



UNIVERSITI TEKNOLOGI MARA  
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:  
BAHAGIAN HAL EHWAL AKADEMIK (UITM MACHANG)  
UNIVERSITI TEKNOLOGI MARA (UITM) CAWANGAN  
KELANTAN 18500 MACHANG, KELANTAN, MALAYSIA.

SPECIAL PROJECT: e-ABSENTEEISM SYSTEM

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IM245 - BACHELOR OF SCIENCE (HONS.)  
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UNIVERSITI TEKNOLOGI MARA KELANTAN

01 FEBRUARY 2018 – 30 JUNE 2018

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

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\_\_\_\_\_  
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Date of submission: 11 July 2018

## ABSTRACT

I have started m internship based on the period from 01 February 2018 to 30 June 2018 in Academic Affair Division at Universiti Teknologi Mara Kelantan (UiTM) Kelantan Campus. Industrial training activities have taken place in Bahagian Hal Ehwal Akademik (HEA) UiTM Kelantan Campus. During the industrial training, the trainee needs to undergo with training activities to complete the internship. The training activities divided into two activities which are daily tasks provided by the organization and at least one special project either request by the supervisor or recommended by the trainee itself. Training activities is daily task or activity that the trainee has to do during five (5) months at HEA, which includes many scope of work such as administrative work, managing file room, managing event, and many more. The system that has been proposed in the report is e-Absenteeism which is a system that help lecturer make report on student who skips class more than thrice. Lastly, include all the lessons learnt and the knowledge application during the industrial training.

***Keywords:*** *special project, e-absenteeism, system development*

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Finally, through this special project of industrial training, I hope that it will be one of learning and preparation for me before going to another phase such as real working environment. All the experience and knowledge that I gained this will hopefully help me to go through in my working environment in future. Here I would like to apologize if there is any inadvertent error in the process of preparing the documentation of proposal for this final project.

## LIST OF FIGURES

Figure 1.1 View of UiTM Kelantan Machang Campus.....	1
Figure 1.2 UiTM logo meaning.....	3
Figure 1.3 UiTM Organizational Chart.....	7
Figure 2.1 Division of Academic Affairs UiTM Kelantan.....	8
Figure 2.2 Division of Academic Affairs Organizational Chart .....	9
Figure 2.3 Academic Management Unit Organizational Chart.....	10
Figure 2.4 Academic Evaluation Unit Organizational Chart.....	11
Figure 3.1 Sending out Memos and Letters.....	14
Figure 3.2 Filing.....	15
Figure 3.3 Students from SMK (A) Wataniah.....	17
Figure 3.4 Cybersafety for Students 2018” program at SK Belukar.....	18
Figure 3.5 Convocation.....	19
Figure 3.6 Robe sorting.....	20
Figure 3.7 Interface e-Absenteeism System.....	22
Figure 3.8 Example form Borang Peringatan Lisan.....	23
Figure 3.9 Example form Surat Panggilan Temubual.....	24
Figure 3.10 Example form Surat Keputusan Panggilan Temubual.....	25
Figure 3.11 Example form Surat Peringatan Terakhir.....	26
Figure 3.12 Context diagram.....	31
Figure 3.13 Data flow diagram.....	31
Figure 3.14 entity relationship diagram.....	32

## LIST OF APPENDIXES

Appendix 1: Involvement.....	42
Appendix 2: Form.....	43
Appendix 3: Attendance.....	44
Appendix 4: Activities Pictures.....	45
Appendix 5: System Development Interface.....	48

## TABLE OF CONTENTS

Declaration.....	<i>i</i>
Abstract.....	<i>ii</i>
Acknowledgement.....	<i>iii</i>
<b>CHAPTER 1: INTRODUCTION.....</b>	<b>1-7</b>
1.1 Background of the UiTM	
1.2 Organizational Structure	
<b>CHAPTER 2: ORGANIZATIONAL INFORMATION.....</b>	<b>8-12</b>
2.1 Departmental Structure of Division of Academic Affairs	
2.2 Departmental Function	
<b>CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES.....</b>	<b>13-32</b>
3.1 Training Activities	
3.2 Special Project	
<b>CHAPTER 4: CONCLUSIONS.....</b>	<b>33-39</b>
4.1 Application of Knowledge, Skills and Experience in undertaking the task (Knowledge gained)	
4.2 Personal Thoughts and Opinion	
4.3 Lesson learnt	
4.4 Limitation and Recommendation	
4.5 Conclusion	
References.....	40
Appendixes.....	41
Appendix 1: Involvement	
Appendix 2: Form	
Appendix 3: Attendance	
Appendix 4: Activities Pictures	
Appendix 5: System Development Interface	
Photocopy of Log Book	



