



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka
Kampus Bandaraya Melaka

MGT666 MARKETABILITY OF OFFICE SYSTEM MANAGEMENT AT UiTM BANDARAYA MELAKA

1 MARCH-15 AUGUST 2023

Prepared by :

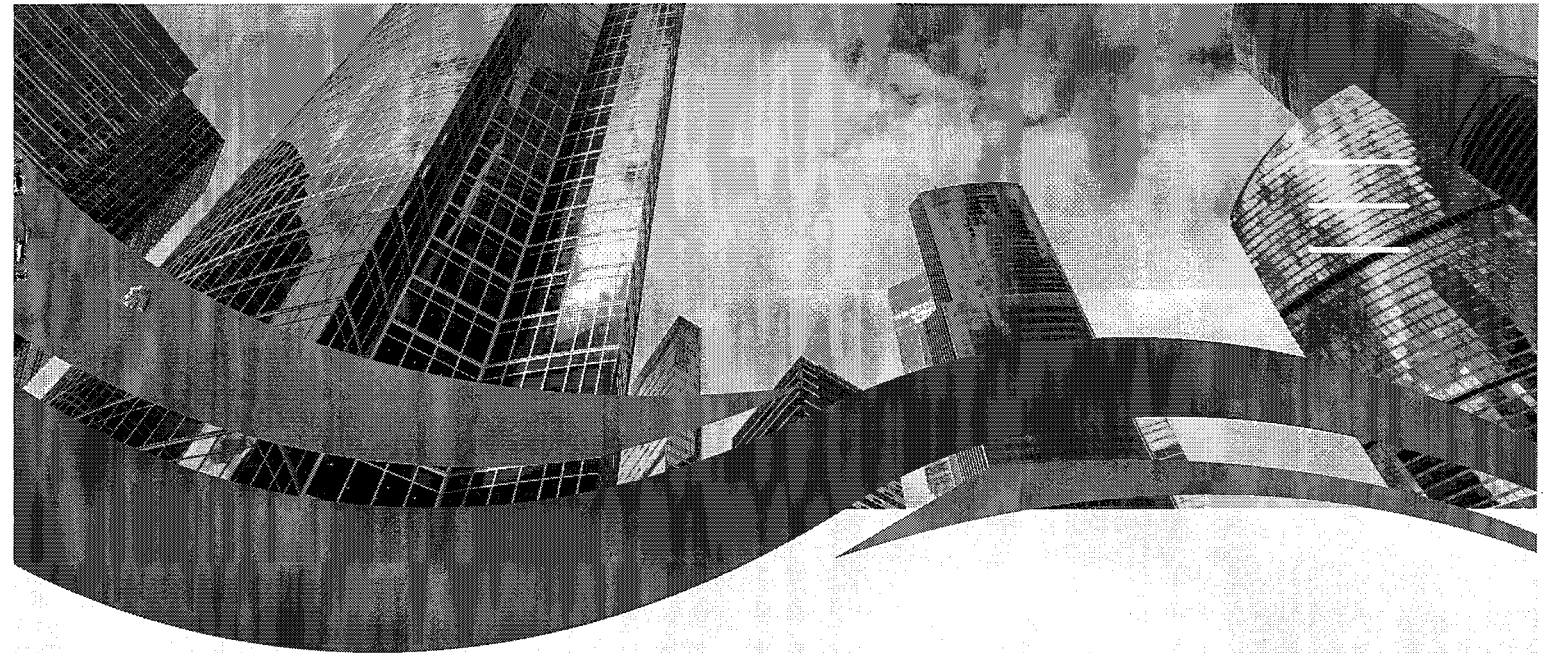
SITI NOR IZAH BINTI ABDUL RAHIM

2020856058

BACHELOR IN OFFICE SYSTEM MANAGEMENT

Prepared for :

SIR HELMY FADLISHAM BIN ABU HASAN



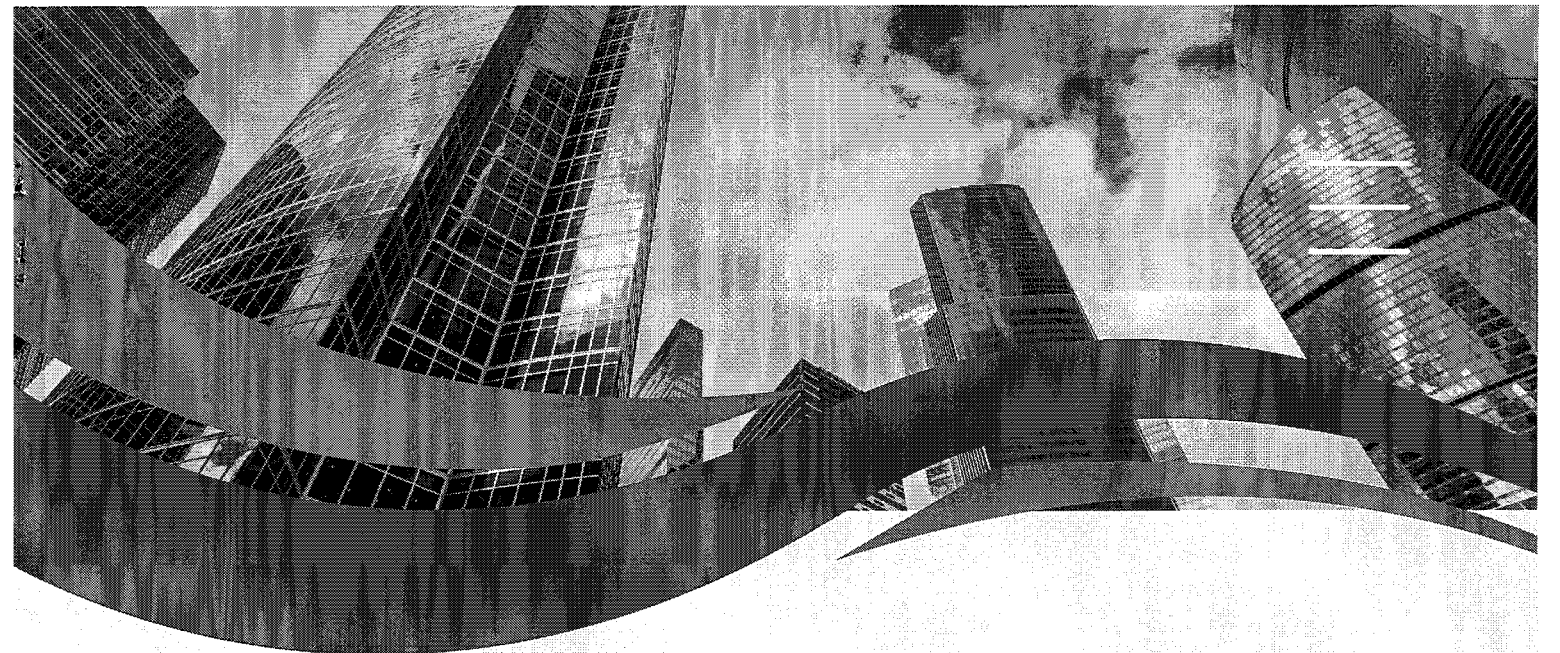
Executive Summary 2023

Office System
Management

Introduction

This report is about my internship journey at Industrial Training Department at UiTM Bandaraya Melaka. It started on 1 March 2023 until 15 August 2023 which contains 24 weeks. It is to fulfill the requirement in completing my Bachelor Degree in Office System and Management. I have completing my journey at Industrial Training Unit (located at level 6) which is one of the department that manage all the information regarding the Industrial Training students under the Faculty of Business and Management. The program under this faculty included Office System Management (BA232), Marketing (BA240), Finance (BA242), Human Resource (BA243) and International Business (B246).

Universiti Teknologi MARA (UiTM) is one of the largest universities in Malaysia where these universities are located in every state in Malaysia. However, in this report I will focus in UiTM Bandaraya Melaka (Office System and Management Department) because it is related to my current Bachelor's Degree. UiTM Bandaraya Melaka consists of two Faculty which are Faculty of Business and Mangement and Faculty of Hotel and Tourism Management. Rector for UiTM Melaka is Prof. Madya Ts. Dr. Mohd Rasdi bin Zaini. Currently, for UiTM Bandaraya Melaka, it was led by Dr. Mohd Halim bin Mahphoth as Assistant Rector.



Executive Summary 2023

In addition, in this report I also mentioned about my training's reflection at UiTM Bandaraya Melaka. I have gain a lot of knowledge and I can apply what I have learned in my Bachelor's Degree because the job scope is related with my currently course. I also gain many benefits throughout my internship period as it teach me on how to face the work environment in the future. I can use it to increase my skill in doing job given by my supervisor.

Besides that, the main point for this report is that I have analyze and mentioned about the SWOT analysis. I have specific the topic on Office System Management Department. I want to know how is the marketability of Office System Management student and program. I have found two or three SWOT for each which are Strength (S), Weakness(W), Opportunities (O), and also Threats (T). After all the SWOT is defined, I have provide certain recommendation for Office System Management Department to apply for a better improvement. I have use matching techniques. For example, this department can use their strength to reduce the weaknesses.

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ACKNOWLEDGEMENT

السلام عليكم ورحمة الله وبركاته

First and foremost, thanks and praises to Allah S.W.T for his blessing to us until we can complete this internship report successfully.

I would like to tell my deepest and sincere gratitude to my advisor, Sir Helmy Fadlisham Bin Abu Hasan from Universiti Teknologi Mara Kampus Bandaraya Melaka for giving me the guideline on how to complete this report.

I am also very honored to give a million thanks to Sir Helmy because he has placed his full trust on me to fulfill this report. He has provided a very useful guidance to make it easier for me to complete this final report.

Apart from that, I would also like to thank my supervisor, Madam Nur Hazwani Binti Mohamad Roseli for giving a guidance and information in completing this report. Also for her generous assistance and cooperation in realizing the effort to complete this task successfully.

This thankful is also addressed to all parties who have been involved in the success of this report either directly or indirectly. I am really appreciating all the help they have given because without their help and support this internship final report may not be able to perform well.

Thank you.

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STUDENT PROFILE



SITI NOR IZAH BINTI ABDUL RAHIM

Address :
Mobile :
Email :

OBJECTIVES

I am an energetic and passionate university student with a major in Office System Management (Hons), Faculty of Business Management at Universiti Teknologi Mara UiTM Bandaraya Melaka which seeking an internship. I can be relied on to form a strong bond with fellow workers besides helping the company to achieve its goals.

