UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
RESEARCH INDUSTRY LINKAGES & ALUMNI
UNIVERSITI TECHNOLOGI MARA KELANTAN (MACHANG CAMPUS)
BUKIT ILMU 18500 MACHANG KELANTAN

SPECIAL PROJECT : E-PRIMAL

BY
NIK INTAN SYAHIDDATUL NUR BINTI JAILANI
2015259224

IM245 - BACHELOR OF SCIENCE (HONS.) INFORMATION SYSTEM MANAGEMENT
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN

01 AUGUST 2017 – 31 DECEMBER 2017

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FACULTY SUPERVISOR
DR. KHALID ABDUL WAHID

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

01 AUGUST 2017 – 31 DECEMBER 2017

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 declaring 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

_____

Nik Intan Syahiddatul Nur
2015259224

Date of submission: 9 January 2018

ABSTRACT

This industrial training report consists of 4 chapters and they 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 consists of training activities and special project and the last chapter is chapter 4 which has the conclusion of the report. In order to complete study, trainee needs to undergo 5 months of practical training in industry starting from 1 August 2017 until 31 December 2017. Research Department under UiTM that has been selected by trainee is Research Industrial Linkages and Alumni (PJIA). There are Unit of Research Management & Innovation (URMI), Industrial, Community and Alumni Network (ICAN), Malaysian Academy of SME & Entrepreneurship Development (MASMED), Poverty Eradication Research Centre (PERC) and Creative Hub and Media (CMT). Every unit has their own specialty, with interesting task and function. During five months of training, trainee got opportunity to learn office management in UiTM. Training schedule has been prepared by the Executive Officer in PJI for the trainee to learn important task. Besides that, student also learn to improve communication skills, learn to be more discipline and punctuality. 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 person in future.

ACKNOWLEDGEMENT

Assalamualaikum w.b.t.

Alhamdulillah I have completed my industrial training and inshaAllah will be completed my bachelor studies. First of all, I feel thankful to the Almighty for the blessing given to me to complete this industrial training report.

Secondly, I am thankfully to my IMC690 (Industrial Training) lecturer Madam Nurulannisa Binti Abdullah who had helped me a lot in completing this report.I also want to thank my supervisor either from Faculty and Organization, Dr Khalid Abdul Wahid, Dr Wan Fairos Wan Yaacob and Dr Syerina Azlin Md Nasir for their help and supervision. The understanding, encouragement and continuous support from their throughout the duration of fulfilling this assignment are most appreciated.

Besides that, I also would like to wish the biggest thank to all UiTM's staffs Research, Industry Linkages & Alumni Department's staffs who have directly or indirectly taught and give opinion for me to conduct special project at the library. I am feeling lucky to get their guidance, knowledge sharing and encouragement throughout these five months. It is most precious experience in my life.

Last but not least, thank you to my friends and other practical members for the ideas and advise that they have given to me. They helped me a lot in completing the industrial report, and without their help and advice, I could not able to do the industrial training

report well.

Thank you.

Sincerely,

.....

(Nik Intan Syahiddatul Nur Binti Jailani)

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INDUSTRIAL TRAINING BRIEF

Bachelor students from Faculty of Information Management are compulsory to go for industrial training at organizations either government sector or private sector. The training is a part of academic subject, IMC 609 that requires final year students to undergo training at selected organization. This industrial training provides pre-professional work experience for the students. The period of industrial training is six months includes presentation of knowledge gained during training and the semester break.

Students are required to choose any information agencies for industrial training's placement whether it is paid or unpaid. The students have to work under supervision of experienced information professional. Therefore, students are able to learn more on management, gained added skills and practical knowledge that are possibly different at the class. For this industrial training, students will be grade through the assessment that comes from report of organization itself, industrial training report prepared by the students and presentation at the end of training period.

The main **purpose of industrial training report** is to gather all the data gained and reorganized it to be as new information for readers. Potential readers are from students of Faculty of Information Management who want to search for information regarding libraries or agencies that have been explored by alumni of their faculty. Thus, it can be as the medium to spread knowledge gained to readers. Generally, this report contains 4 chapter where chapter 1 and chapter 2 are regarding the organization. Meanwhile in chapter 3, student was describing work done by his or her during the training. It will also include special project that the student have done which give an impact to the organization. In contrast, chapter 4 will be discussing the lesson learnt by the students throughout all activities that have been done. On the other hand, it is also contains suggestions and recommendations at chapter 4.

OBJECTIVES OF INDUSTRIAL TRAINING

The main objective of industrial training for the students is to give them working experience with specific task and responsibilities. The relevant of giving at least four months working experience at selected organization is most of the students do not have chance to work in office especially in information management's field. Therefore, with the existing of this subject, students can get the image on working in field that they have learnt.

Information agencies are service based industries which can give a lot of new skills and sharpen the existing skills such as communication skill. Thus, the second objective of industrial training is adding marketability for the students to apply for a job. Currently, industries are more welcoming for new employment with job experience. This is because they are able to cut cost for sending their new staff for job training. Thus, industrial training would give added value for the students in jobs application.

Other than that, students are able to apply the knowledge gained in the class to the working environment. For example, students have learnt on communication skill, office management and planning in the class which they can implement it to the training's place. Students can make suggestion and help them to meet the current demand which could increase their image and reputation. Therefore, the knowledge gained can give benefit to the students itself and to the organization.

References

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APPENDICES

APPENDIX 4:

FORM

INTERNATIONAL JOINT CONFERENCE 2017

Thank you for attending the International Join Conference (IJC) 2017. Please give us proper feedback regarding the proceeding of international joint conferences 2017 so that we can improve this conference base on the result of this questionnaire. Your feedback is greatly appreciated as your comments will enable us to better plan and execute future conferences and tailor them to meet your needs.

* Required

Skip to question 1.

1. **Gender**
   Mark only one oval.
   - ◯ Female
   - ◯ Male

2. **Age** *
   Mark only one oval.
   - ◯ 18 - 25
   - ◯ 26 - 30
   - ◯ 31 - 35
   - ◯ 36 and above

3. **What is your marital status?** *
   Check all that apply.
   - ☐ Single
   - ☐ Married/ Remarried
   - ☐ Separated
   - ☐ Divorced/ Widowed

4. **What is your participation status?** *
Mark only one oval.

- ◯ Presenter
- ◯ Student presenter
- ◯ Participant

5. **Which university do you represent?**

6. **How did you hear or learn about this conference?** *
Mark only one oval.

- ◯ Brochure
- ◯ Flyer
- ◯ Ad in [PRINT MATERIAL]
- ◯ Sales Call
- ◯ Conference Web Site
- ◯ Referral
- ◯ Fax
- ◯ E-mail / Newsletter
- ◯ Other

7. **Please specify the main reason for attending this conference:** *
Mark only one oval.

- ◯ Content
- ◯ Networking
- ◯ Personal growth & development
- ◯ Speakers
- ◯ Other

8. **How many external conferences/seminars do you attend, on average, in a year?** *
Mark only one oval.

- ◯ 1 - 2
- ◯ 3 - 5
- ◯ 6 or more

9. **Did the conference fulfill your reason for attending?** *
Mark only one oval.

- ◯ Yes -- Absolutely
- ◯ Yes -- But not to my full extent
- ◯ No

10. **What was the most beneficial aspect of the conference?** *

11. **Which speaker were you mostly interested in listening to?**
Mark only one oval.

- ◯ Professor T. Ramayah (Speaker Workshop 1)
- ◯ Professor Dr. Mohamad Noorman Masrek (Speaker Workshop 2)

12. **Would you recommend this conference to others?** *
Mark only one oval.

- ◯ Yes
- ◯ Maybe
- ◯ No

13. **Was the cost of this event a good value?** *
Mark only one oval.

- ◯ Yes
- ◯ Maybe
- ◯ No

14. **What other topics or themes are of interest to you for a conference?** *

15. **Overall how would you rate the International Joint Conference 2017 presenters?** *
Mark only one oval per row.

	Undecided	Unsatisfactory	Satisfactory	Good	Excellent
Demonstration of expertise on the topic	◯	◯	◯	◯	◯
Effective responses to questions	◯	◯	◯	◯	◯
Solicitation of audience participation	◯	◯	◯	◯	◯
Overall rating for presenters/conference faculty	◯	◯	◯	◯	◯

16. **Overall, how would you specifically rate the morning plenary presentation?** *
Mark only one oval per row.

	Undecided	Unsatisfactory	Satisfactory	Good	Excellent
Demonstration of expertise on the topic(s)				◉	◉
Clarity of presentation					
Level of new information provided					
Effectiveness of presentation					
Overall rating for presenter					

17. **Overall, how would you specifically rate the keynote presentation?** *
Mark only one oval per row.

	Undecided	Unsatisfactory	Satisfactory	Good	Excellent
Demonstration of expertise on the topic(s)		◉		◉	
Clarity of presentation					
Level of new information provided					
Effectiveness of presentation					
Overall rating for presenter					

18. **Overall how would you rate the content of workshops included in this year's program?** *
Mark only one oval.

- ◉ Organization of materials
- ○ Clarity in presentation of materials
- ○ Quality of information and skills provided that will be helpful to my work
- ○ Amount of new information learned
- ○ Overall content of workshops

19. **Please indicate your overall satisfaction with this conference.** *
Mark only one oval per row.

	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Dissatisfied
Registration process		◉			
Scheduling and timing		◉			◉
Conference content					
Choice of facility/ Venue		◉		◉	◉
Food & Beverage					
Parking and directions		◉		◉	

20. **As you reflect on the information provided throughout the conference program, what information was most helpful to you as a social worker/practitioner?** *

21. **As you reflect on the information provided throughout the conference program, what information was least helpful to you as a social worker/practitioner?** *

22. **What specific topic(s) would you like to see included in next year's annual conference?** *

23. **Please use the space below to share any additional comments and/or suggestions you may have.** *

Powered by
Google Forms

CADANGAN KANDUNGAN MAKLUMAT

A. Info UiTM Cawangan Kelantan

1. Latar Belakang
   i. Pengenalan
   ii. Sejarah Penubuhan
   iii. Fakta & Angka
   iv. Lokasi Kampus
2. Profil Korporat
   i. Pengurusan Eksekutif
   ii. Dasar, Visi & Misi
   iii. Moto (Usaha, Takwa, Mulia)
   iv. Objektif
   v. Piagam Pelanggan
   vi. Logo Rasmi
   vii. Lagu Rasmi
3. Organisasi
   i. Fakulti
   ii. Pejabat
   iii. Pusat Pengajian
   iv. Akademi Pengajian

B. Pencapaian

1. Potret Kejayaan
   i. Rakan-rakan Bidang (Kepakaran)
   ii. Anugerah /Sanjungan (Kampus/Staf/Pelajar)
   iii. Alumni
2. Program
   i. Program Semasa / Akan Datang
   ii. Galleri Program (2015 - 2017)

C. Kehidupan Kampus

1. Staf
2. Pelajar

D. Pautan Pantas / Link Laman Web Rasmi UiTM

1. UiTM Kampus Machang
2. UiTM Kampus Kota Bharu
3. UiTM Malaysia
4. Pengambilan

BORANG ALUMNI UiTM CAWANGAN KELANTAN

UNIVERSITI TEKNOLOGI MARA

Universiti Teknologi MARA Cawangan Kelantan
Bukit Ilmu, 18500 Machang, Kelantan, Malaysia
Tel : 09 9762251/2252 Faks : 09 9762253
E-Mail : tppjikln@kelantan.uitm.edu.my

PAUK
PERSATUAN ALUMNI UiTM KELANTAN

Bahagian Penyelidikan,
Jaringan Industri & Alumni

Untuk Kegunaan Pejabat

Dikemaskini Oleh : .....
Tarikh : .....