## CHAPTER 1 INTRODUCTION

### 1.1 Background of the Universiti Teknologi Mara



*Figure 1.1: View of UiTM Kelantan Machang Campus*

Universiti Teknologi MARA (UiTM) Kelantan Machang Campus, formerly known as MARA Institute of Technology, 9<sup>th</sup> 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 Kijang Camp 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 of 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 staff 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 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 then.

The official transfer to Machang Campus started on 01<sup>st</sup> January 1996. UiTM Kelantan, formerly known as ITM, was upgraded to Universiti Teknologi MARA or UiTM on 26 August 1999. Now UiTM Kelantan is expanding to meet the need to be the top University in Kelantan in particular.

Now, UiTM Kelantan Campus has grown into a huge educational institution where it has over more than 5000 students and hundreds of staffs. There are 6 faculties available in UiTM Kelantan Campus which includes the Faculty of Computer Science and Mathematics, Faculty of Business Management, Faculty of Science Administration and Policy Studies, Faculty of Information Management, Faculty of Accounting and Faculty of Arts. Over 19 full-time and part time courses including pre diploma, diploma, and bachelor degree programs were offered each year and some of the students will move from the campus in Machang and the other one in Kota Bharu.

● 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 ● symbolise the varied areas and the varied levels of study offered which are:

- (1) Certificate
- (2) Diploma
- (3) Bachelor degree
- (4) Master degree and
- (5) Doctoral degree

The five shapes also symbolise the five Pillars 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 core 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.



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TEKNOLOGI  
MARA

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

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

*Figure 1.2: UiTM logo meaning*

The logo incorporates four main colors:

- Dark Blue shows the maturity of an institute of higher learning, which offers different levels of study.
- Purple symbolizes excellence in global knowledge.
- 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 as the font of knowledge.

### **1.1.1 Vision and Mission**

There are following the vision and mission of UiTM Kelantan Campus that towards creating a household name in the country.

#### **Vision**

UiTM makes a broad-based university scholarship and academic excellence to lead the Bumiputera dynamism in all areas of world-class professionals in order to be born graduates a competitive global and ethical.

#### **Mission**

Enhancing knowledge and expertise in all areas of Bumiputera program delivery through professional research and community service involvement based on the values and ethics of professionalism.

### **1.1.2 Quality Policy**

- UiTM Kelantan is committed to conducting good quality Diploma and Bachelor programs in order to produce top professional ethical, and global Bumiputera graduates that will always meet customer needs
- UiTM Kelantan will implement a professional management system efficient, effective, and responsible for the planning, implementation of the program as well as continuous improvements to be a world-class university.

### **1.1.3 Quality Objective**

- To provide the maximum opportunities for indigenous people to participate in professional-class education in science, industry, technology trade, art and society.
- To provide the program quality and innovative teaching and meet the needs of the market and customers while supporting national development policies.
- To create the humanitarian development program as a means of applying the system of values in society UiTM.
- To ensure the UiTM products not only meet the local people employment market. but also to serve the global stage
- To make the UiTM a winning organization that can ensure the management of human resources finance and property effectively and efficiently to achieve the educational goals UiTM and play a catalytic role in the development of society.

### **1.1.4 UiTM Kelantan Campus Customer Charter**

For all customers UiTM:

- Student
- Staff
- Parents
- Industry and,
- The stakeholders

**1.1.5** The quality service ethics and integrity and also promise that offered by UiTM:

- All basic facilities for learning teaching research and the environment meet the needs MQA KPT and professional bodies
- All academic programs are approved managed and administered in accordance with the rules and procedures of the University
- All academic qualification recognized by the government and meets the needs of industry and professional bodies
- The graduation was given within the prescribed period after fulfilling all conditions
- All identifiable outstanding achievement and awarded annually
- All proposals and a formal complaint are taken within one week
- Always ready to serve the community and,
- Always friendly and professional service.

