



INTERNSHIP REPORT

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BA243



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UNIVERSITI
TEKNOLOGI
MARA

Cawangan Perlis
Kampus Arau

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

FACULTY OF BUSINESS AND MANAGEMENT

**INDUSTRIAL TRAINING REPORT AT
RECTOR OFFICE UITM PERLIS
HRM666**

(1st September 2023 – 16th February 2024)

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EXECUTIVE SUMMARY

According to the lesson plan, internship is the last course for all undergraduate courses in the Faculty of Business and Management. A student must complete an internship or on-the-job training in areas linked to their academic degree and field of emphasis. This internship course serves as a practical training ground for students to develop practical knowledge and workplace skills that give work experience and responsibility in carrying out the obligations assigned by the company. It would improve the task's practical abilities, knowledge, and attitude.

This report was created to fulfil a requirement for the Bachelor of Business Administration (Hons.) Human Resource Management programme at UiTM Cawangan Perlis' Faculty of Business and Management (FPP). I finished a 24-week internship at the Rector's Office of UiTM Cawangan Perlis. My entire time at my organization is beneficial since the experiences I get will help me obtain a better job when I graduate. This report will contain all the tasks and assignments that I did. During my internship, I was allocated to the Rector's Secretary Assistant position, which was tremendously beneficial to me because it allowed me to learn new things and improve my administrative abilities. Through my work throughout my internship, I was able to get broad understanding of human resource's works.

UiTM Perlis Branch is a well-known public higher-education institution in Perlis. It was formally founded on July 5, 1974, with 258 pioneer students enrolling in one preparatory course and five diploma programmes. The Rector's Office is in Aras 2, in Bangunan Pentadbiran. This office is led by the Rector, Rector's Secretary, Executive Officer, and Operations Assistant.

To summarise, the conclusion of the SWOT and PESTEL Analysis component helps me to consider their strengths, weaknesses, opportunities, and threats. I have made some suggestions to help them address their deficiencies that I discovered throughout my internship. The study concludes with this industrial training report.

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2.0 COMPANY'S PROFILE

2.1 COMPANY'S NAME

Rector Office, Universiti Teknologi MARA Cawangan Perlis.



Figure 1: The main entrance of Rector Office

2.2 COMPANY'S LOCATION

Level 2, Bangunan Pentadbiran, UiTM Cawangan Perlis, 02600 Arau, Perlis.



Figure 2: The "Bangunan Pentadbiran" is the building where the rector's office is located

2.3 COMPANY'S BACKGROUND

UiTM Perlis Branch is a well-known public higher learning institution in Perlis. It was formally founded on July 5, 1974, with 258 pioneer students enrolled in 1 preparation course and 5 diploma courses. It commenced operations in the Scout House's temporary location on Jalan Padang Katong in Kangar, with 15 academic faculty and 31 administrative and support workers. The campus relocated to its present location on a 335-acre tract near Arau in 1980.

By physical infrastructure, personnel organization, and student enrollment, UiTM Perlis Branch has evolved into a prominent public higher education institution. The institution is divided into seven colleges and offers 34 courses, including 17 degree programmes and 16 diploma programmes. Furthermore, different infrastructure and facilities are supplied. There are 15 gender-separated residential colleges, 67 scientific laboratories, 22 computer laboratories, 3 language laboratories, a huge hall, a mosque, a minor stadium, and a gymnasium. Some amenities, such as hostels, halls, and gyms, are available for public rental.

The Rector's Office is located on Aras 2, Bangunan Pentadbiran. It was established in July 1974 in line with the establishment of UiTM Perlis Branch. This office is headed by the Rector, Rector's Secretary, Executive Officer and Operation Assistant.

2.4 COMPANY'S VISION, MISSION, OBJECTIVE, AND GOALS

Every individual has the power to achieve greatness through information transfer and moral value absorption to become professional graduates capable of growing knowledge, self, society, and nation.

Vision: To establish UiTM as a Globally Renowned University of Science, Technology, Humanities, and Entrepreneurship.

Mission: To lead the development of agile, professional bumiputras through state-of-the-art curricular and impactful research.

Objective and Goals:

1. To expedite accessibility to higher education.
2. To provide world-class education.
3. To offer competitive academic programmes that fulfil market needs, spearhead national development, and promote global prosperity.
4. To produce well-balanced, entrepreneurial graduates who are globally competent.
5. To strengthen the internationalization of values via enhancement programmes.
6. To sustain organizational excellence through effective and efficient governance.
7. To champion impactful research through a stronger research ecosystem.
8. To strengthen strategic alliance with alumni and industries.
9. To provide a cutting edge ecosystem conducive for academic advancements.

10. To regulate cost-effective financial practices towards organizational sustainability.

2.5 COMPANY'S TAGLINE

Highlighting Potential, Shaping the Future.

2.6 COMPANY'S MOTTO

Usaha, Taqwa, Mulia.

2.7 ORGANIZATIONAL STRUCTURE

ORGANIZATION CHART OF UiTM PERLIS

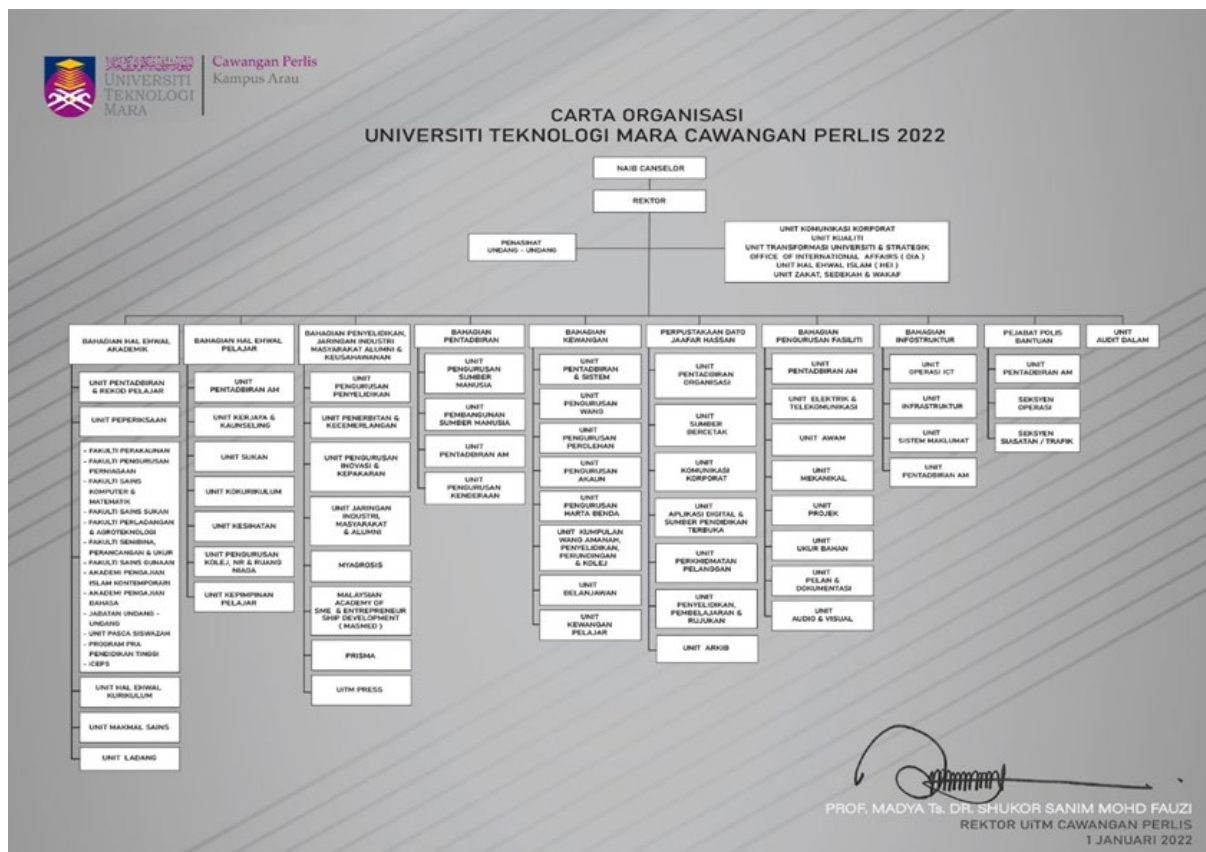


Figure 3: Organization chart of UiTM Perlis

ORGANIZATIONAL CHART OF THE RECTOR OFFICE



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3.0 TRAINING'S REFLECTION

My internships begin on September 1, 2023 and end on February 16, 2024. As an intern under the secretary of the Rector of UiTM Perlis, I learnt a lot throughout my internship. During my internship in the Rector Office at UiTM Perlis, I will work from 8 a.m. to 5 p.m. Monday to Friday. I did my internship here for six months and learned a lot. I received a lot of experience that I will never forget because this is my first time working at the Rector Office, and the value of that experience is valuable to me. During the first month of my internship, I learned many things such as how to record incoming and outgoing letters, respond to office calls, and deliver letters to the Administration Department and Finance Department. I also participated in an event "Bengkel Asas Aplikasi Canva" under Unit Communication Cooperate.

