkages between UiTM Perlis and other universities whether it is local or abroad university. Other than that, RICAEN also runs programs with community, students, and alumni, makes research, and publications, and encourages students to do some business. So, I have learned a lot of valuable things, skills, and knowledge during my internship at RICAEN which will give me an advantage in the future.

**TABLE OF CONTENTS**

**2.0 COMPANY'S PROFILE**

My internship training is at Research, Industry, Alumni, Community, Entrepreneurship & Network (RIACEN). RIACEN is responsible for servers and it helps all faculty members in research grant applications, publications, intellectual properties, consultation services as well as commercialization, develop new linkages and strengthen existing partnerships with industries, communities, alumni and other universities. It is located at Uitm Arau, 02600 Arau, Perlis.



Figure 1: RIACEN Building

**RIACEN Objective**

- Manage, coordinate and provide services related to research, consulting, and publishing.
- Helping the development of new fields in line with campus program priorities.
- Disseminate and provide research, consultation and writing training to uitm Perlis residents.

- Ensuring that the culture of innovation, research, consultation and publication is always fertile among uitm Perlis citizens.
- Help strengthen the quality of teaching and learning of uitm perlis academic staff.
- Strengthen the marketability of prospective uitm perlis graduates.
- Assisting uitm perlis in mobilizing activities that generate campus income.

## RIACEN Mission

- Strengthen UiTM's scholarship and innovation capabilities through quality services.
- Establish a good, harmonious and effective relationship between UiTM Perlis and industry, government, private sector and community.
- Distribute and provide research training, consultation and writing to UiTM Perlis residents.
- Focus on strategic relationships with stakeholders that will bring positive results to UiTM Perlis and the stakeholders.
- To ensure the relationship between industry, government, private sector and community will bring a positive impact on UiTM Perlis's image.

## RIACEN Vision

- To become a world-class researcher, innovation, consulting, and publication management center and to establish a relationship between UiTM Perlis and industry, government, private sector and society for mutual benefit.
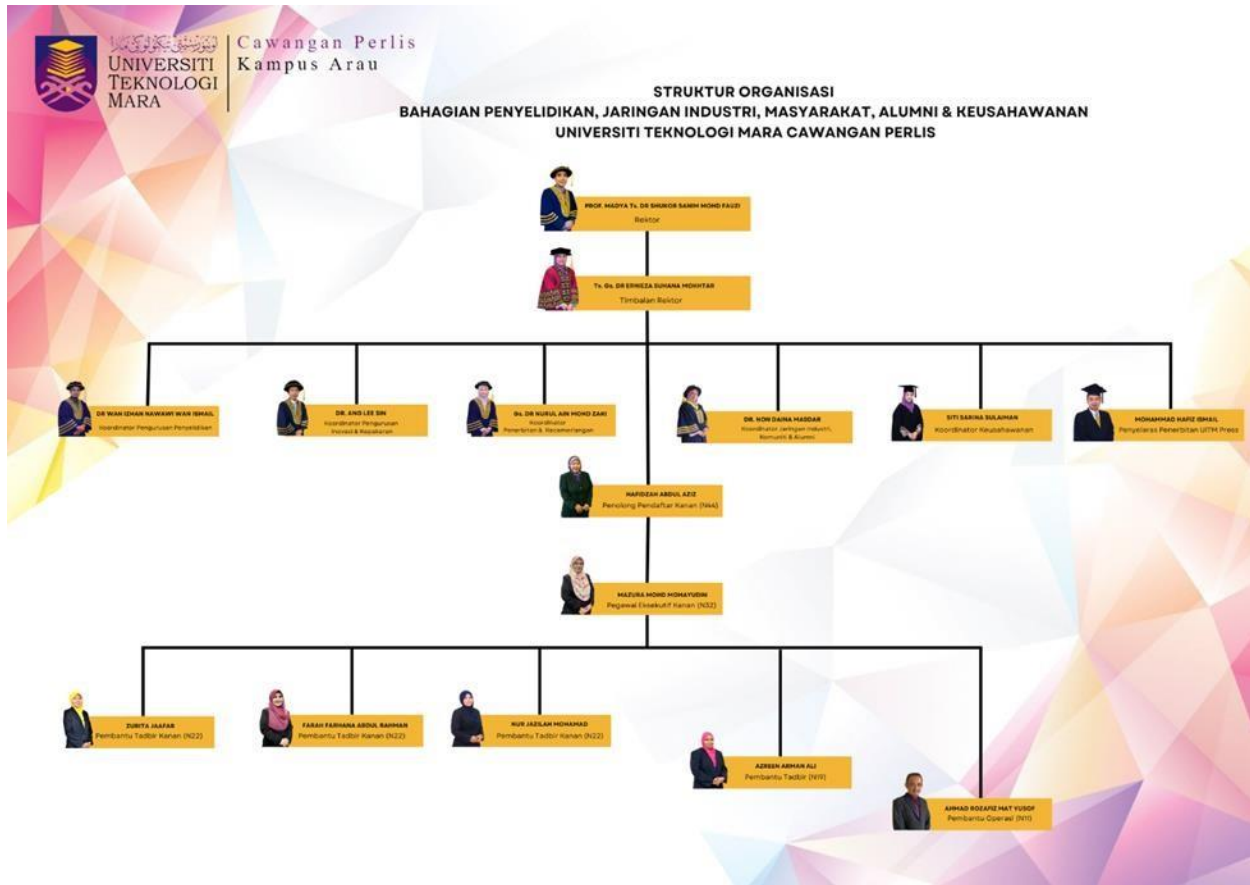
## 3.0 ORGANIZATIONAL CHART



Figure 2: RIACEN Organizational Chart

There are 6 units at RICAEN, which are Research Management Unit, Publishing & Excellence Unit, Innovation Management & Expertise Unit, Industry, Community, Alumni & Network (ICAN) Unit, Malaysian Academy of SME & Entrepreneurship Development (MASMED), and UiTM Press. All of the units have their own function.

Figure 3: ICAN Organizational Chart

**4.0 TRAINING REFLECTION**

My internship's training at Research, Industry, Community, Alumni, Entrepreneurship & Network (RICAEN) starts from 1st March 2023 to 15th August 2023 which are 24 weeks overall. I work from Monday to Friday and my working time is from 8:00 a.m. to 5:00 p.m. because it is a government institute. During my internship training at RICAEN, I was assigned to the Industry, Community, Alumni and Network (ICAN) Unit, and it was managed by Dr Non Daina Masdar as a coordinator, assisted by an administrative staff member, Madam Farah Farhana.

ICAN unit is responsible for coordinating community projects as well as industrial-linkage activities within UiTM Cawangan Perlis. My responsibilities within that unit are participate in any programs under ICAN and RICAEN, such as "Sekolah Rehat Kita Sihat 1.0", "Projek Kotak Kebaikan dan Projek Kurma 2023", "Program CEO@Fakulti: Peluang Kerjaya Bersama Al-Ikhsan Sports Sdn Bhd Wilayah Zon Utara, Program i-IDeA 2023, and "Semarak Raya". I will act as a committee member in every program by helping staff manage the programs such as help in preparation and others. If the program was under ICAN, I will be assigned to write a report about the program. Other than that, I will do some failing and key in data when there are no programs.