BORANG MAKLUMAT

A. DATA PERIBADI

Nama : .....
No K/P Baru/Lama : .....
Jantina : ☐ Lelaki ☐ Perempuan
Alamat : .....
.....
Email : .....
No. Tel (Rumah) : .....
No. H/P : .....
Fakulti Dahulu : .....

B. KELULUSAN YANG DIPEROLEHI

Kelulusan	Kursus / Program	UiTM / IPT Lain	Tarikh Tamat
☐ Kedoktoran	:	.....	.....
☐ Ijazah Sarjana	:	.....	.....
☐ Ijazah Sarjana Muda	:	.....	.....
☐ Diploma	:	.....	.....
☐ Sijil	:	.....	.....
☐ Lain-lain	:	.....	.....

C. DATA PEKERJAAN TERKINI (sila lampirkan "business card" jika ada)

Jawatan : .....
Alamat Majikan : .....
No.Tel Pejabat : .....
No. Fax : .....

D. SILA NYATAKAN SEKIRANYA ANDA BERNIAGA (sila lampirkan "business card" jika ada)

Jenis Perniagaan : .....
Alamat Syarikat : .....
No. Tel. Syarikat : .....
No. Fax : .....

CHAPTER 1: INTRODUCTION

1.0 Background of the organization

A UiTM's student named, Nik Intan Syahiddatul Nur Bt Jailani have choose her origin study place that are located in east coast which is in Kelantan, University of Technology MARA Machang Campus as the place of industrial training. The student intends to dive deep into the true working area of education field when she applied to be an intern in Research, Industry Linkages & Alumni Department. University of Technology MARA is the one and only university exists to support malay nations and Bumiputeras for their rights to study in our own country. University of Technology MARA Kelantan Machang Campus formerly known as MARA Institute of Technology, 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 at Kijang Camp located approximately 8 kilometers from Kota Bharu town owned by Majlis Pengakap Negeri Kelantan (Kelantan Scout Council). The renovations of some old buildings and the construction of new buildings were funded by the Central Government at a cost of RM 1.5 million. UITMCK is growing rapidly in its quest to become a premier higher learning center in Kelantan and always strives to make UiTM a World Class University. UiTM Kelantan Branch is growing with the establishment of the Kota Bharu Campus in July 2007.

The history of University of Technology MARA began in 1956 until 1965 as Dewan Latihan RIDA (RIDA Training Centre). According to UiTM's Official website, RIDA (Rural & Industrial Development Authority) Training Centre was the inspiration of Dato' Onn Ja'afar, the founder and former president of United Malays National Organisation (UMNO). The idea was conceived as a result of a study visit to Ceylon in 1951 (now Sri Lanka) to look into its rural development programme in 1951. A resulting working paper outlined the establishment of RIDA (Rural and Industrial Development Authority) and its objectives of rebuilding the rural society, as well as improving rural the community's economy. There were two centres under the auspices of RIDA which are Taman Asuhan RIDA (Kuala Lumpur) and Dewan Latehan RIDA (Petaling Jaya). Dewan Latehan RIDA began operations in November 1956 under its first principal, Tuan Syed

Alwi bin Syed Sheikh Alhadi. It was officially opened by Dr Ismail bin Dato' Abdul Rahman, the Minister for Trade and Industry on 14 February 1957.

Dewan Latehan RIDA conducted several external professional courses offered by established international bodies, such as the London Chamber of Commerce, the Australian Chartered Secretaryship, the Australian Society of Accountants and the British Institute of Management. In 1964, Dewan Latehan RIDA held its first convocation and 50 graduates were awarded certificates by Tun Abdul Razak, the then Deputy Prime Minister of Malaysia. Dewan Latehan RIDA became known as Maktab MARA or MARA College, in June 1965.The name change also meant that the college no longer operated under RIDA, instead became the most important unit of the MARA Training Division.

MARA, which stands for "Majlis Amanah Rakyat" or the Council of Trust for the Indigenous People took over and strengthened the role and responsibilities of RIDA. In 1966, when the British Institute of Management ceased conducting external examinations, MARA College began running its own Diploma in Business Studies. International recognition for the course came from Ealing Technical College of London, which also became its external examiner. This linkage with an internationally established institution proved to be the first of many future linkages, a tradition that started in 1956 with Dewan Latehan RIDA, and still continues until today in UiTM. MARA College was officially renamed Institut Teknologi MARA on 14 October 1967. Its establishment came as a response to a crucial need in the country for trained manpower at professional and semi-professional levels, especially among bumiputeras. This shortage was identified through a manpower survey conducted by the government in 1965 collaboration with the United Nations.

ITM's rapid development during those years had come about with the expansion of its educational programmes, which were in line with the requirements of an increasingly demanding job market. Many courses were internationally affiliated and the institute offered advanced diploma courses, which were the equivalent to general degrees.

ITM's development is best seen from three phases that spanned a period of 32 years. The first phase (1967-1976) came with the declaration of the institute as an autonomous body with its own 300-acre campus in Shah Alam, and was placed under the Ministry of Rural Development.

The second phase (1976-1996) saw ITM rapidly harnessing its potential as an institution of higher learning. It led to the passing of the ITM Act of 1976 that placed the institute directly under the Ministry of Education.

The third phase (1996-1999) came about as a result of an amendment to the 1976 Act which put ITM on par with all the universities in the country. For functional purposes, ITM was granted all the powers of a university. But its historical name was retained until August 26, 1999. The main areas of change are as follows:

- The governing body of ITM, the Council, was converted into the Board of Directors with a larger private sector representation than before;
- The Board of Directors was given the power to enact on behalf of the Institute;
- A Senate was created;
- Many principal officers of ITM were re-designated. The Director was renamed Rector, the Head of Campus became the Provost, while Principal and Senior Lecturers were re-designated as Professors and Associate Professors, respectively;
- Each School was redesignated as a Faculty;
- ITM was given the power to confer degrees up to Ph.D' level;
- ITM was given the unique power to establish courses and campuses abroad with permission from the Minister of Education;
- The Institute was conferred additional powers to enable it to conduct business, invest in shares, set up companies and engage in commercial research;
- Disciplinary powers over staff were transferred from the Minister to the Board of Directors;
- To improve staff accountability, the Institute was bestowed the power to impose a surcharge; and
- The procedural rights of students in disciplinary proceedings were strengthened.

In August 1999, the then Prime Minister of Malaysia, YAB Dato' Seri Dr Mahathir Mohamad announced the change in name of ITM to Universiti Teknologi MARA (UiTM). With such acknowledgement from the government, a major restructuring exercise was carried out in order to consolidate the University's resources for optimum productivity. UiTM aspires to be world

class in all its endeavours and forges ahead in a direction that is in tandem with the latest developments in the world. As UiTM moves forward, it remains focused on academic excellence, innovation, socio-economic goals, worldwide accreditation, globalisation and new technologies in order to contribute to industry and national development.

Act 173 was drafted in conjunction with the establishment of UiTM. It is deemed essential as the Act provides guidelines for maintenance and smooth administration as well as other pertaining matters. The Act also serves as an acknowledgement of the institution's transition from an institute to a university, and the authority bestowed upon it to function like any other university. This includes the offering of courses of studies and the conferment of degrees at all levels.

a) University Logo

UNIVERSITI TEKNOLOGI MARA

Figure 1: UiTM Logo

b) University Motto

"Usaha, Taqwa, Mulia
(Endeavour, Religious, Dignified)"

c) University 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.

d) University Mission

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

e) University 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.

