

UNIVERSITI TEKNOLOGI MARA FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:

UNIT PENGURUSAN KUALITI (UITM MACHANG)

UNIVERSITI TEKNOLOGI MARA (UITM) CAWANGAN

KELANTAN 18500 MACHANG, KELANTAN, MALAYSIA.

SPECIAL PROJECT: TALENT MANAGEMENT SYSTEM

BY DEWI SETIANI BT JOEPRI 2015183255

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01 FEBRUARY 2018 - 30 JUNE 2018

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FACULTY SUPERVISOR DR IDZWAN BIN MOHD SALLEH

REPORT SUBMITTED IN FULFILLMENT OF THE REQUIREMENT FOR THE INDUSTRIAL TRAINING FACULTY OF INFORMATION MANAGEMENT UNIVERSITI TEKNOLOGY MARA KELANTAN

01 FEBRUARY 2018 – 30 JUNE 2018

DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or

from other sources. I am also declare that no part of this report has been published or submitted

for publication except where due to reference or acknowledgement is made explicitly in text, nor

has any part been written for me by another person. I confirm that I have read and understood the

UiTM regulations with regards to plagiarism and will be penalized by the university if found

guilty.

Signed by

Dewi Setiani Bt Joepri

2015183255

Date of submission: 12 July 2017

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ABSTRACT

This industrial training report consists of 4 chapters and that are introduction, organization of information, industrial training activities and conclusion. Chapter 1 consist of background of the organization, chapter 2 consist of departmental structure and function. While chapter 3 consist of training activities and special project and the last chapter is chapter 4 which has the conclusion of report, in order to complete study, trainee needs to undergo 5 months of practical training in industry starting from 01st February 2018 until 30th June 2018. The department has been selected by trainee is Universiti Teknologi Mara (UiTM) Cawangan Kelantan. During five months of training, trainee learn to improve communication skills, learn to be more discipline and punctual. Last but not least, the knowledge, skills and experience gain during the practical training is the best method in order to prepare student to expose to the real working environment and also to be a good and better staff in future.

Keywords: Industrial Training, UiTMCK, Knowledge

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CHAPTER 1: INTRODUCTION

1.1: BACKGROUND OF THE ORGANIZATION



Figure 1: ITM at Kem Kijang in 1985

Universiti Teknologi MARA Kelantan Kampus Machang, formerly known as Institut Teknologi MARA, 9th branch campus was inaugurated on 01 July 1985 by YAB Tan Sri Dato 'Haji Mohamad bin Yaakob, the Chief Minister of Kelantan at that time. The establishment of UiTM is the result of close collaboration between UiTM and the Central Government. As a result of this collaboration, the Central Government has allocated 12 acres of land in Kem Kijang which is located about 8 kilometers from Kota Bharu town owned by Kelantan State Scout Council.

The work of renovating some of the old buildings and construction for new buildings was funded by the Central Government at a cost of RM 1.5 million. The first batch of 185 students were taken for the semester of July - December 1985 to take Diploma courses in Accounting, Diploma in Business Studies, Diploma in Bank Management and Diploma in Secretarial Science. In the early stages, the number of staffs was 71 people, 7 lecturers and 64 non-academic staff. Fixed campus construction was started in 1993. The Central Government has allocated 200.32 hectares of land in Bukit Anjing, Machang to be as a permanent campus. The original name of Bukit Anjing has been elevated to Bukit Ilmu in accordance with its function which provides learning opportunities in various disciplines for Bumiputera. It was inspired by the late Dato' Nik Abd. Rashid Nik Abd. Majid, former ITM Director on that time.



Figure 2: UiTM Kampus Machang

The official transfer to Kampus Machang started on January 01, 1996. Kelantan UiTM Branch formerly known as ITM was upgraded to Universiti Teknologi MARA or simply UiTM on 26 August 1999. Now UiTM Kelantan Branch is expanding to meet the need to be the top University especially in Kelantan.

Logo

The diamond shape at the top of five books symbolises the quality education obtained from studying in Universiti Teknologi MARA.

Five shapes which represent elevated books of symbolise the varied areas and the varied levels of study offered which are:

[1] Certificate

[2] Diploma

[3] Bachetor degree

[4] Master degree and

[5] Doctoral degree

The five shapes also symbolise the five Pillors of Islam which become the tenet of student development.

The image of books placed on a book-rest (rihal) becomes the basis of the design of the logo.

Books symbolise the source of knowledge. As an institution of higher learning, the care of all knowledge including the field of science and technology disseminated to the students is based on knowledge in the Al-Quran dan As-Sunnah.



The book-rest symbolises the university as the platform to disseminate knowledge.

as the font of knowledge.

Two crossed kerises symbolise the sovereignty of the Malay kings and the struggle of the Malays to uphold the excellence and sovereignty of the nation.

The parity polished diamond shape symbolises the role of Universiti Teknologi MARA in improving the status of bumiputeras to become a successful community which is conscientious, religious and dignited.

The round shape within the whole logo symbolises Universiti Tetrologi MARA as a global, unique and competitive university.

Figure 3: Logo UiTM

The logo incorporates four main colors:
$\ \square$ Dark Blue shows the maturity of an institute of higher learning, which offers different levels
of study.
□ Purple symbolizes excellence in global knowledge.
$\hfill \square$ Yellow represents the sovereignty of the Malay kings and the struggle of the Malays in an
effort to take the national education towards excellence.
☐ White shows the sacred and pure knowledge offered to the students.
The overall shape of the logo maintains the original shape in order to retain the identity of $UiTM$

Motto

Endeavour, Religious, Dignified

Vision

To establish UiTM as a premier university of outstanding scholarship and academic excellence capable of providing leadership to Bumiputeras's dynamic involvement in all professional fields of world-class standards in order to produce globally competitive graduates of sound ethical standing.

Mission

To enhance the knowledge and expertise of Bumiputera in all fields of study through professional programs, research work and community service based on moral values and professional ethics.

Philosophy

Every individual has the ability to attain excellence through the transfer of knowledge and assimilation of moral values so as to become professional graduates capable of developing knowledge, self, society and nation.