In my opinion, RIACEN has a friendly staff. This is because all the staff are ready to assist me if I do not know how to do the task that has been given to me from my supervisor. Their treatment was very good because I can easily adapt to the situation in the office and did not feel awkward around them during my industrial training. However, RIACEN also did have office politics, such as gossip staffs. But, I think many other organizations also have gossip staff and maybe more other office politics. It is also quite uncomfortable at the office because it is crowded with too many people who are a master's student and the clients.

Then, even though there is no allowance during my internship at RICAEN, I gain many other benefits such as medical facilities, residential college, experiences and new skills. For example, I can go to the Health Unit in UiTM Perlis if I get sick and I will not get charged. It is easier for me to work because they provide a residential college. I learned how to do failing, writing a proper report and I gained some skills on how to run a program. My communication skills have

improved due to my participation in RIACEN and ICAN programs that require me to deal with many people. I also get new information on how the staff actually do their work and the procedure that they need to follow. However, sometimes I lose my motivation during my industrial training at RIACEN because I always think that I cannot do the task that was given to me and I see it as a burden.

Lastly, my contribution to RIACEN is that I have reduced the staff's workload. This is because RIACEN is a unit that is full of programs whether it is from inside or outside UiTM Perlis. So, I did reduce the staff's workload by helping them in preparation for the programs and other tasks such as failing and key in the data.

## 5.0 SWOT ANALYSIS

SWOT analysis is a strategic planning tool used by businesses and organizations to assess their internal strengths and weaknesses, as well as external opportunities and threats. SWOT analysis can help a business overcome obstacles and decide which new leads it should pursue.
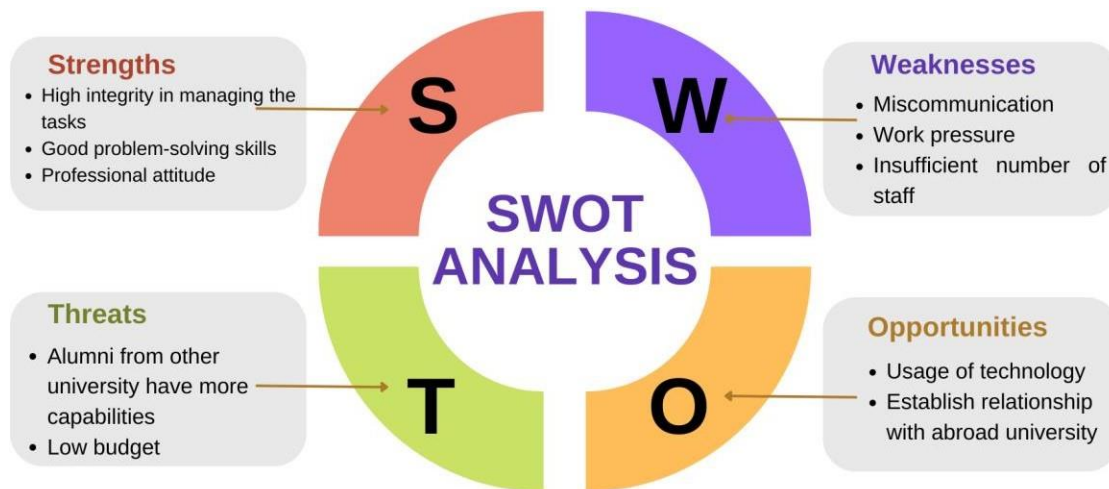


Figure 4: RIACEN SWOT Analysis

1.  **Strengths**

Firstly, RICAEN's staff has a high integrity in managing the tasks. Every staff member has their own responsibility at the company based on their position. For example, if there is a program, the staff needs to buy some items that will be used in the program according to the budget that was given to them. So, they will use the money wisely and only buy the necessary items. One of the staff has been elected to become the company's treasurer, and the staff need to keep the money well. It is important to have an integrity staff so that a positive environment can be created. Integrity is absolutely necessary to produce a noble society that is professionally advanced (Puteh, A., Osman, K., Don, A. G., & Ali, N. A. M., 2023).

Next, RICAEN's staff also have good problem-solving skills. This is because they can solve problems that arise at the company, and they will find some method to make their work easier. For example, RICAEN's account has been blocked by google because it has too many users and google found that it is suspicious. So, the staff made an online meeting immediately to solve the problem and they have limited the users of the company's account which only the staff can access.

Lastly, RICAEN's staff are very professional. This is because, even though sometimes misunderstandings happen among the staff while working, they still can maintain a harmonious environment in the workplace and do not frown with each other. It means that they are being professional because they can separate the work and private problems.

## 2. Weaknesses

Firstly, RICAEN's staff always have a miscommunication problem. Miscommunication happens when some of the staff make a reckless decision without asking and get approval from other colleagues first. Then, some of them also will suddenly give tasks to practical training students without the boss' approval. For example, one of the staff asked a practical training student to make a slide for their event, but other staff already did the slide.

Secondly, is the work pressure. Sometimes, RICAEN's staff get work pressure from the boss. The boss wants the work given to the staff to be done immediately and asked to do many things and tasks at the same time. The boss also used to ask the staff about work during their holidays. Things like this can cause pressure to the staff because they did not have a work life balance.

The third weakness at RICAEN is insufficient staff. Some of the staff need to hold more than one position at RICAEN due to insufficient number of staff. Moreover, RICAEN always have many programs and events to run which means that they need more staff to work there. There are also some staff that need an assistant because the staff has to handle many documents that need to be done immediately. Lecturers and students also need to deal with the staff when there are things that need to be done.

### 3. Opportunities

RICAEN opportunity is they can increase the usage of technology in some management. If the usage of technology rises, the workload will decrease, and it will become easier for the staff. For example, one of the units in RICAEN uses books to record matters done by the students and lecturers but now they use the computer. It is easier for the staff because there is no need for them to key in the information in the computer again.

Next, is the ability to establish relationships with universities abroad. This is because RICAEN is a unit that manages all of the agreements that will be made with foreign universities such as MoU and MOA. For example, there is a signing event with the university from Indonesia and Thailand in the i-IDeA ceremony. I-IDeA is an innovation competition which involves various universities whether it is from Malaysia or abroad.

### 4. Threats

The first threat for RICAEN is that alumni from other universities have more capabilities. As we already know, other universities set high standards for their students to get deans to maintain their universities' performance, such as Universiti Malaya (UM), Universiti Teknologi Petronas (UTP), and others. Due to this, most companies want to hire graduates from that university because it already has a high reputation and most of the graduates' have their own career right after graduation. So, it proves that alumni from other universities have more capabilities than uitm's alumni.

The second threat for RICAEN is low budget. This is because, when the unit wants to run a program, the budget given by the superior is always insufficient. This could become a threat to RIACEN because other units from other universities have been given an enough budget to run a program such as Universiti Malaysia Perlis (UniMap). UniMap always does a variety of programs involving community and students.

**6.0 PESTEL**

PESTEL analysis is a strategic tool used by businesses and organizations to assess and understand the external macro-environmental factors that can impact their operations, decisions, and overall success. PESTEL stands for politic, economic, social, technology, environment and law.