d) University Map

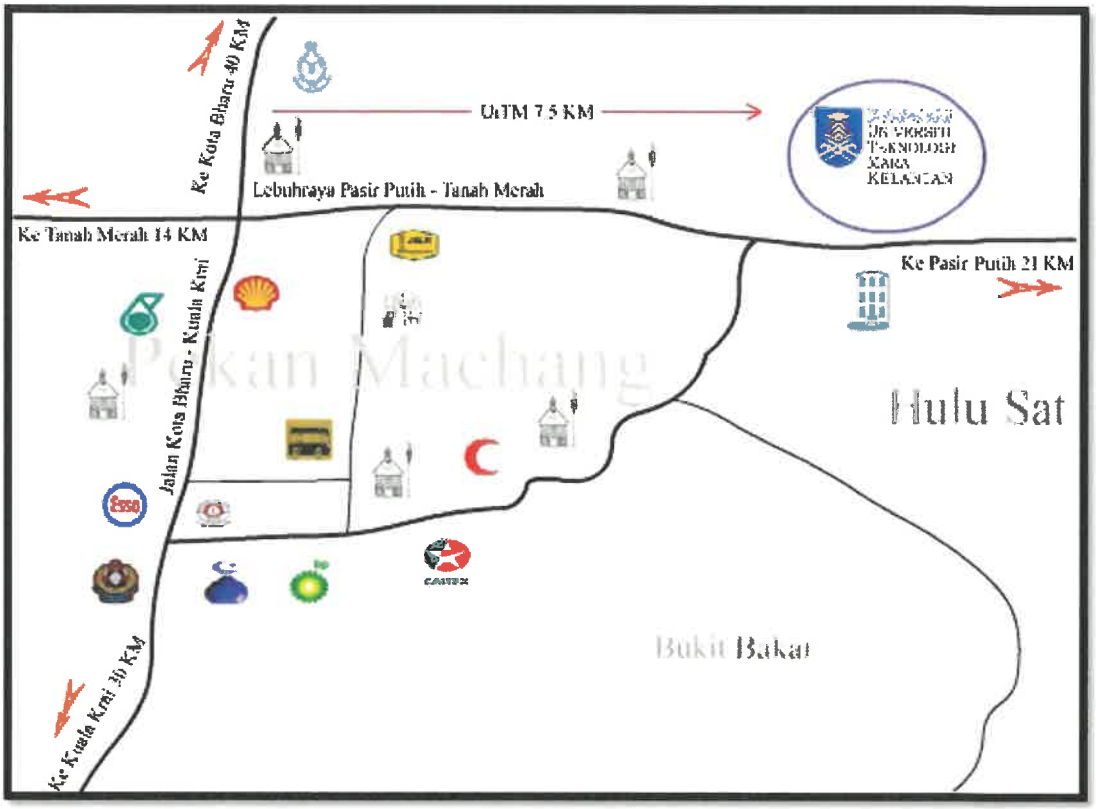

Figure 2: UiTM's Map

Organizational Structure of University of Technology MARA

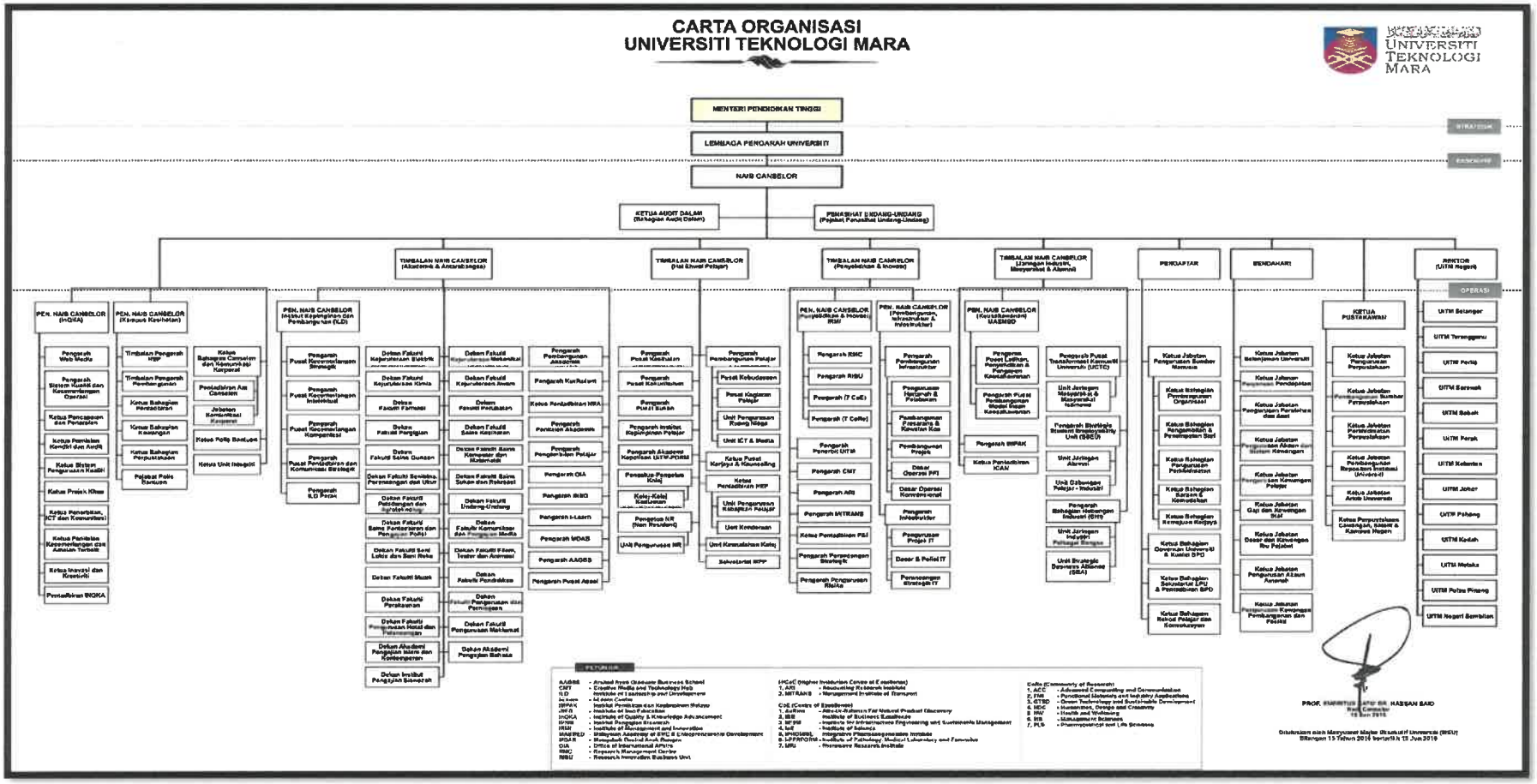

Figure 3: Organization Chart of UiTM

1.1 Research, Industry Linkages & Alumni Department

Figure 4: Research, Industry Linkages & Alumni Department

Research, Industry Linkages & Alumni Department was formally established in 2009 and is in charge of managing matters related to entrepreneurship, research, consultancy, alumni, intellectual property protection and commercialization. PJI & A are also entrusted to assist academics in the field of writing by increasing the value-added of research findings to be published in high-impact journals. Apart from that, PJI & A also collaborates with government agencies, private organizations and communities to set up programs that can increase graduates' marketability, generate research opportunities and provide community services to surrounding people.

a) Location

It is located at the entrance of The Administrator Block (Bahagian Pentadbiran) which can be recognized only by looking to its main entrance. The transparent-glass door used not only make it recognizable yet interactive. Eventhough it is small in space, but equivalent to its function. Most of the lecturers tend to visit for a certain purpose. It has modern-temporary look office and comfortable for everyone who come in whether for work or for personal purpose. It has approximately 12 rooms excluding the pantry that makes the room 13 in total. Meeting room is the most famous room as it is used around under the average 8-10 times a week. Apart from it, holding room will be the second room to be used for the any event and it is the place for very important person (VIP) during the event.

CHAPTER 2: ORGANIZATION INFORMATION

2.0 Research, Industry Linkages & Alumni Department

Figure 5: Research, Industry Linkages & Alumni Department

Nik Intan Syahiddatul Nur Bt Jailani as an industrial training's student in UiTM has been assigned to do industrial training under Research, Industry Linkages & Alumni Department for five months starting from 1st August 2017 until 31st December 2017. Research, Industry Linkages & Alumni Department was formally established in 2009 and is in charge of managing matters related to entrepreneurship, research, consultancy, alumni, intellectual property protection and commercialization. PJI & A are also entrusted to assist academics in the field of writing by increasing the value-added of research findings to be published in high-impact journals. Apart from that, PJI & A also collaborates with government agencies, private organizations and communities to set up programs that can increase graduates' marketability, generate research opportunities and provide community services to surrounding people.

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2.1 Departmental Structure

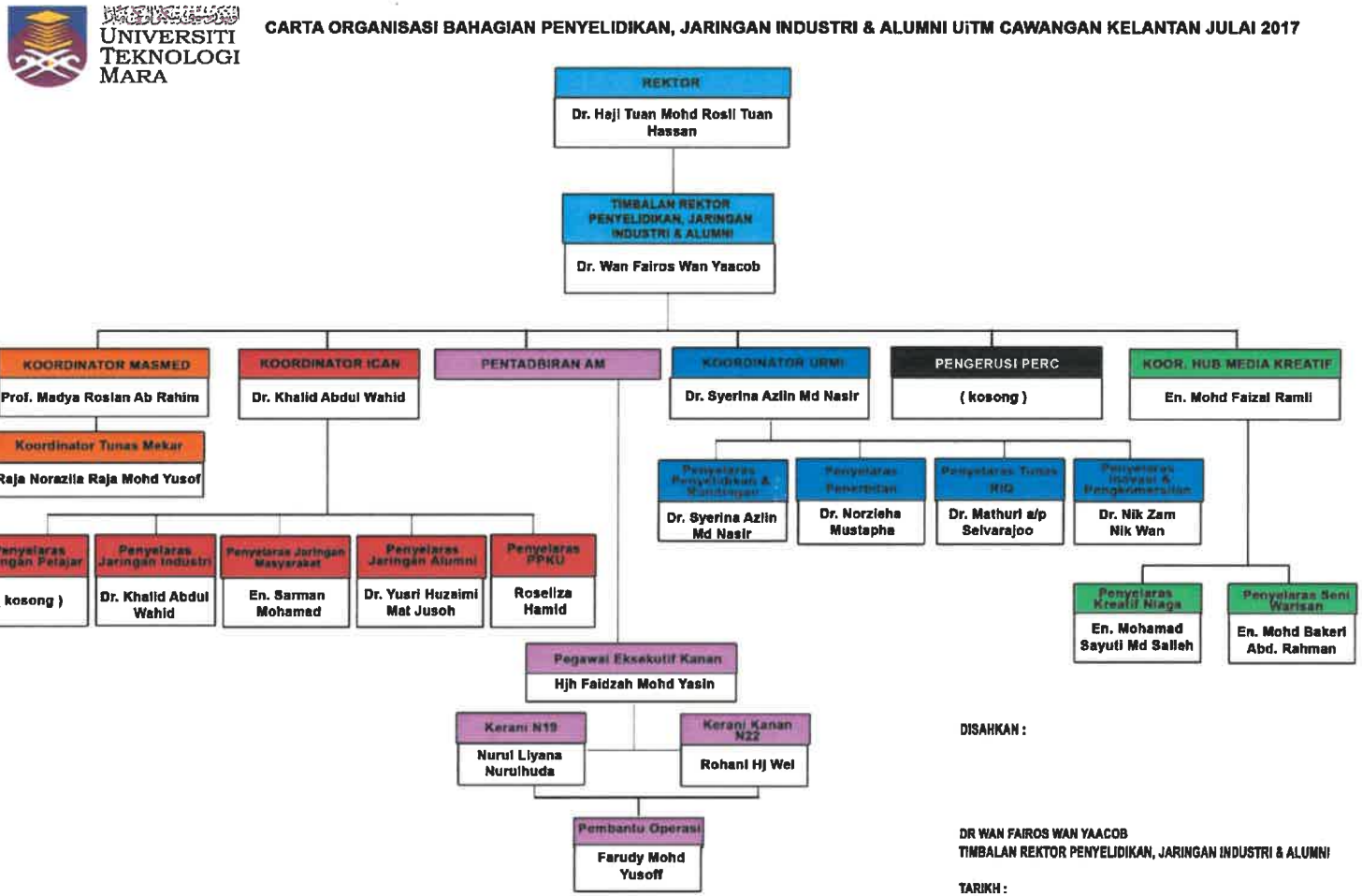


Figure 6: Organization Chart of Research, Industry Linkages & Alumni

2.1.1 Function

Table 1: Function of Research, Industry Linkages & Alumni Department

Function	Activities
URMI	• Research & consultancy management • Innovation and Commercialization • Publishing • Tunas Kumpulan Inisiatif Penyelidikan (TRIG)
ICAN	• Student Linkages- Industry • Academy Linkages- Industry • Community Linkages • Alumni Linkages
MASMED	• Student Entrepreneurship • Entrepreneurship Education • Entrepreneurship Development • Tunas Mekar
PERC	• Social Entrepreneurship • Poverty Eradication Program
CMT	• Center of Excellence Talent • Development and Innovation Program of Innovation and Creativity of Heritage Art • Platform that combines Creative Arts

	• Creating ideas, creativity and innovation that can be commercialized
General Administration	• Matters pertaining to the affairs of the PJI Division General Office • Communication facilities such as postal service, telephone, facsimile, copying machine (photocopy), customer service, counter. • Office cleaners • Document storage • Tasks are directed from time to time