Objectives

- I. To provide maximum opportunities for bumiputeras to pursue professionally-recognized programs of study in science, technology, industry, business, arts and humanities.
- II. To provide quality and innovative programs of study relevant to current market needs and customer demands, and in line with policies of national development.
- III. To establish a human resource development programmer as a tool for the assimilation of a value system within the university community.
- IV. To ensure that UiTM graduates are adequately prepared to join the local as well as the global workforce.
- V. To establish UiTM as a center of excellence that is accountable for the effective and efficient management of its human resources, finances and assets in order to achieve its educational objectives, while playing its role as a catalyst in community development

1.2: Organizational Structure



Figure 4: Organizational Structure of UiTM Kampus Machang

CHAPTER 2: ORGANIZATION INFORMATION

2.1: Departmental Structure

The trainee was placed at department of Unit Pengurusan Kualiti (UPK) under Pejabat AM Rektor. Pejabat Am Rektor is located on the 2nd floor, Administrative Building. It was created in July 1985 with the establishment of UiTM Kelantan branch, with its original name being the Pejabat Provos. The location of this unit is on the ground floor of the Administration Building and is led by Rector, Executive Officer, Office Assistant Secretary, Administrative Assistant and Operation Assistant. This unit is headed by Rector, Executive Officer, Office Secretary, Clerk and Operational Assistant. The units under Rector Office are Unit Pengurusan Kualiti, Penasihat Undang-Undang, Unit Komunikasi Korporat, Unit Perancangan Strategik, Unit Pengurusan Risiko, Pejabat Polis Bantuan, Unit Infotech and Pentadbiran Am. The units that can be access for trainee are Unit Pengurusan Kualiti (UPK).

The units that trainee can be access are only Unit Pengurusan Kualiti, Unit Pengurusan Risiko, Unit Perancangan Strategik and Penasihat Undang-Undang. Unit Pengurusan Kualiti (UPK) which is one of the units under Rektor Department of UiTMCK. The head of this unit is Dr Ruslaina Yusoff. UPK contributes a lot in terms of quality in university organization. Institut Kualiti dan Pengembangan Ilmu (InQKA) is an organization that responsible for the quality description for Universiti Teknologi MARA. As the center of quality, InQKA are managing and also as an impulse to all quality-related activities to ensure compliance with the Institutional Audit Practice Code (COPIA), Code of Practice for Program Accreditation (COPPA) and ISO 9001. In order to implement continuous quality assurance, the UPK Kelantan Campus is responsible for implementing all tasks as outlined in the 'Quality Assurance and Enhancement Policy'.



Figure 5: Workspace of Pejabat Am Rektor

2.1.1 Policy Unit Pengurusan Kualiti

Kelantan UiTM Branch is committed to conducting quality Diploma, Bachelor, Master and Doctorate PhD programs in order to produce professional ethics and meet market needs. UiTM Kelantan Branch will implement a professional, efficient, effective and responsible management system on program planning, program execution and continuous improvement to become a world-class university. The Kelantan UiTM Branch is committed to improving the socioeconomic status of the local community by contributing to diversity of expertise.



Figure 6: Organization Chart of Pejabat Am Rektor

2.1.1.2 Objectives

- I. Ensure that all curriculums are in the course of the course being reviewed every 4 years for programs whose duration of study is 3 years or less and every 5 years for the program whose duration is 4 years.
- II. Ensure that at least 90% of full-time undergraduate and graduate students graduate within a specified period.
- III. Ensuring the degree of graduate employment marketability exceeds, 80% (Bachelor's), 95% (Diploma) and 4.0% by 2020 (Self-employed). Obtaining the ratio of 18 full-time students for each academic staff in 2020.
- IV. Achieving 15% academic staff involvement in the field of scientific writing and publishing that has been indexed and indexed a year. Achieve 15% of the number of PhD / Professional qualified academic staff by 2020. Target at least 3 academic staffs with a professor status and at least 30 academic staff with professional professor level by year 2020.
- V. The total value of the research grant reached RM250,000 in the current year.
- VI. To ensure excellence in transfer of knowledge, UiTM Kelantan Branch will implement at least one high-impact community network program a year. The entrepreneurial and community programs implemented will benefit at least 1% of the target group.
- VII. Ensure zero accident cases in campus.

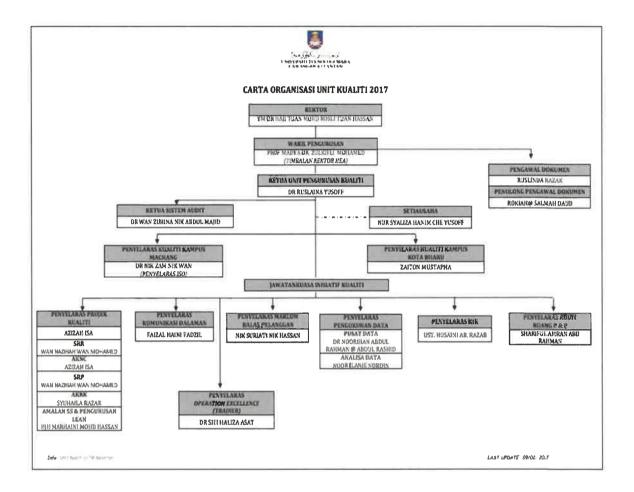


Figure 7: Organization Chart Unit Pengurusan Kualiti

2.2 Department Function

Unit Pengurusan Kualiti (UPK) are focusing more to the quality of UiTM where their main objective is managed and support all quality-related activities conducted at the campus, department and faculty level. UPK also responsible as a The Institute for Quality and Knowledge Development (InQKA) is the body responsible for quality descriptions at Universiti Teknologi MARA. As a quality center, InQKA manages and catalyzes all quality-related activities to ensure compliance with the Code of Practice for Institutional Audit (COPIA), the Code of Practice for Program Accreditation (COPPA) and ISO 9001. While faculties, state colleges and branches, it will be implemented by Quality Assurance Unit or Quality Management Unit. This unit acts as an InQKA representative for each faculty, state college and branch. Unit Pengurusan Kualiti (UPK) are focusing more to the quality of UiTM where their main objective is managed and support all quality-related activities conducted at the campus, department and faculty level.

CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

3.1: Training Activities

Throughout these 21 weeks of doing internship, I was assigned to do several tasks. The elaborations of the tasks are listed below.

3.1.1 Record Keeping

Record keeping is a part of management for Unit Pengurusan Kualiti (UPK) and it is important job scope for staff to handle filing and document. Any record keeping system should be accurate, reliable, easy to follow, consistent as to the basis used and be very simple. Good record keeping is vital in regards to meeting the financial commitments of the business and providing information on which decisions for the future of the business can be based. While the business maintains records to monitor and record its normal business activities, it is also necessary because of obligations under the taxation laws. Unit Pengurusan Kualiti (UPK) keep records in the room (Bilik Teratai). All records are placed on file shelves.

3.1.1.1 Manual/ Paper Filing

Filing is the process of systematic and scientific preservation of these documents. Every organization receives and dispatches a large number of correspondences every day. Filing is a form of record keeping. It is the process of arranging and storing the information in a systematic and scientific way so that it can find out without any difficult when required. All documents and information are valuable for the office works for taking decisions. Filing is considered as an important function of an office. Based on trainee observation in this department, they are using Microsoft Excel and form to store the minute of letter. The problems that can be list are:

- I. Redundant name of minute
- II. Minute have been inserted in wrong file
- III. The letter has more than one copy in one file.

From that, the trainee in this unit also uses Microsoft Excel and form to store the minute of letter. For each file have the number and name. Below is the example of the minutes. From the example of minute, red color are normally a letters or documents outside from the university while black or blue are from the UiTM.

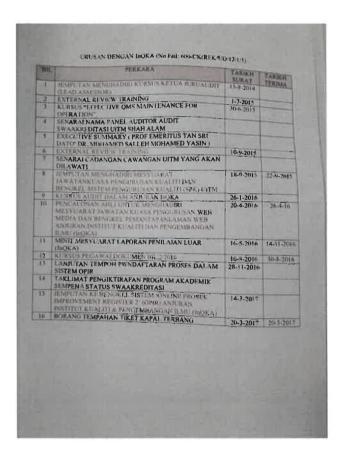


Figure 8: Minute File

3.1.2 Committee Member Convocation

As a committee member for Penyusunan Graduan Konvokesyen UiTM 88th on 11-12 April 2018 at Dewan Professional Uitm Kelantan. The trainee in charge for preparation of event and present arrangement while for convocation event in charge with student arranging, prepared, edits the Gerak Kerja Istiadat Konvokesyen, checking, sorting and arranging student card. The event was success and going with the flow. Since it a big event for UiTM, so from here the trainee learn how manage a big event and teach the trainee how to be multitasking and focus on this job. Arranging the big event quite challenging because this event involve with VIP's and as an organizer of event, we want to show a successful and event going with the flow without an error. It also gives the trainee a chance to experience to be a part of management team which is played the most important part in managing the events. From here the trainee learn how to que the student and arrange them to avoid confusion for them to receive a scroll on the stage.



Figure 9: Sorting Card of Each Session

3.1.3 Designing book cover

The design of book cover is for Unit Pengurusan Kualiti (UPK). The titles for the book are Kompilasi Artikel AKNC 2017. For this book cover needs to prepare at least four (4) designs to be chosen from Dr Ruslaina Yusoff, Ketua Unit Pengurusan Kualiti. In creating this book cover, Adobe Photoshop CS6 has been used to edit the book cover. This book will be send to main campus of UiTM Shah Alam, National Library and as a UPK references. The trainee gets the new knowledge in creating and designing because this is first time the trainee have been assign in designing the book cover. The trainee must follow the format and design a proper book cover since this book will be use as a reference for UiTM.

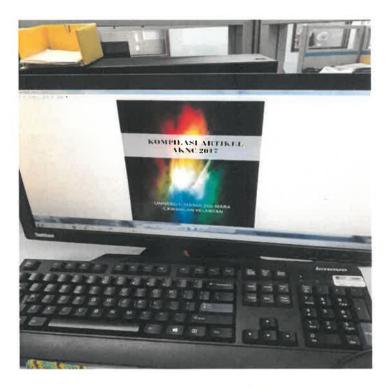


Figure 10: Book cover

3.1.4 Decorating EKSA at Unit Pengurusan Kualiti

Public Sector Conducive Ecosystem (EKSA) is a competition between departments that encourage the staff to create the new innovation for natural conducive environment in the Quality Unit. The staffs are discussing on how to create a new innovation using the recycle things such as newspaper, tissue, paper or plastic bottle in the corner of the office. The activity that has been done is the staff has to create the box to put the newspapers or magazines inside it and will be placed in the office. Despite on using the shelf in the office room, the boxes is functional to put any paper for staff references. The EKSA board is also being decorated by putting the information about EKSA and has been decorated using the material that has been used. The decoration of the EKSA competition will be marked by the judges. In particular, the rebranding was done to allow government agencies in expanding the implementation of government agencies in order to create a conducive environment and keep improving the corporate image of government sector. Moreover the aim is to ignite the creativity and innovation activities in line with the demands of stakeholders, encouraging activities towards creating a greener environment through acculturation Green Practices and ensure that meet the needs of diverse elements auditing agencies.





Before

After

Figure 11: Decorating Eksa

3.1.5 Secretariat

Act as secretariat for Bengkel Self-Review Report (SRR) on 27th May 2018 and Bengkel Anugerah Kualiti Naib Canselor (AKNC) on 28 May 2018 at HRDA. For the both Bengkel, the trainee in charge for preparation of event and present arrangement. Bengkel SRR aims to be one of the efforts to empower existing practices, so the benefits and rewards of SRR play an important role to see the extent of the achievement of quality management practices at UiTM Kelantan Branch. its objective is to provide an understanding of the methods of preparing an effective SRR report and also improving existing reports. The workshop participants comprised of 30 SRR writers from UiTM Kelantan Branch. For the Bengkel AKNC is a testament to the commitment of achieving quality practice at UITM Kelantan Branch. Effective planning and effective work are important elements of good writing and reporting. The objective is to give a briefing to each group about writing tips as presented by YBrs. Prof Dr Roziah Mohd Janor, Assistant Vice Chancellor (InQKA). Workshop participants consist of 65 academic staff and non-academic staff of Kelantan branch. The event was success and going with the flow.



