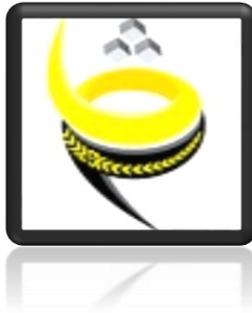




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UNIVERSITI
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MARA

**FACULTY OF BUSINESS AND MANAGEMENT
BACHELOR OF BUSINESS ADMINISTRATION (HONS) MARKETING**

INDUSTRIAL TRAINING REPORT (MGT666)



MAJLIS AGAMA ISLAM DAN ADAT' MELAYU PERAK (MAIAMP)

PREPARED BY:

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SUBMISSION DATE:

30 JULY 2023

EXECUTIVE SUMMARY

Every university's curriculum must include industrial training. I interned for five and half months myself. It was a life-changing event for me because it taught me about the working world. The Islamic Religious Council and Malay Customs Perak (MAIAMP) is one of the State Statutory Bodies of Perak. MAIAMP is the leading organization responsible for the administration of zakat and wakaf in the State of Perak.

As an intern, I need to help staff to update inactive file data such as recording file name, first content date, final content date, and file closure date. In addition, I also helped to research inactive files that exceed the disposal period set by the national archives to be disposed of. Next, I also assist staff in other units such as asset units to record assets to be disposed of. I also help recording the document minutes of certain files such as practical student files. Roles and responsibilities aside, the objective of my internship is to identify The Islamic Religious Council and Malay Customs Perak (MAIAMP) SWOT Analysis in this study. As a result of this identification, I can learn about the company's strengths, weaknesses, opportunities, and threats. It enables me to conduct my own analysis of the organization and broadens my understanding of their business operations. Furthermore, this observation allows me to delve deeper into how the firm organizes and plans for their administration, particularly in the education industry. From that, I can give a recommendation to improve the company.

Furthermore, my training experience over the last five and half months has been extremely memorable and enjoyable. This was because the entire company's employees and management were extremely helpful and eager to share their knowledge. They even demonstrated their trust in me by delegating a large task to me during my internship. I am also at ease approaching them with any questions that come to mind.

TABLE OF CONTENT

CONTENT	PAGE
Executive Summary	i
1.0 Acknowledgement	1
2.0 Student's Profile 2.1 Resume	2
3.0 Company Information 3.1 Name, Location & Background 3.2 Vision, Mission & Objective 3.3 Organizational Structure 3.4 Products or Services	3 - 5 5 6 6
4.0 Training's Reflection 4.1 Duration (Specific Date, Workings Days & Time) 4.2 Department, Roles, and Responsibilities 4.3 Benefits 4.3.1 Intrinsic 4.3.2 Extrinsic	7 7 – 8 8 – 9
5.0 SWOT Analysis	10
6.0 Discussion 6.1 Strengths 6.2 Weaknesses 6.3 Opportunities 6.4 Threats	11 – 14 14 15 – 16 16 - 17
7.0 SWOT Analysis Matrix (Matching Stage)	18
8.0 Recommendation	19
9.0 Conclusion	20
10.0 References	21
11.0 Appendices	22

3.0 COMPANY INFORMATION

3.1 Name, Location and Background

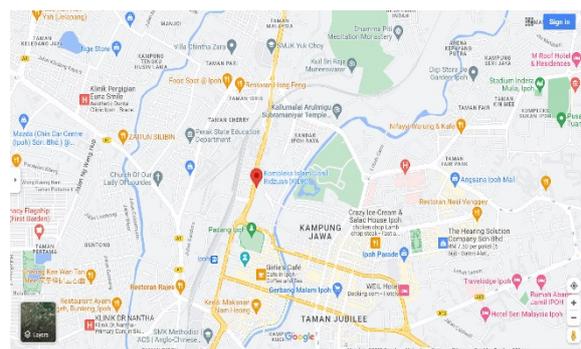


❖ Company's Name

A state statutory body in Perak is the Islamic Religious Council and Malay Customs Perak (MAIAMP). MAIAMP is the top agency in charge of administering zakat and wakaf in the State of Perak. The charity fund is a crucial tool for eight different groups of people who require support from MAIAMP's numerous aid programs.