**POLITIC**
- MoU signing can effect UiTM
- Change of government did not effect RICAEN vision

**ECONOMIC**
- Economic downturn effected the community
- Economic downturn did not effected RICAEN's staff

**SOCIAL**
- Cooperation between local community and staff will improve
- Unemployment graduates

**TECHNOLOGY**
- The use of a system can facilitate the process of entering data such as "Smart System"

**ENVIRONMENT**
- No effect to RICAEN

**LAW**
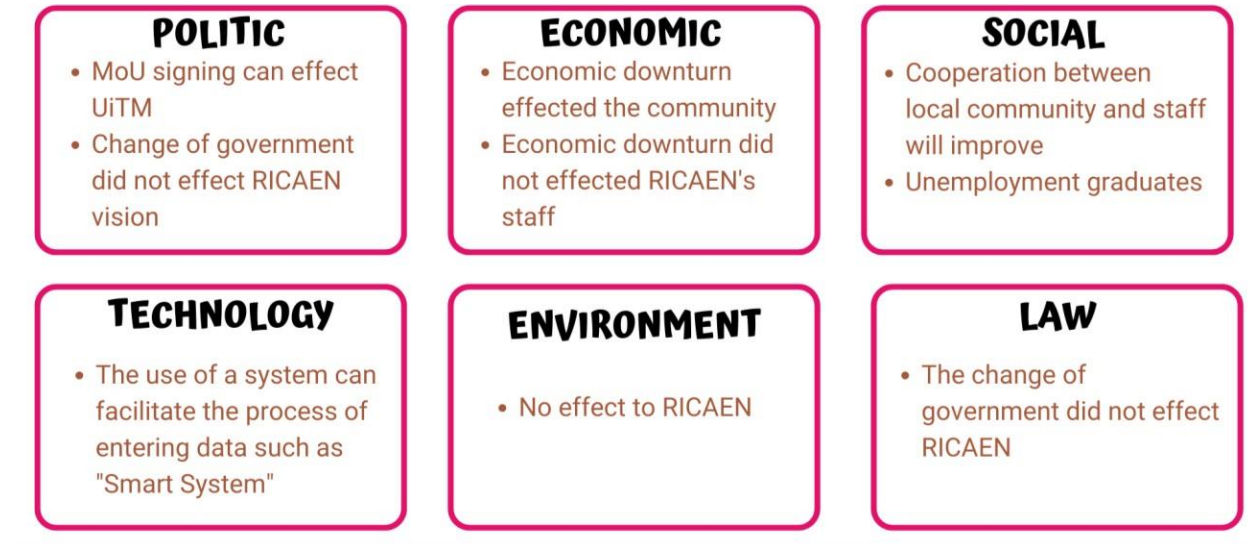- The change of government did not effect RICAEN

Figure 5: RICAEN PESTEL Analysis

The first factor is politic. MoU signing can affect RICAEN. This is because when an agreement has been signed, a relationship has been established between RICAEN and the other party. For example, there are signing ceremony between Universiti Teknologi MARA and University of Bengkulu, Indonesia virtually. However, the change of government in Malaysia did not affect RICAEN vision and mission.

Next is the economic factor. The economic downturn that occurred has affected the community, and it involved RIACEN. This is because RIACEN is an active unit with programs that involve the community such as providing welfare to certain people. However, the economic downturn did not affect RIACEN's staff because they are still being paid for their work as usual.

Thirdly. is the social factor. The cooperation between the local community and RIACEN staff will improve because ICAN, which is a unit under RIACEN, always makes programs that

involve the community such as "Program Kotak Kebaikan" and "Projek Kurma 2023". Other than that, unemployment graduates will affect RIACEN because there is only a little data about successful alumni. This will have a bad effect on RIACEN because they did not have any achievement about successful alumni.

Then, is the technology factor. The use of a system can facilitate the process of entering data such as "Smart System". RIACEN uses a "Smart System" to record the data of UiTM Perlis alumni.

However, RIACEN has no environmental and law factors. This is because there was no disaster and the change of government that happened in Malaysia did not affect RIACEN.

## 7.0 DISCUSSION AND RECOMMENDATION

RICAEN need to overcome their weaknesses to become a successful company in the future. There are three weaknesses that I found at RICAEN, which are the staff have a miscommunication problem, work pressure and insufficient number of staff. There are some ways that they can overcome their weaknesses.



**WEAKNESS 1: MISCOMMUNICATION**

Grapevine Communication

- An informal communication network
- Information can be shared widely among them
- Prevent staff get the wrong information

**WEAKNESS 2: WORK PRESSURE**

Workspace Design

- Clustering people in teams but encourage sufficient interaction with people from other teams
- Open office arrangements – purposely to make it easier to share information spontaneously

**WEAKNESS 3: INSUFFICIENT NUMBER OF STAFF**

Recruitment

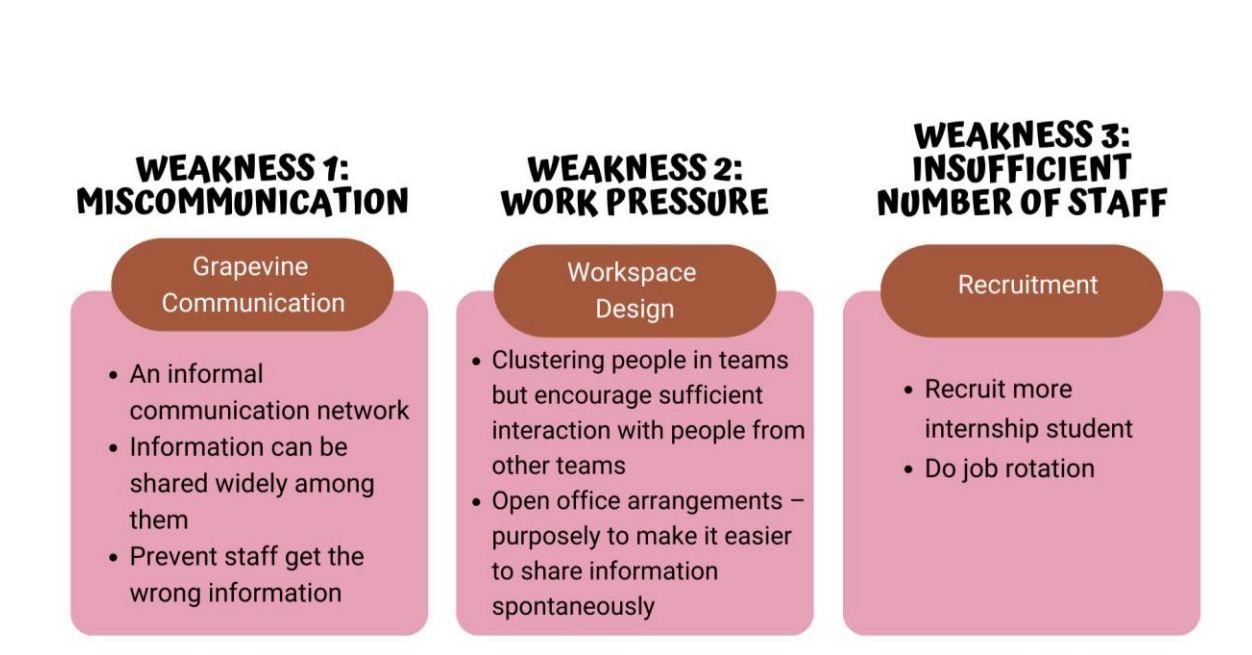- Recruit more internship student
- Do job rotation

Figure 5: RIACEN Recommendation

Firstly, there is a miscommunication problem among the staff. To overcome this problem, grapevine communication methods can be used. Grapevine communication, also known as the grapevine network is a form of informal communication within an organization or social group. It involves the transmission of information, rumors, or gossip from person to person, often without any structured or official channels. The term "grapevine" comes from the idea that information spreads like grapevine, twisting and turning as it travels through various individuals (Mayank Sharma, 2022). The use of this method allows information to be shared widely among them. They also need to use the right channels so that everyone can get the latest information. For example, staff need to always update the things that they want to do or the instructions that they want to give through whatsapp groups so that everyone can get the information. According to Maneerutt, G. (2021), the selection of the particular medium for transmitting the message can be critical, because

there are many choices and the medium can be verbal, nonverbal, written, computer-aided or electronic. This method is easier because people are always bringing their handphones anywhere they go. Through this, all the staff will get the information even if some of them take an annual leave or outstation.