EDUCATION

Universiti Teknologi Mara (UiTM) October 2020 – Present
Bachelor of Office System Management (Hons)
Latest GPA 3.56 / 4.00
Current CGPA of 3.49

SMK Dato' Haji Talib Karim (STPM) June 2018 – December 2019
Major in Social Science
CGPA of 3.42

ACADEMIC AWARD

Dean's list Award from semester 3 to 5 (Bachelor)

LANGUAGE COMPUTER SKILLS

Malay: Expert
English : Intermediate
Microsoft Office: Expert

Microsoft Word: Expert
Microsoft Excel: Expert

LEADERSHIP PARTICIPATION

Komander Kesatria Representative Committee (Secretary)
January 2022 - February 2023
Briged Sukarelawan (Treasurer)
January 2022 - February 2023
Bachelor Office System Society_BOSS (Exco of Welfare)
March 2021 - March 2022
Student Representative Council_STPM (Exco of Discipline)
January 2019 - December 2019

EXTRA - CURRICULAR ACTIVITIES

2022

- "Komander Kesatria Endurance Challenge 2022" at UiTM Arau, Perlis involving UiTM all over Malaysia (Program Committee Member)
- "Treasure Hunt" organized by Komander Kesatria (Activities Committee Member)
- "BOSS Induction Day" (Exco of External Relation)
- 100 bamboo cultivation Program of UMW at Denai Muara Sungai Punggor, Alai, Melaka (Volunteer)
- "Building A Positive Personal Image Through Communication" and "Value Mannerism" with participants 100 (Moderator)

2021

- "Latihan Intensif Bakal Komander " for UiTM of Malacca (Participant)
- Flood volunteerism at Lubok China (Volunteer)
- "Projek Waqaf Dusun Ilmu (WaDi)" for UiTM (Exco of Multimedia)

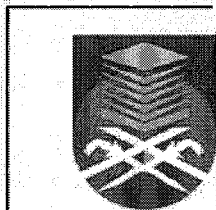
REFERENCES:

Nur Hazwani binti Mohamad Roseli (Industrial Training Supervisor) : (+60)12-5527424

COMPANY'S PROFILE

1.0 COMPANY'S PROFILE

Company's Name and Logo



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Kampus Bandaraya Melaka

UiTM Malacca City Campus

I have been doing practical training for 6 months in the Industrial Training Unit department of UiTM Bandaraya Melaka.

Company's Location

UiTM Bandaraya Melaka is located in the middle of Malacca City and close to various facilities including shopping malls, universities, accommodation, and others. That's makes it a strategic location. It is easier for student to find any food or any daily essentials. They do not have to go far to get various facilities and also their needs.

Operation Hours

The operation hours for UiTM Bandaraya Melaka is (8:00 am - 5:00 pm) from Monday to Friday. it is closed on Saturday and Sunday. The break time on each day is same (1:00 pm to 2:00 pm) except for Friday which is from 12:15 pm to 2:45 pm.

COMPANY'S PROFILE



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UiTM Malacca City Campus

Vision

To develop UiTM as a top university with excellent scholarship and academic talent, able to provide leadership to Bumiputeras' active participation in all professional fields of the highest standard in order to generate graduates with strong moral character who can compete internationally.

Mission

To improve Bumiputeras' knowledge and skills in all fields of study through professional programmes, research projects, and volunteer activities based on moral principles and professional ethics.

COMPANY'S PROFILE

Objectives

- To develop an environment for systematic assessment and evaluation.
- To ensure through assessment and review the validity, dependability, fairness, consistency, and integrity.
- To handle the procedures and processes for assessment and evaluation.
- For guidance on sustainable assessment.
- Policies, circulars, and excellent practises are regulated.
- To ensure and assure the standard of academic evaluation.

Unleashing
Potentials,
Shaping the
Future ↔ TAGLINE

Values

Excellence: Practice internal quality standards to meet stakeholder needs and expectations

Synergy: Seamless collaboration to maximize productivity that benefits industry and society

Integrity: Embracing honesty, respect and transparency to achieve the highest ethical standard of professionalism

Philosophy

Each person has the capacity to achieve success through the spread of knowledge and acceptance of moral principles to become professional graduates with the capacity to advance knowledge within themselves, within society, and throughout the entire nation.

The largest public university in Malaysia was established in 1956 and is called Universiti Teknologi MARA (UiTM). It has areas of expertise in a variety of fields, such as in technology, business, science, and social sciences. UiTM was first known as Institut Teknologi MARA (ITM) when it was founded in 1956.

UiTM

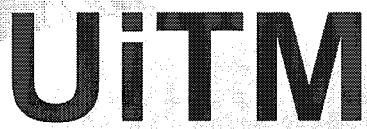
Background

It began off as a small institution that offered certificate and degree programmes in business and entrepreneurship. It developed its academic programmes throughout time and changed its name to Universiti Teknologi MARA (UiTM) in 1999 after becoming a university.

The main campus of UiTM, is located in Shah Alam, Selangor. The administrative centre of the institution is located on the main campus, which is referred to at UiTM Shah Alam. Branch campuses are also available in a number of states, including Johor, Melaka, Sarawak,, Perak, Terengganu, Sabah, and Kelantan. Currently for UiTM Melaka there have 3 branch which are UiTM Alor Gajah, Bandaraya Melaka, and also Jasin.

Numerous academic programmes, including diploma, bachelor's, master's, and doctoral degrees, are available at different levels at UiTM. The university is divided into a number of faculties which each focused on a particular field of study, including business, engineering, science, architecture, health sciences and social sciences.

UiTM has a huge enrollment which makes UiTM as one of Malaysia's most populated universities. It is known for its open admissions policy, which places a strong emphasis on giving Bumiputera (native Malaysians) students opportunity. UiTM, however, also accepts students from a variety of backgrounds and has a community of international students.



Bandaraya Melaka Background

One of the campuses of Universiti Teknologi MARA (UiTM) is UiTM Bandaraya Melaka. On December 15, 2006, campus operations started with 11 staff members. The beginning day of the semester was on January 3, 2007. Led by Associate Professor Dr. Mizan bin Hj. Hitam, Director of the UiTM Melaka Campus, and assisted by Associate Professor Mohd ZainudDin bin Hassan, Deputy Director of the campus. Students can easily access the city's amenities, transportation options, and cultural attractions. UiTM Bandaraya Melaka known as a strategic location. It's only takes 10 to 15 minutes to go to Jonker Walk, Melaka Central, Mall, Bank, Food Stall and others amenities.

For UiTM Melaka there have 3 branch which are UiTM Alor Gajah, Bandaraya Melaka, and also Jasin. UiTM Bandaraya Melaka has contained 16 level of building that contain treasurer Office, Administration Office, Academic Affairs Office, Student Affairs Office, Lecture Room, Meeting Room, Mosques, Cafe, Computer Lab, Library, Auditorium, Student Centre and others.

Currently, the Rector of UiTM Melaka is Assoc. Prof. Ts. Dr. Mohd Rasdi Zaini. The Assistant Rector for UiTM Bandaraya Melaka is Dr. Mohd Halim Bin Mahphoth. There 2 Faculty in UiTM Bandaraya Melaka which are Faculty of Business and Management which consist the program of office and System Management (BA232), Marketing (BA240), Finance (BA242), Human Resource and Management (BA243), and International Business (BA246). The other faculty is Faculty of Hotel and Tourism Management which the program known as Tourism and Management (HM241).

OFFICE SYSTEMS MANAGEMENT BACKGROUND

Office System Management (OSM) is a program offered by UiTM Malacca City Campus. It is a specialized field of study that focuses on the efficient management of office operations, processes, and technologies. The OSM program prepares students for careers in administrative and office management roles, equipping them with the necessary knowledge and skills to streamline office operations and enhance productivity.

The OSM program at UiTM Malacca City Campus covers a wide range of topics related to office management. Students learn about office administration, document management, records management, office automation, information systems, office communication, project management, and business process improvement.

By studying OSM at UiTM Bandaraya Melaka, students can acquire various skills and competencies essential for office management roles:

These may include:

- **Office Administration:** Students learn about the ideas and procedures of efficient office management, such as organizing, coordinating, and planning days at work.
- **Document and Records Management:** Students learn how to manage documents and records systematically, including how to efficiently organize, retrieve, store, and discard information.
- **System Design:** Students are introduced to numerous technologies and office automation tools, such as project management tools, office productivity software, and electronic document management systems. In modern office management, system design often involves integrating technology solutions to improve data management and efficiency.
- **Communication Skills:** In office administration, an effective communication is critical and important. Students learn how to successfully communicate in many business environments, verbally and in writing.
- **Business Process Improvement:** Students study methodologies and techniques for improving and analyzing office processes, enhancing overall efficiency and optimizing workflow.
- **Project Management:** The Office System and Management programme may contain modules of project management, preparing students to plan, monitor and execute office project.

OFFICE SYSTEMS MANAGEMENT BACKGROUND

Universiti Teknologi MARA's Faculty of Business Management provides a Bachelor's Degree with a major in Office Systems Management. It is a unique programme since it combines the managerial and technology parts of office systems. There is also a first degree course in Malaysia that focuses on office management and technology. Because they are the pioneers in this field, students majoring in this field will have several opportunities to investigate and identify various areas of office systems that have not before gained attention.

The program's core areas of study include administrative management, Information system, business management and communication. Students will be provided with the information, knowledge, and abilities essential for related industries in each field. No school leaver should pass up the opportunity to enrol in this degree programme, which includes a variety of learning and teaching methods such as practical problem solving, lectures, and office practicum.

- Graduates would have good futures in any organisation after completing this programme, with several opportunities for growth. Because of the demand for professional office systems specialists, well-prepared graduates will have a choice of careers as Admin/Corporate Services Executive, Office Services and General Admin Executives, Administrative Office Managers, and Chief Office Support. Highly motivated graduates may be offered the opportunity to proceed to the post of Chief Information Officer Department Head, reporting directly to the CEO.