Aside from that, I learned a new skill which is skill management. In the scope of my employment, skill management is critical to effectively managing all papers and letters so that no documents are lost, or new problems arise. Furthermore, as an intern student in the Rector Office at UiTM Perlis, I get to strengthen my communication skills because I get to deal with a lot of different people every day through a phone call or face to face. Furthermore, communication skills are essential in Human Resources because it can describe how successfully knowledge is transmitted in the workplace, ensuring that the information is presented accurately.

Moreover, I also learn to create a creative thinking skill. My creative thinking abilities refer to the ability to come up with unique solutions to problems. For example, anytime a staff from another unit sends a letter to my office, I will ask them directly for their name and phone number, and the address where the letter should be forwarded. Whether they wanted to deliver the letter to other units or take it themselves after it was completed and signed by the Rector. Furthermore, these qualities assist me in improving my capabilities by developing new approaches, methods, and processes by using my ability to think more creatively and my aptitude for abstract reasoning.

Furthermore, UiTM Perlis also offered residential college for their internship students, eliminating the need for intern students to rent a house outside of UiTM Perlis and making it more convenient for us to commute to work because it is located within UiTM Perlis. In my situation, I got free college because I was in the Reserve Officer Training Unit (ROTU) or also known as PALAPES. UiTM Perlis also offered medical facilities for UiTM Perlis students

including intern students at no cost, so if I became ill, such as with a fever, I could simply check my health at the Medical Unit. During my internship, I had a cough, fever, and diarrhoea. I used to take leave and go to the medical unit to get medicine and treatment.

3.1 JOB DESCRIPTION

1. Recording incoming and outgoing letters, “borang keluar pejabat”, and “borang PB”.
 - All letters and papers received by UiTM staff or outside organizations will be saved in a Google Sheet, making it easier for us to seek updates in the future. The Google Sheet file was separated into four categories which is “Borang PB”, “Surat Masuk”, “Surat Untuk Tandatangan”, “Borang Bertugas Luar Pejabat” and Sign Digital. This task allows me to learn more about the many types of letters and how to record them. Except for letters with a spot for the Rector to sign, all letters received at the office must be stamped with “DITERIMA”.

2. Sorting out the letter and document.
 - When the Rector finishes signing all letters and documents, I need to record the date of outgoing letters for future reference. Then, I must categorise them correctly to ensure that no letters are sent to the wrong individual.

3. Checking to see if the letters and documents were signed by the Rector of UiTM Perlis and stamped with his name.
 - Then I must ensure that all outgoing letters and papers are signed and stamped with the Rector’s name.

4. Distribute letters and documents to the Administrative and Finance Departments.
 - After sorting through the letters and documents and ensuring that the Rector of UiTM Perlis has signed them, I shall distribute them to the pigeon box in Administrative Department. The Pigeon box in the administrative unit is where every office assistant will pick up their letters and drop off those from other units.

5. Print out letters from various platform.
 - As the secretary of the Rector's Office, every email must be checked since it provides another platform for anybody or other university to put it their letter when they are too far away to do it by hand. When Puan Azmira is unable to come into work due to illness, I normally assist her in printing letters from various platforms such as Whatsapp and Gmail. The office receives a variety of letters, including minutes of meetings, financial letters, certificates, letters from government department, letters of invitations, and so on.

6. Respond to office calls.
 - If Puan Azmira is not in the office due to an outside issue, I must answer to the office call, I made a little note to write down any information or queries they could have about their letters or any other occasion, and alert Puan Azmira when she returns.

7. Filing the documents.
 - I also need to file the letters according to their tittle and code.

8. Photostat and scanning letters or documents.
 - Because of the printing machine in my room, I assist Puan Azmira with photocopies and letter scanning.

4.0 SWOT VS PESTEL ANALYSIS

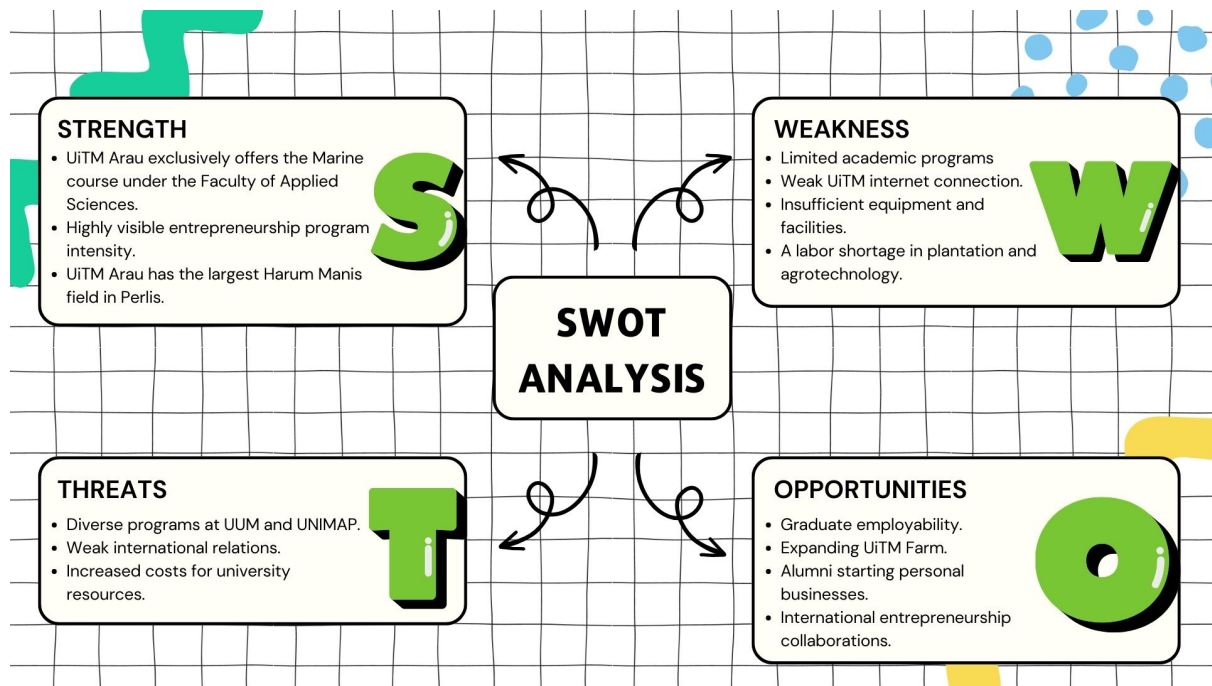


Figure 4: SWOT Analysis

SWOT analysis is an approach that enables businesses or people to move away from day-to-day issues and typical answers and towards a new viewpoint. SWOT analysis looks at our company's strengths and weaknesses, as well as the possibilities and threats it faces. SWOT analysis may help our organization solve its most pressing issues and uncover its most promising new markets. The SWOT analysis framework is a critical and useful tool in marketing management and other business applications. Business majors must have a thorough understanding of SWOT analysis.

STRENGTH

Strength is a feature of a corporation or individuals that gives them a competitive advantage over their industry competitors. Positive, concrete, and intangible characteristics inside an organization or individual. Beneficial characteristics of an organization or its strengths, such as procedural competence, financial resources, products and services, customer goodwill, and brand loyalty. Some examples include abundant financial resources, a well-known brand name, cheaper costs (raw materials or processes), superior management knowledge, improved marketing abilities, effective distribution capabilities, and dedicated employees.