The next weakness at RIACEN is work pressure. To overcome this problem, workspace design methods can be used. Workspace design can be defined as clustering people in teams but encouraging sufficient interaction with people from other teams such as office arrangements. Changing the office arrangements will make it easier for the staff to share the information spontaneously and people can communicate more with each other when there are no walls between them. So, the staff at RIACEN can talk to their employer about the work pressure that they experience at the office so that the employer can reconsider about giving the staff too much work in a short time. According to Motoda, N. P., & Kimbal, R. W. (2020), employer should speak with the staff to find out problems that they had and hear the complaints.

The last weakness at RIACEN is insufficient staff. To overcome this problem, a recruitment method can be used. According to Pessach, D., Singer, G., Avrahami, D., Ben-Gal, H. C., Shmueli, E., & Ben-Gal, I. (2020), compared to other HR functions, recruitment has a great impact on the increasing of the revenue and profit margin of an organization. So, RIACEN can recruit more practical training students whether it is from inside UiTM or from other universities. Moreover, there is no need to spend money to pay salary for practical training students because there is no salary or allowances given for students who are undergoing an internship at a government institute. Then, RIACEN can also do job rotation. According to Kponee, L. M. (2020), job rotation is the systematic changing of employees between jobs at specific times. Employees are routinely moved from one job to another, and each job requires a different set of skills which will improve their performance on the job. This will overcome the problem of lack of staff at RICAEN if they have the skill to do the job. RIACEN staff also can take turns to their working hour so that the work can be completed within the specified time.

**8.0 CONCLUSION**

In conclusion, I have learned a lot of things during 6 months of my industrial practical training at RICAEN. I have gained valuable knowledge, skills and practical experience that have significantly contributed to my personal and professional growth. Throughout this period, I have been involved in various programs and tasks, whether it is from RICAEN, ICAN, or other units. My involvement in those activities allowed me to develop a deeper understanding of the industry and its management. Other than that, my soft and hard skills have improved such as communication skills, time management, teamwork, and I am quite skilled in using computers and machines at the office. For example, I can communicate well with other people and I can manage my time well, because it is important to be punctual during work time. Then, I have improved my teamwork skills because I have participated in many programs during my industrial training at RICAEN, and as an ICAN unit. Through the programs, I can see that the RICAEN's staff have good teamwork to ensure the programs will run smoothly. Moreover, I am quite skilled in using the computer and machine because I have been asked to key in the data using microsoft excel, create posters using canva, and scan and copy the documents using the photostat machine at the office. Overall, I enjoyed every moment that I have been through during my internship at RICAEN and I also gained new experience, skills, friends and knowledge. Everything that I have learned at RICAEN can be used for my career in the future.

**REFERENCES**

Kponee, L. M. (2020). Job Rotation and Employee Turnover of Food and Beverage Firms in Rivers State, Nigeria.

Maneerutt, G. (2021). Miscommunication at the Workplace: Causes and Ways to Improve Internal Communication. AU-GSB e-JOURNAL, 14(2), 155-166.

*Mayank Sharma*. (2022, March 21). https://datatrained.com/post/what-is-grapevine-communication/

Motoda, N. P., & Kimbal, R. W. (2020). Causes and strategies for overcoming work stress (A case study on PT. Bank Rakyat Indonesia Tbk Tondano Branch Office). *International Journal of Applied Business and International Management (IJABIM)*, 16-26.

Pessach, D., Singer, G., Avrahami, D., Ben-Gal, H. C., Shmueli, E., & Ben-Gal, I. (2020). Employees recruitment: A prescriptive analytics approach via machine learning and mathematical programming. *Decision Support Systems*, *134*, 113290.

Puteh, A., Osman, K., Don, A. G., & Ali, N. A. M. (2023). Understanding the Concept of Integrity among Staff of Malaysian Immigration Department. Islamiyyat, 45(1), 293-303.

**APPENDICES**



Program Sekolah Rehat Kita Sihat 1.0



MoU Signing Ceremony

Failing



Program Ekspo Selangkah ke UiTM

Program i-Explore





Entrepreneurial Carnival

Program "Bubuq" during Ramadan



Program Kotak Kebaikan 2023

Projek Kurma 2023



Semarak Sanjung Award Ceremony

Program Ceo@Fakulti: Peluang Kerjaya Bersama Al-Ikhsan Sports Sdn Bhd









Program Semarak Raya

i-IdeA Closing Ceremony



Meeting with advisor

## Document Information

| | |
|---|---|
| **Analyzed document** | SAFRAMIZA BINTI SHAHARUDDIN_2020819176_INTERNSHIP REPORT.pdf (D172344476) |
| **Submitted** | 2023-07-24 09:42:00 |
| **Submitted by** | Dr.Athifah |
| **Submitter email** | athifahnajwani@uitm.edu.my |
| **Similarity** | 18% |
| **Analysis address** | athifahnajwani.UiTM@analysis.ouriginal.com |

## Sources included in the report

| | | | |
|---|---|---|---|
| **SA** | **UNIVERSITI TEKNOLOGI MARA (UiTM) / INTERNSHIP REPORT_NUR FATIHAH BINTI ROSLAN_2019627874_RBA2406A.pdf**<br>Document INTERNSHIP REPORT_NUR FATIHAH BINTI ROSLAN_2019627874_RBA2406A.pdf (D142537739)<br>Submitted by: athifahnajwani@uitm.edu.my<br>Receiver: athifahnajwani.UiTM@analysis.ouriginal.com | 🔳 | 1 |
| **SA** | **UNIVERSITI TEKNOLOGI MARA (UiTM) / INDUSTRIAL TRAINING REPORT.pdf**<br>Document INDUSTRIAL TRAINING REPORT.pdf (D172344253)<br>Submitted by: athifahnajwani@uitm.edu.my<br>Receiver: athifahnajwani.UiTM@analysis.ouriginal.com | 🔳 | 1 |
| **SA** | **UNIVERSITI TEKNOLOGI MARA (UiTM) / NUR AFIQAH MOHAMAD FADZLI SHAH_2020985703.pdf**<br>Document NUR AFIQAH MOHAMAD FADZLI SHAH_2020985703.pdf (D157516540)<br>Submitted by: 2020985703@student.uitm.edu.my<br>Receiver: nsyamilah.UiTM@analysis.ouriginal.com | 🔳 | 1 |
| **SA** | **UNIVERSITI TEKNOLOGI MARA (UiTM) / INTERNSHIP REPORT OURIGINAL_ANIS SURAYA BINTI SAAD.pdf**<br>Document INTERNSHIP REPORT OURIGINAL_ANIS SURAYA BINTI SAAD.pdf (D172344256)<br>Submitted by: athifahnajwani@uitm.edu.my<br>Receiver: athifahnajwani.UiTM@analysis.ouriginal.com | 🔳 | 3 |
| **SA** | **UNIVERSITI TEKNOLOGI MARA (UiTM) / YUSRA DAMIA REPORT INDUSTRIAL TRAINING.pdf**<br>Document YUSRA DAMIA REPORT INDUSTRIAL TRAINING.pdf (D172344307)<br>Submitted by: athifahnajwani@uitm.edu.my<br>Receiver: athifahnajwani.UiTM@analysis.ouriginal.com | 🔳 | 3 |
| **W** | URL: https://www.wordstream.com/blog/ws/2017/12/20/swot-analysis<br>Fetched: 2019-09-24 22:35:04 | 🔳 | 1 |