❖ Location

- Headquarters = Kompleks Islam Darul Ridzuan, Jalan Panglima Bukit Gantang Wahab, 30000 Ipoh, Perak
- Branches: Bagan Serai, Batu Gajah, Gerik, Ipoh, Kampung Gajah, Kuala Kangsar, Lenggong, Parit Buntar, Pengkalan Hulu, Seri Iskandar, Seri Manjung, Slim River, Selama, Teluk Intan, Tapah, Taiping.



❖ **Company Background**

On January 21, 1948, His Majesty Sultan Abdul Aziz Al-Mu'tasim Billah Shah Ibni Al-Marhum Raja Muda Musa signed an agreement with Sir Gerard Edward James Gent, who represented the British Government as the British High Commissioner / Governor-General of the Malayan Union. The first part of the Perak State Government Constitution was enacted on 1 February 1948, during the Sultan's reign.

The desire to establish an Islamic religious administration center in Perak was finally realized with the adoption of the State Government Constitution. After Sultan Abdul Aziz Al-Mu'tasim Billah Shah died, His Majesty Sultan Yussuf Izzudin Shah Ghafarullahulah Ibni Al-Marhum Sultan Abdul Jalil Nasiruddin Al-Mukhataram Karamatullah Shah (1948-1963) inherited the Perak State government throne. Dato 'Abdul Wahab bin Toh Muda Abdul Aziz (1948-1957), the Most Honorable Menteri Besar of Perak, Orang Kaya-Kaya Commander of Bukit Gantang Seri Amar Diraja, led the state government at the time.

On October 23, 1949, the state government formally established the Islamic Religious Council and the Sultan of Perak during the reign of Shah Sultan Yussuf Izz. On 1 May 1952, the law specifically relating to the administration of the Islamic religion and Malay customs in the country was officially approved. With the establishment of the Islamic Religious Council and Malay Customs Perak, the Administrative Center of Islamic and Quran Committees Perak in Kuala Kangsar was merged and relocated to Ipoh Perak.

The laws governing the Islamic religion and Malay customs in the state have been revised, amended, and enacted several times in order to streamline administration. To replace the 1952 law, the Islamic Religious Administration Law 1965 was enacted in 1965. The Islamic Religious Administration Law 1965 was then repealed on January 13, 1993, and was replaced by the Administration of the Religion of Islam Enactment 1992.

The Islamic Religious Council and Malay Customs were officially incorporated as a statutory body of the government under Enactment No. 2 in 1992. For consistency with other Malaysian states, the Religious Administration Enactment 1992 was eventually replaced by the Islamic Religious Administration (Perak) Enactment 2004. Legislation No. The 4 Year 2004 was enacted on September 15, 2004, and is still in effect today. Islamic Religious Entities and Malay Customs are still maintained as government departments.

3.2 Vision, Mission, Objective

This part discusses the vision, mission, and objective of the company. MAIAMP have their vision, mission, and objective to achieve their goals for the company. Vision is defined as “the act of power of imagination”. The vision serves as a guide and can be used to provide a sense of purpose. Next, mission is what the organization does and how it fulfills its objectives in the present. Objectives are specific targets that an organization sets for itself to achieve its goals.

❖ Vision

- To be an Islamic institution that is involved in driving progress and the well-being of the ummah based on the Qur’an and Sunnah.

❖ Mission

- To improve the social economic position of the Community by applying good governance based on transparency, integrity, professionalism, and high professional standards through strengthened effective and dynamic Baitulmal management.

❖ Objective

- Dignifying the institution of zakat through an effective collection and distribution system.

- Administering Baitulmal property and waqf to develop socioeconomics' and dealing with the welfare of the community also generate service quality.

- Third, excellent and dynamic work culture and systematic management by making maximum use of information and communication technology.

4.0 TRAINING'S REFLECTION

4.1 Duration

- ❖ **Specific Date:** 1st March 2023 – 15th August 2023
- ❖ **Working Days:** Monday – Friday
- ❖ **Time:** 8.00am - 5.00pm (9 hours)

4.2 Details

- ❖ **Department:**

- There are 6 departments in The Islamic Religious Council and Malay Customs Perak (MAIAMP);
 - Management Services Department (Bahagian Khidmat Pengurusan)
 - Zakat Distribution Department (Bahagian Agihan Zakat)
 - Mal and Waqf Management and Development Department (Bahagian Pembangunan dan Pengurusan Mal dan Wakaf)
 - Marketing Department (Bahagian Pemasaran)
 - Finance Department (Bahagian Kewangan)
 - Corporate Relations Department (Bahagian Perhubungan Korporat)
- For industrial training, I was assigned to the Services and Human Resources Units which are under the Management Services Department.