Figure 12: Bengkel AKNC

3.1.6 Program Cybersafety for Students 2018

The trainee attends Program Cybersafety for Students 2018 at Sekolah Kebangsaan Belukar Machang, Kelantan. This program under Unit Misi Akademik & MDAB (UMAD) UiTM Cawangan Kelantan. The aims of this program is can be used as a platform for student related information about the cyber world and also use the internet properly. Expose and tips-tips to the students about the negative and positive effects with the use of internet among students. Then, raising awareness about the use of the internet safely among the students at school. The target audiences for the program was school students which to aware them from initial. This is because nowadays, the school students already know on how to use the internet nevertheless they still lack of the knowledge about the negatives sides that have in cyber world.





Figure 13: Program Cybersafety

3.1.7 Majlis Sambutan Hari Raya Aidilfitri UiTM

On 01st July 2018. The trainee attended the festive celebration at the administrative foyer as well as the lecturer's parking lot. The program was held to celebrate the celebration of the feast with lecturers and workers. In the morning, the trainee was asked to go downstairs to decorate the stalls at the parking lot of the lectures. After finished decorating, the trainee was asked to keep the booth waiting for the presence of the lecturers as well as the staff to come to the food provided at the Pejabat Am Rektor. Before the day of the event, the trainee was also asked to drop the signboard at each stall. For example signboard for Hal Ehwal Akademik Department, Hal Ehwal Pelajar Department and so on.





Figure 14: Hanging up Signboard

3.1.8 Sending out Memos and Letters

Every day, the trainee will help the staff to send out letters and parcels to the lecturer's pigeon hole and to other department in UiTM. Sometimes, the trainee will also helped staffs to send out memos and record logbook to other department. For example, sending letter to Rector Office, Administration Office, Division of Students and Finance Department.

3.1.9 Handling Incoming and Outgoing Calls

The trainee has been answered the call from UiTM staff and also from outside UiTM. For example they call ask about the Bengkel AKNC.

3.1.10 Shredding Document

The trainee has been shredded secret document from "Arkib Room" because the document is old enough. All file will be keep for five (5) years for audit. After that it will be shred to keep it as a secret because it's about staff UiTM information and cannot be thrown anywhere. Before shred all file must be list down in the "Borang Pelupusan Dokumen" and keep in the box to make sure it not missing that is closing file.

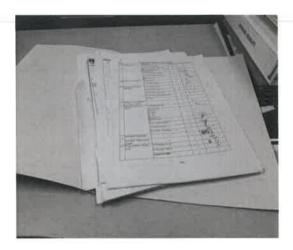


Figure 15: Document to shred

3.1.11 Running Errands

The trainee play an important role on running errands for UiTM. For example, helped with the registration for Bengkel AKNC and Begkel SRR. Besides, the trainee also helped going out to buy the office stationery. During convocation day, the trainee become one of the secretariat which handles the graduation arrangement which is their proper attire. The trainee also pasting signboard on each lane.

3.1.12 Record Information in PB record book

PB is stands for "Pejabat Bendahari". PB form from Bursar's Office for payment process. This PB record book record the data include the bill of treatment each staff. The trainee has been record the information from PB form and PK form into the PB record book such as date, item, PB number, PK number, Invoice number, PB date, and amount. Then, send the PB record book to the Finance Department. The PB record book will be checked and signed by Nik Siti Fatimah Mohamed Noor as an assistant accountant.



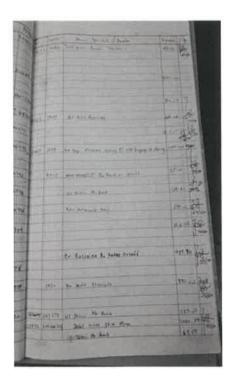


Figure 16: PB Record

3.1.13 Modify the File Room

The trainee was asked to modify the equipment in the Bilik Teratai (file room). The record room was renovated where all the rack arrangements were changed and the trainee cleared the room clean and tidy. File room are cleaned to prevent damaged files due to pests.





Before After

Figure 17: Bilik Teratai (File Room)

3.1.14 Donation Ceremony

In the month of Ramadhan the trainee was assigned to join a donation event. This ceremony took place at Masjid Belukar, Machang Kelantan. At this ceremony, various donations provided by UiTM such as clothing and food to help the poor and needy people. From that, the trainee can share joy and gratitude for helping the needy.





Figure 18: Donation Stuff

3.2 Special Project

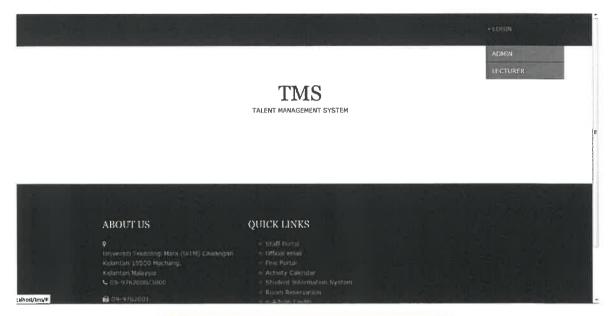


Figure 19: Interface Talent Management (TMS)

3.2.1: Project Overview

Talent Management System (TMS) is a system that will be used for lecturer. Currently all documents and activities are managed using a specific forms provided by the university. The utilization of too many different types of forms makes it complicated for the lecturers to keep and update data for a long period of time. Data losses and damages might occur during the whole period. This system also can make evaluation process lecture promotion is more systematic as it can provide controls against the environment, processes and techniques in appraisal of promotion lecturer. The system also provides a mechanism for processing and keeping lecturers' performance evaluation data that allows decision faculty level panel assessments are implemented and known easily as well fast.