1. UiTM Arau exclusively offers the Marine course under the Faculty of Applied Sciences.

UiTM Arau stands out as the only UiTM campus that offers a comprehensive maritime programme. This programme includes a wide range of topics, including basic science, technology, marine science, business, marketing, and legislation. The programme offers students a unique chance to build a solid foundation in a variety of courses, including navigation, sea survival, and marine living resources, as well as scuba diving, fisheries technologies, marine instrumentation, oceanography, and post-harvest technology.

UiTM Arau's strategic position on Pulau Tuba in Langkawi, Kedah, is an important, characteristic that enhances the marine programme. This site is suitable for marine students to conduct research and participate in physical training. To complement these operations, UiTM constructed its own laboratory and donated two boats on Pulau Tuba for marine research reasons.

Furthermore, the maritime Research Centre at UiTM Arau actively promotes a variety of physical activities for students enrolled in maritime courses. This hands-on training not only improves academic performance but also has practical applications for those who want to improve their swimming and survival skills. The marine programme at UiTM Arau provides a unique and enjoyable educational experience for students interested in the topic by combining academic knowledge, practical training, and access to dedicated research facilities.

2. Highly visible entrepreneurship program intensity.

UiTM Arau regularly participates in different programmes run by the Malaysian Academy of SME and Entrepreneurship Development (MASMED), as stated in Mara's 2022 report. MASMED provides several chances for UiTM students to get experiences in business management. The programmes which are accessible in both face-to-face and online versions, are largely focused on entrepreneurship, with the goal of exposing students to the complexities of running a business and starting their own venture.

Participation in innovation programmes is an important feature, as it allows students to submit innovative ideas that have the potential to improve community

corporate operations. These ideas frequently represent actual entrepreneurial notions, encouraging an environment of creativity and problem-solving among UiTM Arau students.

UiTM Arau has also formed a fruitful cooperation with the Nescafe Corporation. Nescafe's unique relationship with five UiTM campuses, including UiTM Arau, provides an excellent opportunity for students. This collaboration allows students to demonstrate their strengths while also learning about good company management practices. The relationship provides as a hands-on learning opportunity, allowing students to apply academic knowledge in a real-world business context.

Furthermore, such collaborations help students develop their professional skills. Working directly with industry partners such as Nescafe provides students with unique insights, practical skills, and a grasp of how to manage business partnerships. This comprehensive educational method, which combines theoretical learning with practical experiences and industrial collaborations, prepares UiTM Arau students for success in the fields of entrepreneurship and business management.

3. UiTM Arau has the largest Harum Manis field in Perlis.

UiTM Arau is aggressively aiming to increase gross sales by strategically using its agricultural property, which is dedicated to the cultivation of Harum Manis, a popular fruit in Malaysia. Notably, Harum Manis is unique to Perlis, with UiTM Arau having the largest Harum Manis field in the region. The fruits generated by this agricultural project are subsequently sold, adding to UiTM's overall gross revenues, and helping the university reach its performance goals.

In addition to direct sales of Harum Manis items, UiTM Arau plans to extend this business into a broader endeavour. One potential endeavour is to provide free trips to the Harum Manis field. These trips might be staged as a train ride, as seen in zoo farms, allowing tourists to witness the broad and unique characteristics of UiTM Arau's Harum Manis agriculture. This practical activity not only demonstrates how Harum Manis is grown, but it also acts as a platform for connecting with new people.

The visit ride provides an excellent opportunity for individuals to learn more about UiTM Arau, including its history, current activities, and business methods. This instructional component adds to the whole experience, making it an intriguing and instructive visit. By deliberately merging agricultural projects with educational and experiential components, UiTM Arau not only increases revenue but also effectively promotes the institution's agricultural endeavours and overall distinctiveness. This unique approach is consistent with the overall objective of increasing exposure, integrating with the community, and developing UiTM Arau as a separate and dynamic organization.

WEAKNESS

Weakness is a quality that places an organization or individual at a competitive disadvantage when compared to others. Reduce the organization's ability to fulfil its primary goal and have an influence on its expansion. Weaknesses are characteristics that do not meet the standards we feel they should. However, faults are controllable. They must be decreased and ultimately eliminated. Examples include inadequate financial resources, a narrow product variety, limited distribution, increased costs, a negative market image, weak marketing talents, limited management skills, and undertrained employees.

1. Limited academic programs.

The initial issue of UiTM Arau is a lack of academic curriculum options. If a university wants to boost student enrolment in education, it must provide a far wider range of course options. The lack of course options may cause students to lose interest in applying to UiTM Arau since they will be unable to choose their own unique passion over a broad one. When UiTM Arau introduces new courses of instruction, students will have a wide range of options, allowing them to pursue what they truly desire and have talents in. By requiring students to pick their own major, we can produce more high-quality students with diverse backgrounds.

2. Weak UiTM internet connection.

The second issue of UiTM Arau is its bad internet connection. The internet is an extremely valuable resource that every university must have. This is because the internet is a source that can assist students in solving any difficulties they may have, as

well as a fantastic communication platform for connecting to any social media such as Telegram, WhatsApp, and Webex. If the institutions fail to provide the finest internet connection for students, they will receive negative feedback and struggle to execute the best quality of their study sessions or assignments due to online connection issues. Therefore, universities must give the finest internet connection possible, because individuals currently rely on the internet more than they do on books.

3. Insufficient equipment and facilities.

UiTM Arau likewise has challenges in supplying equipment and student amenities. As you can see, this issue is present at a computer lab at Star Complex, where not all of the computers are functional and sufficient for pupils to utilise. Even though they supplied the greatest form of computer for pupils, a Mac computer, it was insufficient to meet their demands. In addition, UiTM Arau did not provide adequate college space for university students. If they wanted to entice more student to enrol at their university, they needed ample room to accommodate everyone. It becomes more difficult when the Arau community does not have enough rent houses for students to apply. This will force UiTM Arau to impose various restrictions on student enrolment, such as not being able to accept students because they lack, they necessary equipment and infrastructure to support them.

4. A labour shortage in plantation and agrotechnology.

Next, there is a paucity of field workers in the plantation and agrotechnology sectors. Although it appears simple to do business through farming, UiTM Arau still lacks farm workers, and they do not have enough hands to assist them in farming sessions. UiTM Arau has made good sales in their plantation and agrotechnology job since they sell more than just Harum Manis, they also sell corn, deer, chicken, ducks, and cow for their own income. This is since UiTM Arau has a large agricultural area where cattle may be raised in addition to plantation labour. As plantation and agrotechnology scope at UiTM Arau is crucial for their own revenue, UiTM Arau must improve in conserving their Harum Manis and teak tree in a healthy and fresh condition. However, the developing UiTM Arau farm field attraction is experiencing a manpower shortage, which is preventing them from organising more attractive programmes. That is why it is critical to have more farm field workers, who must be skilled and

knowledgeable with plantation labour. Furthermore, having more farm workers will contribute to higher-quality agricultural goods.

OPPORTUNITIES

Opportunities are externally appealing traits that indicate why our firm is likely to prosper. Opportunities to boost profits in the environment—externally appealing characteristics that justify an organization’s existence and growth. Arise when a firm can leverage its surrounds to create and implement activities that will increase its profitability. Organizations should exercise caution and recognize and grasp possibilities when they come. Examples include rapid market expansion, complacent competing firms, changing customer needs or tastes, the discovery of new applications for products, an economic boom, government deregulation, and a drop in sales of a replacement product.

1. Graduate employability.

The first chance that UiTM Arau may have in the future is to graduate students with employable skills. This means that any employer may easily accept any offer from an UiTM fresh graduate depending on their individuals’ talents. Employability may be assessed from both potential employers’ and employees’ perspective. Employability is assessed by the calibre and application of an individual’s knowledge, skills, and competencies, as seen by a potential employee, in the relevant labour market. Employability is determined by perceived attributes, job suitability, and the continued need for the graduate candidate’s demonstrated work-related knowledge, talents, and competencies. That is why providing a high-quality education in universities is critical in shaping the futures of its graduates.

2. Expanding UiTM farm.

The next possibility is to expand the UiTM agricultural fields. Gaining more cash from farming allows this university to expand its agricultural land. Enlarging a farm field allows the farmer to sell different types of local produce in addition to harum manis, and it also provides much more area for farming activities. These activities can boost the gross sales of farming produce since they have a wider range of fruit to sell. This institution also sells various agricultural products such as chickens, ducks, cows,

and deer to supplement its income. The worker is not the primary worry, as UiTM Arau has plantation students that may assist with agricultural field activities.