## 1.2 Organizational Structure



Figure 1.3: UiTM Organizational Chart

## CHAPTER 2

### ORGANIZATION INFORMATION



*Figure 2.1: Division of Academic Affairs UiTM Kelantan*

The figure 2.1 of departmental structure can be seen below in completely with the position of staffs. The functions of every department in the organization also will be explained in this chapter. In Academic Affairs Division is one of the most important parts of the organizational structure of Universiti Teknologi MARA Kelantan Branch. This division consists of two (2) main units namely the Academic Management Unit and the Academic Evaluation Unit. The Academic Affairs Division is responsible for managing matters related to the teaching and learning of academic programs at UiTM Kelantan Branch such as:

- Manage and provide teaching and learning facilities
- Provide and provide support to help facilitate the teaching and learning process
- Managing student record systems, examinations and related academic affairs - information on student studies as well as academic staff affairs.



2.1 Departmental Structure of Division of Academic Affairs

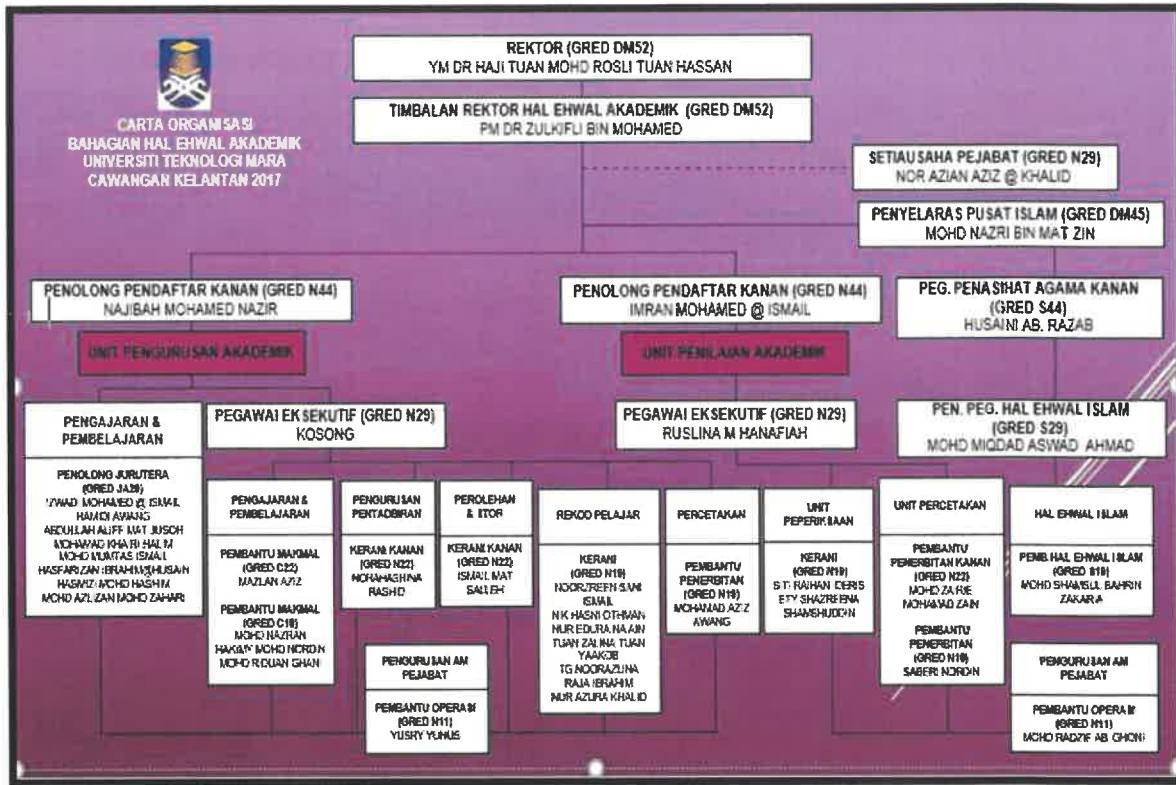


Figure 2.2: Division of Academic Affairs Organizational Chart



Figure 2.3: Academic Management Unit Organizational Chart



Figure 2.4: Academic Evaluation Unit Organizational Chart

**Vision**

Exercise and strive to spread quality values in managing academic activities towards achieving outstanding academic performance.