This program covers:

- Management for Administrative Professionals
- Modern System Analysis and Design
- End User Applications
- Human Resource Management
- Administrative Operating Systems
- Innovative Thinking
- Systems Project Management
- Fundamentals of data Warehousing
- Record management
- Administrative Management
- Organizational Behavior

ORGANIZATION STRUCTURE

FACULTY OF BUSINESS AND MANAGEMENT ORGANIZATION STRUCTURE

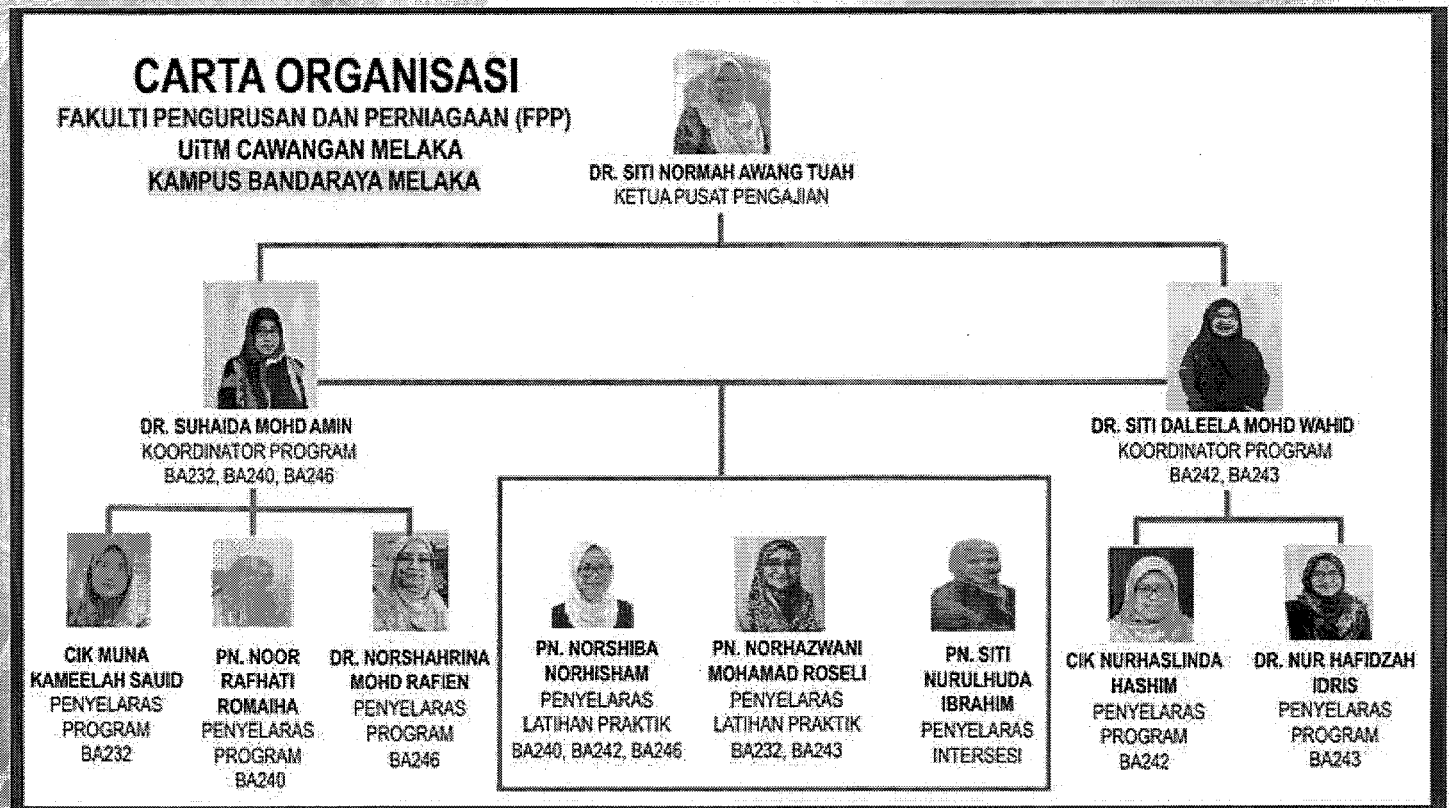
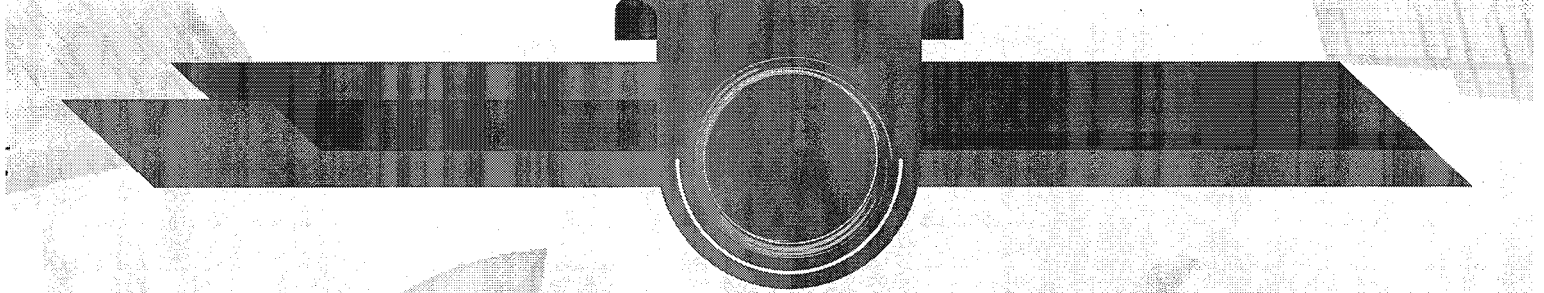


Figure 1: The Organizational Chart of the Faculty of Business and Management



PRODUCT OR SERVICES

UiTM Bandaraya Melaka is a university that offers continuation studies for STPM, Matrikulasi, and diploma students who wish to continue their studies in the Bachelor Degree level. However, the Faculty of Hotel and Tourism Management and the Faculty of Management and Business are the only two types of faculties available at UiTM Kampus Bandaraya Melaka. The Bachelor of Science (Honours) in Tourism Management is the only programme offered by the Faculty of Hotel and Tourism Management. The Faculty of Management and Business, in contrast, offers five programmes which are a Bachelor of Office System Management (Honours), a Bachelor of Business Administration in Marketing (Honours), a Bachelor of Business Administration (Honours) in Finance, Bachelor of Business Administration in Human Resource (Honours), Bachelor of Business Administration in International Business (Honours). UiTM Bandaraya Melaka also offer a studies in BA750 - Master of Science (Business Management) and BA950 - Doctor of Philosophy (Business Management).

In addition, there are various facilities provided by UiTM Bandaraya Melaka, one of which is a 24-hour area. This learning area is often used by students to conduct meeting activities or group discussions. This area is comfortable for students to do activities because it provides WiFi for 24 hours. In addition, there are also other facilities provided such as a cafe, mosque, student center, and auditorium located on level 4. The auditorium will usually be used if the UiTM makes a program that involves many students because it can support as many as a maximum of 500 students. In addition, there is also a learning area on level 7 which is provided to facilitate students to conduct learning sessions in groups. In addition, UiTM Bandaraya Melaka also provides a library located on 2 levels, which are level 1 and level 12. Level 1 provides students a variety of books and materials to do their assignments. While, level 12 library provides a digital library service and also students can do group discussions there.

In addition, in UiTM Bandaraya Melaka there have provided two college which known as Tun Mamat (for male) and Tun Mutahir (for female). It is located near UiTM Bandaraya Melaka and it is easier for student. It is only takes 5-10 minutes walk to UiTM Bandaraya Melaka. The other way for student to come to UiTM Bandaraya Melaka is by booking car on Kumpool Application, which this is one of the UiTM management initiative for student convenience. This facility has recently been established for the convenience of students.

TRAINING'S REFLECTION

DETAILS: Department, Roles, Responsibilities,
Assignment, and Tasks



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WORKING TIME

SPECIFIC DATE : 1 MARCH 2023 - 15 AUGUST 2023

WORKING DAY : Monday - Friday

MONDAY - THURSDAY

- 8:00 am - 1:00 pm
- 1:00 pm - 2:00 pm (break time)
- 2:00 pm - 5:00 pm

FRIDAY

- 8:00 am - 12:15 pm
- 12:15 pm - 2:45 pm (break time)
- 02:45 pm - 5:00 pm

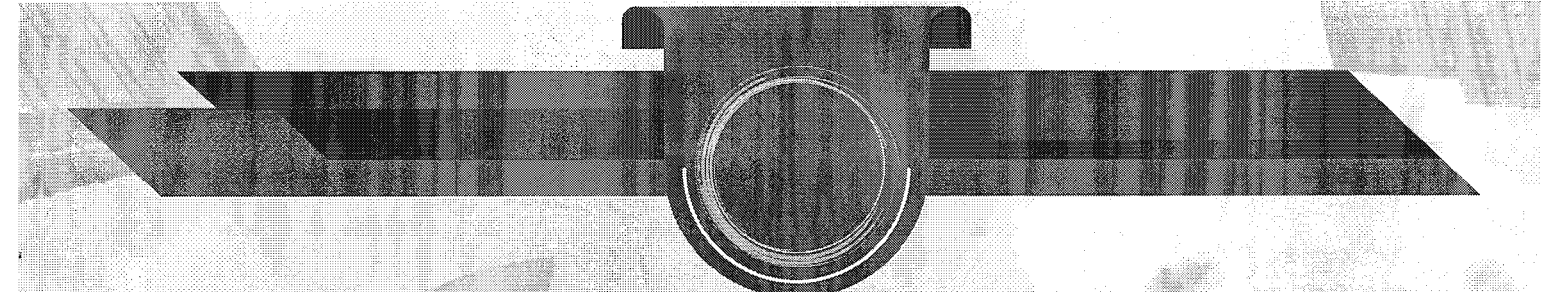
FASTING MONTH

MONDAY - THURSDAY

- 8:00 am - 1:30 pm
- 1:30 pm - 2:00 pm (break time)
- 2:00 pm - 4:30 pm

FRIDAY

- 8:00 am - 12:15 pm
- 12:15 pm - 2:45 pm (break time)
- 02:45 pm - 4:30 pm



Monitoring Industrial Training Email

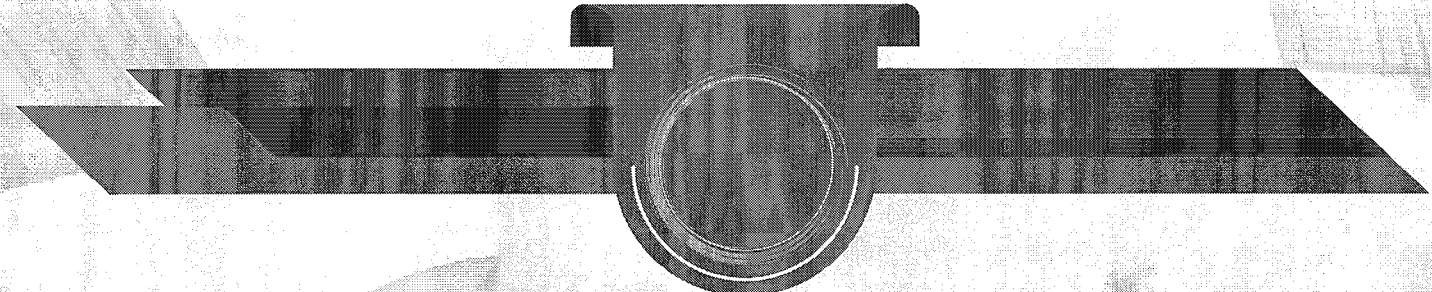
Among the tasks I need to do is to constantly monitor the emails from time to time. I usually open the email every morning to see what important emails were sent. I need to make sure every email is read to prevent important information from getting lost. In addition, the company or student will send the industrial training acceptance response letter via email. Therefore, I need to be aware for the continuous process of making the confirmation letter. I am also responsible for sending emails to the company and advisors regarding important info on Industrial Training. I need to inform the Industrial Training Coordinator if there are any important emails related to students from the company such as discipline issues or there are students who are terminated by the company for certain reasons.