- ❖ **Roles and Responsibilities:**

Management Services is essentially a department to manage matters related to the organization of the company. During my internship session, I was assigned to the Services and Human Resources Units which are under the Management Services Department. The management services department is led by Encik Bakri bin Lee as General Manager. Besides, there are 36 employees who worked together at this department with different positions and functions. My supervisor is Mrs. Nor Najihah binti Mat Munon while I have been assigned under her assistant, which is Mrs. Azliza binti Mohd Yusoff. I need to help Mrs. Azliza to update inactive file data such as recording file name, first content date, final content date, and file closure date.

In addition, I also helped to research inactive files that exceed the disposal period set by the national archives to be disposed of. Next, I also assist staff in other units such as asset units to record assets to be disposed of. I also help recording the document minutes of certain files such as practical student files. Finally, I do a lot of work to help facilitate MAIAMP staff.

There are six units for the Management Services Department, namely the Integrity and Quality Unit, Information Technology Unit, Driver and Vehicle Management Unit, Services and Human Resources Unit and Asset Management Unit. The work of this management service of the daily office is like replying to an email, preparing documents (correspondence, minutes of meetings, invoices, presentations), managing hiring and arranging staff leave of absence. Next, this department also needs to coordinate and manage appointments and meetings, maintain general positions files, oversee the maintenance of office facilities, and other related tasks when needed Below is the explanation for each unit:

List of units:

- Integrity and Quality Unit - Monitor staff performance
- Information Technology Unit – One of them is managing the Internet connection
- Management Driver and Vehicle Management Unit – Manage MAIAMP purchased vehicles
- Services and Human Resources Unit - Managing hiring, arranging staff leave of absence and managing staff salaries
- Asset Management Unit – Manage the whole asset in MAIAMP

4.3 Benefits:

❖ **Intrinsic**

- Over the course of my internship, The Islamic Religious Council and Malay Customs Perak (MAIAMP) grants me with an allowance of RM20.00 (per day) for the first 3 months (90 days).