**Mission**

Implement academic programs based on management science to create and develop a more knowledgeable, skilled, innovative, and competent Bumiputera generation, and meet current needs.

## **Objective**

- Provide and coordinate strong learning needs and facilities for students and lecturers.
- Processing and supervising all student academic affairs at UiTM Kelantan.
- Create a harmonious, cheerful and professionally managed environment in implementing effective programs and services based on the latest technologies to maintain the quality of continuous learning.

## **2.2 Departmental Function**

### **2.2.1 Customer Charter**

The Division of Academic Affairs (HEA) promises to ensure that their customers consisting of students, lecturers, parents, industry and society have the maximum impact.

- **Students**

Equip them with knowledge, a sense of identity and a high level of professionalism to be able to compete in the outside world and have noble character.

- **Lecturer**

Provide a wide space for lecturers to develop their own potentials especially in the field of scholarship and professionalism

- **Parents**

Provide a good environment and educate students with good character and personality to fulfill the expectations of parents.

- **Industry**

Train students with real-life scenarios, disciplined, highly skilled, professional, prudent and able to become agents of change in organizations and industries.

- **Society**

To provide the best expertise and to develop the socio-economic culture of society

## **CHAPTER 3**

### **INDUSTRIAL TRAINING ACTIVITIES**

#### **3.1 Training Activities**

Industrial training activities have taken place in Bahagian Hal Ehwal Akademik (HEA) UiTM Kelantan Campus. During the industrial training, the trainee needs to undergo with training activities to complete the internship. The training activities divided into two activities which are daily tasks provided by the organization and at least one special project either request by the supervisor or recommended by the trainee itself.

Training activities is daily task or activity that the trainee has to do during five (5) months at HEA, which includes many scope of work such as administrative work, managing file room, managing event, and many more. During practical training, many program and activities has been provided by the organization to trainee such as involved in student convocation and becoming facilitator when there are program involving students under Division of Academic Affairs. There are a lot of activities and office work that are done in HEA. For five months of internship, many experiences that the trainee can get and also learn something new.

### 3.1.1 Sending out Memos and Letters



*Figure 3.1: Sending out Memos and Letters*

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

### 3.1.2 Sorting and Filling

Sometimes the trainee will helped the staffs to sorting andfilling the document to be put in the cabinet with the labelled number. Then, the trainee also open up a new file for a new students and the file will then given to each of the faculty's clerk. Besides, the trainee also sort out the letters to be put into the window envelope. Sometimes, the trainee will asked to make the minute file for each of the file that were placed in the cabinet.





*Figure 3.2: Filing*

During the first month of training, the trainee are given the task to continue the graduated students file disposal. The file of students who have graduated more than 10 years are still kept in the HEA file room. So, they need to send all the files and records to the library archive which is located near to HEA building. All of the files are located and collected in one place before it will be put into the box that was sent by the library. The files and records are arranged into the box according to their faculty and their program. And then, the trainee will make “Senarai Kotak Fail” list which will be stick to the side of the box. The list includes brief details of the records inside the box. The boxes are then sent to the library archive using UiTM van.

### **3.1.3 Photocopying and Collating**

The trainee will helped the staffs to photocopying the document needed. For example, students’ identity card, letters and documents. Besides, there were times that the trainee need to fax some documents on behalf of the lecturers. Then, the trainee also helped in binding the documents for Unit Hal Ehwal Kurikulum at Unit Percetakan.

### **3.1.4 Word Processing and Typing**

The trainee were asked to type quizzes and notes on behalf of lecturers. Then, the trainee also will key in the detailed of the candidate for Minggu Destini Anak Bangsa to be recorded. The trainee also makes the survey question in Google Form for Timbalan Rektor Hal Ehwal Akademik and another survey for En. Imran which is the Assistant Registrar for Examination Unit.