3. Alumni starting personal businesses.

Following that, UiTM graduates can continue to build their own businesses using the information and skills they obtained at university. UiTM has provided several options for students to improve their abilities and launch small businesses within the university. For example, consider the Nescafe cooperation. With this knowledge and experience, students will have the bravery and ability to advance their businesses beyond graduation. Having a solid understanding of company management may lead to strategic corporate success.

4. International entrepreneurship collaborations.

Aside from that, UiTM Arau may have a great opportunity to collaborate with a worldwide entrepreneurial firm like Costa Coffee. The achievement and success of forming a strong relationship with the Nescafe team has attracted other worldwide companies to cooperate with UiTM Arau. Having numerous collaborations with multinational companies increases the international link of MoUs and MoAs.

THREATS

Threats are external aspects of the environment that might cause problems for businesses – concerns that are beyond an organization's control. Emerge when external circumstances threaten the organization's commercial reliability and profitability. Examples include foreign competitor entry, the introduction of new replacement items, a decline in product life cycle, changing customer needs or tastes, rival enterprises adopting new strategies, greater government regulation, and an economic depression.

1. Diverse programs at UUM and UniMap.

The initial threats to UiTM Arau are the numerous programming options available in UUM and UniMap. UniMap and UUM both provided around 60 courses to their students. When universities provide more course to their students, it produces a greater number of students with diverse abilities and majors. Students can also readily

select their own interests for furthering their education. The many academic programmes available will also boost the number of students enrolled in university.

2. Weak international relations.

MoUs and MoAs play a vital role in the university education system. As of 2023, UiTM Arau has a poor relationship with foreign organizations, as evidenced by MoUs and MoAs. This is because it appears on UiTM Arau's performance index. Weak connection indicates that collaboration and engagement between UiTM and an overseas enterprise are limited. MoUs and MoAs are literally agreements between two parties. It is critical to establish relationships between international communities since it will provide them with the strength they need to fulfil their objectives, as well as to foster a strong link between universities and foreign communities.

3. Increased costs for university resources.

UiTM Arau will incur additional costs to strengthen its facilities and resources. It cannot rely solely on funds supplied from other communities, instead, they must devise innovative alternatives, such as organising events to raise funds. It cost them thousands of dollars to purchase the equipment for their student facilities. Furthermore, it becomes challenging when product prices rise in response to current economic conditions.

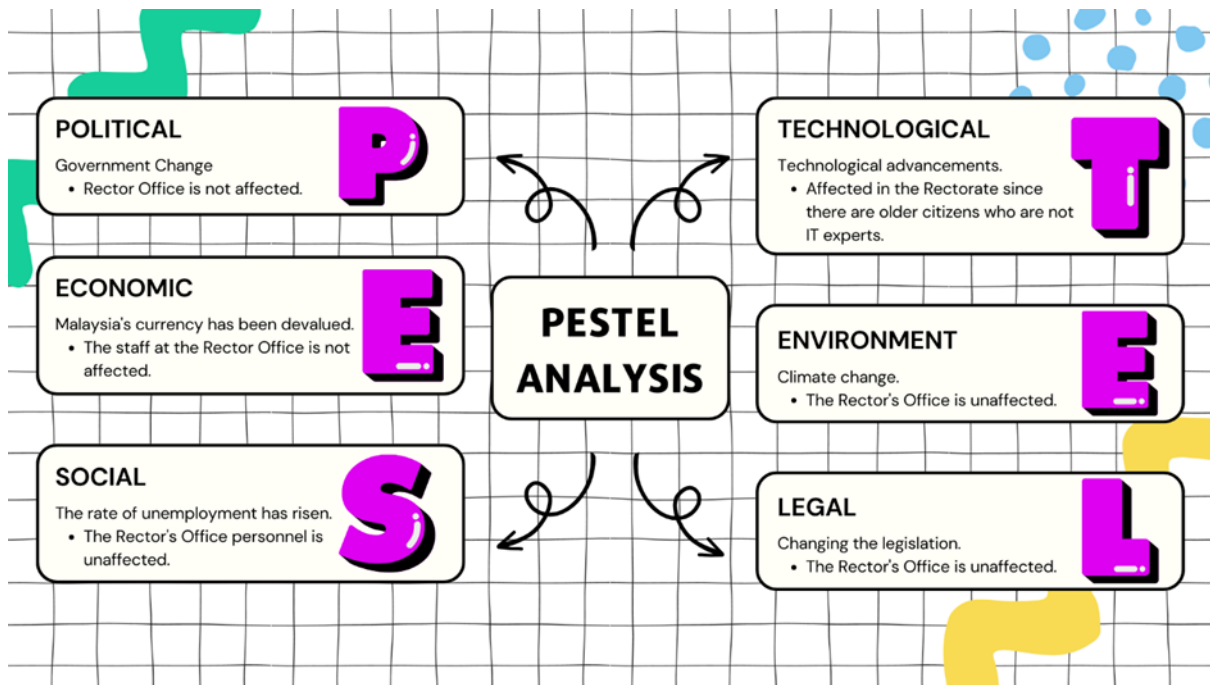


Figure 5: PESTEL Analysis

A PESTEL analysis is a way for acquiring a comprehensive understanding of an industry's environment. PESTEL is an abbreviation for Political, Economic, Social, Technological, Legal, and Environmental Considerations. It allows a corporation to form an opinion on the factors that may impact a new business or industry.

POLITICAL FACTORS

How government policies and actions affect the economy, as well as other aspects that could have an impact on a corporation. Tax policy, trade restrictions, tariffs, and bureaucracy are some of them. Malaysia now has a new administration, and the prime minister has shifted from Dato' Sri Ismail Sabri Yaakob to Dato' Seri Anwar Ibrahim. This political issue, however, has had **no effect** on the Rector's Office.

ECONOMIC FACTORS

Economic considerations consider the many sectors of the economy and how the forecasts in each may affect our organization. Central banks and other government organizations frequently track and publish data on economic growth rates, interest rates, exchange rates, inflation, and unemployment. The economic forecast is critical for any firm. As everyone knows, Malaysia's currency has been devalued. This issue, however, has **no bearing** on the Rector Office workers because they are paid the same amount each month.

SOCIAL FACTORS

Social elements related to societal cultural and demographic changes. Social norms and influences play a vital part in shaping a society's consumer behaviour. Cultural features and perspectives, health awareness, population growth rates, age distribution, and career goals are all issues to consider. The DOSM published Statistics of the Labour Force, Malaysia, September, and Third Quarter 2023, which said that Malaysia's unemployment rate in September 2023 was 3.4%. (Bernama, 2023).

According to the Ministry of Finance (MOF), Malaysia's unemployment rate will return to pre-pandemic levels of 3.4% in 2024, owing to forecasts of increased economic development, which would produce higher labour demand and inspire a steadier increase in work opportunities. (The Edge Malaysia, 2023). Furthermore, the quantity of unemployment in Malaysia is relatively high, and the government must take action to address these challenges. These difficulties, however, have **no bearing** on the Rector Office of UiTM Perlis.

TECHNOLOGICAL FACTORS

Technological considerations are linked with both industry and overall economic innovation. Being out of touch with the most recent changes in any industry may be extremely destructive to operations. Technical influences include research and development effort, automation, technical incentives, and the rate at which technology changes. According to World Population Prospects 2019, by 2050 one in every six persons worldwide would be beyond the age of 65, while back in 2019 this ratio was only 11. The world's population of persons aged 65 and more was anticipated to be 727 million in 2020, but that figure is expected to quadruple to 1.5 billion by 2050. This is noteworthy because these figures are rising in tandem with the advent of digital transformation, which promises to provide huge socio economic prospects. (Ministry of Communication and Digital, 2023)

How technology may impact older individuals in the Rector Office by firstly **administrative systems and portals**. As a major administrative institution, the Rector Office is expected to employ numerous technologies to handle records, communication, and administrative operations. Changes in systems may have an impact on older persons, who may require training or assistance to adjust to new technology. Secondly, are **communication platforms**. Email, messaging applications such as Gmail and video conferencing such as Google Meet are prominent communication options in administrative offices. Older people

may require support in efficiently exploring and utilizing these sites. This aspect is impacted at the Rector Office of UiTM Perlis since there are personnel who are older citizens as well as those who are not technological experts.