2.2 Function Chart of Research, Industry Linkages & Alumni Department of Kelantan UiTM

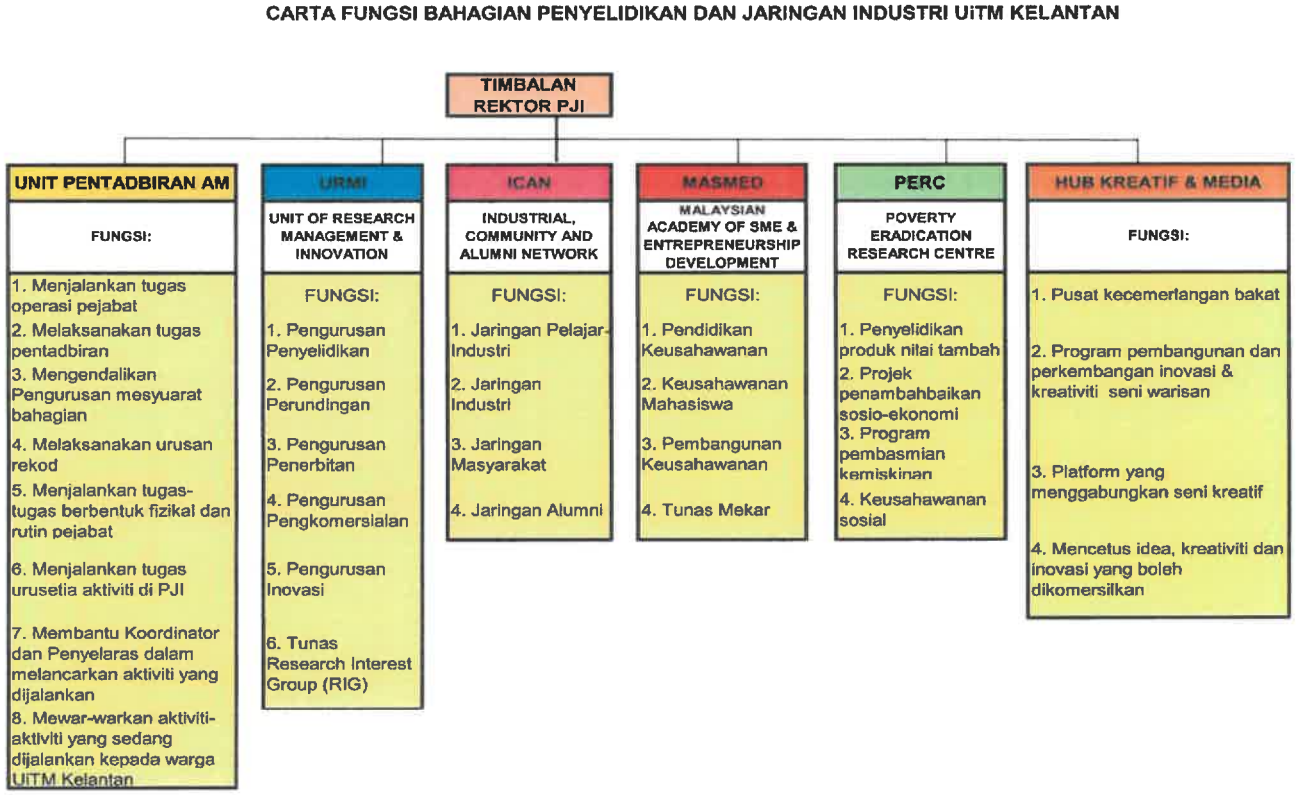


Figure 7: Function Chart of Research, Industry Linkages & Alumni Department

CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

3.0 Training Activities

3.1 Training activities at University of Technology MARA of Machang Campus under Research, Industry Linkages & Alumni Department

On 1st August 2017, the trainee went to UiTM of Machang Campus to report on duty for her first internship day. Ms Hajah Faidzah Mohd Yasin supposed to be in charged for the trainee but since she was out station therefore the responsibility was given to Madam Nurul Liyana Nurul Huda and Madam Rohani Wel for the time being until the Executive Officer is in. Mr Farudy Mohd Yusof gave the short briefing to all trainees about the type of works and how the working flow need to be followed.

3.1.1 Learn the office nature

The trainee was given the first lesson by Mr Farudy Mohd Yusof on how to copy, fax and print the letters by using the photocopy machine located in PJIA. She also learnt on how to attach name on the envelope and sending emails. The trainee practically learnt to distribute the letter into the pigeon hole (lecturer's mailbox). Sometimes she keep the counter whenever the staff involve in any event including the meeting.

3.1.2 Learn to enhance the skills

- The trainee was given the task by the supervisor in PJIA, Dr Wan Fairos Wan Yaacob to create the questionnaires for International Join Conference (IJC) 2017 on October 2017 (16 October 2017 & 17 October 2017). She used the google form as a platform to create the questionnaire in order to make easy for the respondent to respon the questionnaire. The skill used to be learnt by the trainee when she was in third semester and six semester of her degree which helps her to enhance the knowledge and expand more.
- The trainee helps Mr Sarman to rearrange the presentation slide in the most simplest way to understand and more attractive. She also helps Madam Raja Norazila to give an idea on the logo and had a chance to practice Adobe Photoshop and Adobe Illustrator.

- The trainee was given the task by Mr Bakeri Rahman to help him in finding the content for touchscreen Microsoft surface and also helping him in creating the video for the opening ceremony of new branch of UiTM Kota Bharu in Lembah Sireh. She was accompanied by Ms Nur Basyirah in order to finish the task.

3.1.3 Filing

- The trainee was given the task to rearrange the unwanted files in the file room. She was helped by the recent internship student, Ms Nurul Akma and Ms Khairun Najwa. They were conducted by Madam Nurul Liyana to assist them in completing the task. The elimination of unwanted files took about three days to finish.
- The trainee helps her former lecturer, Madam Nur Kamariah to assist the student from fourth semester to complete their subject requirement which is they need to do filing practically. Madam Kamariah chose PJIA as a place for them to study. The student undergo the process of separating files into a few categories, tagging file, combine file, arrange file, put files into the boxes, listing file and also appraise all the backdated file. The process took about two days to finish.

3.2 Special project

Special project is an idea from the trainee whenever they come to the industrial organization. Usually, the idea comes from problem or situation happen in the department itself. Otherwise, the idea can be from theories learnt from lecturers at the faculty. Special project also can be one of token appreciation for accepting the trainee to do industrial training at the organization. For this organization, the trainee chose to build a system which is document management system. Below is the proposal of the system. The proposal of the system consists of a few components.

Introduction

Project Overview

The system is proposed from the observation made along the journey of internship. The organization is lacking in automation especially when it comes to records. There is a pile of records which are redundant and unrecorded. The staff find it is difficult to search and retrieve those files and documents whenever they need them. The manual way of recordkeeping has been used by this organization and they have rearranged and updated their records in order to help the retrieval of records efficiently. This system however helps in enhancing the flow of recordkeeping since then they had been using only Microsoft Excel to record them. The system is named as e-Primal, represents the place to store but in the way of paperless. It helps the staff to manage the information so that there is no backlog or redundant files anymore. It stores the semi-current files (semi-active record) and current files (active record) for the office use. The staff can search the record by using the keywords which resembles the records. Therefore, it will be easier for the staff to locate their records.

Problem Statement

Department of Research, Network, Industry and Alumni is the department under University of Technology MARA Machang Campus serves the staff and lecturers in a few units. There are six different units under this department. They are Unit of Research Management & Innovation (URMI), Industrial, Community and Alumni Network (ICAN), Malaysian Academy of SME & Entrepreneurship Development (MASMED), Poverty Eradication Research Centre (PERC) and Creative Hub and Media (CMT). Every lecturers comes to this department to find their document and some of them not manage to find those records without the assistance of the clerk of this department and sometime, even the staff themselves does not find the path of the record tracks especially for record under seven years. Eventually, the records are divided according to the housekeeping. Some of the patron doesn't know how the codes may function. This lead

them to trace down the document by searching those by keywords that might be similar to the document they want.

Objective

- To help PJIA staff in making better management and decision making.
- To ensure regulatory compliance set by the country.
- To preserve the corporate memory in PJIA.
- To improve efficiency and productivity in PJIA especially in correspondence flow.
- To help PJIA in assimilating new records management technologies.

Scope of Project

Table 2: Scope Project

PROJECT SCOPE OF ELECTRONIC RECORDKEEPING SYSTEM (e-Primal)
PREPARED BY : NIK INTAN SYAHIDDATUL NUR BINTI JAILANI
PROJECT SCOPE STATEMENT : DOCUMENT MANAGEMENT
DATE: AUGUST 2017 - DISEMBER 2017
GENERAL PROJECT INFORMATION
PROJECT NAME : ELECTRONIC RECORDKEEPING SYSTEM (e-Primal)
SPONSOR : NONE
SUPERVISOR 1 (ORGANIZATION): DR WAN FAIROS BINTI WAN YAACOB SUPERVISOR 2 (ORGANIZATION): DR SYERINA AZLIN BINTI MD NASIR SUPERVISOR (FACULTY): DR KHALID BIN ABDUL WAHID PROJECT MANAGER: NIK INTAN SYAHIDDATUL NUR BINTI JAILANI

Users Target

This system targeting the staffs in charged in PJIA who in need to track the document according to the keywords mostly used such as its title and also can be search by any information of the document needed. The system is made for an organization which is

corporate theme will be more convenient for its interface and the most important is, it is simple, understandable and traceable.

Tools Used for Development

Table 3: Tools Used for Development

Tools	Function
Microsoft Word	Use to make documentation for the system development starting from the scratch of the system (Chapter 1-7)
Microsoft Project	Use to indicate the timeline of the development (gantt chart)
Microsoft Powerpoint	Use to produce presentation slide
Notepad	Use to check and test the coding in html before convert into php (interface)
Notepad ++	Use to write the code for html and php (add, edit, delete, execute file)
Wamp Server 2.0	Use to create database for the system (phpmydmin)
Adobe Photoshop	Use to edit the picture including its format
Photoscape	Use to edit the picture including its size
W3school Website	Use to check the font icon including the color code (button and background)

Significant of the project

The trainee will develop a system proposed as Electronic Recordkeeping System (e-Primal) for Department of Research, Network, Industry and Alumni. This system helps the organization to manage their files. They tend to have problems such as difficulty in file retrieval. The system proposed by the trainee helps them to overcome the problem. The design of the system is really simple and can be easily understand by the users. With the simple theme, the system will be much more interactive and attractive.

Analysis

Analyse a current system (existing)

The trainee made an observation on the system used by PJIA. Half of the daily task is assist by the system such as Microsoft Word, PowerPoint, Excel, Lotus Notes and UiTM official system (e-Staf, e-Cuti, and Alumni System). However, half of the task is done manually. For example, the document is registered in Microsoft Excel but the record is kept in the file room and the staff need to locate them whenever they need the record. A system is proposed due the problem arise. According to the problem above, simple electronic recordkeeping system is created and named as e-Primal.