## Entire Document

RICAEN

| 50% | MATCHING BLOCK 1/10 | SA | INTERNSHIP REPORT_NUR FATIHAH BINTI ROSLAN_201 … (D142537739) |
|---|---|---|---|

UNIVERSITI TEKNOLOGI MARA, PERLIS BRANCH FACULTY OF BUSINESS AND MANAGEMENT BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE MANAGEMENT (BA243) HRM666 INDUSTRIAL TRAINING REPORT PREPARED FOR: DR. ATHIFAH NAJWANI BINTI SHAHIDAN (ADVISOR) PREPARED BY: NAME STUDENT ID GROUP SAFRAMIZA BINTI SHAHARUDDIN 2020819176 RBA2436A DATE OF SUBMISSION: 23 th JULY 2023 1 EXECUTIVE SUMMARY This report is about my

industrial training at RICAEN. I have been undergoing my internship at RICAEN which stands for Research, Industry, Community, Alumni, Entrepreneurship and Network at Universiti Teknologi MARA, Perlis Branch. The duration for my industrial training is 6 months, and it is equal to 24 weeks overall. I started my internship from 1st March 2023 until 15th August 2023. At RICAEN, I have been placed under the ICAN unit, and it stands for Industry, Community, Alumni and Network. My supervisor is Dr. Non Daina Masdar, which is ICAN coordinator, and I was assisted by a staff member who is also under ICAN which is Madam Farah Farhana. According to my observation, RICAEN is an important unit at UiTM, because it manages the industrial linkages between UiTM Perlis and other universities whether it is local or abroad university. Other than that, RICAEN also runs programs with community, students, and alumni, makes research, and publications, and encourages students to do some business. So, I have learned a lot of valuable things, skills, and knowledge during my internship at RICAEN which will give me an advantage in the
future.
2

| 76% | **MATCHING BLOCK 2/10** | **SA** | INDUSTRIAL TRAINING REPORT.pdf (D172344253) |

First of all, I would like to express my gratitude to Allah S.W.T because I have successfully completed my internship report. Without the blessing from Allah S.W.T. I will not be able to finish this report. In order to complete this report, I have been through many hardships because I need to spend a lot of time to think and come up with an idea in order to write this report. Next, I would like to give my thanks to my family that keeps supporting me even though they are far away from me. They kept encouraging me when I lost my motivation to complete this report. I also would like to give my thanks to my advisor, Dr. Athifah Najwani Binti Shahidan for all the guidance given in the process of preparing this report. Then, I also want to express my gratitude to Dr. Nursyamilah Annuar, a coordinator of Human Resource Management for assisting me during my internship. Finally, I would like to give my thanks to all my friends because they help and assist me until I finish my internship report.
4 1.0 STUDENT'S PROFILE
5 2.0 COMPANY'S PROFILE My internship training is at Research, Industry, Alumni, Community, Entrepreneurship & Network (RIACEN). RIACEN is responsible for servers and it

| 89% | **MATCHING BLOCK 3/10** | **SA** | NUR AFIQAH MOHAMAD FADZLI SHAH_2020985703.pdf (D157516540) |

helps all faculty members in research grant applications, publications, intellectual properties, consultation services as well as commercialization, develop new linkages and strengthen existing partnerships with industries, communities, alumni and other universities. It is located

at Uitm Arau, 02600 Arau, Perlis. Figure 1: RIACEN Building RIACEN
Objective ●

| 100% | **MATCHING BLOCK 4/10** | **SA** | INTERNSHIP REPORT OURIGINAL_ANIS SURAYA BINTI ... (D172344256) |

Manage, coordinate and provide services related to research, consulting, and publishing. ● Helping the development of new fields in line with campus program priorities. ● Disseminate and provide research, consultation and writing training to uitm Perlis residents. 6 ● Ensuring that the culture of innovation, research, consultation and publication is always fertile among uitm Perlis citizens. ● Help strengthen the quality of teaching and learning of uitm perlis academic staff. ● Strengthen the marketability of prospective uitm perlis graduates. ● Assisting uitm perlis in mobilizing activities that generate campus income.

RIACEN

Mission ● Strengthen UiTM's scholarship and innovation capabilities through quality services. ● Establish a good, harmonious and effective relationship between UiTM Perlis and industry, government, private sector and community. ● Distribute and provide research training, consultation and writing to UiTM Perlis residents. ● Focus on strategic relationships with stakeholders that will bring positive results to UiTM Perlis and the stakeholders. ● To ensure the relationship between industry, government, private sector and community will bring a positive impact on UiTM Perlis's image. RIACEN Vision ● To become a world-class researcher, innovation, consulting, and publication management center and to establish a relationship between UiTM Perlis and industry, government, private sector and society for mutual benefit. 7 3.0

ORGANIZATIONAL CHART Figure 2: RIACEN Organizational Chart There are 6 units at RICAEN,

which are Research Management Unit, Publishing & Excellence Unit, Innovation Management & Expertise Unit, Industry, Community, Alumni & Network (ICAN) Unit, Malaysian Academy of SME & Entrepreneurship Development (MASMED), and UiTM Press.

All of the units have their own function.
8 Figure 3: ICAN Organizational Chart
9 4.0 TRAINING REFLECTION My internship's training at Research, Industry, Community, Alumni, Entrepreneurship & Network (RICAEN) starts from 1 st March 2023 to 15 th August 2023 which are 24 weeks overall. I work from Monday to Friday and my working time is from 8:00 a.m. to 5:00 p.m. because it is a government institute. During my internship training at RICAEN, I was assigned to the Industry, Community, Alumni and Network (ICAN) Unit, and it was managed by Dr Non Daina Masdar as a coordinator, assisted by an administrative staff member, Madam Farah Farhana.

ICAN unit is responsible for coordinating community projects as well as industrial-linkage activities within UiTM Cawangan Perlis.