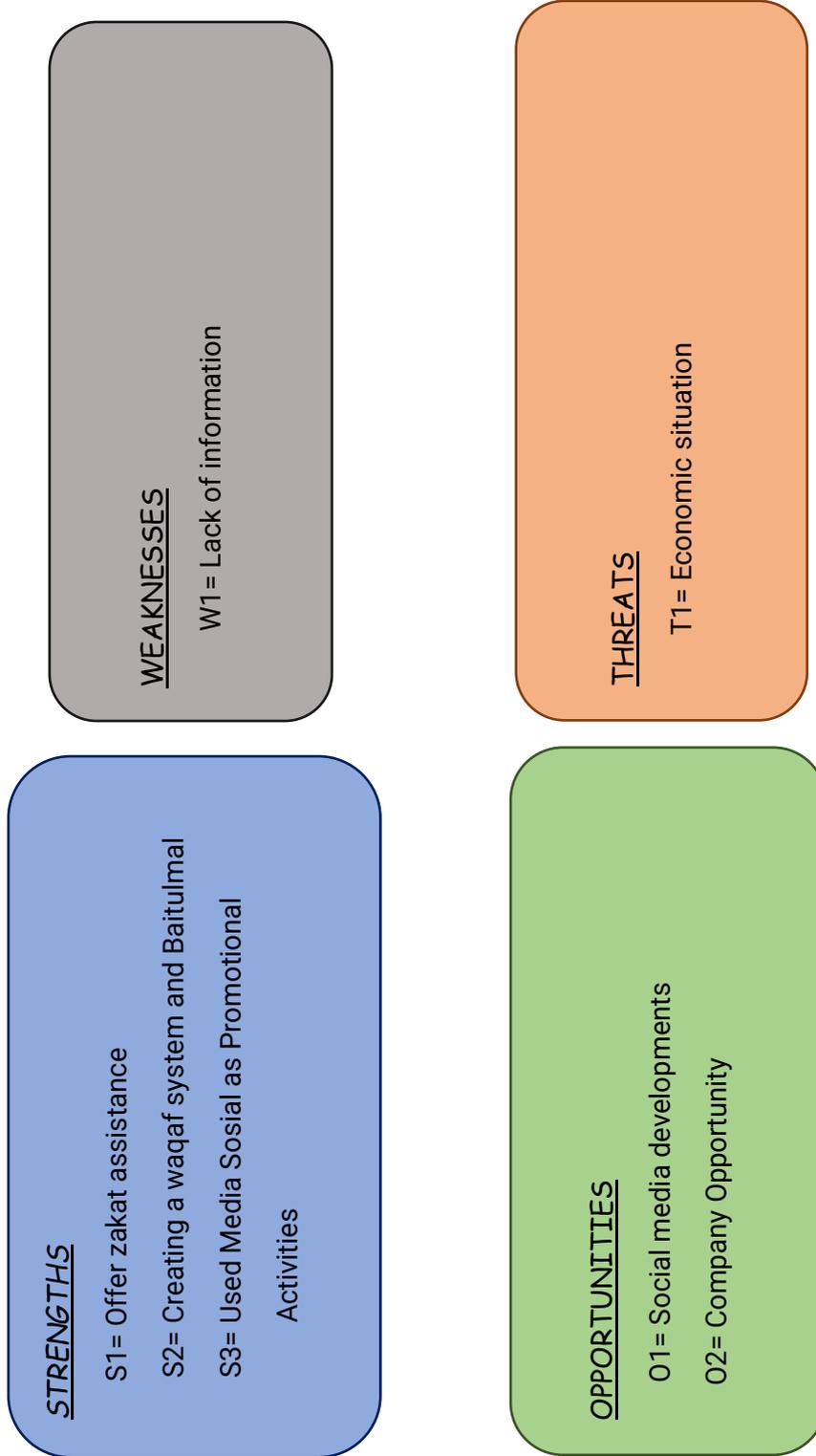
❖ **Extrinsic**

Overall, I managed to gather as vast experience as possible during my internship. I have experience of working in the Services Management Department. From that, I know what the responsibilities of the Services Management Department are. Next, I also have gained a plateau of knowledge and skills. This are the knowledge and skills that I have get:

- Knowledge and technical skills related to work.
 - Eg: I learn new software, learn real working world of the industry, learn how to remove inactive files according to the National Archives and I learn how to record a document minutes.

- Knowledge and skills related to personal development.
 - Eg: I learn being multi-task, flexible teamwork, punctuality, willingness to take risk and negotiation, communication, interpersonal and confidence

5.0 SWOT ANALYSIS



6.0 Discussion

❖ Strengths

i) Offer Zakat Assistance

The issue of poverty is still a contentious topic today. The federal and provincial governments take many numerous measures to reduce poverty, particularly for the Malays. The number of poor Malay households is still significant despite the numerous laws and methods in place. For instance, there are still a lot of Malay homes struggling financially in the state of Perak. To assist individuals in need, the state government of Perak took an initiative and implemented zakat assistance. One of the key economic drivers for the Islamic State is zakat. The potential of zakat as a tool for Muslims' growth can be increased through effective and organized management of zakat. It is important to use zakat funds in a proper manner so that they increase the quality and potential of all Muslims. The administration and management of zakat is managed by the Islamic Religious Council in each state. In order to ensure that the aid provided may be used as efficiently as possible, the State Islamic Religious Council shall be responsible for defining the eligibility of the beneficiaries and determining the kind of assistance which is appropriate according to their background. The Islamic Religious Council and Malay Customs Perak (MAIAMP) is the Perak State Statutory Bodies. MAIAMP is the principal entity in charge of and entrusted with the management of zakat and waqaf in the State of Perak. The zakat fund is an important instrument for eight asnaf groups who need assistance that MAIAMP has provided. Those who are eligible to receive zakat is fakir, poor, muallaf, al-ghorimin, fisabilillah, ibnu sabil and amil.