3.2.2: Objective of the system

- To measure performance achievement and staff engagement to determine suitability and feasibility for promotion
- To keep and update data for a long period of time
- To increase the effectiveness to the staff performance assessments process for all faculty

3.2.3: Scope

This system aims to assist the management of faculty to implement evaluation of lecturer's performance for promotion purposes. The data to be assessed are the elements in the 5P criteria (pengajaran, penyelidikan, penulisan, pentadbiran dan perundingan). It also to allow information to be accessed through the internet and save time in evaluation of lecturer promotion. Other than that, enable the storage of lecturers' data in a safe and orderly manner and can make the evaluation process of a lecturer's rank more systematic.

3.2.4: Hardware and Software Description

3.2.4.1 Hardware Requirement

Laptop (Asus A55v Series)

Asus A55v Series one of Asus product that categorized as personal notebook by Asus Inc. It consists high quality materials including textured aluminum result in great product strength, a solid feel, and sophisticated aesthetics.

3.2.4.2 Software Requirement

JavaScript (JQuery)

JavaScript was formalized in the ECMA Script language standard and is primarily used in the form of client-side JavaScript, implemented as part of a Web browser in order to give enhanced user interfaces and dynamic websites. This enables programmatic access to environment. JQuery is a cross-browser JavaScript library designed to simplify the client-side scripting of HTML.

Warm Server 2.0

Wamp Server 2.0 is a Windows web development environment. It allows creating web applications with Apache2, PHP and a MySQL database. Alongside, PhpMyAdmin allows managing easily the databases. The function by using this software is as the temporary server for the system which is only for simulation not the actual system.

Database (MySQL)

MySQL is a multi-user SQL database management system (DBMS). MySQL is an open source relational database management system. The SQL part of MySQL stands for "Structured Query Language," which is the most common language used to access databases. Information in a MySQL database is stored in the form of related tables. MySQL databases are typically used for web application development and for embedded web applications, and have become a popular due to its speed and reliability and ease of use

PHP

PHP is general-purpose server-side scripting language originally designed for web development, to produce dynamic web pages. It is one of the first developed server-side scripting languages to be embedded into an HTML source document, rather than calling an external file to process data.

3.2.5: Logical design

3.2.5.1 Context Diagram Talent Management System

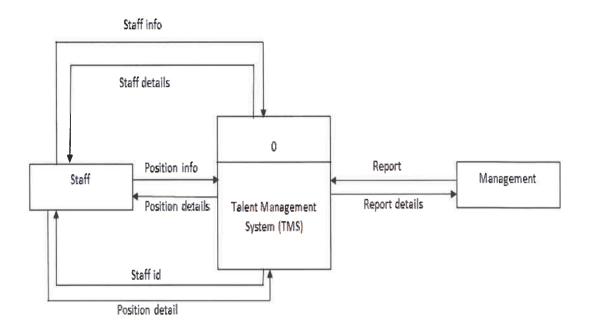


Figure 20: Context Diagram (CD)

3.2.5.2: Data Flow Diagram Talent Management System

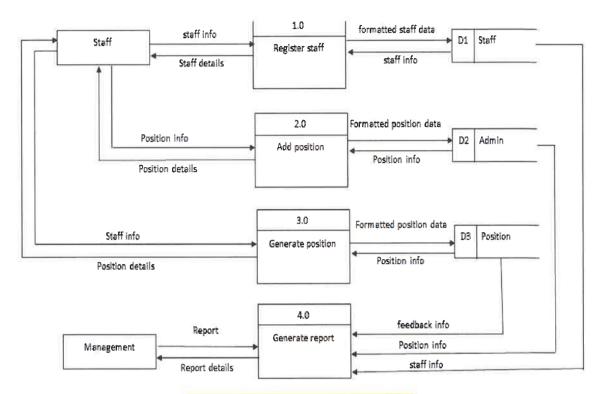


Figure 21: Data Flow Diagram (DFD)

3.2.5.3: Entity Relationship Diagram Talent Management System

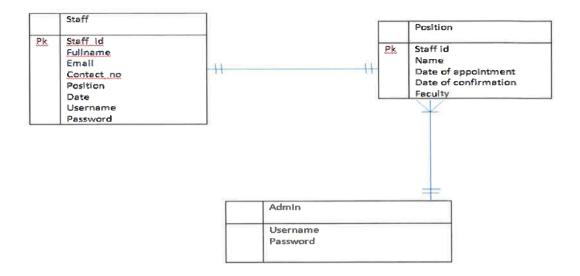


Figure 22: Entity Relationship Diagram

CHAPTER 4: CONCLUSION

4.1: Application of knowledge, skills and experience

Through five months industrial training at Uitm Kelantan, the trainee has gained a lot of knowledge about handling event and manages documents. The trainee had applied the knowledge and skills learnt from System Analysis and Design I and II subject in order to develop the system and website from the client. The trainee as well had explored furthermore on PHP coding independently by referring to other sources, such as from YouTube which is Learn PHP, tutorial PHP and so on. The experienced gathered from handling events and programmed including user training during studies in Faculty of Information Management, UiTM Kelantan also had benefited the trainee in order to communicate with the staff and to handle an event at the organization. In applying the knowledge during internship, there are a few of application that could implement with the information system field. The skills and experience in undertaking the task are really assisting her in completing the daily job. The efficiency are depends on the skills that applied into job scope by the trainee during their internship period. Including the strategic planning would come with maximum beneficial when the trainee could implement every their own specialties for the company. It is the great chance when they got work offer in continuing working as a permanent employee there.

For example about handling event, as a committee member for Penyusunan Graduan, the trainee in charge for present arrangement and in charge with student arranging for convocation event. The trainee also prepared, checking, sorting and arranging student card. From that, the event gives the trainee chance to experience to be a part of management team which is played the most important part in managing the events. The trainee also learn how to que the student and arrange them to avoid confusion for them to receive a scroll on the stage. Besides, the trainee learns how to make a correct format to create booklet for the movement of event. Moreover, for designing book cover of AKNC, the trainee uses Photoshop for edit the cover. The trainee get the new knowledge in creating and designing the book cover which is learn about the format and how to design a proper book cover since this book will be use as a reference for UiTM.