My responsibilities within that unit are participate in any programs under ICAN and RICAEN, such as "Sekolah Rehat Kita Sihat 1.0", "Projek Kotak Kebaikan dan Projek Kurma 2023", "

Program CEO@Fakulti: Peluang Kerjaya Bersama Al- Ikhsan Sports Sdn Bhd

Wilayah Zon Utara, Program i-IDeA 2023, and "Semarak Raya". I will act as a committee member in every program by helping staff manage the programs such as help in preparation and others. If the program was under ICAN, I will be assigned to write a report about the program. Other than that, I will do some failing and key in data when there are no programs. In my opinion, RIACEN has a friendly staff. This is because all the staff are ready to assist me if I do not know how to do the task that has been given to me from my supervisor. Their treatment was very good because I can easily adapt to the situation in the office and did not feel awkward around them during my industrial training. However, RIACEN also did have office politics, such as gossip staffs. But, I think many other organizations also have gossip staff and maybe more other office politics. It is also quite uncomfortable at the office because it is crowded with too many people who are a master's student and the clients. Then, even though there is no allowance during my internship at RICAEN, I gain many other benefits such as medical facilities, residential college, experiences and new skills. For example, I can go to the Health Unit in UiTM Perlis if I get sick and I will not get charged. It is easier for me to work because they provide a residential college. I learned how to do failing, writing a proper report and I gained some skills on how to run a program. My communication skills have

10 improved due to my participation in RIACEN and ICAN programs that require me to deal with many people. I also get new information on how the staff actually do their work and the procedure that they need to follow. However, sometimes I lose my motivation during my industrial training at RIACEN because I always think that I cannot do the task that was given to me and I see it as a burden. Lastly, my contribution to RIACEN is that I have reduced the staff's workload. This is because RIACEN is a unit that is full of programs whether it is from inside or outside UiTM Perlis. So, I did reduce the staff's workload by helping them in preparation for the programs and other tasks such as failing and key in the data.

11 5.0 SWOT ANALYSIS SWOT analysis is a strategic planning tool used by businesses and organizations to assess their

internal strengths and weaknesses, as well as external opportunities and threats.

SWOT analysis can help a business overcome obstacles and decide which new leads it should pursue. Figure 4: RIACEN SWOT Analysis 1. Strengths Firstly, RICAEN's staff has a high integrity in managing the tasks. Every staff member has their own responsibility at the company based on their position. For example, if there is a program, the staff needs to buy some items that will be used in the program according to the budget that was given to them. So, they will use the money wisely and only buy the necessary items. One of the staff has been elected to become the company's treasurer, and the staff need to keep the money well. It is important to have an integrity staff so that a positive environment can be created. Integrity is absolutely necessary to produce a noble society that is professionally advanced (Puteh, A., Osman, K., Don, A. G., & Ali, N. A. M., 2023).

12 Next, RICAEN's staff also have good problem-solving skills. This is because they can solve problems that arise at the company, and they will find some method to make their work easier. For example, RICAEN's account has been blocked by google because it has too many users and google found that it is suspicious. So, the staff made an online meeting immediately to solve the problem and they have limited the users of the company's account which only the staff can access. Lastly, RICAEN's staff are very professional. This is because, even though sometimes misunderstandings happen among the staff while working, they still can maintain a harmonious environment in the workplace and do not frown with each other. It means that they are being professional because they can separate the work and private problems. 2. Weaknesses Firstly, RICAEN's staff always have a miscommunication problem. Miscommunication happens when some of the staff make a reckless decision without asking and get approval from other colleagues first. Then, some of them also will suddenly give tasks to practical training students without the boss' approval. For example, one of the staff asked a practical training student to make a slide for their event, but other staff already did the slide. Secondly, is the work pressure. Sometimes, RICAEN's staff get work pressure from the boss. The boss wants the work given to the staff to be done immediately and asked to do many things and tasks at the same time. The boss also used to ask the staff about work during their holidays. Things like this can cause pressure to the staff because they did not have a work life balance. The third weakness at RICAEN is insufficient staff. Some of the staff need to hold more than one position at RICAEN due to insufficient number of staff. Moreover, RICAEN always have many programs and events to run which means that they need more staff to work there. There are also some staff that need an assistant because the staff has to handle many documents that need to be done immediately. Lecturers and students also need to deal with the staff when there are things that need to be done.

13 3. Opportunities RICAEN opportunity is they can increase the usage of technology in some management. If the usage of technology rises, the workload will decrease, and it will become easier for the staff. For example, one of the units in RICAEN uses books to record matters done by the students and lecturers but now they use the computer. It is easier for the staff because there is no need for them to key in the information in the computer again. Next, is the ability to establish relationships with universities abroad. This is because RICAEN is a unit that manages all of the agreements that will be made with foreign universities such as MoU and MOA. For example, there is a signing event with the university from Indonesia and Thailand in the i-IDeA ceremony. I-IDeA is an innovation competition which involves various universities whether it is from Malaysia or abroad. 4. Threats The first threat for RICAEN is that alumni from other universities have more capabilities. As we already know, other universities set high standards for their students to get deans to maintain their universities' performance, such as Universiti Malaya (UM), Universiti Teknologi Petronas (UTP), and others. Due to this, most companies want to hire graduates from that university because it already has a high reputation and most of the graduates' have their own career right after graduation. So, it proves that alumni from other universities have more capabilities than uitm's alumni. The second threat for RICAEN is low budget. This is because, when the unit wants to run a program, the budget given by the superior is always insufficient. This could become a threat to RIACEN because other units from other universities have been given an enough budget to run a program such as Universiti Malaysia Perlis (UniMap). UniMap always does a variety of programs involving community and students.

14 6.0 PESTEL PESTEL analysis is a strategic tool used by businesses and organizations to assess and understand the external macro-environmental factors that can impact their operations, decisions, and overall success. PESTEL stands for politic, economic, social, technology, environment and law. Figure 5: RICAEN PESTEL Analysis The first factor is politic. MoU signing can affect RICAEN. This is because when an agreement has been signed, a relationship has been established between RICAEN and the other party. For example, there are signing ceremony between Universiti Teknologi MARA and University of Bengkulu, Indonesia virtually. However, the change of government in Malaysia did not affect RICAEN vision and mission. Next is the economic factor. The economic downturn that occurred has affected the community, and it involved RIACEN. This is because RIACEN is an active unit with programs that involve the community such as providing welfare to certain people. However, the economic downturn did not affect RIACEN's staff because they are still being paid for their work as usual. Thirdly. is the social factor. The cooperation between the local community and RIACEN staff will improve because ICAN, which is a unit under RIACEN, always makes programs that

15 involve the community such as "Program Kotak Kebaikan" and "Projek Kurma 2023". Other than that, unemployment graduates will affect RIACEN because there is only a little data about successful alumni. This will have a bad effect on RIACEN because they did not have any achievement about successful alumni. Then, is the technology factor. The use of a system can facilitate the process of entering data such as "Smart System". RIACEN uses a "Smart System" to record the data of UiTM Perlis alumni. However, RIACEN has no environmental and law factors. This is because there was no disaster and the change of government that happened in Malaysia did not affect RIACEN.