ENVIRONMENT FACTORS

As weather extremes become more common, companies must prepare for how to respond. Weather temperature, climate change, pollution, and natural disasters like tsunamis, tornadoes, coronas, and so on are all significant environmental influences. Furthermore, as seen by the growth of Corporate Sustainability Responsibility (CSR) initiatives, it is becoming increasingly necessary for businesses to be environmentally conscious in their operations. CSR initiatives include attempts to reduce carbon footprints and transition to sustainable materials and energy sources.

LEGAL FACTORS

In the context of a PESTEL analysis, the difference between Political and Legal Factor is frequently unclear. Legal Factors are any legal influences that determine what a company may and cannot do. Political aspects are concerned with the relationship between business and government. When government enact establish legislation and rules that affect how businesses operate, political and legal issues may intrude. Legal concerns include Industry Regulation, Licenses and Permits, Labour Laws, Intellectual Property, and Consumerism.

5.0 DISCUSSION & RECOMMENDATION

<p style="text-align: center;"><u>INTERNAL FACTORS (IFAS)</u></p> <p style="text-align: center;"><u>EXTERNAL FACTORS (EFAS)</u></p>	<p style="text-align: center;"><u>STRENGTHS</u></p> <ol style="list-style-type: none"> 1. UiTM Arau exclusively offers the Marine course under the Faculty of Applied Sciences. 2. Highly visible entrepreneurship program intensity. 3. UiTM Arau has the largest Harum Manis field in Perlis. 	<p style="text-align: center;"><u>WEAKNESSES</u></p> <ol style="list-style-type: none"> 1. Limited academic programs. 2. Weak UiTM internet connection. 3. Insufficient equipment and facilities. 4. A labour shortage in plantation and agrotechnology.
<p style="text-align: center;"><u>OPPORTUNITIES</u></p> <ol style="list-style-type: none"> 1. Graduate employability. 2. Expanding UiTM Farm. 3. Alumni starting personal business. 4. International entrepreneurship collaborations. 	<p style="text-align: center;"><u>S/O STRATEGIES</u></p> <p>S3, O3) Establish a new MoU and MoA relationship with UiTM alumni through engagement with their businesses.</p>	<p style="text-align: center;"><u>W/O STRATEGIES</u></p> <p>W4, O1) Offering fresh graduate students the opportunity to collaborate with UiTM in plantation and agrotechnology.</p> <p>W3, O3) Receiving funds from UiTM Arau alumni.</p>
<p style="text-align: center;"><u>THREATS</u></p> <ol style="list-style-type: none"> 1. Diverse programs at UUM and UniMap. 2. Weak international relations. 3. Increased costs for university resources. 	<p style="text-align: center;"><u>S/T STRATEGIES</u></p> <p>S1, T2) Form a relationship with an international maritime firm to assist marine operations.</p>	<p style="text-align: center;"><u>W/T STRATEGIES</u></p> <p>W1, T1) Introduces new courses at UiTM Arau.</p>

STRENGTH + OPPORTUNITY STRATEGIES

1. Establish a new MoU and MoA relationship with UiTM alumni through engagement with their businesses. (S3, O3)

S3: UiTM Arau has the largest Harum Manis field in Perlis.

O3: Alumni starting personal business.

- Focusing on the intensity of the entrepreneurship programme and alumni UiTM continuing to build up personal business companies, UiTM may establish a new strategy by forming a new MoU and MoA connection with UiTM alumni via partnership with their businesses. This will provide more opportunities for their students to expand their businesses and assist UiTM meet their performance targets.

STRENGTH + THREATS STRATEGIES

1. Form a relationship with an international maritime firm to assist marine operations. (S1, T2)

S1: UiTM Arau exclusively offers the Marine course under the Faculty of Applied Sciences.

T2: Weak international relations.

- UiTM Arau can form a relationship with an international maritime firm to assist marine operations. This relationship will give an excellent opportunity to study how a worldwide marine firm manages its operations and problems. This strategy can also assist UiTM boost their MoU and MoA relationships on a global scale. International institutions may provide a variety of maritime education courses and activities to their students. This manner, they may communicate information about the courses they are taking and develop stronger ties with worldwide companies.

WEAKNESSES + OPPORTUNITY STRATEGIES

1. Offering fresh graduate students the opportunity to collaborate with UiTM in plantation and agrotechnology. (W4, O1)

W4: A labour shortage in plantation and agrotechnology.

O1: Graduate employability.

- Because UiTM is suffering a labour shortage in the plantation and agrotechnology sectors and has a graduate employability student, they may give their alumni the opportunity to work in their plantation company. This will save them additional money and time in finding a worker to solve their problem. This technique is easier since they do not need to locate new employees to work for them because they already have qualified pupils to assist them in carrying out their tasks. Less money is spent on finding workers since they do not need to promote anything to locate new employees because they already have the contact information for their alumni pupils.

2. Receiving funds from UiTM Arau alumni. (W3, O3)

W3: Insufficient equipment and facilities.

O3: Alumni starting personal business.

- Instead of agreeing on funding from other institutions, communities, or governments, UiTM Arau might try to raise funds from its alumni students. Due to a lack of equipment and student facilities, the university may advise collaborating with alumni businesses to raise funds for UiTM needs. This will also assist to improve the link between alumni students and UiTM Arau.

WEAKNESSES + THREATS STRATEGIES

1. Introduces new courses at UiTM Arau. (W1, T1)

W1: Limited academic programs.

T1: Diverse programs at UUM and UniMap.

Introducing new courses at UiTM Arau is an excellent technique for meeting students' needs in terms of academic offerings. New courses can provide more opportunities for students to further their studies based on their talents. For example, a mass communication course is not now available at UiTM Arau.

6.0 CONCLUSION

Finally, each firm has its unique set of strengths, weaknesses, opportunities, and threats. It is critical for businesses to recognise and solve their vulnerabilities to expand their business. Every business has flaws, but to fix those flaws, the organization must have a good answer. To dramatically improve the working atmosphere and communication for its employees, the company must also have great performance management. Furthermore, for the organization to flourish, grabbing opportunities and turning threats into strategies may be challenging, thus significant strategic planning for the company's future is recommended.

Overall, internship is a good program and recommended to all the university students. It helps to enhance and develop my skills, abilities, and knowledge. It was a great experience and memories as not only I have gained experience but also new friends and knowledge. Rector Office UiTM Perlis is a good place to do the internship since it provides numerous benefits and advantages to the practical trainees. They provide us with several accommodations such as a hostel, printer, and Wi-Fi. The treatment by the company was good and professional. I've learned from different staff on how to do my task throughout my internship. I am grateful and thankful to my supervisor, Puan Azmira for the experience and tutoring. She always helps me to handle some of my weaknesses and provides guidance to me whenever I am in need. I think these six months duration for the internship was not enough for me to learn more in detail about the jobs. Finally, this internship phase helps me to identify my own strengths, abilities, weaknesses and more.

7.0 REFERENCES

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- Syafiqah Salim. 13 October 2023. Unemployment rate to improve further to 3.4% in 2024, says MOF. The Edge Malaysia. Retrieved from <https://theedgemaalaysia.com/node/685975>

8.0 APPENDICES

MY WORKPLACE:

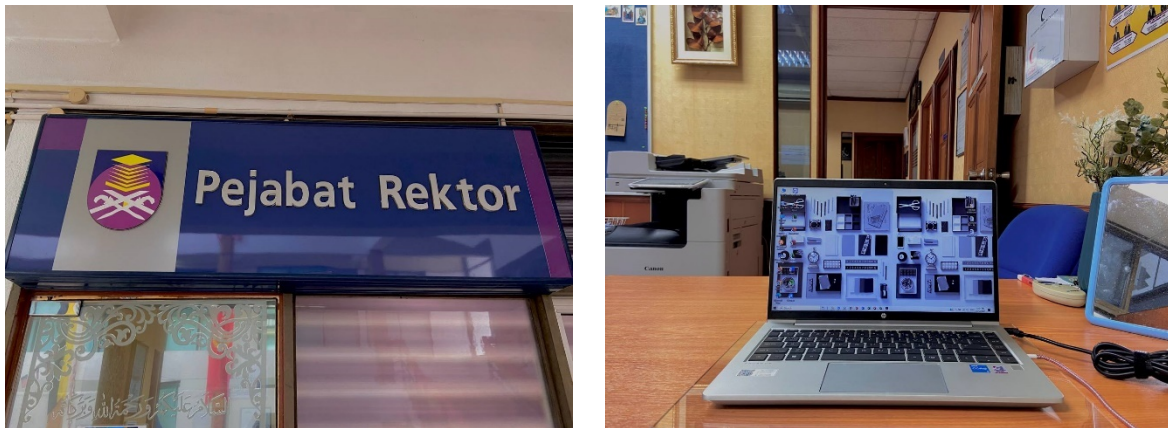


Figure 6: My workplace

MY INDUSTRIAL TRAINING WORK:

- Recording incoming and outgoing letters, “surat masuk”, “surat untuk ditandatangani”, “sign digital”, “borang keluar pejabat” and “borang PB”.