Context Diagram, Data Flow Diagram (DFD) or any appropriate diagrams.

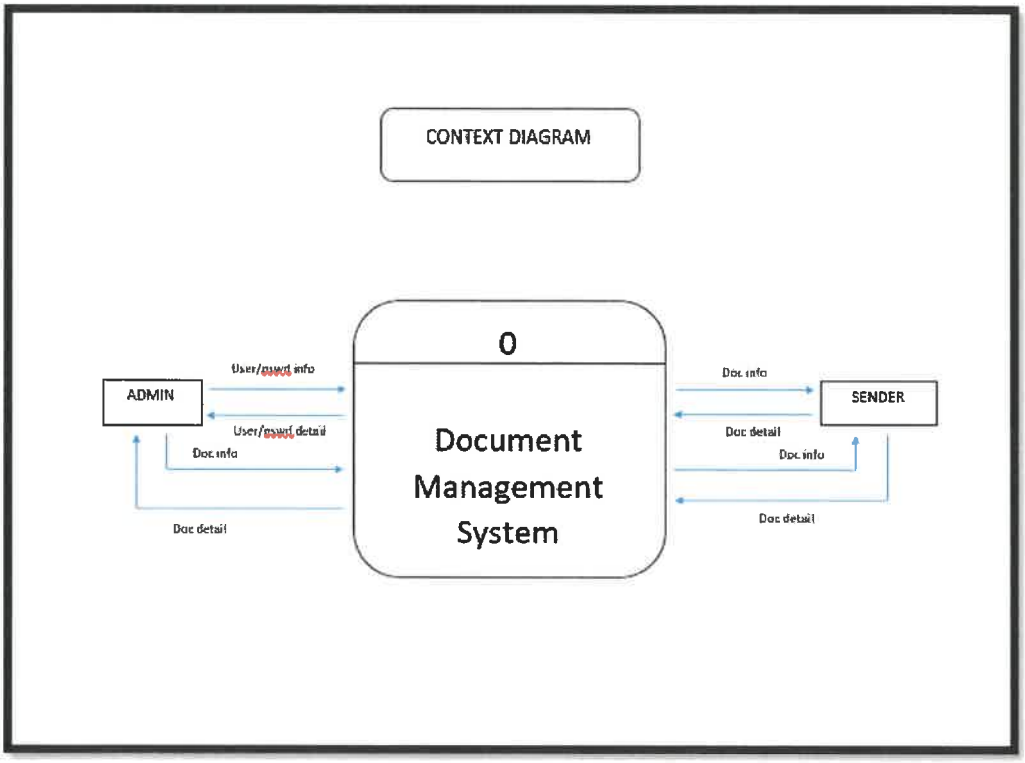


Figure 8: Context Diagram

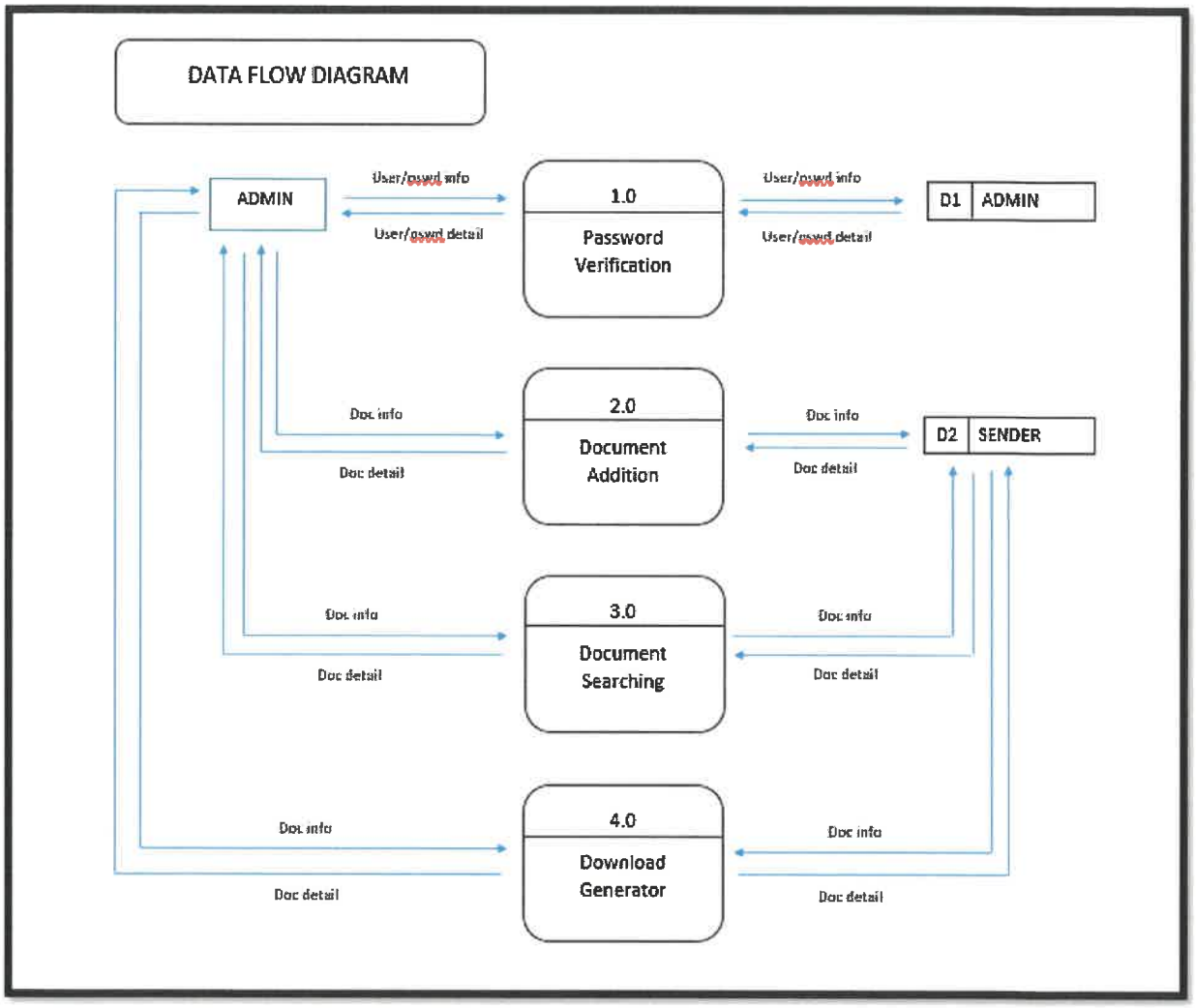


Figure 9: Data Flow Diagram

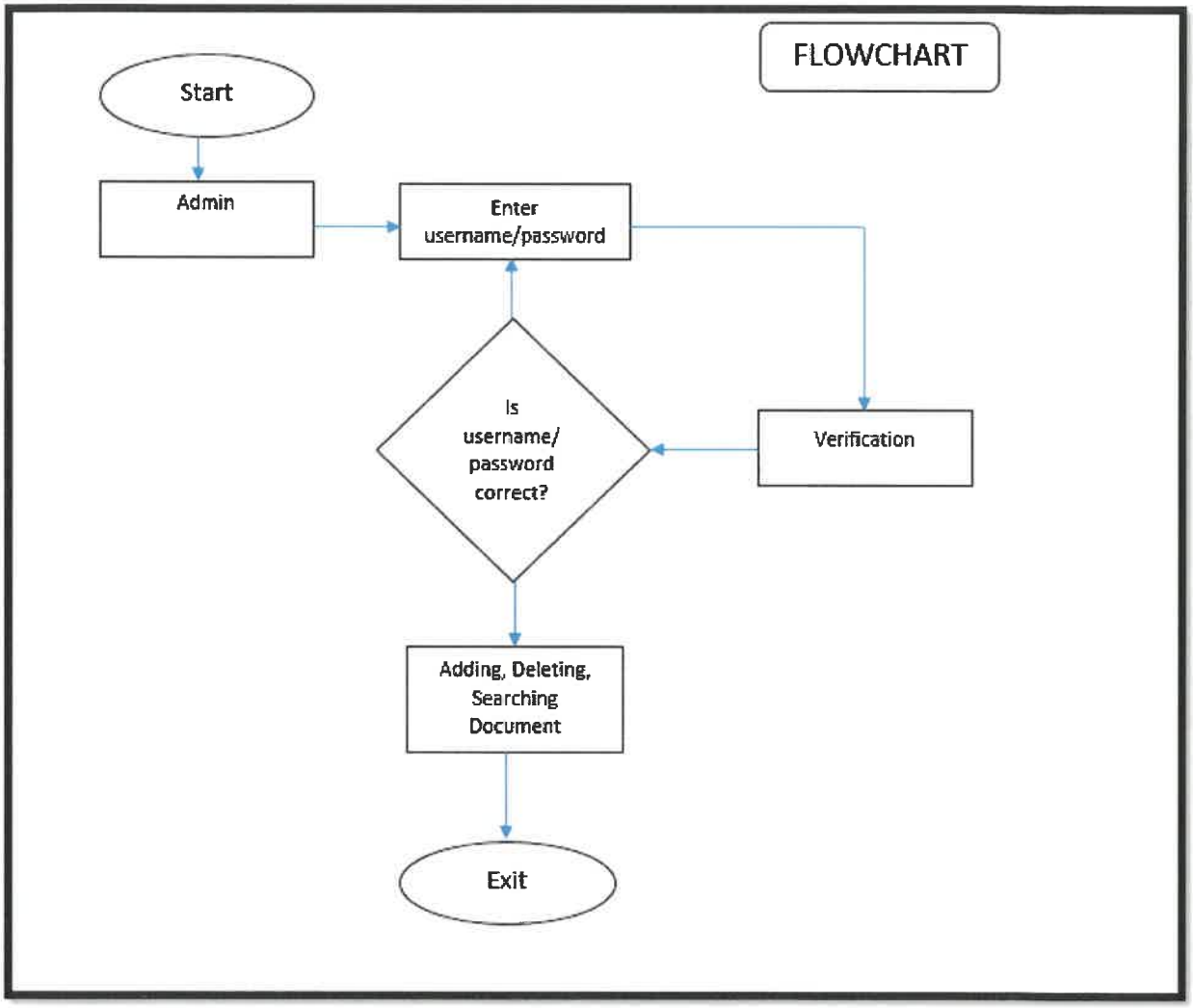
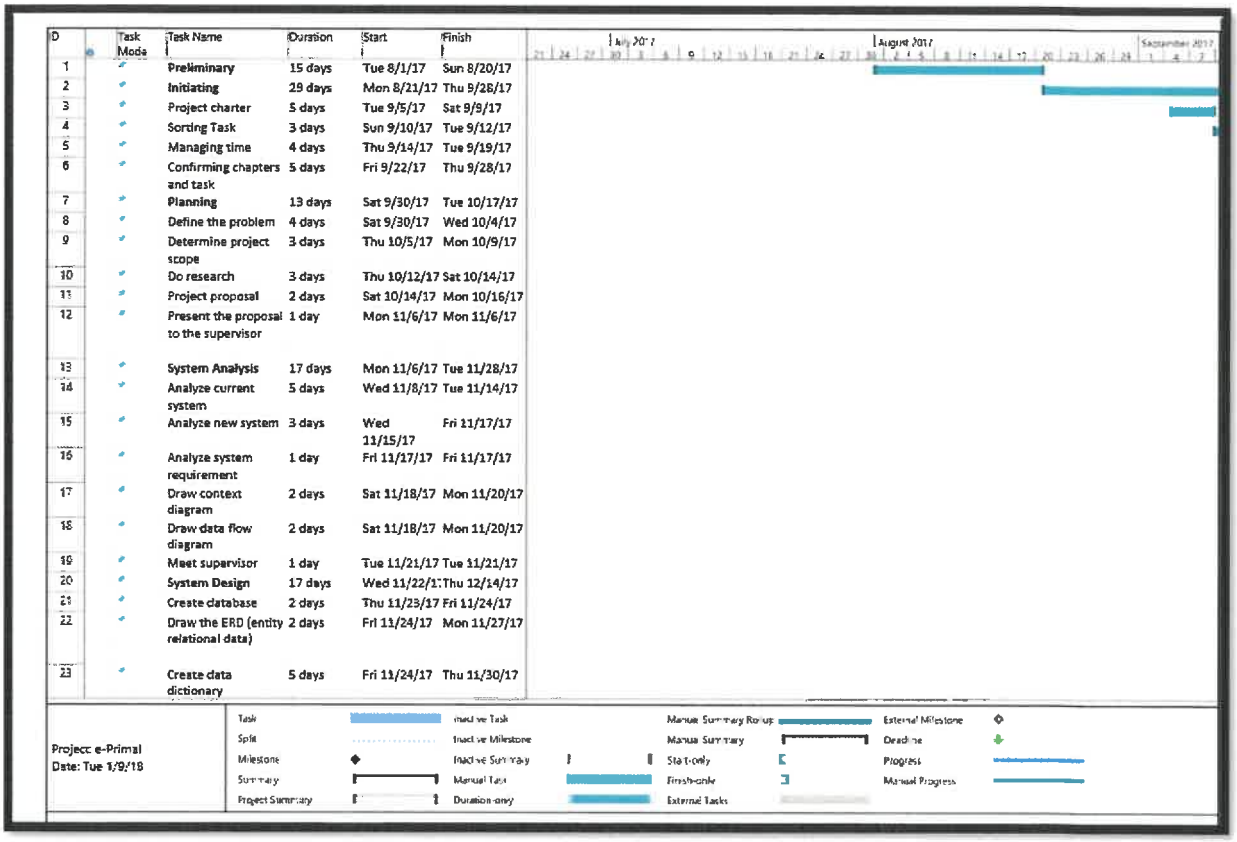
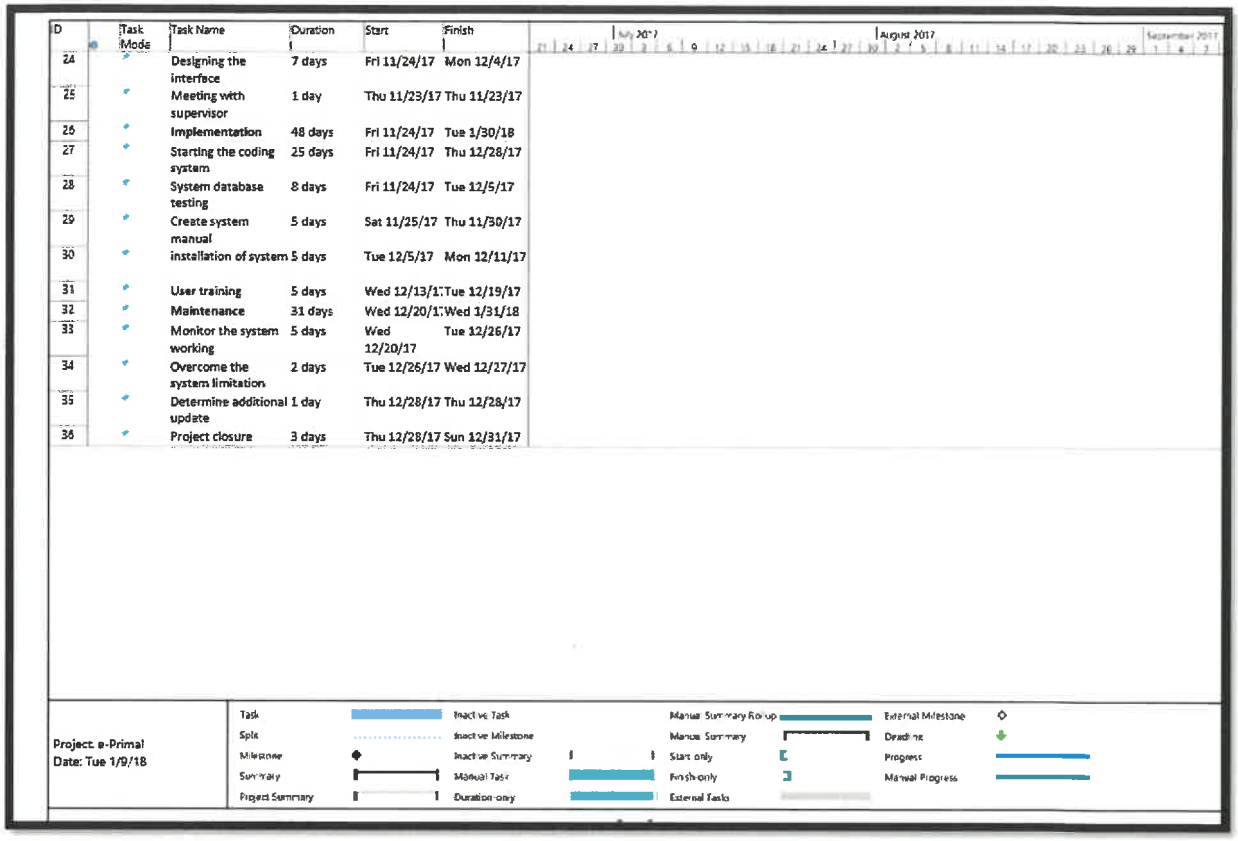


Figure 10: Flowchart



ID	Task Mode	Task Name	Duration	Start	Finish
1		**Preliminary**	15 days	Tue 8/1/17	Sun 8/20/17
2		**Initiating**	29 days	Mon 8/21/17	Thu 9/28/17
3		Project charter	5 days	Tue 9/5/17	Sat 9/9/17
4		Sorting Task	3 days	Sun 9/10/17	Tue 9/12/17
5		Managing time	4 days	Thu 9/14/17	Tue 9/19/17
6		Confirming chapters and task	5 days	Fri 9/22/17	Thu 9/28/17
7		**Planning**	13 days	Sat 9/30/17	Tue 10/17/17
8		Define the problem	4 days	Sat 9/30/17	Wed 10/4/17
9		Determine project scope	3 days	Thu 10/5/17	Mon 10/9/17
10		Do research	3 days	Thu 10/12/17	Sat 10/14/17
11		Project proposal	2 days	Sat 10/14/17	Mon 10/16/17
12		Present the proposal to the supervisor	1 day	Mon 11/6/17	Mon 11/6/17
13		**System Analysis**	17 days	Mon 11/6/17	Tue 11/28/17
14		Analyze current system	5 days	Wed 11/8/17	Tue 11/14/17
15		Analyze new system	3 days	Wed 11/15/17	Fri 11/17/17
16		Analyze system requirement	1 day	Fri 11/17/17	Fri 11/17/17