16 7.0 DISCUSSION AND RECOMMENDATION RICAEN need to overcome their weaknesses to become a successful company in the future. There are three weaknesses that I found at RICAEN, which are the staff have a miscommunication problem, work pressure and insufficient number of staff. There are some ways that they can overcome their weaknesses. Figure 5: RIACEN Recommendation Firstly, there is a miscommunication problem among the staff. To overcome this problem, grapevine communication methods can be used. Grapevine communication, also known as the grapevine network is a form of informal communication within an organization or social group. It involves the transmission of information, rumors, or gossip from person to person, often without any structured or official channels. The term "grapevine" comes from the idea that information spreads like grapevine, twisting and turning as it travels through various individuals (Mayank Sharma, 2022). The use of this method allows information to be shared widely among them. They also need to use the right channels so that everyone can get the latest information. For example, staff need to always update the things that they want to do or the instructions that they want to give through whatsapp groups so that everyone can get the information. According to Maneerutt, G. (2021), the selection of the particular medium for transmitting the message can be critical, because

17 there are many choices and the medium can be verbal, nonverbal, written, computer-aided or electronic. This method is easier because people are always bringing their handphones anywhere they go. Through this, all the staff will get the information even if some of them take an annual leave or outstation. The next weakness at RIACEN is work pressure. To overcome this problem, workspace design methods can be used. Workspace design can be defined as clustering people in teams but encouraging sufficient interaction with people from other teams such as office arrangements. Changing the office arrangements will make it easier for the staff to share the information spontaneously and people can communicate more with each other when there are no walls between them. So, the staff at RIACEN can talk to their employer about the work pressure that they experience at the office so that the employer can reconsider about giving the staff too much work in a short time. According to Motoda, N. P., & Kimbal, R. W. (2020), employer should speak with the staff to find out problems that they had and hear the complaints. The last weakness at RIACEN is insufficient staff. To overcome this problem, a recruitment method can be used. According to Pessach, D., Singer, G., Avrahami, D., Ben-Gal, H. C., Shmueli, E., & Ben-Gal, I. (2020), compared to other HR functions, recruitment has a great impact on the increasing of the revenue and profit margin of an organization. So, RIACEN can recruit more practical training students whether it is from inside UiTM or from other universities. Moreover, there is no need to spend money to pay salary for practical training students because there is no salary or allowances given for students who are undergoing an internship at a government institute. Then, RIACEN can also do job rotation. According to Kponee, L. M. (2020), job rotation is the systematic changing of employees between jobs at specific times. Employees are routinely moved from one job to another, and each job requires a different set of skills which will improve their performance on the job. This will overcome the problem of lack of staff at RIACEN if they have the skill to do the job. RIACEN staff also can take turns to their working hour so that the work can be completed within the specified time.

18 8.0 CONCLUSION In conclusion, I have learned a lot of things during 6 months of my industrial practical training at RICAEN. I have gained valuable knowledge, skills and practical experience that have significantly contributed to my personal and professional growth. Throughout this period, I have been involved in various programs and tasks, whether it is from RICAEN, ICAN, or other units. My involvement in those activities allowed me to develop a deeper understanding of the industry and its management. Other than that, my soft and hard skills have improved such as communication skills, time management, teamwork, and I am quite skilled in using computers and machines at the office. For example, I can communicate well with other people and I can manage my time well, because it is important to be punctual during work time. Then, I have improved my teamwork skills because I have participated in many programs during my industrial training at RICAEN, and as an ICAN unit. Through the programs, I can see that the RICAEN's staff have good teamwork to ensure the programs will run smoothly. Moreover, I am quite skilled in using the computer and machine because I have been asked to key in the data using microsoft excel, create posters using canva, and scan and copy the documents using the photostat machine at the office. Overall, I enjoyed every moment that I have been through during my internship at RICAEN and I also gained new experience, skills, friends and knowledge. Everything that I have learned at RICAEN can be used for my career in the future.

19 REFERENCES Kponee, L. M. (2020). Job Rotation and Employee Turnover of Food and Beverage Firms in Rivers State, Nigeria. Maneerutt, G. (2021). Miscommunication at the Workplace: Causes and Ways to Improve Internal Communication. AU-GSB e-JOURNAL, 14(2), 155-166. Mayank Sharma. (2022, March 21). https://datatrained.com/post/what-is-grapevine- communication/ Motoda, N. P., & Kimbal, R. W. (2020). Causes and strategies for overcoming work stress (A case study on PT. Bank Rakyat Indonesia Tbk Tondano Branch Office). International Journal of Applied Business and International Management (IJABIM), 16-26. Pessach, D., Singer, G., Avrahami, D., Ben-Gal, H. C., Shmueli, E., & Ben-Gal, I. (2020). Employees recruitment: A prescriptive analytics approach via machine learning and mathematical programming. Decision Support Systems, 134, 113290. Puteh, A., Osman, K., Don, A. G., & Ali, N. A. M. (2023). Understanding the Concept of Integrity among Staff of Malaysian Immigration Department. Islamiyyat, 45(1), 293-303.

20 APPENDICES Program Sekolah Rehat Kita Sihat 1.0 MoU Signing Ceremony
21 Failing Program Ekspo Selangkah ke UiTM
22 Program i-Explore Entrepreneurial Carnival
23 Program "Bubuq" during Ramadan Program Kotak Kebaikan 2023
24 Projek Kurma 2023

| 78% | MATCHING BLOCK 10/10 | SA | YUSRA DAMIA REPORT INDUSTRIAL TRAINING.pdf (D172344307) |

Semarak Sanjung Award Ceremony 25 Program Ceo@Fakulti: Peluang Kerjaya Bersama Al-Ikhsan Sports Sdn Bhd Program

Semarak Raya

## 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** 71 WORDS | **50%** **MATCHING TEXT** 71 WORDS

UNIVERSITI TEKNOLOGI MARA, PERLIS BRANCH FACULTY OF BUSINESS AND MANAGEMENT BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE MANAGEMENT (BA243) HRM666 INDUSTRIAL TRAINING REPORT PREPARED FOR: DR. ATHIFAH NAJWANI BINTI SHAHIDAN (ADVISOR) PREPARED BY: NAME STUDENT ID GROUP SAFRAMIZA BINTI SHAHARUDDIN 2020819176 RBA2436A DATE OF SUBMISSION: 23 th JULY 2023 1 EXECUTIVE SUMMARY This report is about my

UNIVERSITY TECHNOLOGY MARA, PERLIS BRANCH FACULTY OF BUSINESS MANAGEMENT BACHELOR IN BUSINESS ADMINISTRATION (HONS) MARKETING MGT 666 INTERNSHIP (REALTIMME BUSINESS CONSULTING BHD) INDUSTRIAL TRAINING REPORT PREPARED FOR: DR ATHIFAH NAJWANI SHAHIDAN PREPARED BY: NUR FATIHAH BINTI ROSLAN (2019627874) RBA2406A DATE OF SUBMISSION: 29 th JULY 2022 Executive Summary This report is about my

**SA** INTERNSHIP REPORT_NUR FATIHAH BINTI ROSLAN_2019627874_RBA2406A.pdf (D142537739)

---

**2/10** **SUBMITTED TEXT** 47 WORDS | **76%** **MATCHING TEXT** 47 WORDS

TABLE OF CONTENTS EXECUTIVE SUMMARY ...........................................................................1 ACKNOWLEDGEMENT ......................................................................3 1.0 STUDENT'S PROFILE ...................................................................4 2.0 COMPANY'S PROFILE ...............................................................5 3.0 ORGANIZATIONAL CHART .........................................................7 4.0 TRAINING REFLECTION ..............................................................9 5.0 SWOT ANALYSIS ...............................................................................11 7.0 DISCUSSION AND RECOMMENDATION ...........................................16 8.0 CONCLUSION ........................................................1 8 REFERENCES .......................................................................... .....19 APPENDICES ...........................................................................  ......20 3 ACKNOWLEDGEMENT