TARIKH SURAT MASUK	DARIPADA	NO SIRI / TAJUK BORANG	JUMLAH (RM)	TARIKH SURAT KELUAR	DIEDARIKAN KEPADA	Latest Date
2393	Mohd Khalid Ab	04529: Bayaran tanggungjawab khas pemandu UITM Perlis	265.00			
2394		04529: Bayaran tuntutan perjalanan pemandu UITM Perlis	9,950.50			
2395	Niasshera	06795: Elaun makan pelajar RM16x25 (makan tengahari)	150.00			
2396		06796: Saguhati forum (honorarium) Program Educare	100.00			
2397	Dr Rosmahwati Abd	13796: Bayaran bil rawatan pelajar: Mia Ezzwin Nurashihah	198.00			
2398		13866: Tuntutan bayaran rawatan pelajar: Luqman Hakim B.	5.50			
2399		13867: Tuntutan bayaran bil rawatan pelajar: Mia Ezzwin	495.00			
2400		13868: Bayaran balik bil rawatan kepada pelajar: Farid Naim	500.00			
2401		13869: Tuntutan bayaran bil rawatan pelajar: Umami Aisyah	1,813.00			
2402		13797: Tuntutan pembelian bekalan buku siji cuti sakit	300.00			
2403		13700: Palarasan pampar wang runcut unit kesihatan UITM	882.00			
2404	Ismael Bin Hashim,	09502: Pendahuluan perjalanan penugasan di Marine				
2405		09501: Pendahuluan perjalanan penugasan di Marine				
2406	Mohamad Hamdi	00004: Bayaran makanan untuk Program Hari ICT 2023	780.00			
2407	Sidi Aljar Binti Musta, Pembantu Tadbir	04984: Permohonan tuntutan perjalanan ke Bangkok Pelan Tindakan Bencana Rekod UITM siri ke-2 di ILO Bandar Enstek N.Sembilan				
2408						
2409						
2410						

Figure 7: Google Sheet for incoming and outgoing letters and documents

- Stamp, sorting out the letters and documents.

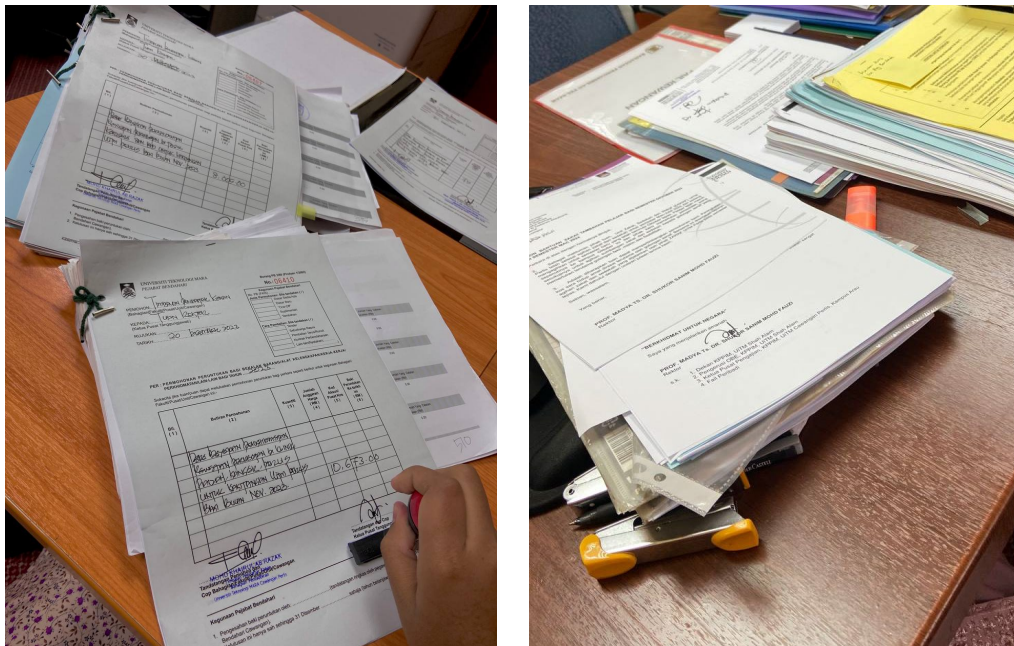


Figure 8: Stamp the letters and documents that have been record and signed

- Distribute the letters and documents to Administration and Finance Department.



Figure 9: Pigeonhole at Administration Department

- Filing the documents.

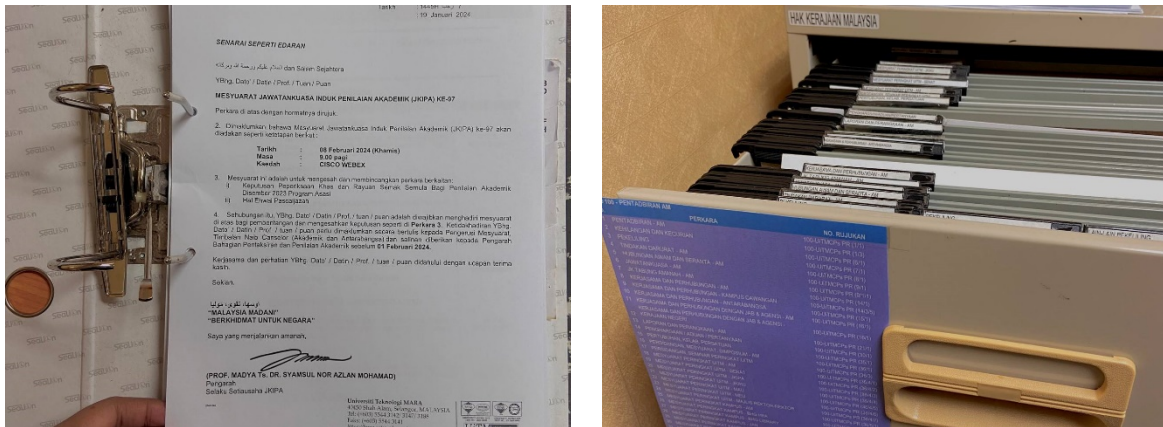


Figure 10: File at Rector Office

- Photostat and scanning letters or documents.



Figure 11: Photocopy machine at Rector Office

PUNCH CARD.

- September

KAD MENCATAT WAKTU
Am 483 - C (Pn 1/88)

A No. 2021155933 NAMA FAHIZ AMANI RAMLAN

KEM/JAB: PEJABAT REKTOR

BAHAGIAN/SEKSYEN:

BULAN: SEPTEMBER

NO	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T.T. KETUA
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13			17:48	17:00		
14	17:40	17:59	17:55	17:06		
15	17:35	11:44	17:52	17:04		

AMARAN
Sesiapa yang didapati mengetik kad orang lain, tindakan tatatertib akan diambil ke atasnya.

Figure 12: September's punch card

- October

KAD MENCATAT WAKTU
Am 483 - C (Pn 1/88)

A No. 2021155933 NAMA FAHIZ AMANI RAMLAN

KEM/JAB: PEJABAT REKTOR

BAHAGIAN/SEKSYEN:

BULAN: OKTOBER

NO	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T.T. KETUA
16	17:46			17:14		
17	17:48			17:03		
18	17:53					
19	17:47			17:06		
20	17:47			17:12		
21						
22						
23	17:54			17:04		
24	17:50			17:04		
25	17:40			17:10		
26	17:52			17:10		
27	17:47			17:02		
28						
29						
30	17:47			17:03		
31			13:44	17:03		

AMARAN
Sesiapa yang didapati mengetik kad orang lain, tindakan tatatertib akan diambil ke atasnya.