17		Draw context diagram	2 days	Sat 11/18/17	Mon 11/20/17
18		Draw data flow diagram	2 days	Sat 11/18/17	Mon 11/20/17
19		Meet supervisor	1 day	Tue 11/21/17	Tue 11/21/17
20		**System Design**	17 days	Wed 11/22/17	Thu 12/14/17
21		Create database	2 days	Thu 11/23/17	Fri 11/24/17
22		Draw the ERD (entity relational data)	2 days	Fri 11/24/17	Mon 11/27/17
23		Create data dictionary	5 days	Fri 11/24/17	Thu 11/30/17

Figure 11: Gantt Chart 1



ID	Task Mode	Task Name	Duration	Start	Finish
24		Designing the interface	7 days	Fri 11/24/17	Mon 12/4/17
25		Meeting with supervisor	1 day	Thu 11/23/17	Thu 11/23/17
26		Implementation	48 days	Fri 11/24/17	Tue 1/30/18
27		Starting the coding system	25 days	Fri 11/24/17	Thu 12/28/17
28		System database testing	8 days	Fri 11/24/17	Tue 12/5/17
29		Create system manual	5 days	Sat 11/25/17	Thu 11/30/17
30		installation of system	5 days	Tue 12/5/17	Mon 12/11/17
31		User training	5 days	Wed 12/13/17	Tue 12/19/17
32		Maintenance	31 days	Wed 12/20/17	Wed 1/31/18
33		Monitor the system working	5 days	Wed 12/20/17	Tue 12/26/17
34		Overcome the system limitation	2 days	Tue 12/26/17	Wed 12/27/17
35		Determine additional update	1 day	Thu 12/28/17	Thu 12/28/17
36		Project closure	3 days	Thu 12/28/17	Sun 12/31/17