Create of letters for practical practice student purposes / lecturer task assign

There are several letters that will be issued by the practical unit for the use of students doing practical training. These include application letters, confirmation letters, indemnity letters, and advisor appointment letter. The application letter will be created and submitted to all 5th semester students at the beginning of the semester and also as soon as the initial practical training briefing is conducted. This letter is to allow students to apply for the company they have interest in. Next, the letter of confirmation is a letter that students need to bring on the first day of their practical training. Students are required to fill out an information form regarding the workplace they have chosen before they go on practical training and the student letter will then start to be created. I will also make indemnity letter which it will be made for certain company that request for it. For the appointment letter as an advisor, I need to create and distribute it to the appointed lecturer. Furthermore, there are also task assign from certain lecturer that ask me to make a letter for letter of appointment of advisors for specific program activities such as FIN533 programme conducted.

Create google form

I need to create some google form to collect some data in Practical Training. Among the google form that I have created attendance for briefing of industrial training, lecturers' attendance for industrial training briefing and year-end report, information students that will be doing practical training for March 2023 - August 2023 session, submission of industrial training information forms and course validation forms, confirmation letter of undergoing industrial training September 2023 - February 2024 as well as submission of industrial training documents March 2023 – August 2023



Design slide, poster and e-certificate

I have been assigned to create slides for the Practical Training briefing session and also for year end report briefing. I also need to design a poster for both briefing session. I have also been entrusted by Dr. Aqilah to create posters for the "Inbound Indonesia Lecturer Exchange" as well as design e-certificates for students, speakers, and Dr. Vidya who is a lecturer from Indonesia.

In addition, I have also been assigned by Dr. Suhaida to make a poster for the program "Theories and Phenomena of Inflation in Persada World. How can Malaysia overcome it?". Furthermore, I have also designed posters and e-certificates for the "Defining Business System Requirement webinar". After prepare the poster design and e-certificate, I also need to get a approval from the corporate unit to check if it has any mistake or not.

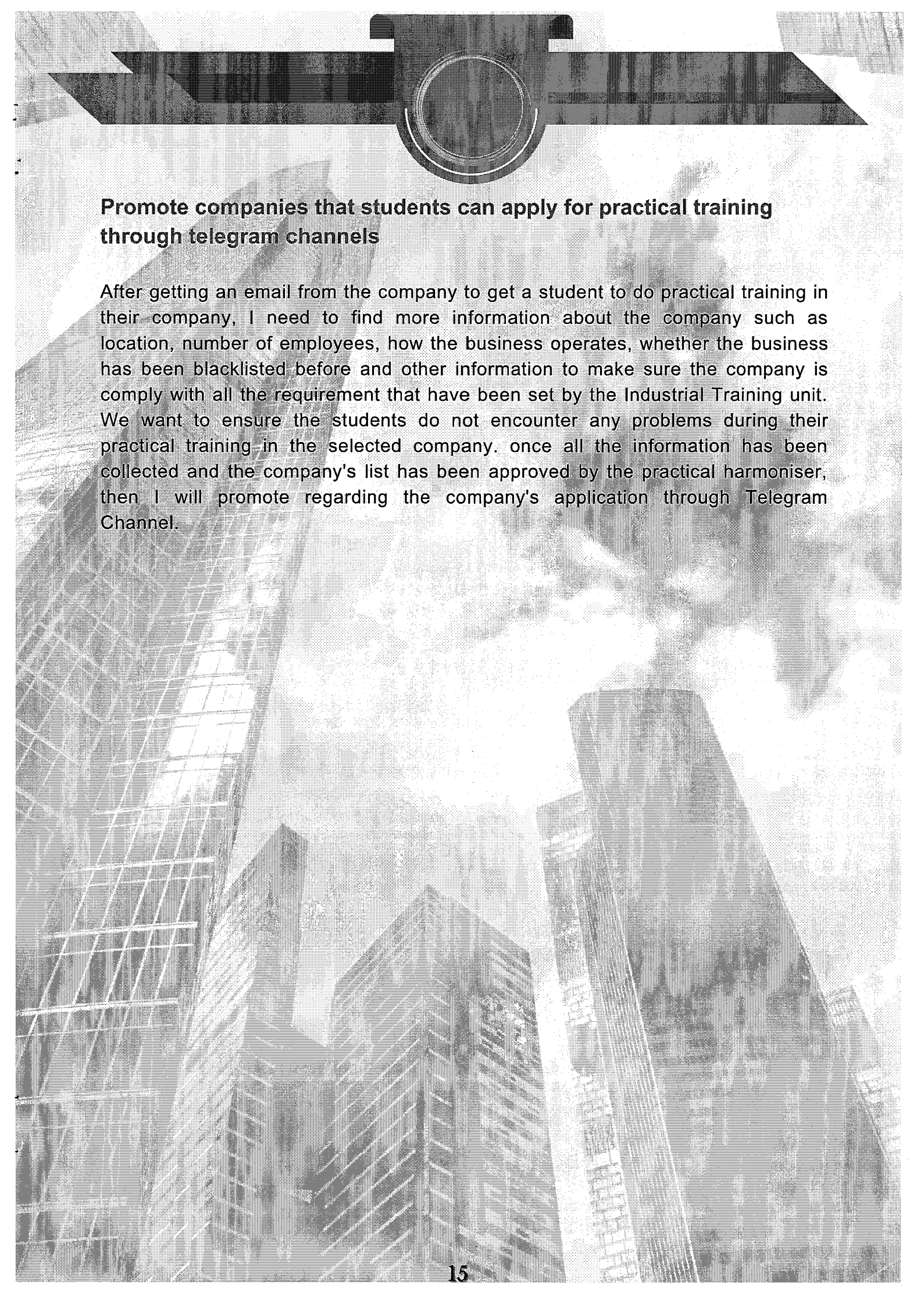
Become an Usher / Liaison Officer /Emcee

I have been entrusted by Madam Norshiba to be an Usher for the program "Adapting Post Pandemic Impact Through Digital Economic". I need to escort the VIP guests which are Dr. Mohd Halim Bin Mahphoth (Assistant Rector), Dr. Ismadi Bin Md Badarudin (Deputy Rector of Academic Affairs) and Dr. Mohd Nor Hajar Hasrul Bin Juno (Deputy Rector of Student Affairs).

Besides that, I have been appointed as the liaison officer for Dr. Vidya for the Indonesia Lecturer Exchange program. Among the tasks that need to be done is to give directions and inform the activities that will be carried out by her from time to time.

Among the tasks that need to be done is to give directions and inform the activities that will be carried out by her from time to time. I have also followed Dr. Vidya to UiTM Alor Gajah Campus to visit the Industrial Research and Networking Center to meet with Dr. Norhayati. I need to make a documentary throughout the meeting and discussion. I need to make sure that the set schedule follows the set time to ensure that the next program is not disrupted. I need to be in constant contact with the person in charge regarding the activities that will be carried out.

Next, among the interesting tasks for me was to be the emcee for the Eid dul Fitri celebration. It was an interesting experience because the program was attended by all the lecturer in the Faculty of Business and Management from Jasin and Bandaraya Melaka campus.



Promote companies that students can apply for practical training through telegram channels

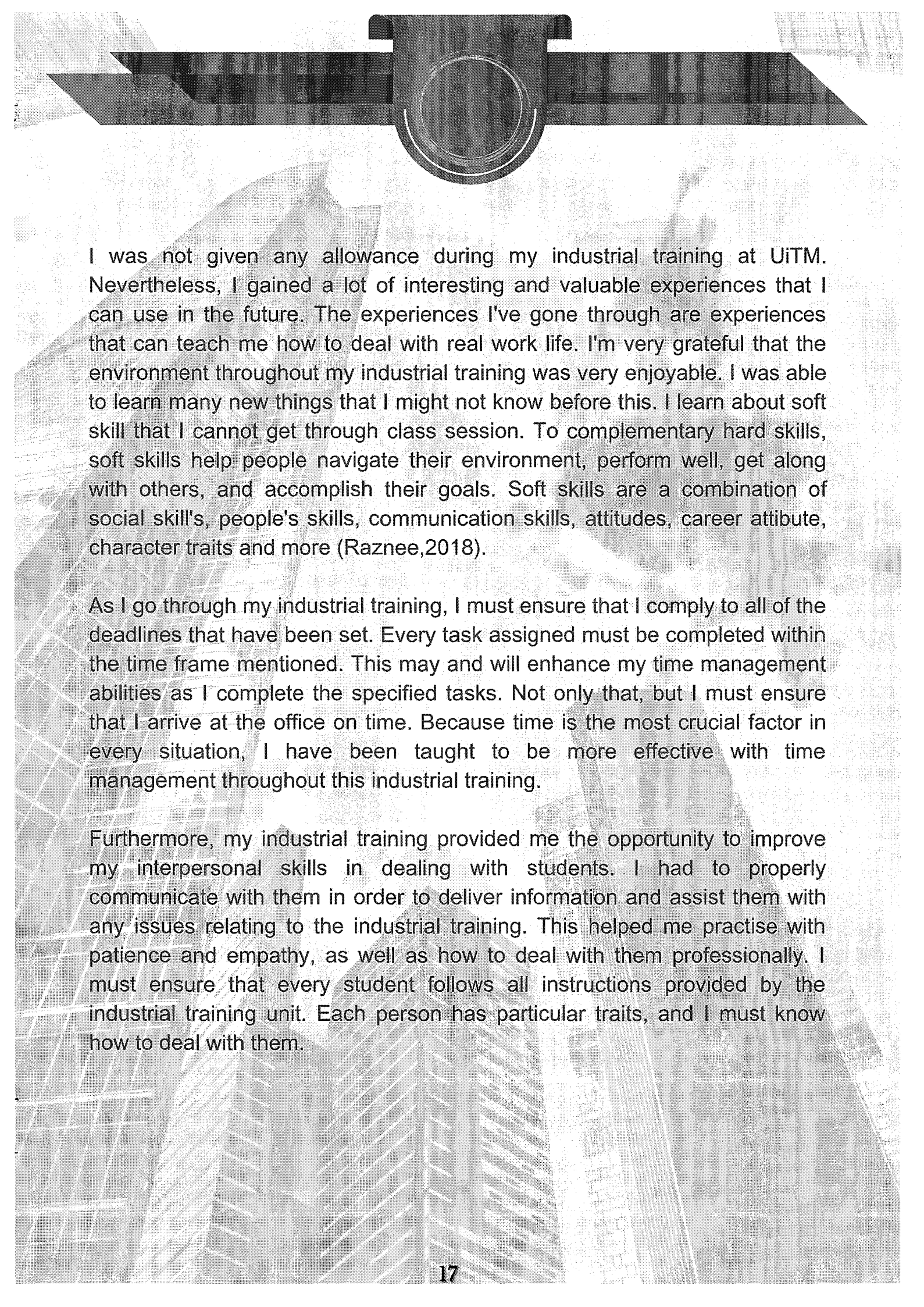
After getting an email from the company to get a student to do practical training in their company, I need to find more information about the company such as location, number of employees, how the business operates, whether the business has been blacklisted before and other information to make sure the company is comply with all the requirement that have been set by the Industrial Training unit. We want to ensure the students do not encounter any problems during their practical training in the selected company. once all the information has been collected and the company's list has been approved by the practical harmoniser, then I will promote regarding the company's application through Telegram Channel.