There are 4 types of zakat assistance schemes offered by MAIAMP:

- ❖ Social Development Program
 - Emergency / Instant Assistance Scheme
 - Medical Assistance Scheme
 - Hemodialysis Assistance Scheme
 - Housebuilding Assistance Scheme
 - House Improvement Assistance Scheme
 - Monthly Financial Assistance Scheme
 - Debt Settlement Assistance Scheme
 - Disaster Relief Scheme

- Domestic Travel Fees Assistance Scheme
- Hari Raya Assistance Scheme
- ❖ Education Development Program
 - School Assistance Scheme
 - Baitulmal Education Scholarship Scheme
- ❖ Economic Empowerment Program
 - Capital Assistance Scheme
 - Training Scheme and Courses of Entrepreneur Development and Asnaf Development Program
- ❖ Human Empowerment Program
 - Asnaf Skills Training Scheme

Zakat has played the role of a balanced economic distribution instrument to reduce the poverty rate, improve the standard and quality of life, provide a comfortable and prosperous life, thus leading to the formation of a prestigious country in the future. The wealth gap that has been created by the rich and the poor could be overcome through a system of equitable allocation of wealth in society. In this regard, zakat plays a role in controlling the development of everyone's income to be submissive under the basis of self-sufficiency for all human beings. This can prevent the convergence of property among certain groups only in society. The zakat assistance provided by MAIAMP can have a significant impact on the quality of life of the poor, especially in their educational and social aspects.

ii) **Creating A Waqaf System and Baitulmal**

Waqaf refers to something given for public use or something that is provided for needs related to the Islamic religion. For example, a waqf land is a land allocated for religious purposes such as for burials, setting up mosques, etc. The Islamic Religious Council and Malay Customs Perak (MAIAMP) is an institutional body responsible for managing waqaf throughout the state of Perak. MAIAMP has managed a lot of land that has been plundered by individuals or parties. The land will be used as mosques, cemeteries, surau and religious schools of the people.

Waqaf Perak Ar Ridzuan (WPAR) has been established since 2016 to provide legal channels for individuals and organizations through MAIPk. The existence of WPAR increases the social and economic development of Muslims in the State of Perak, as well as the development of waqaf property, as well as the property of Muslims for the purposes of khairat and charity. There are four main areas implemented through WPAR which are religion, economics, health, and education. The contribution through WPAR involved projects and programmed such as Waqaf Student Hostel Development at Universiti Sultan Azlan Shah (USAS) Kuala Kangsar, Waqaf Development and Development of Al-Quranic Science, Waqaf Construction of Haemodialysis Centre, Waqaf Construction Waqaf Business Centre (WBC), Waqaf Ilmu Program MUMTAZ, Waqaf Bot, Waqaf Dana Pembangunan Maahad Tahfiz and Waqaf Cash.

In addition, MAIAMP is also responsible for managing baitulmal assistance. Baitulmal is an aid given by the Perak state government to the Perak-born child. There are 7 types of Perak baitulmal assistance, namely, the Perak State Children's Savings Fund, Yayasan Perak Dermasiswa in and overseas, Yayasan Perak Dermasiswa (In-Country), Yayasan Perak Dermasiswa (Overseas), Self-Sufficiency and Emergency Aid Perak State Students, RMR Perakku Prihatin and Sayangi Rumahku. This can help the Perak native to pursue a higher education.

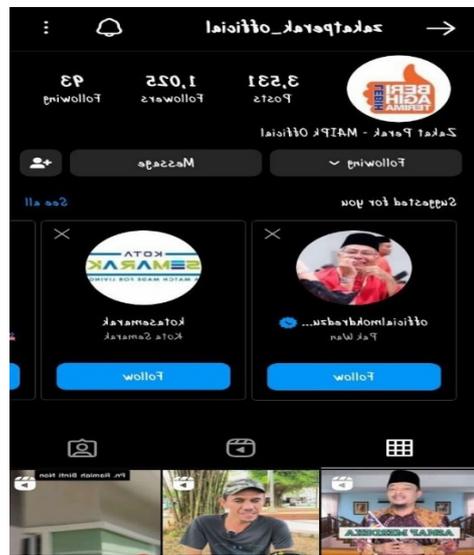
iii) Used Media Social as Promotional Activities

Promotion is a marketing strategy which involves raising awareness of the company's brand and its products or services to attract new customers. To share information and encourage the uptake of their products or services, companies may employ a wide range of promotional tools. To raise awareness about brands, products and services, promotional activities are techniques used by marketing teams. This may help them attract new customers, maintain their existing customer base, and generate more revenue for the company. It is common to focus on promoting the company's products or services to make their customers aware of it and become more interested.

The Islamic Religious Council and Malay Customs Perak (MAIAMP) have taken the initiative to promote MAIAMP and the services they offer. MAIAMP uses social media as a platform to promote every service they offer. This is said to be because, in line with the development of information technology, MAIAMP also does not want to be left behind in taking such advantages. Among the social media used are tiktok, instagram and facebook. Through social media, many promotional activities can be carried out. MAIAMP can promote zakat, baitulmal and waqf. This has resulted in the whole community, especially in Perak, being able to find out about companies that give assistance and help manage their waqf land.