Other than that, the trainee can build the relationship. In early days, it is really awkward to communicate with most of the staffs in the department. However, in order to overcome the awkwardness between the intern student and staffs, the intern student approach and introduce themselves to the staffs. Building good relationships is important task of everyday life; social networking through communication and relationship is the most effective way someone can become successful in the workplace. An effective face to face communication is immense not only does it build relationship, but it helps intern student get a understanding of the task at hand as well as the desired outcomes of those tasks.

Industrial training also helps the trainee for interpersonal skills. This is the most common and one of the most essential skills during student internship period that the intern student gained at Unit Pengurusan Kualiti (UPK). This skill helps a person to interact with others in much better and pleasant manner. It is an art to present one's views, thought, and ideas before its listeners. It help to strengthen the students communication skills and indirectly help to improve the intern student self-esteem when talking to other people be it a student, lecturers, parents or staff itself. Other than that, during the internship period, it helped the trainee to build good communication skills with the other employees who has also been guidance in the best manner possible. The interaction and dealings with the staff helped the trainee broaden their social skills.

4.2 Personal thoughts and opinion

Throughout the industrial training, the student managed to learn some new working experience from the real working situation that been showed by the Unit Pengurusan Kualiti (UPK) UiTM Kelantan staffs. First, proper Self-Management. A proper self-management helps the trainee in handling the entire practical session. During the practical session, a good self-management teaches the trainee in handling the entire task perfectly. Unlike with having complication with job, it also could increase quality and productivity towards their job and projects because a good environment will drive them into improvement in work surrounding.

Other than, work experience. Work experience is important for a fresh graduate student. This is a valuable opportunity for trainee to gain experience before getting into the real working world. With the knowledge, skills and experience it will give the trainee opportunity to put what they learned into practice. Besides that, work experience also provides the ideal preparation for a future interview, because the trainee will have examples and experience to bring in an interview. Once have some form of practical experience in the workplace, having overcome a difficult interview questions by using existing knowledge.

Last but not least, communications and soft skills. The main lesson learnt that the trainee gained while working under Unit Pengurusan Kualiti (UPK) UiTM Kelantan is communications skills. The communication skill is very important in order to help the trainee prepare for the real working environment and also for future because a good communication skills can help someone to communicate well with others or during interview. This teaches the trainee to become fast thinker to entertain the query from students, lecturers and staffs.

4.3 Lesson learnt

Industrial training is a medium for trainee being exposed to real nature of work. It is good for a student who has none of working experience to learn about working environment. There has varieties of lesson learnt by the trainee during industrial training.

During industrial training, the trainee is more punctual compare when trainee is at the faculty. This is because the trainee feels more responsibility towards the working. In addition, the trainee brings the image of university and the family, thus the trainee should show positive attitude during training. The trainee always tried to arrive at the office at least 10 minutes earlier so that, the trainee has time to go to breakfast and prepare mind and physical before starting working. As stated in the article by Brett & Kate McKay, (2012), quotes from Horatio said that "I have always been a quarter of an hour before my time, and it has made a man of me". This is lesson learnt by trainee during the training. Punctuality makes the trainee be more confident and dependable. Brett & Kate McKay, (2012) mentioned that being punctual builds the self-confidence. Showing up on time teaches that a person can depend on them self. The more positive attitude, the more self-confidence will grow.

Other than that, the trainee has learnt about time management between tasks given and training report. In a day, trainee needs to complete the task given and make notes regarding the tasks. At the evening or free time, the trainee wrote the report on training log book. The trainee needs to divide time strategically in order to avoid the trainee become stressful with overloaded task. List making is one of strategy for trainee to manage time properly. The trainee also applied the skill that mentioned in article by University of Kent Careers and Employability Service, (n.d.) which is prioritizing in list making. It means that the trainee focus on urgent and important tasks rather than those that are less important.

In addition, during five months at UiTM Kampus Machang (Unit Pengurusan Kualiti), the trainee learnt to control of self-emotion. For example, when suggestions to make a special project for the UPK has been rejected due to certain reasons. The trainee has learnt to cope with disappointment by adjust the goals and mindset. The trainee does not give up and try to suggest for other activities. Moreover, it is same with a situation where the office staffs or top management assigns the trainee more tasks to do when the trainee already overloaded. The trainee learnt to control the emotion with always smile and keep positive mind. As stated in Mind tools editorial team, (n.d.) thinking about a positive aspect of situation that the person into, would makes the person look at the situation in a different way. This small change in mind can improve the mood.

Another skill that the trainee gains during industrial training is professionalism. Government institutions are common with professionalism attire and attitude. The trainee has learned a lot about professionalism especially in attire. At the faculty, the trainee is always wear casual and only wear formal attire during presentation or special occasion. Nevertheless, during training the trainee needs to looks professionalism everyday by wearing proper clothes to go to the office. Besides that, the trainee always put in mind to get professionalism skill, ones should treat others nicely and respect the others (Monster Career Coach, n.d.). At the same time, it will create harmonize environment in workplace.

The trainee has also gained self-esteem skill during training at UITM Kampus Machang. For instance, creating special project for the Unit Pengurusan Kualiti (UPK) has built up trainee's self-esteem. Dr Hatinah has given a trust to the trainee to implement the suggested projects at the UPK. The trainee agreed on the point wrote by Bowes (n.d.), the biggest challenge to inspire and maintain high levels of self-esteem among staffs is the ability of an organization to create a sense of staff self-responsibility. In other words, the staff must feel a sense of personal control over their work and their activities within the work environment. Then, they can suggest for improvements or giving opinion regarding their work. It is also relate to self-confident. Once we have the confident in conducting something, we are able to gain self-esteem that will make the life easier.