INTRINSIC AND EXTRINSIC BENEFITS



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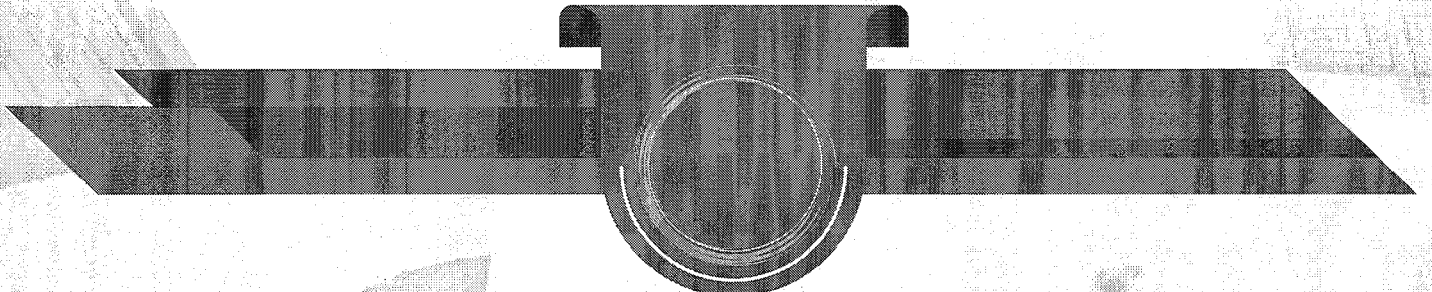
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I was not given any allowance during my industrial training at UiTM. Nevertheless, I gained a lot of interesting and valuable experiences that I can use in the future. The experiences I've gone through are experiences that can teach me how to deal with real work life. I'm very grateful that the environment throughout my industrial training was very enjoyable. I was able to learn many new things that I might not know before this. I learn about soft skill that I cannot get through class session. To complementary hard skills, soft skills help people navigate their environment, perform well, get along with others, and accomplish their goals. Soft skills are a combination of social skill's, people's skills, communication skills, attitudes, career attribute, character traits and more (Raznee,2018).

As I go through my industrial training, I must ensure that I comply to all of the deadlines that have been set. Every task assigned must be completed within the time frame mentioned. This may and will enhance my time management abilities as I complete the specified tasks. Not only that, but I must ensure that I arrive at the office on time. Because time is the most crucial factor in every situation, I have been taught to be more effective with time management throughout this industrial training.

Furthermore, my industrial training provided me the opportunity to improve my interpersonal skills in dealing with students. I had to properly communicate with them in order to deliver information and assist them with any issues relating to the industrial training. This helped me practise with patience and empathy, as well as how to deal with them professionally. I must ensure that every student follows all instructions provided by the industrial training unit. Each person has particular traits, and I must know how to deal with them.



Besides that, I will improve my graphic design skills by learning how to develop attractively appealing and engaging poster and e-certificate. This creativeness can spill over into other aspects of your work life, helping you to think outside the box and come up with novel ideas. I need to ensure that the posters and e-certificates designed are in accordance with the program to be conducted. Corrections need to be made as soon as possible if any mistakes occur. I also need to think of creative ideas to create two or three poster designs for a program. This is to allow the lecturers to choose their preferred design. I need to ensure that every design I create looks professional and attractive.

In addition, benefits that I gained during my internship is enhance my internship skills as I was appointed as an emcee. It is good for me to develop my confident level to speak in front of people. I will have several opportunity to practise and develop my public speaking skills as an emcee.

I may improve my ability to use visual aids, arrange my presentations effectively, and convey my ideas effectively through practise and instructions. In professional contexts where I may be required to give pitches, presentations, or reports, these presentation abilities are helpful. Emceeing frequently can greatly increase my self-confidence. I'll become more confident speaking in front of an audience, managing difficult situations, and conducting myself with professionally as I acquire experience and get feedback. A key quality that can help me advance both personally and professionally is confidence.

Overall, the Practical Training Unit at UiTM Bandaraya Melaka offers invaluable experiences that go beyond ordinary academic learning. My work ethic improves, I learn useful skills, I communicate with students and other people more effectively, and my creativity is fostered. These benefits put me in a position for career success by encouraging my professional and personal growth.

SWOT ANALYSIS



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Internal Origin

STRENGTH

- **Good Programme Syllabus**
- **Able to Further Studies in Postgraduates**
- **Expert Lecturer**

WEAKNESSES

- **Lack of Staff in Teaching for Short-Term**
- **High Credit Hours**

External Origin

- **Growing Demand for Office Management Professionals**
- **Technological Advancement**
- **Job Opportunities as Lecturer**

- **Market Competition**
- **Keep Up-To- Date with Technology**
- **School leavers are not interested in OM**

OPPORTUNITIES

THREATS

STRENGTHS

GOOD PROGRAM SYLLABUS

The developed skills of Office Systems Management programmes are their strength. To stand out in today's competitive environment, it's essential to keep expanding your knowledge and becoming better. If students acquire personal development skills, they are also more likely to feel fulfilled in both their personal and professional lives as they advance and progress. Personality traits, social cues, and communication skills are all examples of personal development skills. Students can reach their individual goals by working on their knowledge, skills, and self-awareness through the process of self improvement.

Students can take an introductory course covering human resources, marketing, and business administration programmes through subjects studied throughout the semester, even though the office systems programme is more focused on administrative management, computer and information technology, and communication. This can be useful and provide fundamental information on the area of business management.

As part of this office systems programme, students have the chance to learn Mandarin or Arabic as a third language. Students can choose which subject they are interest more within this two language. Students will finish three semesters of coursework, from semester one through semester three. The pupils will learn the basic concepts of reading and writing in Mandarin.

Fresh graduates with a third language will increase their chance of being hired. Being equal, a bilingual job candidate will be preferred than a single-language prospect. Because there are fewer of them (who can speak more than one language), those who can speak more than one language have more demand than those who cannot. As a result, employees with multiple languages are often more costly (Welch, 2018)

STRENGTHS

ABLE TO FURTHER STUDIES IN POSTGRADUATE

A further feature of Office Systems Management programmes is the able to further postgraduate study opportunities. UiTM offers postgraduate students chance to pursue full-time Master's or Doctor of Philosophy degrees through coursework or research. The Master's Programme provided is a Master in Office Systems Management (BM 775), which is a course with full-time (1.5 years) and part-time (2-4 years) study options. The Master of Office Systems Management courses aims to educate the next generation of professionals in the areas of office administration and technology. Besides that, Office System Management student also can further their studies in Master of Business Management.

Furthermore, when students continue their studies to the master's and the PHD level, it might be one of the paths for those who want to pursue a career as a lecturer. According to Dr Muhammad Aliff Asyraf Kamal Nurzaman (Senior Lecturer of UiTM), further studies or having PhD is a 'must'. Therefore, student need to further their Master before go for PhD. Students' knowledge of applied office systems management or Business Management will be expanded through exposure to professional research leading to a PhD.

UiTM Bandaraya Melaka is well known for its outstanding academic reputation and commitment to educational excellence. This reputation extends to the Office System Management programme, which provides a solid foundation for students interested in continuing their studies. The comprehensive syllabus and demanding academic requirements of the programme prepare students for success in higher-level courses. For students interested in pursuing postgraduate studies, the Office System Management programme at UiTM Shah Alam may provide research opportunities. A team of skilled and qualified faculty members who specialise in office system administration will most likely support the programme. These academic members may have unique research interests and skills in the field. Their advice and mentorship can be important to students considering postgraduate courses since they can provide support, guidance, and advice.

In addition, office system management students can also have the opportunities to pursue a master's degree in Master of Business Management at UiTM Bandaraya Melaka because the syllabus of office system management is very comprehensive. Students are not limited to the office systems management syllabus only. They have been exposed to various other business related fields and this allows them to continue their studies in the area of business.

STRENGTHS

EXPERT LECTURER

The programme benefits from teachers who have major knowledge and expertise in office system management. These lecturers have an excellent understanding of the discipline's subject content, theories, and practises. Their knowledge enables them to provide high-quality lectures, encourage engaging discussions, and provide students with useful field insights.

The lecturers in the Office System Management programme are likely to have professional experience. They may have worked in various office environments or held managerial positions, giving them the ability to bring actual examples and case studies into the learning environment. This hands on experience enhances the learning process by allowing students to benefit from the lecturers' personal knowledge and develop a deeper understanding of how office systems and management ideas are applied in practise.

Office system administration is a field that continues to develop due to technological improvements and changing working conditions. The program's qualified educators are likely to be up to date on the latest industry trends, advancements, and best practises. This guarantees that students obtain up-to-date and relevant material that reflects industry demands. The lecturers can also give students insights into developing technology, industry difficulties, and opportunities, preparing them to adapt to the changing landscape of office system administration.

Expert lecturers can serve as mentors and guides to students in the Office System Management program. They can provide academic and career advice, helping students navigate their academic journey and make informed decisions about their future. The lecturers expertise allows them to identify students strengths and interests, providing personalized guidance for research projects, internships, and career pathways.

Lecturer can act as mentors and advisors for Office System Management students. They can help students understand their academic experience and make educated decisions about their future by providing academic and career advice. The educator's expertise enables them to discover students' talents and interests, allowing them to provide personalized assistance for research projects, internships, and career paths.

Currently, in Office System and management, there have three Lecturer who further their studies in PhD which this may increase their expertise and specialize in this field. It will give the Office System Management student and Department more benefits in term of expertise because they will do more research regarding OM program. Office System Management Lecturer at UiTM Bandaraya Melaka are fulfilled Malaysia Qualification Agency (MQA) because we know that they have set certain criteria to run by the universities and one of the criteria is the capabilities and expertise of the lecturer.

WEAKNESS

HIGH CREDIT HOURS

The high credit hours required for the Office System Management program can result in a significant time commitment for students. This means that students have to dedicate a substantial amount of time to attending classes, completing assignments, and studying for exams. The heavy workload may lead to increased stress and pressure on students, affecting their overall well-being and work-life balance.

The high credit hours can limit students' flexibility in terms of course selection and scheduling. With a large number of credit hours to complete, students may have fewer options to explore elective courses or pursue minors or double majors in other area. This lack of flexibility may restrict students' ability to customize their educational experience according to their interests and career goals.