### **3.1.5 Secretariat for UMAD program**

Unit Misi Akademik (UMAD) which is also a sub-unit under HEA that is responsible in promoting UiTM to the public and also responsible in receiving applicants form and selecting thoroughly for MDAB program which is a program created by UiTM in order to help those SPM graduates who do not get enough credits to enter UiTM for Diploma. Once in a while, UMAD also accept visitors from middle school and high school for academic visit to UiTM. When there are school academic visit, the unit would ask the trainee from other departments for a help to help them manage the visits. Besides that, the unit would ask the trainee from other departments for a help when they need to go outside of UiTM to promote UiTM to the SPM graduates and to public. Before the unit asks for helps from trainee from other department, they will send a application letter to the supervisor to be approved. Some of the programs that the trainee involves with UMAD are listed below:



### 3.1.5.1 SMK (A) Wataniah Academic Visit to UiTM



*Figure 3.3: Students from SMK (A) Wataniah*

On 22<sup>nd</sup> February 2018, the trainee is asked to be a secretariat for the program which the trainee are asked to manage to movements of the students during the program to make sure the program are running smoothly. A few days before the program, the entire trainees are briefed about the flow of the program and the venue of the program. During the program, the trainees are divided to take care for a group of students and need to bring the students to the venue for breakfast and to the venue where the talk will take place. During the talk, the trainee will assist the students if there are any inquiries. After the talk, the students are walked to the bus for a tour around the UiTM. The trainee will be explaining what are the buildings are for and which college for the male and female students. After the tour, the students from the school are sent back to their schools.

### 3.1.5.2 “Cybersafety for Students 2018” program at SK Belukar



*Figure 3.4: “Cybersafety for Students 2018” program at SK Belukar*

On 28<sup>th</sup> June 2018, the trainee involve again with UMAD for a talk program at SK Belukar. For the program, the trainees are asked to help the UMAD to make sure that the flow of the program is running smoothly. Before going to the school, the trainees are briefed about the tentative of the program and what will each of the trainees will be in charge of. All of the things needed for the program such as gift, pamphlets and banner are prepared before going to the school. Upon arriving at the school, the venue is showed and all the preparatory are done. The trainees are then prepared for the program. The talk is conducted by a spokesperson from Malaysia Communications and Multimedia Commission (MCMC) Kelantan branch. The talks are about how students can avoid doing things that can make the vulnerable to danger when using internet especially media social. After the talk ends, the students can go to the back of the hall to find out more about UiTM and what is the program available in UiTM Kelantan Campus.

### 3.1.6 Convocation committee



*Figure 3.5: Convocation*

UiTM Kelantan celebrated convocation ceremony for the 88<sup>th</sup> in April 2018. The convocation which lasted for two days are to celebrate the students who have successfully graduate from UiTM Kelantan. For the HEA, the department are given the task of verifying the status of student before the can register for the convocation ceremony and take away their robe, also the distribution of robe to the students and the distribution of transcript and certificate of completion of study after they have received the scroll from the Vice Chancellor. The trainee was selected to become a committee during the convocation and helps the HEA staff prepare for the convocation. A week before the convocation day, the trainee need to help with sorting of robes at the robes room according to their respective program since the color of the robes are different for each program. After that, the trainee needs to insert the mortar board, parents' invitation card and convocation sticker into the bag to be given to the students when they come to take their robe.





*Figure 3.6: Robe sorting*

Two days before the convocation, the trainee is assigned to prepare the venue for verification of students' status at the library. And then, a day before the convocation day, the trainee is assigned to verify the status of student and sign the verification paper which called "Graduation Form" before they can register for the convocation ceremony and take away their robe. This process is held for the whole day since there are so many students who graduate on that semester. On the first day of the convocation, the trainee needs to get ready at the office for each of the session to end. After each of the session end, the students are required to return the robes and mortar board before they can take their full transcript at the HEA office. The trainee will check the "Graduation Form" whether it have the robe check to make sure they already return the robe or not. If the already return the robe, the trainee will start the process of giving the full transcript which start with looking for that students full transcript, make sure the signed the list of people who have taken the transcript and make sure they check their personal details on the transcript.

### **3.1.7 Front Desk Services**

The trainee was in charge on the front desk providing services mostly towards the students, lecturers and parents queries. For example, there were parents come to the front desk to ask for their children new registration, about the subjects being taken for the semester and also the requirement for the courses in UiTM. The trainee will then entertain them and also brief the parents so that they are clear about it. Then, there were also students who wanted to make Project Letter, Student Validation Letter, Student Mini Transcript. So the trainee will print out the letter needed using the data that were stored in the system. Besides, the trainee also attended students who wanted to quit from the UiTM and the students who wanted to extend their studies. They will be briefed by the trainee on what they need to do, for example they need to fill out a form and get the signature from the department needed before their application being processed.