Last but not least, trainee gained teamwork skill through special project done during this training. For instance, event for convocation require trainee to have teamwork skill in order to divide the tasks given. The trainee also conducts the job with responsibility and able to complete the job at targeted time. UiTM Convocation require trainee to select and decide whether the equipment suitable or not to bring at the event to arrange at event for convocation. This is a big responsibility because the trainee needs to arrange properly because it teamwork involve event at UiTM. Thus, and responsibility the big connected value gained by the trainee during five months of industrial training.

4.4 Limitation and Recommendation

Unit Pengurusan Kualiti (UPK) is a growing organism that frequently upgrades their facilities and services. Nevertheless, there have some improvements that the UPK can do for support mission and vision. From the trainee observation, the department has install Closed Circuit Television (CCTV) at certain area only such as at main door and back door. It is the best if the department can provide CCTV inside the department. It is because the department shares the same work space with the Administrative Unit. CCTV very important because it can monitor and avoid theft of things from the office. Indirectly can prevent the percentage loss of goods. Besides that, as a platform to improve employee performance or quality. Employers who are able to monitor the performance of their employees may prevent fraud or burglary cases among workers.

Other than that, save record in the File Microsoft Excel. The limitations of saving the file in the Microsoft Excel is when using only one file can make the file size very big and the program run slowly. The data that has been kept has to break into smaller files and the files might be lost in the Microsoft Excel. The spreadsheets will become problematic as the data grows, new rows and columns get created will lead to bad results and decisions. Entering the data into Microsoft Excel manually can take a very long time especially the amount of data is large. Thus, the amount of time it takes to enter the data can be inefficient and can lead to boredom which is it will potentially cost inattentiveness. The recommendation for keeping the file of Unit Pengurusan Kualiti (UPK) is keep the files using E-Filling system. The file will be uploading from the computer and will automatically save in the E-Filling system. If the staffs need to find every file that mentions particular files, they could search the document database for every mention of that name. This wills turns the ordinary files into huge database of information which is that can be used for management purposes. Moreover, the switch to electronic documents can save the cost of organization. If a company uses an off-site storage facility the cost to store and retrieve files is equally expensive.

In addition, lack of staff at workplace. Only one staff manages the tasks in this unit. The trainee suggests higher more employees at this unit. This is because making it easier for work to be set up quickly. When the employee increases then this unit can solve the problem well. For example, if the employee in charge of the unit is forced to take leave there are other staff that will monitor all activities in this unit.

Furthermore, lack of IT staff & skills. The staff in Unit Pengurusan Kualiti (UPK) also still lacking in using the IT. Some of the staff might have the skills since they went to seminar about information technology. Other than that, there are no IT staffs available in the office for when they are any problem regarding the IT related. If there are any problems, they need to call the IT department to come and check.

Last but not least there are no specific rooms for record. It is because it was a part of pantry which the staff having a lunch in the room. The record room should be clean from any food. If any leftover in the file room can cause the presence of pests. It can make file being damaged. The trainee suggest, this unit needs to store files only and will not allowed to eat and drink to avoid the record will be damaged.

Conclusion

Industrial training is a good platform to expose to the trainee the real situation of working field. Besides, from this the trainee can gain a new knowledge, skills and experience. Industrial training also helps trainee gaining soft skills and ways to interact with new people regardless of their position in the industry. Other than learning in university, the trainee is able to apply the knowledge and skills that they have from the university to the industry. Industrial training also essential for fresh graduate to gain practical knowledge and applied knowledge, content, skill gained at the faculty. The time frame is appropriate for the trainee to gain skills and adapt to working environment.

In contrast, industrial training can be good benefit for organization or company because they may benefits from the quality of support, fresh idea and energy that the trainee bring into the work environment. In the case of IT industry, the industrial will also teach them how the environment will be when they join any company or organization. Industrial training also gives the trainee exposure to trainee on the tool used in the industry. This will make the trainee understand what their value addition is and what value the trainee can give to the industry. The industrial training will make the trainee job ready faster.

Nevertheless, training activities and special project conducted by the trainee has gave valuable lesson such as punctuality, time management, control of self-emotion, professionalism, self-esteem and team work. These six lessons have given added value to the trainee to compare for get a job in future. In addition, the trainee got to sharpen communication and public relation skills during this training. As a conclusion, this industrial training helps the trainee to gain an extra knowledge other than has been learned in university. From this training also, teaches the trainee to improve their soft and hard skills. In Unit Pengurusan Kualiti (UPK) are focusing more on human resources field and documentation rather than information technology. This job scope gives a chance to acquire another knowledge that involve in real life working environment.

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APPENDICES

Appendix 1: Activities picture



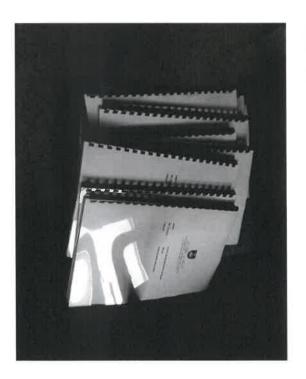








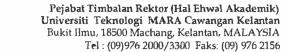






Appendix 2: Request form

Unit Misi Akademik & MDAB (UMAD) Tel: (09)976 2041 Faks: (09) 976 2156 Email: misiakademik@gmail.com





Ruiukan kami

100-CK (HEA-UMAD 26/7/1)

Tarikh

26hb Jun 2018

Dr. Ruslaina Yusoff Ketua Unit Pengurusan Kualiti Universiti Teknologi MARA Cawangan Kelantan **Bukit Ilmu** 18500 Machang **KELANTAN DARUL NAIM**

التكالانها يكن تختانان وتهاشا

Dr.

PERMOHONAN MEMINJAM SEORANG PELAJAR PRAKTIKAL UNTUK MEMBANTU UNIT MISI AKADEMIK DAN MDAB DI DALAM PROGRAM 'CYBERSAFETY FOR STUDENTS 2018' DI SEKOLAH KEBANGSAAN BELUKAR.

Perkara di atas adalah dengan hormatnya dirujuk.