Figure 13: October's punch card

- I came late on 31.10.2023 because I had a braces appointment at the “Klinik Pergigian Khoo dan Ed Cheong Arau”.

- November

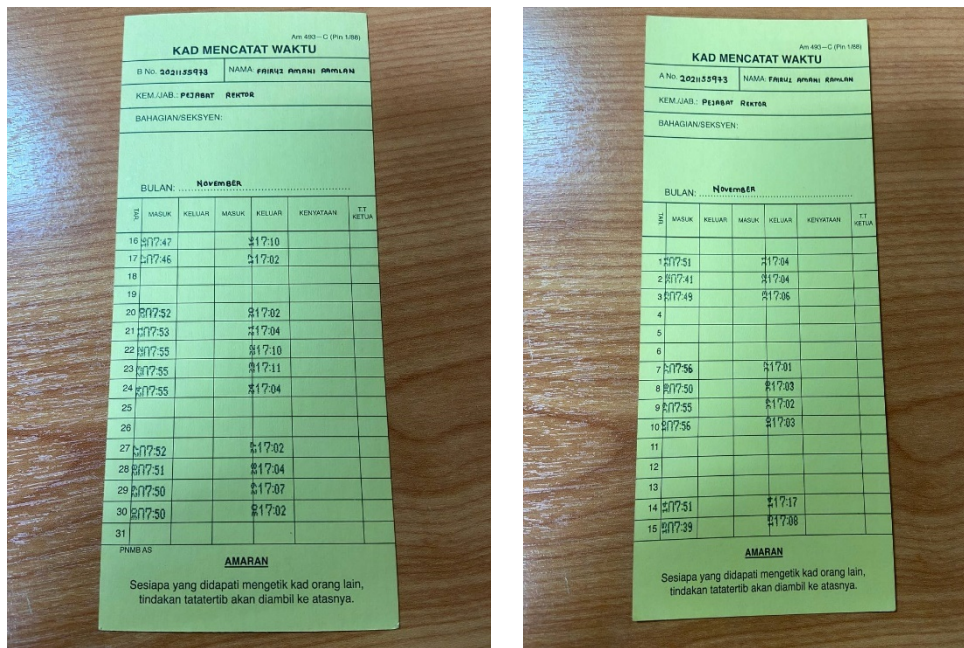


Figure 14: November's punch card

- December

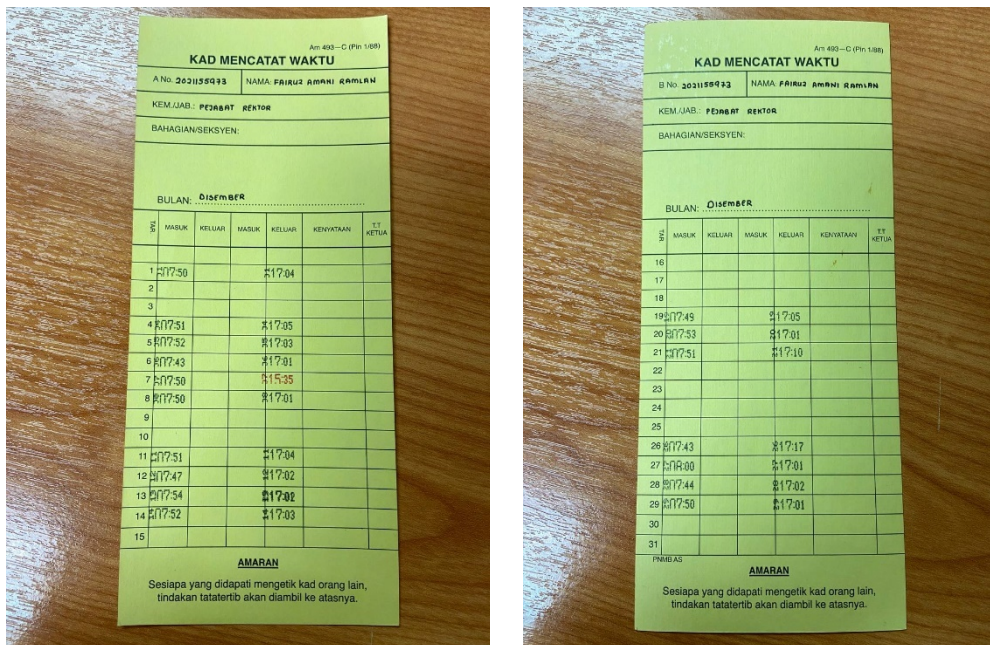


Figure 15: December's punch card

- o Went home early on 07.12.2023 because I had a braces appointment at the “Klinik Pergigian Khoo dan Ed Cheong Arau”.

- January

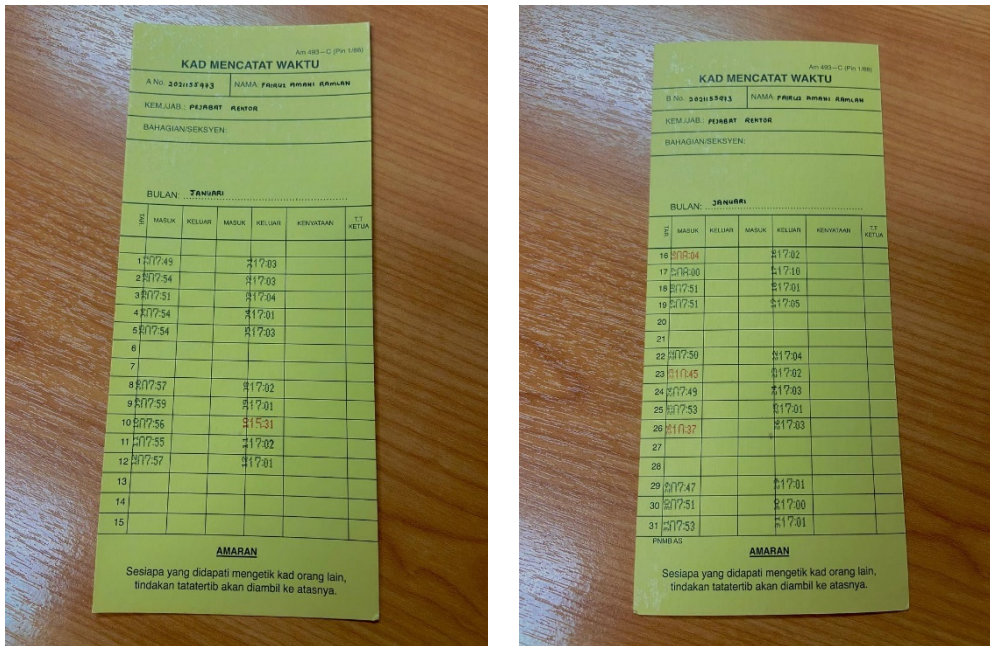




Figure 16: January's punch card

- Went home early on 10.01.2024 because I had a braces appointment at the “Klinik Pergigian Khoo dan Ed Cheong Arau”.
- Came late to the office on 23 and 26.01.2024 due to menstruation.

INDUSTRIAL EXEMPTION LETTER.

- Palapes UiTM Arau.
 1. Involved with “Fitik Makan Malam Rejimental Sempena Istiadat Pentauliahan Diraja Kali ke-41 di Hotel Seri Malaysia Kangar, Perlis.

 **ANGKATAN TENTERA MALAYSIA**
Pasukan Latihan Pegawai Simpanan (PALAPES)
Universiti Teknologi MARA (UiTM)
Kampus Arau
02600 ARAU
Perlis

 Tel: 04-9882430
Faks: 04-9882432

Rujuk Kami : PLPS UiTM ARAU.100-10/1/3
Tarikh : September 2023

Puan Azmira Sharina Azmi
Setiausaha Rektor
Pejabat Rektor
Universiti Teknologi MARA Cawangan Perlis
Kampus Arau
02600 ARAU
Perlis

Salam Sejahtera Puan,

PERMOHONAN PELEPASAN PEGAWAI KADET

Dengan segala hormatnya saya diarah merujuk kepada perkara diatas.