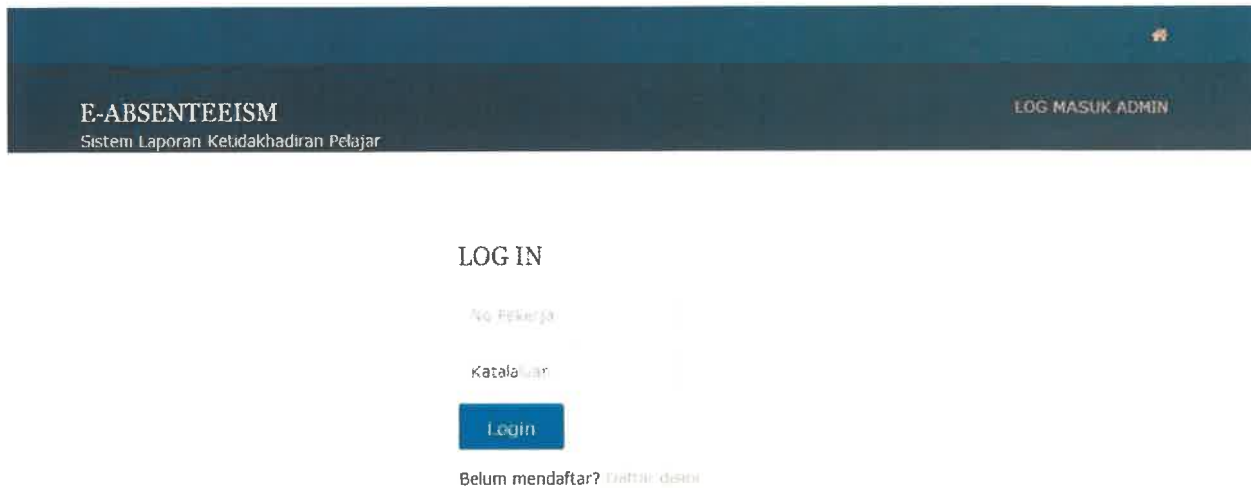
### **3.1.8 Answering Phones**

Apart from attending students, parents and lecturers, the trainee in charge on answering phones at the front desk. There were calls from the parents asking about UiTM, asking about the dateline of Pra-Diploma, and many other queries. Then, there were calls from students asking on their convocation scroll, so the trainee will tell them the procedure that they need to do and also the documents that they need to provide. Then, there were calls from lecturers asking the trainee to speak with their faculties' clerk. The trainee will then pass the call to the clerk.

### **3.1.9 Running Errands**

The trainee play an important role on running errands for HEA. For example, the trainee helped with the registration for Bengkel Ahli Fiqir. Besides, the trainee also helped going out to buy the merchandise for Ekspo Selangkah ke UiTM. Other than that, the trainee also helped some lecturers to monitor their test and quizzes. Lastly, the trainee become one of the secretariat for the interview of the new Diploma students in UiTM. The trainee helped to monitor the sketch interview test and also helped on arranging the students according to their interview session which is Accounting Session, MassComm Session and TESL Session.

### 3.2 Special Project



*Figure 3.7: Interface e-Absenteeism System*

Student attendances need to achieve 80% in 14 weeks for every subject or course. That means if the students attendance are below 79%, the lecturer will give an oral warning to the students and if the student still did not come to the class, the lecturer have the right to make report to Hal Ehwal Akademik Department (HEA). The first time report, if the students are proven to be guilty, HEA will send the warning letter called “Peringatan Terakhir: Ketidakhadiran Pertemuan Bagi Kursus” to the student. After that, if the lecturer make a second report on the same student, if proven guilty, HEA will send the interview letter called “Panggilan Temubual Ketidakhadiran Pertemuan bagi Kursus” to the student. E-Absenteeism System is a system that helps lecturer and staff to manage process of disciplinary of student absenteeism.

There have three (3) types of function that provide under e-Absenteeism System to manage process of student absenteeism.

1. First Report of Students Absence (*Laporan Kali Pertama Ketidakhadiran Pelajar*)
2. Second Report of Students Absence (*Laporan Kali Kedua Ketidakhadiran Pelajar*)
3. Production of Final Warning Letter (*Pengeluaran Surat Peringatan Terakhir*)

### 3.2.1 History of Previous Process

Compare with previous process, the lecture need to fill the form that provide by the Division of Academic Affairs UiTM Kelantan and it will take about few days to admin approve the letter and process.