TABLE OF CONTENTS 1.0 EXECUTIVE SUMMARY .......................................................................... i ACKNOWLEDGEMENT .......................................................................... 1 2.0 STUDENT'S PROFILE........................................................................ .... 2 3.0 COMPANY'S PROFILE .......................................................................... 4 4.0 INDUSTRIAL TRAINING ACTIVITIES .......................................................... 8 5.0 COMPANY ANALYSIS .......................................................................... 10 6.0 DISCUSSION AND RECOMMENDATION .................................................... 12 7.0 CONCLUSION .......................................................................... 20 REFERENCES ...................................................................... ..... 21 APPENDICES ...... 23 1 ACKNOWLEDGEMENT

**SA** INDUSTRIAL TRAINING REPORT.pdf (D172344253)

---

**3/10** **SUBMITTED TEXT** 35 WORDS | **89%** **MATCHING TEXT** 35 WORDS

helps all faculty members in research grant applications, publications, intellectual properties, consultation services as well as commercialization, develop new linkages and strengthen existing partnerships with industries, communities, alumni and other universities. It is located

helps all faculty members in research grant applications, publications, intellectual properties, consultation services as well as commercialization, develop new linkages and strengthen existing partnerships with industry, communities, alumni and other universities. office is located

**SA** NUR AFIQAH MOHAMAD FADZLI SHAH_2020985703.pdf (D157516540)

| 4/10 | SUBMITTED TEXT | 94 WORDS | 100% | MATCHING TEXT | 94 WORDS |
|---|---|---|---|---|---|

Manage, coordinate and provide services related to research, consulting, and publishing. ● Helping the development of new fields in line with campus program priorities. ● Disseminate and provide research, consultation and writing training to uitm Perlis residents. 6 ● Ensuring that the culture of innovation, research, consultation and publication is always fertile among uitm Perlis citizens. ● Help strengthen the quality of teaching and learning of uitm perlis academic staff. ● Strengthen the marketability of prospective uitm perlis graduates. ● Assisting uitm perlis in mobilizing activities that generate campus income.

Manage, coordinate and provide services related to research, consulting, and publishing. ● Helping the development of new fields in line with campus program priorities. ● Disseminate and provide research, consultation and writing training to uitm Perlis residents. ● Ensuring that the culture of innovation, research, consultation and publication is always fertile among uitm Perlis citizens. ● Help strengthen the quality of teaching and learning of uitm perlis academic staff. ● Strengthen the marketability of prospective uitm perlis graduates. ● Assisting uitm perlis in mobilizing activities that generate campus income

SA INTERNSHIP REPORT OURIGINAL_ANIS SURAYA BINTI SAAD.pdf (D172344256)

| 5/10 | SUBMITTED TEXT | 121 WORDS | 96% | MATCHING TEXT | 121 WORDS |
|---|---|---|---|---|---|

Mission ● Strengthen UiTM's scholarship and innovation capabilities through quality services. ● Establish a good, harmonious and effective relationship between UiTM Perlis and industry, government, private sector and community. ● Distribute and provide research training, consultation and writing to UiTM Perlis residents. ● Focus on strategic relationships with stakeholders that will bring positive results to UiTM Perlis and the stakeholders. ● To ensure the relationship between industry, government, private sector and community will bring a positive impact on UiTM Perlis's image. RIACEN Vision ● To become a world-class researcher, innovation, consulting, and publication management center and to establish a relationship between UiTM Perlis and industry, government, private sector and society for mutual benefit. 7 3.0

MISSION ● Strengthen UiTM's scholarship and innovation capabilities through quality services. ● Establish a good, harmonious and effective relationship between UiTM Perlis and industry, government, private sector and community. ● Distribute and provide research training, consultation and writing to UiTM Perlis residents. ● Focus on strategic relationships with stakeholders that will bring positive results to UiTM Perlis and the stakeholders. ● To ensure the relationship between industry, government, private sector and community will bring a positive impact on UiTM Perlis's image. PJIM&A VISSION ● To become a world-class researcher, innovation, consulting, and publication management center and to establish a relationship between UiTM Perlis and industry, government, private sector and society for mutual benefit.

SA INTERNSHIP REPORT OURIGINAL_ANIS SURAYA BINTI SAAD.pdf (D172344256)

| 6/10 | SUBMITTED TEXT | 33 WORDS | 100% | MATCHING TEXT | 33 WORDS |
|---|---|---|---|---|---|

which are Research Management Unit, Publishing & Excellence Unit, Innovation Management & Expertise Unit, Industry, Community, Alumni & Network (ICAN) Unit, Malaysian Academy of SME & Entrepreneurship Development (MASMED), and UiTM Press.

which are Research Management Unit, Publishing & Excellence Unit, Innovation Management & Expertise Unit, Industry, Community & Alumni Network (ICAN) Unit, Malaysian Academy of SME & Entrepreneurship Development (MASMED) and UiTM Press.

SA YUSRA DAMIA REPORT INDUSTRIAL TRAINING.pdf (D172344307)

| 7/10 | SUBMITTED TEXT | 18 WORDS | 100% | MATCHING TEXT | 18 WORDS |
|---|---|---|---|---|---|

ICAN unit is responsible for coordinating community projects as well as industrial-linkage activities within UiTM Cawangan Perlis.

ICAN unit is responsible for coordinating community projects as well as industrial-linkage activities within UiTM Cawangan Perlis.

SA INTERNSHIP REPORT OURIGINAL_ANIS SURAYA BINTI SAAD.pdf (D172344256)

| 8/10 | SUBMITTED TEXT | 11 WORDS | 100% | MATCHING TEXT | 11 WORDS |
|---|---|---|---|---|---|

Program CEO@Fakulti: Peluang Kerjaya Bersama Al- Ikhsan Sports Sdn Bhd

Program Ceo@Fakulti:Peluang Kerjaya Bersama Al Ikhsan Sports Sdn Bhd

SA YUSRA DAMIA REPORT INDUSTRIAL TRAINING.pdf (D172344307)

| 9/10 | SUBMITTED TEXT | 12 WORDS | 100% | MATCHING TEXT | 12 WORDS |
|------|----------------|----------|------|---------------|----------|

internal strengths and weaknesses, as well as external opportunities and threats.

internal strengths and weaknesses, as well as external opportunities and threats.

**W** https://www.wordstream.com/blog/ws/2017/12/20/swot-analysis

| 10/10 | SUBMITTED TEXT | 26 WORDS | 78% | MATCHING TEXT | 26 WORDS |
|-------|----------------|----------|-----|---------------|----------|

Semarak Sanjung Award Ceremony 25 Program Ceo@Fakulti: Peluang Kerjaya Bersama Al-Ikhsan Sports Sdn Bhd Program

Semarak Sanjung Figure 23: Program Ceo@Fakulti:Peluang Kerjaya Bersama Al Ikhsan Sports Sdn Bhd Program

**SA** YUSRA DAMIA REPORT INDUSTRIAL TRAINING.pdf (D172344307)