The demanding nature of the Office System Management program due to high credit hours can leave students with limited time and energy for participating in extracurricular activities. Involvement in clubs, organizations, sports, community service, or internships can provide valuable opportunities for personal growth, skill development, and networking. However, the heavy workload may limit students' ability to engage in these activities, potentially impacting their overall college experience.

The high credit hours required for the program may increase the risk of overload and burnout among students. Juggling multiple courses with a heavy workload can be mentally and physically taxing. It may leave students feeling overwhelmed, fatigued, and unable to fully engage and absorb the course content. This can impact their learning outcomes and overall academic performance.

The high credit hours can make it challenging for students to effectively manage their coursework. Balancing multiple courses, assignments, and deadlines can be demanding, particularly for students who also have part-time jobs, family responsibilities, or other commitments. The increased workload may impacting the quality of learning and academic outcomes.

Besides that, required for the Office System Management program may result in an extended time to graduation for some students. The need to complete a large number of credit hours within the prescribed timeframe may lead to a heavier course load each semester, making it difficult for students to graduate within the expected duration. This can have financial implications and delay students entry into the job market or postgraduate studies.

WEAKNESS

LACK IN STAFF FOR TEACHING IN SHORT-TERM

There have lack of lecturer happened in UiTM Bandaraya Melaka for Office System Management program. This is due to several lecturers who are on leave due to continued study at the PhD level. With fewer lecturers available, existing faculty members may face an increased workload. They may need to teach more courses, handle larger class sizes, and take on additional administrative responsibilities. This can lead to burnout, reduced quality of teaching, and limited availability for student support and mentorship.

Limited availability of lecturers can affect student-faculty interaction and engagement. With a higher student to lecturer ratio, it becomes more challenging for students to seek guidance, clarify doubts, and receive timely feedback. This can hinder the overall learning experience and impede students' academic and personal development.

The shortage of lecturers can create challenges in academic planning and course scheduling. The department may struggle to offer courses at optimal times, resulting in conflicts in students timetables. This may limit students ability to enroll in desired courses or create a balanced course load, potentially extending their graduation timeline.

It can impact the department's ability to engage in research activities and publish scholarly work. With limited faculty resources, there may be fewer opportunities for research collaboration, supervision of student research projects, and involvement in research grants or publications. This can hinder the department's reputation and its contribution to the academic community.

The shortage of lecturers results in each lecturer being required to teach more than one subject code. This makes it necessary for them to teach many classes at the same time. They need to master in more subject code in a time. In addition, this issue will also cause lecturers to work extra to replace lecturers who are currently on study leave. this will cause workload to occur to these lecturers. For example, there have lecturer mentioned that she experienced teach two codes subjects for the same class.

OPPORTUNITIES

GROWING DEMAND FOR OFFICE MANAGEMENT PROFESSIONALS

The demand for skilled office management professionals is expected to increase in various industries. Organizations recognize the importance of efficient office systems and processes for productivity and success. This presents an opportunity for the program to attract students who seek a career in office system management and meet the rising demand in the job market.

Organizations across industries recognize the crucial role of efficient office operations in achieving productivity and success (Rotriguez, 2017). As businesses strive for operational excellence, there is a growing demand for professionals who possess the skills and knowledge to manage office systems effectively. This demand creates favorable job prospects and career opportunities for graduates of the Office System Management program.

The skills acquired through the Office System Management program are applicable to a wide range of industries. Virtually every organization requires effective office management to streamline administrative processes, ensure smooth communication, maintain data integrity, and facilitate efficient workflow. Graduates of the program can find employment opportunities in various sectors, including corporate businesses, government agencies, non-profit organizations, healthcare institutions, educational institutions, and more.

Technological advancements continue to shape the modern workplace, driving the need for professionals who can leverage and manage the latest office technologies. Office system management programs that incorporate relevant technological skills and knowledge can prepare graduates to adapt to the evolving digital landscape. Proficiency in office software, document management systems, collaboration tools, and other technology platforms positions graduates as valuable assets in the job market.

The Office System Management program can offer specialization options or elective courses that cater to specific office management roles. Graduates can specialize in areas such as administrative support, records management, project coordination, office automation, or facilities management. This specialization enables students to develop expertise in their chosen field and enhances their competitiveness in securing specialized office management positions.

Office system management professionals often have opportunities for career advancement and growth within organizations. With the acquired skills in managing office operations, project management, communication, and organizational behavior, graduates can progress to supervisory, managerial, or leadership roles within their organizations. The program can provide students with the necessary foundations and competencies to excel in their careers and pursue further professional development opportunities.

OPPORTUNITIES

TECHNOLOGY ADVANCEMENT

While technological advancements pose threats, they also create opportunities for the Office System Management program. The integration of new technologies in office environments opens doors for graduates with expertise in leveraging digital tools, automation, and data management. The program can align its curriculum with emerging technologies, equipping students with the necessary skills to excel in technologically advanced workplaces.

Technological advancements enable the automation of routine tasks, improved data management, and streamlined processes (Sutrisno, 2023). The Office System Management program can leverage these advancements to train students in utilizing office technologies effectively. Graduates equipped with digital skills and knowledge can contribute to enhancing the efficiency and productivity of office operations in various industries.

The program can capitalize on technological advancements by integrating digital tools and software applications into the curriculum. Students can learn how to use office software suites, project management tools, collaboration platforms, document management systems, and other digital tools relevant to modern office environments.

Technological advancements provide access to vast amounts of data. The program can incorporate data analysis and reporting skills, such as data visualization and business intelligence tools, to enable graduates to make informed decisions based on data-driven insights. This enhances their ability to analyze office processes, identify areas for improvement, and contribute to organizational decision-making.

Technological advancements have facilitated remote work and virtual collaboration. The program can equip students with the skills necessary for effective remote work, including online communication tools, project management software, and virtual meeting platforms. This prepares graduates to adapt to changing work dynamics and contribute to remote team collaboration.

OPPORTUNITIES

Graduate from OM can apply for lecturer position

The shortage of available lecturers creates an opportunity for fresh graduates from office management to enter the teaching field. With a limited pool of qualified candidates, institutions may be more open to considering candidates from related disciplines. Fresh graduates from office management may have a wide range of knowledge in various subjects related to business administration, office operations, and management. This versatility can be an advantage when applying for lecturer positions in institutions that offer courses in these areas. Office management graduates often have practical experience gained through internships, cooperative education programs, or previous employment. This experience can bring real-world perspectives and practical insights to the classroom, enhancing the learning experience for students.

Graduates from office management programs acquire skills that are relevant to teaching. These skills may include effective communication, organizational abilities, time management, problem-solving, and leadership skills. Such transferable skills can be beneficial when managing classroom activities, facilitating discussions, and interacting with students. As recent graduates, individuals from office management programs may possess current knowledge of industry trends, practices, and technologies.

They can provide students with insights into the latest developments in their respective fields, creating a dynamic and engaging learning environment. Fresh graduates are often enthusiastic and motivated to begin their careers. This energy can translate into a genuine passion for teaching and a commitment to student success. It can inspire and motivate students, fostering a positive learning environment.

It is important for fresh graduates from office management to highlight these opportunities in their applications and demonstrate how their unique skills and perspectives can contribute to the teaching and learning environment. Emphasizing their practical experience, transferable skills, and willingness to grow as educators can make them competitive candidates for lecturer positions.

THREATS

NEED TO KEEP UP-TO-DATE WITH TECHNOLOGY

Rapid advancements in technology can pose a threat if the organization fails to keep pace with emerging trends. The department needs to ensure that students are equipped with the necessary technical skills and knowledge to leverage the latest office management tools and technologies. Failing to address these advancements can result in graduates being ill prepared for the evolving technological landscape.

Rapid technological advancements can render certain skills and knowledge obsolete. If the program fails to keep pace with emerging technologies, graduates may be ill prepared to meet industry demands. It is essential for the department to regularly update the curriculum to incorporate the latest office management tools, software applications, and digital skills that are in high demand by employers.

Technological advancements can lead to increased competitiveness in the job market. Graduates from competing programs that have embraced new technologies may have a competitive advantage over UiTM Bandaraya Melaka's graduates. This can make it challenging for the program to attract students and place them in desirable job positions. The department needs to ensure that its graduates are equipped with the latest technical skills to remain competitive in the job market.

Technological advancements can also pose challenges for faculty members who need to stay updated with the latest tools and technologies to effectively teach and mentor students. The department should invest in faculty development programs, workshops, and training sessions to enhance their technological competence. It is important for faculty members to stay current with industry trends and be able to guide students in utilizing new technologies effectively.

THREATS

SCHOOL LEAVERS ARE NOT INTERESTED IN OFFICE SYSTEM MANAGEMENT PROGRAM

School leavers may have a higher inclination towards programs like medicine or engineering due to their perception of greater career opportunities and prestige (Olca, 2017). However, it is possible to create interest in the Office System Management (OM) program by effectively highlighting its wide range of work opportunities and potential career paths. The perception that school leavers are not interested in the Office System Management program because it is seen as unpopular can be influenced by various factors.

School leavers may have limited awareness or understanding of the Office System Management program. They might not be familiar with the career opportunities, potential for growth, and the practical applications of the program in various industries. This lack of awareness can lead to a perception that the program is unpopular. Many school leavers tend to choose towards more widely known career paths, such as engineering, medicine, or business administration. Office System Management might not be as well known or recognized as these mainstream fields, leading to the perception that it is unpopular.

Stereotypes and misconceptions about office related roles and administrative positions may contribute to the perception that the Office System Management program is unpopular. Some individuals may have a limited understanding of the diverse range of skills and responsibilities involved in office management roles, assuming that they are less desirable. The popularity of certain programs can be influenced by market demand and industry trends. If there is a perception that there are limited job opportunities or growth prospects in the field of office management, school leavers may be less inclined to pursue the program, further reinforcing the perception of its unpopularity.

THREATS

MARKET COMPETITION

The field of office system management is highly competitive, with other educational institutions offering similar programs. The presence of competing programs can pose a threat to UiTM Bandaraya Melaka's program, as students have multiple options to choose from. The department needs to continuously innovate and differentiate its program to attract students and maintain its market position (Caplow, 2017).

The field of office system management may be saturated with similar programs offered by other educational institutions. This saturation can lead to intense competition for student enrollment. It becomes crucial for UiTM Bandaraya Melaka to differentiate its program and highlight its unique features to attract potential students.