Figure 12: Gantt Chart 2

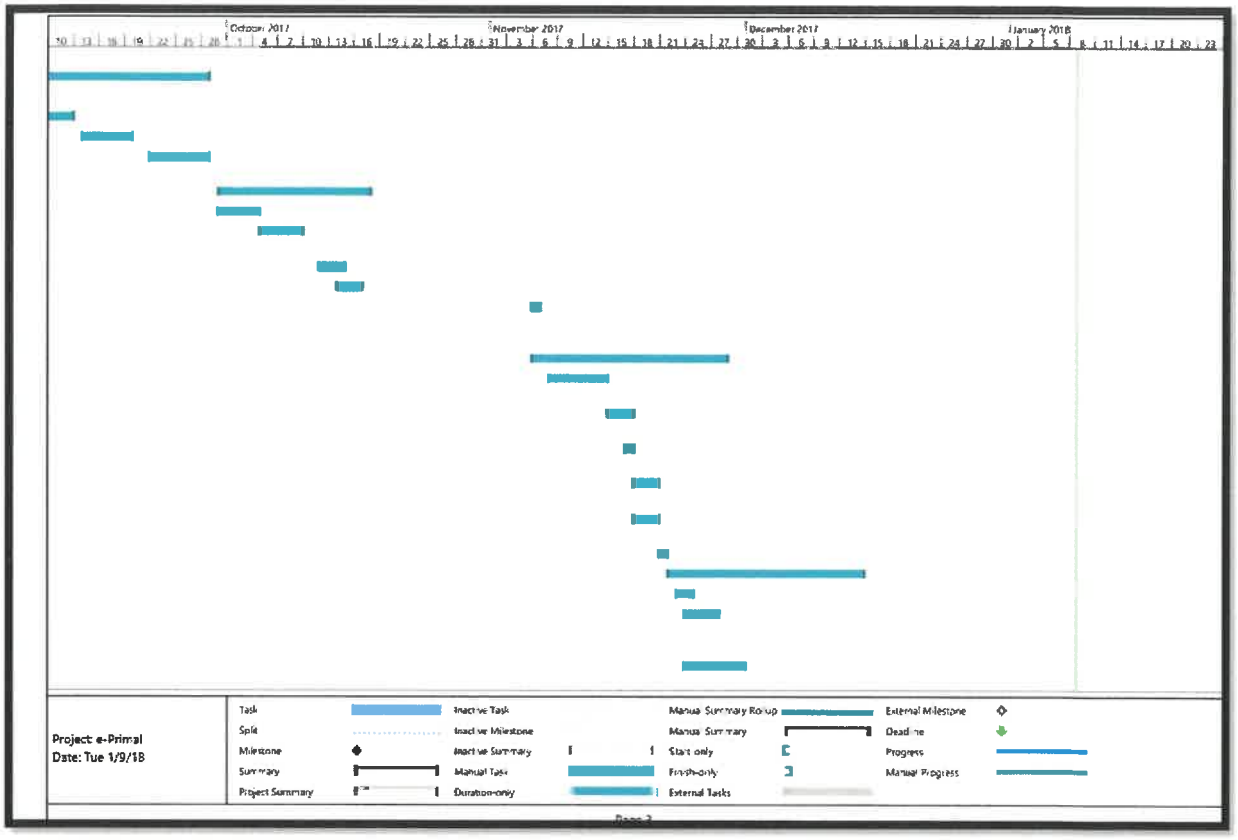


Figure 13: Gantt Chart 3

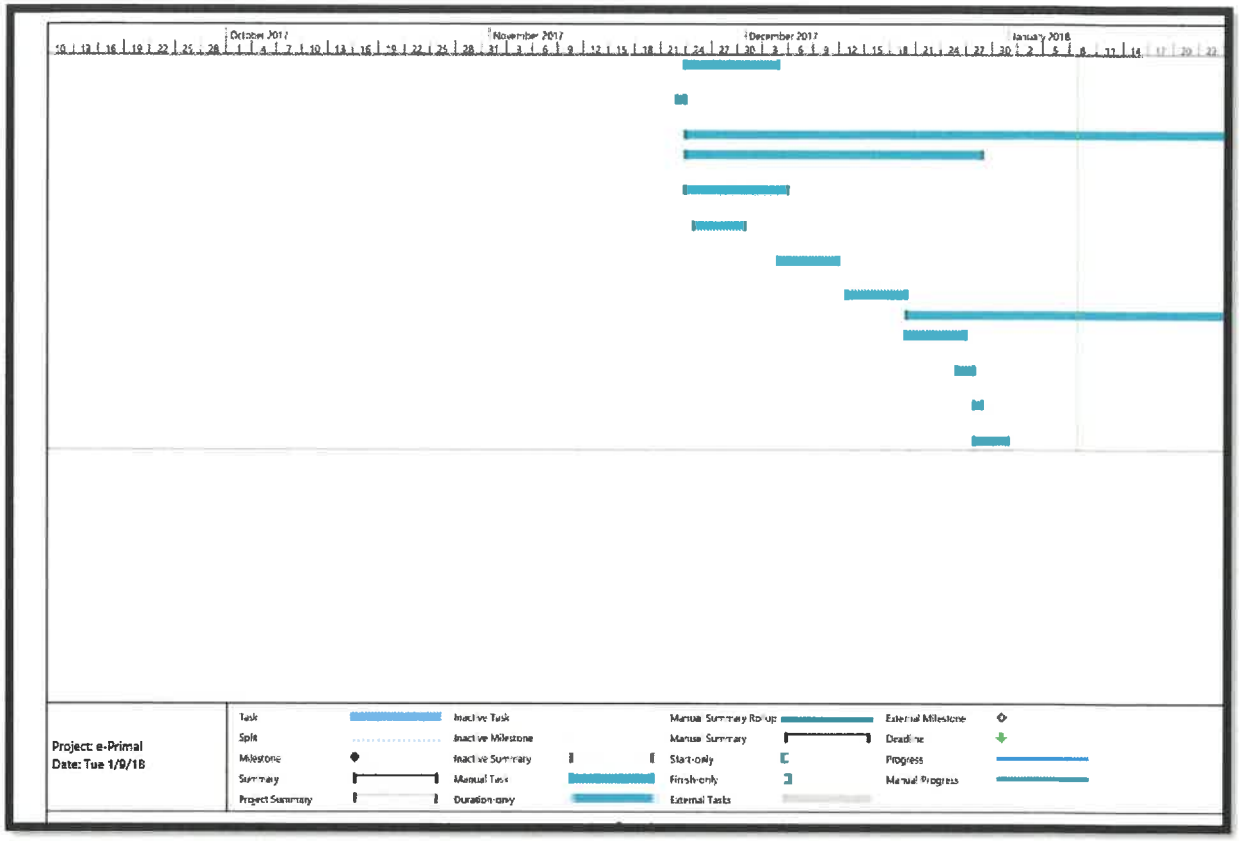


Figure 14: Gantt Chart 4

Design

Database

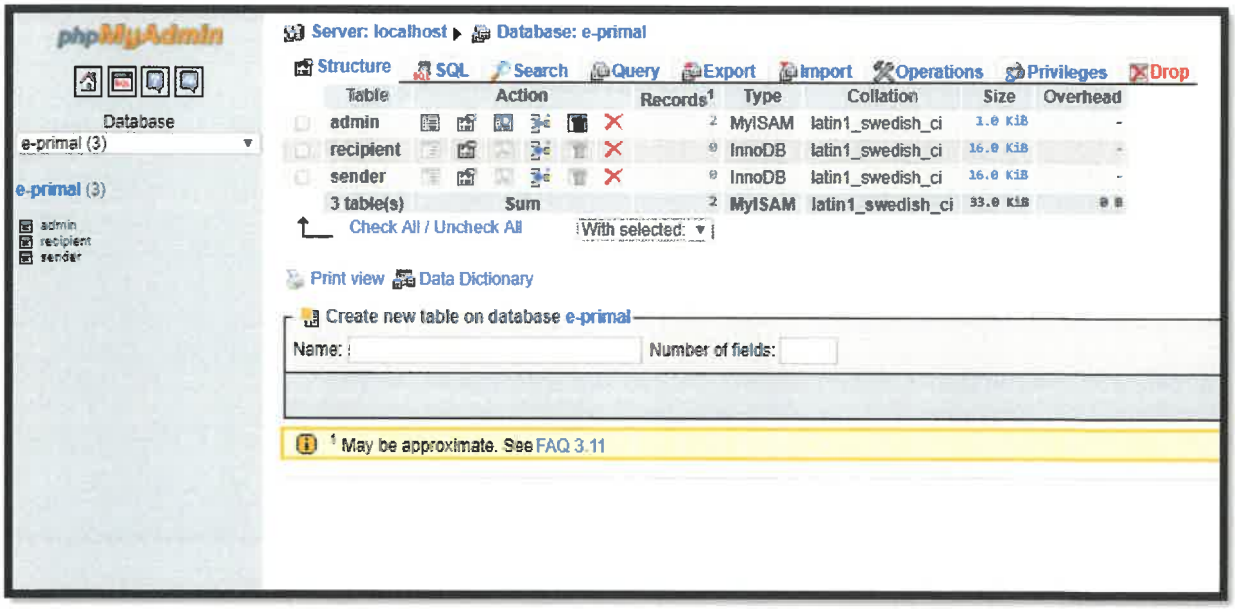


Figure 15: Database

Entity Relational Diagram (ERD) and Schema (Tables)