Adalah dimaklumkan bahawa pihak Unit Misi Akademik dan MDAB ingin meminta jasa baik pihak puan untuk memberikan kebenaran kepada pihak kami untuk meminjam seorang pelajar Praktikal Unit puan iaitu Dewi Setiani Binti Joepri untuk membantu kelancaran Program 'Cybersafety for Students 2018' di Sekolah Kebangsaan Belukar. Maklumat program ini adalah seperti berikut:

Tarikh

28hb Jun 2018 (Khamis)

Waktu

: 8.00 pagi - 11.00 pagi

Tempat : Sekolah Kebangsaan Belukar (SK Belukar)

Sehubungan itu, pihak kami memohon jasa baik daripada pihak puan untuk memberikan kebenaran terhadap perkara ini. Di masa depan, jika pihak puan memerlukan bantuan daripada pihak Unit Misi Akademik dan MDAB daripada segi bantuan tenaga kerja, In Shaa Allah kami boleh membantu. Kerjasama daripada pihak puan amat kami hargai dan didahului dengan ucapan terima kasih. Sekian. Terima kasih.

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Appendix 3: Photocopy of certificate



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Gijil Penghargaan

Dengan ini mengesahkan bahawa

DEWI SETIANI BT JOEPRI (No.KP 941008-03-6222)

Telah menamatkan Latihan Industri dengan jayanya

di

Unit Pengurusan Kualiti (Universiti Teknologi Mara Cawangan Kelantan)

dari

1 Februari 2018 – 30 Jun 2018

DR.HJ.TUAN MOHD ROSLI TUAN HASSAN Rektor



UNIVERSITI TEKNOLOGI MARA KELANTAN

Sijil Penghargaan & Ucapan Terima Kasih

Dengan Bangganya Sijil Penghargaan dan Ucapan Terima Kasih ini Dianugerahkan Kepada

DEWI SETIANI JOEPRI

di atas sumbangan bakti dan kerjasama yang telah diberikan sebagai

AJK PENYUSUNAN GRADUAN
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Semoga komitmen dan semangat ini akan berterusan di masa hadapan



DR. HAJI TUAN MOHD ROSLI TUAN HASSAN Rektor

Appendix 4: Medical Leave

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Appendix 5: Photocopy of logbook

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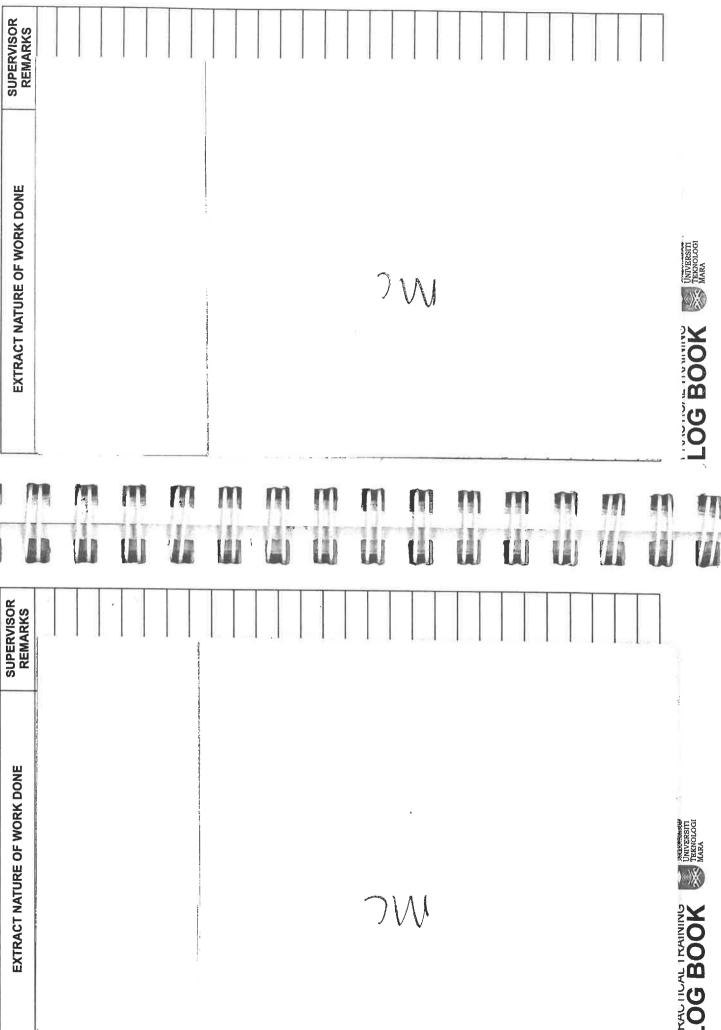




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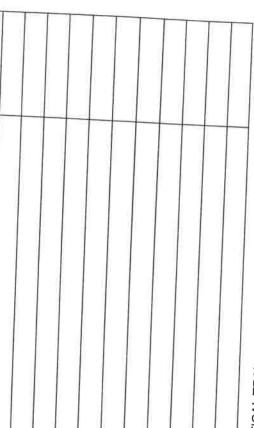
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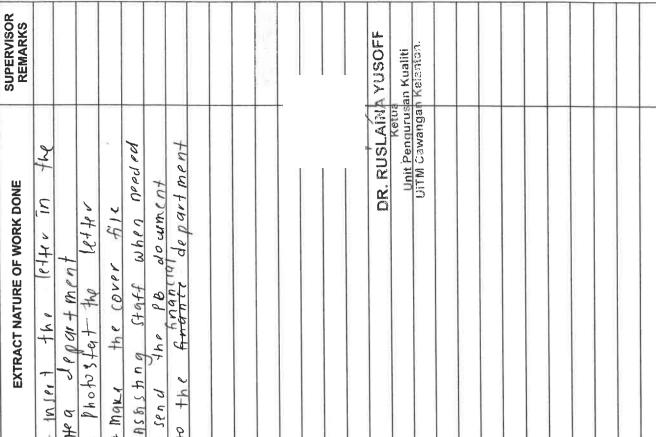
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DR. RUSLAMA YUSOFF

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DR. RUSLAMIA YUSOFF

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DR. RUSLAMA YUSOFF Ketua Unit Pengurusan Kualiti UiTM Cawangan Kelentar

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