Other universities or colleges offering office system management programs may have well-established reputations and brand recognition. These institutions might have been offering the program for a longer time, making it challenging for UiTM Bandaraya Melaka to establish itself as a preferred choice among students. The department needs to actively promote its strengths and build a positive

Effective marketing and promotion strategies are essential to raise awareness about the Office System Management program at UiTM Bandaraya Melaka. The department needs to showcase the program's strengths, such as its comprehensive curriculum, experienced faculty, practical orientation, and industry collaborations, to attract prospective students. Competing institutions may have robust marketing campaigns, making it crucial for UiTM Bandaraya Melaka to develop targeted and impactful

Competing institutions may also strive to attract and retain highly qualified and experienced faculty members. Having renowned faculty members can enhance the reputation and quality of the program. UiTM Bandaraya Melaka needs to actively recruit and retain talented faculty members, offer competitive compensation packages, provide opportunities for professional development, and create a conducive work environment to ensure a high quality teaching and learning experience.

DISCUSSION AND RECOMMENDATION



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka
Kampus Bandaraya Melaka

DISCUSSION AND RECOMMENDATION

School leavers are uninterested in office management because they are unaware of the job areas and feel it limits themselves to work as a clerk. They are unaware of the current growth in demand for Office System Management. There are numerous strategies that can be implemented to fight this mindset and promote school leaver interest in the Office System Management programme. They are unaware that the actual field of work for office management is much wider. School leavers are not exposed to the syllabus covered in this office system management subject in greater depth. They believe they will just learn about office management. This is the reason why school leavers are not interested in continuing their studies in this program.

They are more interested in taking programs such as medicine, engineering, law because they think this program are more popular and interesting among school leavers and also in our society. In addition, the demand for this office system management program is high. This is because we readily understand that all businesses or organizations need admin staff and office management students have extensive knowledge in this field. For example, based on the article I have found, it mentioned as the face and voice of hotel management, the Office Management Department should fulfill its main goal and purpose. It shown in every management need

Therefore, the university should play an important role by **promoting more about the office system management program** so that school leavers are more interested in taking this field after they finish their school. **The university can collaborate with schools or companies** out there to show and explain to people out there that **this office system management program has a growing demand in the job market**. Implement career exploration programs within schools or educational institutions to introduce students to various job roles and responsibilities within the field of office management. This could involve **inviting professionals from different areas of office management to speak about their careers, organizing job shadowing opportunities, or arranging visits to workplaces** to observe different roles in action.

UiTM Bandaraya Melaka can educate school leavers about the diverse career pathways available in office management. Highlight the potential for growth and advancement within the field, such as progressing from an entry level clerk position to roles with more responsibility, such as administrative assistants, office managers, or operations managers. Showcasing successful individuals who have built fulfilling careers in office management can also help change perceptions.

Emphasize the growing demand for professionals with expertise in Office System Management. Share statistics and market trends that demonstrate the need for skilled individuals in this field. Highlight the potential for job security and future growth, as well as the versatility of skills that can be applied in various industries.

Engaging OM program alumni and current students as ambassadors can be an effective way to connect with schools. Alumni can share their success stories, career journeys, and the impact of the OM program on their professional lives. Student ambassadors can visit schools, conduct presentations, and provide insights into their experiences and the benefits of pursuing the OM program. Organizing dedicated information sessions for school guidance counselors can help them understand the OM program's benefits and enable them to provide accurate and comprehensive guidance to interested students. These sessions can include detailed program overviews, curriculum highlights, career prospects, and any additional resources available for students.

Collaborating with schools and conducting targeted promotional activities can **raise awareness about the OM program offered by UiTM**. This increased visibility can generate interest among potential students who may not have been aware of the program previously. By highlighting the unique features and benefits of the program, UiTM can attract a larger pool of prospective students. effective promotion and collaboration efforts can enhance UiTM's reputation and branding in the field of Office System Management. When schools and students perceive UiTM as a reputable and leading institution in this area, it can increase the market demand for the program. This, in turn, can help reduce competition from other universities as UiTM becomes a preferred choice for students interested in pursuing OM studies.

Collaboration with schools fosters strong relationships between UiTM and educational institutions. These partnerships can lead to preferential treatment, referrals, and recommendations from schools, further strengthening UiTM's market position. When schools recognize the value of the OM program at UiTM, they may actively encourage students to consider it as a top choice, reducing competition from other universities.

Collaborating with schools can also lead to stronger ties with industry partners. UiTM can work together with schools to develop internship opportunities, industry projects, and partnerships that provide practical experiences for OM students. These connections can give UiTM graduates a competitive edge in the job market, increasing their employability and further reducing competition with other universities. Overall, by actively collaborating with schools and implementing effective promotion strategies, UiTM can expand its market share in Office System Management. By creating awareness, building a strong reputation, and delivering a tailored program, UiTM can attract more students, reduce competition, and position itself as a leading institution in this field.

A strong and good program syllabus that includes current and relevant topics helps distinguish UITM's Office System Management program from other programs. UITM can draw students who are especially interested in the distinctive features and emphasis of the program by providing a thorough and focused curriculum. This distinction reduces direct rivalry with institutions that might offer less specialized or more general office management programs. ensures that students who graduate from the Office System Management program at UITM perform it with the skills and knowledge required to meet the needs of the industry. UITM can generate graduates who have the practical skills and competencies desired by companies by connecting the curriculum with current industry trends and requirements.

By having a well-designed program syllabus that focuses on differentiation, industry relevance, practical application, faculty expertise, and continuous improvement, UITM's Office System Management program can effectively **reduce market competition** with other universities and programs. It establishes UITM as a preferred choice for students seeking a comprehensive and industry-focused education in office management. Good syllabi need to have an element of creates an initial point of contact and relationship between the learner and the instructor.

A well-designed syllabus for Office System Management (OM) can indeed prepare students to have capabilities for further studies in Master, such as pursuing a Master's degree in Business Management. A comprehensive syllabus in OM provides students with a solid foundation in various areas of business management. This includes subjects like organizational behavior, finance, operations management, and strategic planning. This broad knowledge base equips students with a strong understanding of fundamental business principles, which is valuable when pursuing advanced studies in business management.

A strong syllabus in Office System Management emphasizes the development of analytical and critical thinking skills, which are highly valued in business management. Through case studies, problem-solving exercises, and research projects, students learn to analyze complex business scenarios, make informed decisions, and think strategically. These skills are transferable to advanced studies, enabling students to excel in their master's programs.

In addition, **Office System Management students cannot only pursue their study in Master of Office System Management but also in other fields related to business because of well syllabus.** Students are not just learning about Office System Management but also about finance, Human Resources, Economics, and others related to business. This will increase the confidence of the school leavers to pursue the area of office system management because they are confident with the syllabus provided by the university. They no longer think that those who study office system management will only become a clerk. but have wider job opportunities and capabilities to further master's degrees.

Even if the Office System Management program at UITM Bandaraya Melaka is **facing a lack of staff for teaching in the short-term**, it can effectively manage the situation due to the presence of expert lecturers. Expert lecturers possess extensive subject knowledge and experience in the field of Office System Management. Their expertise enables them to deliver high-quality lectures, facilitate discussions, and provide valuable insights to students. With their deep understanding of the subject matter, they can effectively compensate for the lack of staff and ensure that students receive a comprehensive education. An expert lecturer is important for the success of the institution and also for students (Dimova, 2018).

They are proficient in designing curricula, delivering lectures, and engaging students in active learning. Their expertise allows them to effectively communicate complex concepts, facilitate class discussions, and provide valuable guidance to students. With their teaching skills, they can successfully manage the workload and ensure a positive learning experience for students. Through their subject knowledge, teaching skills, mentoring abilities, research contributions, and commitment to professional development, expert lecturers **play a vital role in managing the lack of staff for teaching** in the Office System Management program at UITM Bandaraya Melaka. They ensure that students receive a comprehensive education, support their academic growth, and contribute to the overall success of the program.

Indeed, the lack of lecturers in the Office System Management program can provide opportunities for **OM graduates to seek positions as lecturers**. The shortage of lecturers creates job openings that OM graduates can apply for. With the demand for qualified candidates exceeding the available supply, institutions may be more open to considering candidates from related fields, such as OM graduates, to fill the teaching positions. This presents a valuable opportunity for OM graduates to enter the field of education.

OM graduates possess a relevant background in office management, which can be an advantage when applying for lecturer positions. Their knowledge and understanding of office operations, administrative processes, and business management can be valuable in teaching related subjects within the Office System Management program. Their practical experience in the field can also bring real-world perspectives to the classroom. They can fill the vacant positions while the lecturers are on study leave.

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APPENDICES

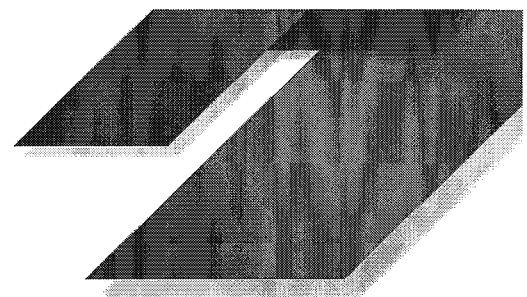


Figure 1: Presentation Slide of Industrial Training Briefing and Year-End Report (For Lecturer)



POLISI UNIT LATIHAN INDUSTRI

Sejeda LATAR BELAKANG syarikat, nature of work, kemudahan pengangkutan, tempat tinggal, kos sara hidup **SEBELUM** permohonan.

Rawasan praktikal yang dibenarkan adalah seluruh Malaysia.



TIDAK BOLEH MENUKAR tempat LI sekiranya telah mula menjalani latihan praktikal.