TIKTOK



INSTAGRAM



FACEBOOK

❖ Weaknesses

i) Lack of Information

Information is stimuli that has meaning in some context for its receiver. The information shall generally be treated as data when it is entered in or kept on the computer. It becomes knowledge if information is gathered and used to help you understand something or do something. To provide information to every human being is very important.

The Islamic Religious Council and Malay Customs Perak (MAIAMP) use information technology as a platform for general notification to the community about MAIAMP and zakat, baitulmal and waqaf management. This is said because every human must want to know about an organization so that it is easy to trust. For example, MAIAMP provides a website about its company. However, the website does not provide much information about MAIAMP and every zakat, baitulmal and waqaf land management assistance. Although MAIAMP uses information technology as a platform to promote MAIAMP, there is less information. This leads to the fact that the public is unable to obtain the information they want to know. For example, Economic Empowerment Programs are to help asnafs. However, not much information about the program made it difficult for the community to participate. So, how can the program be achieved.

❖ Opportunities

i) Social Media Developments

Social media is a digital platform that allows each user the possibility of carrying out his or her social activities. Some types of activity to provide information or content through writing, photographs and video that can take place in a social media environment such as communication or interaction. For a maximum of 24 hours, all users can see different information contained in the same content. In essence, social media itself plays a role in the development of the Internet. As a result of the presence of the last few decades, social media has become more and more widespread and rapid. As a result, information and content can be disseminated at any time or anywhere for all users connected to the Internet.

The development of social media has given institutions or companies the opportunity to promote their products or services. The Islamic Religious Council and Malay Customs Perak (MAIAMP) also did not miss out by taking this opportunity as a tool to promote the companies and services they carry out. For example, tiktok, instagram, facebook are social media used by society nowadays. This is why MAIAMP can spread the assistance provided to the public. So, the development of social media has given companies the go-ahead to grow their brands.

ii) Company Opportunity

The world economy has been impacted by the Covid-19 pandemic. Malaysia has not been exempting from the Covid-19 pandemic's effects. The economy's collapse is the main effect. Many people have lost their employment because of the pandemic's impact on the economy. Because of the pandemic, there are now more people who are unemployed.

In a roundabout way, there are more job candidates than there are open positions. Contrary to what is typically believed, this has led to a situation where companies like Majlis Agama Islam and 'Adat Melayu Perak (MAIAMP) are willing to hire new workers. Using this chance, MAIAMP hires new workers on a contract basis to fill open positions. This may reduce their expenses. To make the community members who visit MAIAMP for business more comfortable, MAIAMP can use the funds to renovate the company's structures. Additionally, the funds might be used to carry out more development activities to assist underserved populations.

❖ Threats

i) Economic situations determine the amount of aid that should be given

The country's economy is a matter that involves the growth of business activities in the country, the power of production from businesses from within the country, the earning power that is exported abroad and which is sourced from human capital or labor such as citizens, land, property, taxes, income, and government expenditure. Economics is a social science that focuses on the production, distribution, and consumption of goods and services, and analyzes the choices made by individuals, businesses, governments, and countries to allocate resources.

Economic factors have a huge impact on firms, citizens, and a country.

The Islamic Religious Council and Malay Customs Perak (MAIAMP) is an institution responsible for providing zakat assistance to individuals in need. One of them is zakat assistance for poor households. This assistance can help to cover their daily expenses. However, the uncertain economic situation will make it difficult for MAIAMP to assess how much payment needs to be given to cover the household's expenses. This is said because the depleted economic situation has caused the price of goods to become expensive. Therefore, poor households require a specific sum of money to cover their daily needs. For instance, Covid-19 in early 2020 influenced Malaysia's economy as well as economies all around the world. The Covid-19 pandemic has hampered economic activities, which has resulted in the economic slowdown. As resulted, many small and medium enterprises (SMEs) in Malaysia ceasing operations due to the increasing number of Covid-19 patients. Many individuals are laid off even if they work in large companies because companies cannot afford to pay wages to many workers because they do not make a profit like their normal day. This has led to an increase in poverty throughout the country.