2. Sukacita dimaklumkan bahawa pasukan akan membuat persiapan **Majlis Makan Malam Rejimental Sempena Istiadat Pentauliahan Diraja Kali ke-41 di Hotel Seri Malaysia Kangar, Perlis mulai 4 hingga 10 September 2023**. Sehubungan itu, untuk persiapan majlis ini, pasukan memerlukan penglibatan Pegawai Kadet bagi menyelaraskan dan melancarkan persiapan yang akan dilaksanakan.


3. Justeru itu, pasukan memohon jasa baik Puan untuk memberi pelepasan kepada Pegawai Kadet yang terlibat. Pegawai kadet yang terlibat adalah seperti berikut:

Bil	No Ten, Pkt dan Nama	No. Matrik
(a)	(b)	(c)
1	7544423 PKW II Fairuz Amani binti Ramlan	2021155973

4. Segala kerjasama dan timbang rasa Puan amat kami hargai dan kami ucapkan ribuan terima kasih. Sekian, terima kasih.

“WAWASAN KEMAKMURAN BERSAMA 2030”
“BERKHIDMAT UNTUK NEGARA”

Saya yang menandatangani



NUR AISHAH BINTI KHAIRUDIN
Kapt
Pegawai Tadbir



Figure 17: Exception letter and my picture at the event

2. Involved with “Hadir bersama Tuanku Raja Muda Perlis Ke Program Hari Bersama Rejimen 504 Askar Wataniah pada 31 Oktober 2023 Di Kampung Warna Warni, Kuala Perlis.

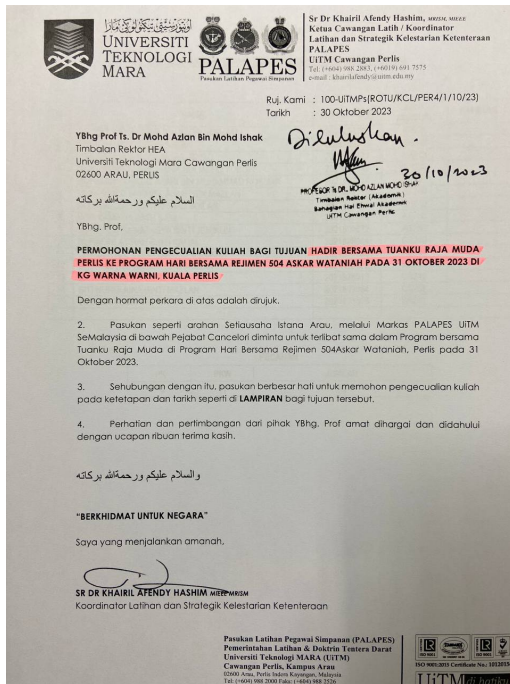


Figure 18: Exception letter and my picture with Tuanku Raja Muda Perlis at the event

3. Involved with “Ujian Kelayakan dan Temuduga Calon Pegawai Kadet Palapes IPTA Sesi Oktober 2023, UiTM Cawangan Perlis”.



Figure 19: Exception letter and my picture with a military officer at the event

MEDICAL CERTIFICATE (MC)

- Fever, cough, sore throat and cold.

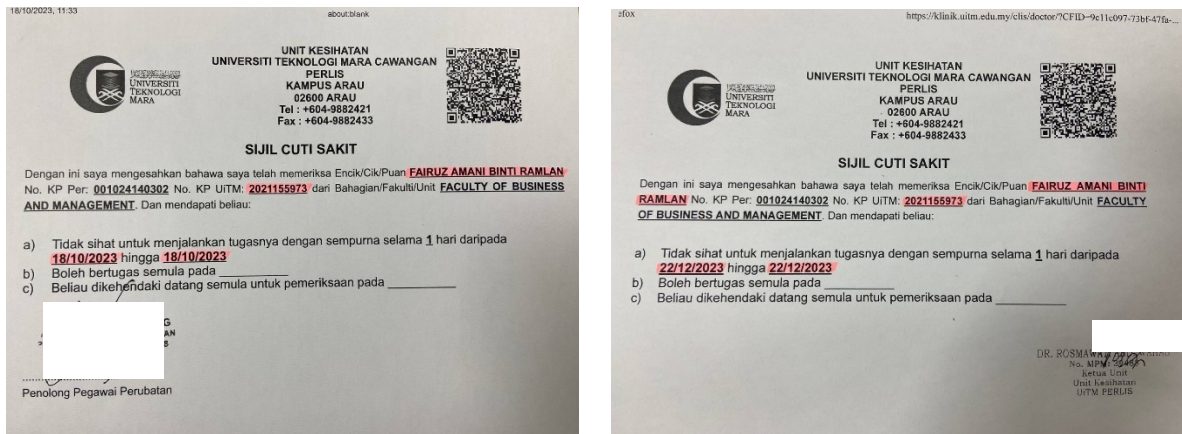


Figure 20: My medical certificate on 18/10/2023 and 22/12/2023

- Legs chafe until the skin is tears.

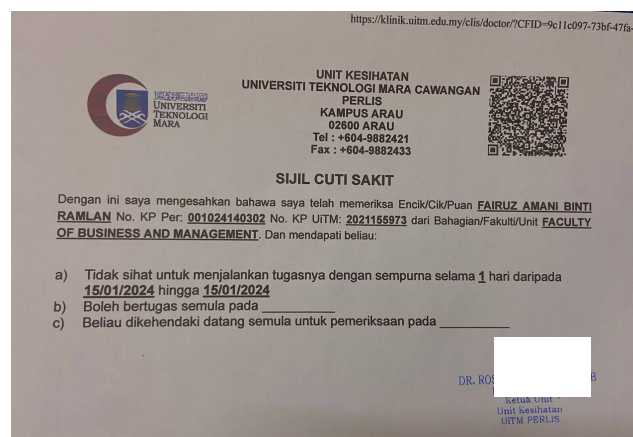


Figure 21: My medical certificate on 15/01/2024

JOINING PROGRAMS.

- Joining “Bengkel Asas Aplikasi Canva” under Unit Komunikasi Koporat.

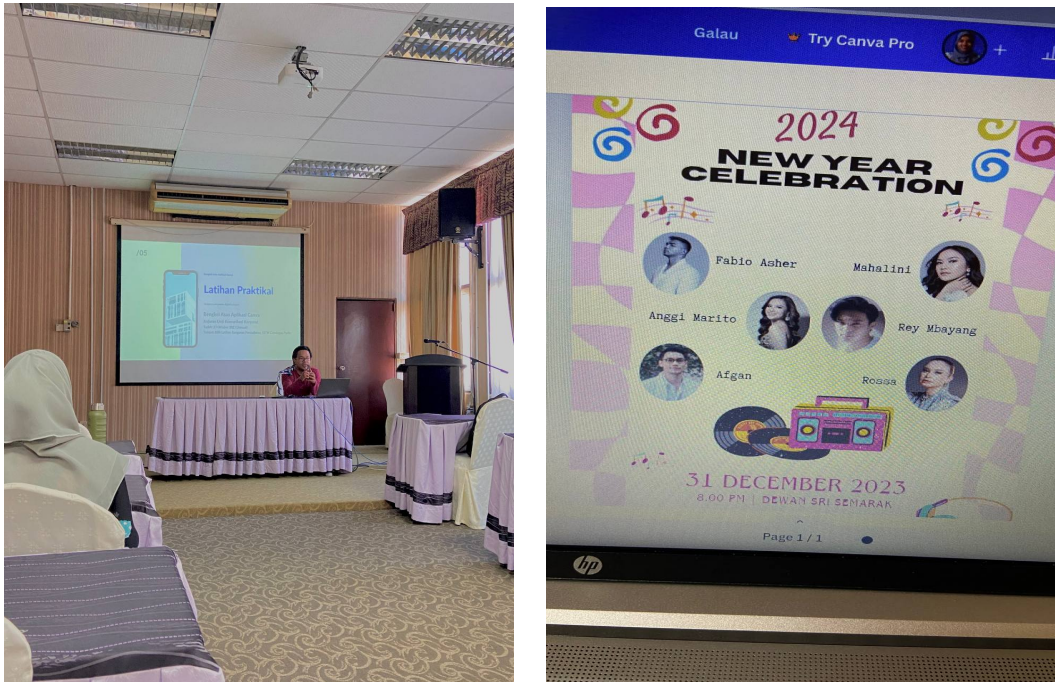


Figure 22: The picture of the event and my Canva's task

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