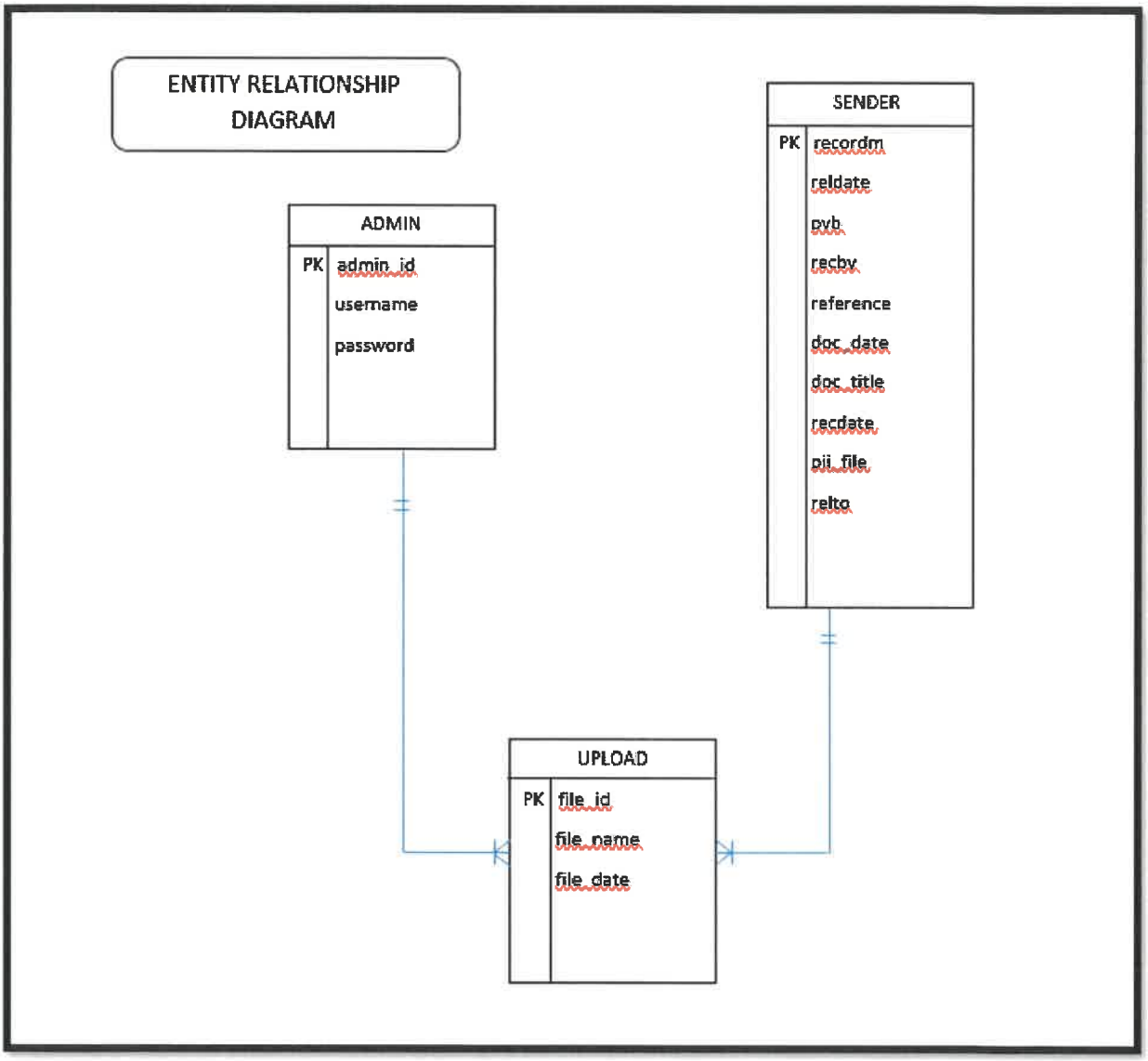


Figure 16: Entity Relationship Diagram

Interface design

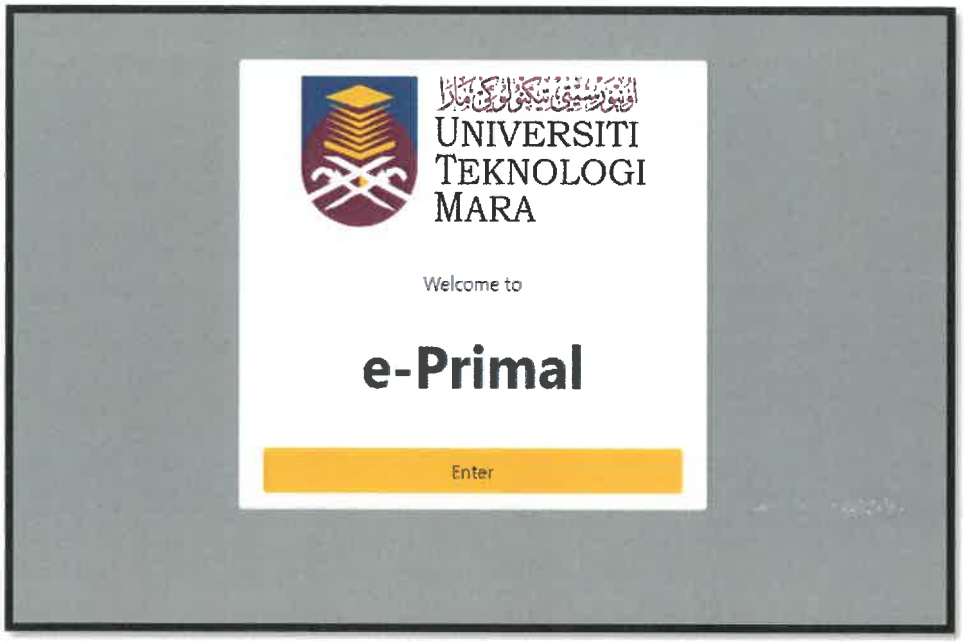


Figure 17:index page

This is the index page of the e-Lists.

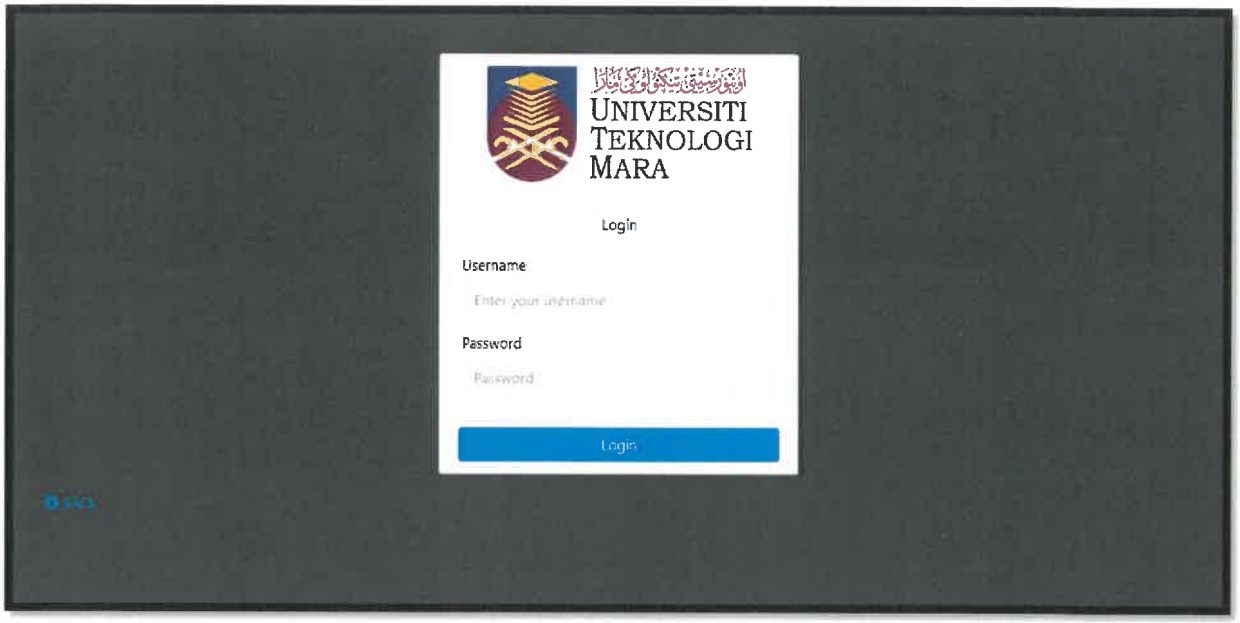


Figure 18: Login page

The login page for the system.

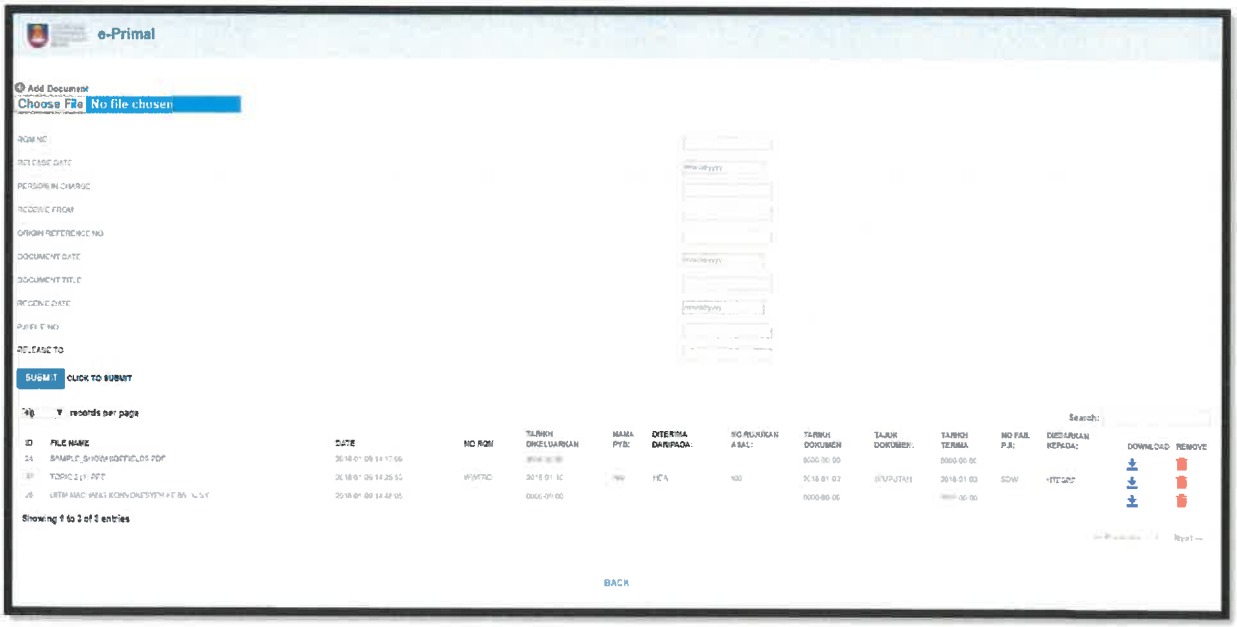


Figure 19: adding form and display

The figure above shows a form to add the document info and its display after adding the document.

Conclusion

To conclude, the system is giving benefit to the organization especially in regulatory compliance problems since they can be difficult to locate, interpret and apply. The only way an organization can be reasonably sure that it is in full compliance with laws and regulations is by operating a good records management program which takes responsibility for regulatory compliance. Failure to comply with laws and regulations could result in severe fines, penalties or other legal consequences. In our country, there is "Panduan Pejabat" to be followed by the staff. A manager that has the relevant data first often wins, either by making the decision ahead of the competition, or by making a better, more informed decision. A records management program can help ensure that managers and executives get the information they need when they need it. Thus, an organization's files contain its institutional memory, an irreplaceable asset that is often overlooked. Every working day, the creation of the records could become background data for future management decisions and planning. The invention of the system will be a kickstart to the organization in order to catalyst the productivity of workflow in office management.

CHAPTER 4: CONCLUSIONS

4.0 Conclusion

At the end of the internship, the trainee required to present her innovation and share on what she had done along her journey in the organization for five months. The presentation is held for the evaluations among the supervisors in the organization. She was very thankful to the organization for giving her an opportunity to be one of the part of organization and experience many new things before changing to the new surface level.

4.1 Application of knowledge, skills and experience in undertaking the task

Back to the first day in the organization, the trainee has a little idea on what is PJIA all about since it is located in her recent study place. However, day by day she managed to learn more and got to gain new knowledge, new skills and new experience while handling the task given. Besides, there are a few staffs were helping her during the internship.

4.2 Personal thoughts and opinion

The trainee is enjoying her day in the organization because there are many things to learn. The organization itself helps staffs and people to be more motivated especially when it comes to further their studies. Different units leave the different thought to the trainee as different units hold the different nature. She is very delightful to learn from all the staffs since these things do help her in experiencing the new surface level which is the survival ways learnt in the working atmosphere. Plus, she gained many new friends from different ages and their thinking levels helps her to build many relations and ideas in communication.

4.3 Lesson learnt

The trainee learnt many new things such as communication skills, hands on skills, enhancing and polishing the skills that the trainee has. She has a chance to communicate with many people from many levels which helps her to adapt with all challenges suit to the first idea of allowing her to experience the internship before the ending of her degree journey. Different person helps her to come out from the shell and to become a better person in the future.

4.4 Limitations and Recommendations

There are a few problems in the organization that have been identified by the trainee. The daily task is done manually without system and some of the staff is computer illiterate. From the trainee view, the staff is not really using the software because there is no enforcement

about using those softwares to assist their work. The staff need some workshop on how to use the basic software such as, Microsoft Office and cloud storage such as Google Drive and DropBox.