1 SURAT PERMOHONAN sahaja yang akan diketuarikan oleh unit LI (menggunakan letterhead UTM).

Figure 2: Presentation Slide of Early Industrial Training Briefing

APPENDICES

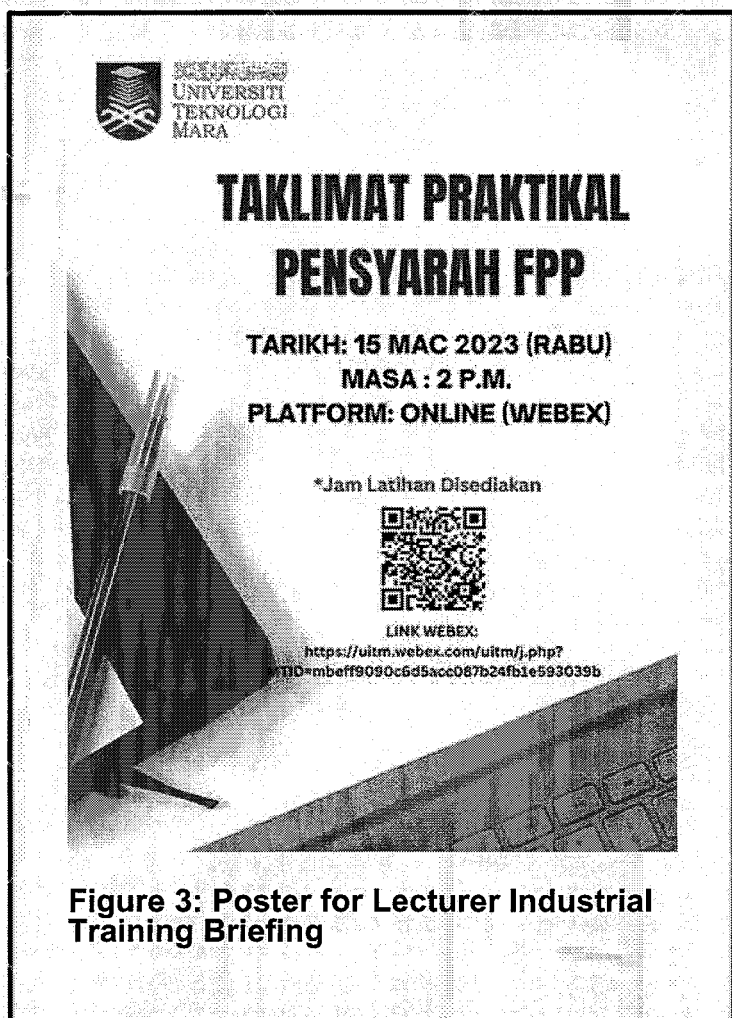


Figure 3: Poster for Lecturer Industrial Training Briefing

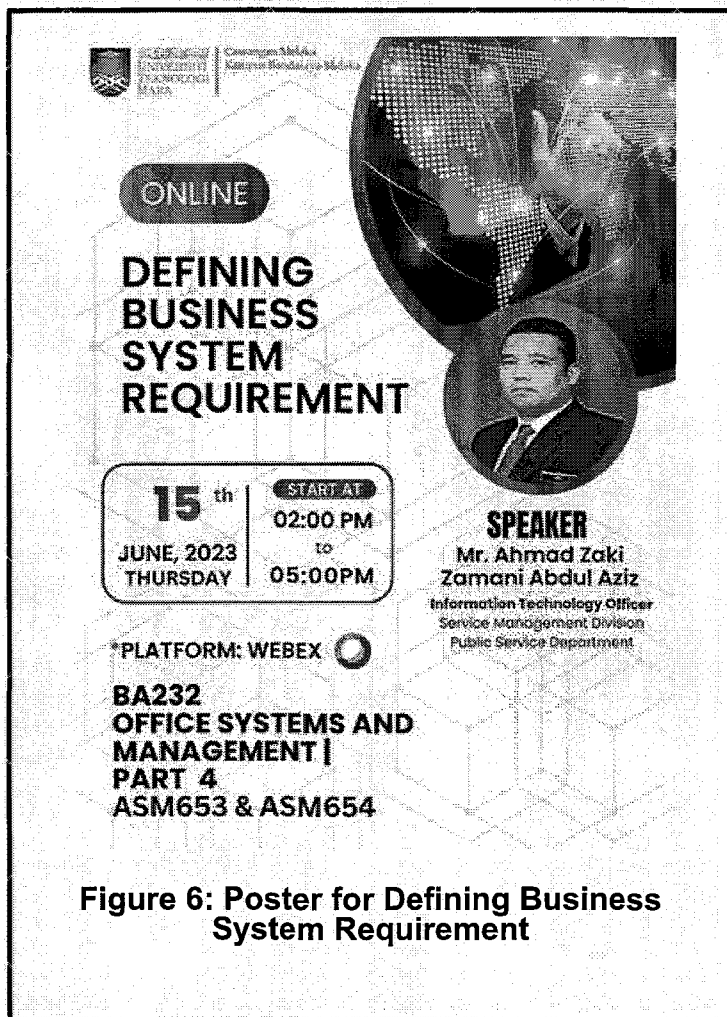


Figure 4: Poster for Student Last Industrial Training Briefing



Figure 5: Poster for Inbound Lecturer Exchange (Indonesia)

APPENDICES



ONLINE

DEFINING BUSINESS SYSTEM REQUIREMENT

15th **START AT** **02:00 PM**
JUNE, 2023 **to**
THURSDAY **05:00 PM**

***PLATFORM: WEBEX**

**BA232
OFFICE SYSTEMS AND
MANAGEMENT |
PART 4
ASM653 & ASM654**

SPEAKER
**Mr. Ahmad Zaki
Zamani Abdul Aziz**
 Information Technology Officer
 Service Management Division
 Public Service Department

Figure 6: Poster for Defining Business System Requirement



WEBINAR ECO415

**TEORI DAN REALITI FENOMENA
INFLASI DI MALAYSIA DAN
PERSADA GLOBAL.
BAGAIMANAKAH MALAYSIA
MENGURUSKANNYA?**

Adjunct:
 Jabatan Ekonomi Dan Kewangan, Fakulti Pengurusan Perniagaan, UTM Cawangan Melaka

Dr. Andriyan Setyadharina
 Universitas Negeri
 Semarang
 Indonesia

**Mohammad Harunurashid
Bin Thalibha**
 Kementerian Kewangan
 Malaysia

Dr. Syarifah Syarifah
 Universitas Trisakti
 Jakarta
 Indonesia

TAMU
 Fenomena Inflasi dan Dampak
 Teori Ekonomi

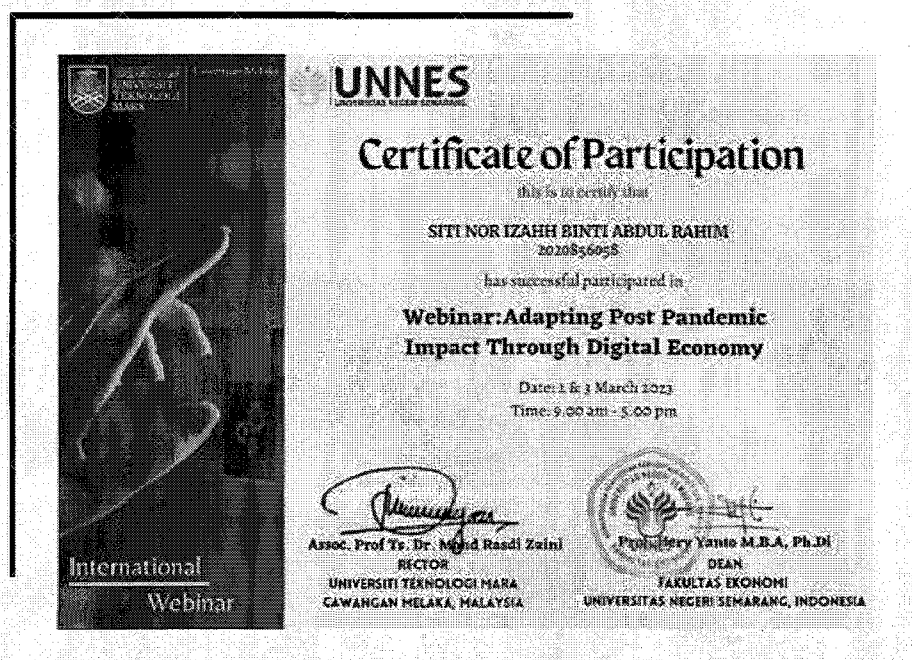
TAMU
 Realiti Fenomena Inflasi di
 Malaysia dan Persada Global
 &
 Langkah-langkah dan Cara
 Mengatasi Fenomena Inflasi di
 Malaysia dan Persada Global

TAMU
 Teori Ekonomi untuk
 Mengatasi Fenomena Inflasi

17 **08:15 AM**
JUN, 2023 **01:00 PM**
SABTU

PLATFORM: WEBEX

Figure 7: Poster for Webinar " Teori dan Realiti Fenomena Inflasi Malaysia dan Persada Global. Bagaimanakah Malaysia Menguruskannya?



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Certificate of Participation
 this is to certify that

SITI NOR IZAH BINTI ABDUL RAHIM
 2020836055

has successfully participated in

**Webinar: Adapting Post Pandemic
Impact Through Digital Economy**

Date: 2 & 3 March 2023
 Time: 9.00 am - 5.00 pm

Assoc. Prof. Dr. Mohd Rasdi Zaini
 RECTOR
 UNIVERSITI TEKNOLOGI MARA
 CAWANGAN MELAKA, MALAYSIA

Prof. Dr. Yanto M.B.A., Ph.D.
 DEAN
 FAKULTAS EKONOMI
 UNIVERSITAS NEGERI SEMARANG, INDONESIA

**International
Webinar**

Figure 8: E-certificate for participating in webinar: Adapting Post Pandemic Impact Through Digital Economy (as an Usher)

APPENDICES

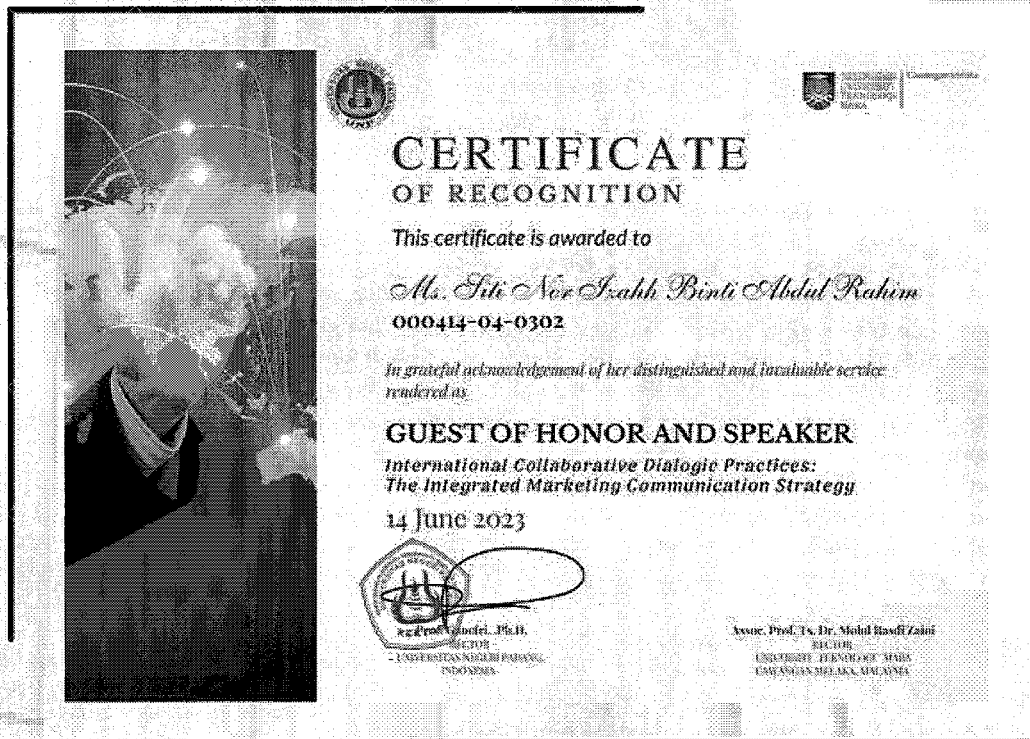


Figure 9: E-certificate for joining on the program of Indonesia Lecturer Exchange