MAIAMP, as an institution that helps poor households, has made every effort to figure out the amount of value they need to give to each of these households to reduce their burden. However, MAIAMP also needs to think about the amount of assistance they need to provide to small and medium-sized entrepreneurs to continue operating during the Covid-19 pandemic. With the operation of their business, they can make a profit even a little so as not only fully rely on assistance only.

7.0 SWOT ANALYSIS STRATEGY (MATCHING STAGE)

❖ S3, O1 Strategies

- Recognizable Company

The development of social media helps to increase the company's promotional activities. This promotional activity can help the public recognize the existence of MAIAMP, especially for the people of Perak. This has resulted in MAIAMP being able to receive more zakat payers in their companies. In addition, the community is also aware of the programs implemented by MAIAMP to help asnaf and those in need.

The community would also be familiar with MAIAMP as a corporation that looks after waqaf land all around the state of Perak. Social media has allowed MAIAMP to demonstrate to zakat payers and asset pledgers that the trust they provide has been delivered to qualified individuals. This is allegedly because they use social media to publicize their initiatives to support the community across Perak.

8.0 RECOMMENDATION

❖ Threats

➤ **Economic situations determine the amount of aid that should be given**

One of the steps that can be taken by The Islamic Religious Council and Malay Customs Perak (MAIAMP) to determine the amount of money to be given to poor households is to budget. A budget is a spending plan of a country that involves the receipt of money, and the withdrawal of money used in projects and development programs of citizens. For example, MAIAMP makes a budget to determine how much money to give to households in need. This is said because budget is the basic thing for determining the amount of financial expenditure for an organization. The main purpose of the preparation of the budget is to ensure that the money spent by MAIAMP does not exceed the money or income received by the organization. Through the implementation of the budget, the organization can find out that the amount of money allocated to help poor households does not exceed the profit received by the organization.

9.0 CONCLUSION

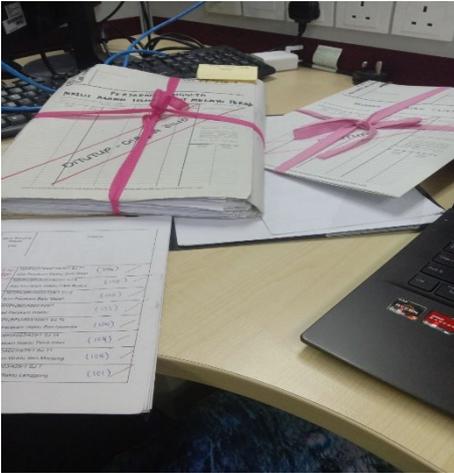
In conclusion, it can be concluded that I had gain so much new experiences and knowledge about working situation in Islamic Religious Council and Malay Customs Perak (MAIAMP). During my internship, I am giving a chance to explore more about management works. Other than that, I also can get an experience working with MAIAMP staff. Besides, I am also given the opportunity to work together with the Management Services Department and to take part in any event in MAIAMP.

Other than that, according to the report that I had analyzed and make, I am able to know more about the strength, weaknesses, Opportunity, and threats (SWOT) that MAIAMP faced with the purpose to provide the best for Muslims in Perak to follow and realize the vision, mission, and objective of MAIAMP. Throughout the SWOT analysis, I can provide and give recommendations. Lastly, I hope this internship experience will give positive vibes and feelings to me as well as I can gain more knowledge about the reality job scope in any company or organization.

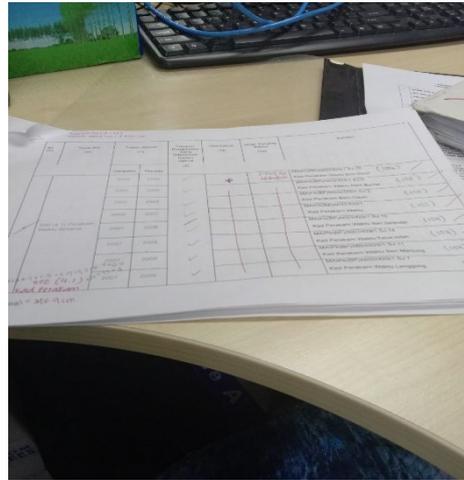
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11.0 APPENDICES



Register Inactive Files disposed



List of inactive files to be



Practical Student Meeting with Deputy Chief Executive Officer of Development



Tazkirah Ramadan 1444H with Ustaz Munawir bin Mohamed Noh

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Sources included in the report

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