JAMBUANG



**BAHAGIAN HAL EHWAL AKADEMIK  
UNIVERSITI TEKNOLOGI MARA  
BORANG PENGESAHAN PERINGATAN LISAN**

**MAKlumat PELAJAR**

NO. PELAJAR	
KOD KURSUS	PROGRAM SENSITIF
NAMA PELAJAR	

Saya mengesahkan telah memberi peringatan kepada pelajar ini mengenai kehadiran yang tidak memuaskan pada

**NAMA PENSYARAH**

**FAKULTI/ABALAN**

PANDANGAN PENSYARAH	TARIKH
TANDATANGAN PELAJAR	TARIKH

*Nota*

1. Pensyarah perlu menampal maklumat ini dalam Portfolio Pengajaran

Figure 3.8: Example form Borang Peringatan Lisan

## LAMPIRAN 3

Surat Kami : 500-UiTM (AKA/5/5/13)  
 Tarikh :

**Nama Pelajar**

No. Pelajar

Nama Program / semester

UiTM

Saudara/i,

**PANGGILAN TEMUBUAL KETIDAKHADIRAN PERTEMUAN BAGI KURSUS**

Adalah dimaklumkan bahawa rekod kehadiran saudara/i ke kuliah bagi tempoh masa sehingga seperti di Lampiran A (Senarai Kehadiran Pelajar) adalah tidak memuaskan.

2. Sehubungan dengan itu saudara/i diminta hadir ke sesi temubual seperti butiran berikut :

Tarikh :  
 Masa :  
 Tempat :

3. Sila pastikan saudara/i hadir sendiri dengan membawa sebarang dokumen sokongan, sijil atau affidavit bagi menjelaskan sebab ketidakhadiran. Sekiranya saudara/i gagal menghadirkan diri ke sesi temubual ini, pihak UiTM berhak mengambil tindakan terhadap saudara berdasarkan Perkara 2.13.2 dan 2.13.3, Peraturan Akademik (Pindaan 2011) :

2.13.2 *Pelajar yang tidak mencapai kehadiran 80% dari jumlah jam temu untuk setiap kursus tanpa mendapat kebenaran bertulis dari Fakulti/Cawangan/Pusat Pengajian tidak dibenarkan menduduki peperiksaan akhir kursus.*

2.13.3 *Bagi kursus yang tiada peperiksaan akhir, kerja kursus tidak diherikan penilaian.*

Sekian, harap maklum.

Yang benar

Penolong Pendaftar (Akademik)

*Figure 3.9: Example form Surat Panggilan Temubual*







*Figure  
3.11:  
Example  
form Surat  
Peringatan  
Terakhir*

Saudari

**PERINGATAN TERAKHIR : KETIDAKHADIRAN JAM TEMU BAGI KURSUS IMD123**

Adalah dimaklumkan bahawa record kehadiran saudara/ke kuliah bagi tempoh masa 24 Oktober 2017 hingga 31 Oktober 2017 seperti di Lampiran A (Senarai Kehadiran Pelajar) adalah tidak memuaskan.

2. Merujuk kepada perkara 2.13.2 dan 2.13.3, Peraturan Akademik (Pindaan 2017)

2.13.2 Pelajar yang tidak mencapai kehadiran 80% dari jumlah jam temu untuk setiap kursus tanpa mendapat kebenaran bertulis dari Fakulti/Pusat Akademik/UTM Negeri tidak dibenarkan menduduki peperiksaan akhir kursus.

2.13.3 Bagi kursus yang sedia peperiksaan akhir, kerja kursus tidak dibenarkan penitilan.

3. Dengan ini saudara/don PERINGATAN TERAKHIR bahawa sekiranya kehadiran yang tidak memuaskan ini berterusan, pihak UTM berhak mengambil tindakan terhadap saudara/berdasarkan Perkara 2.13.2 dan 2.13.3 Peraturan Akademik (Pindaan 2017) seperti di atas.

Sekian, harap maklum.

### **3.2.2 Innovation**

e-Absenteeism System will improve the process which the lectures can fill up the report form online and sent to admin (staff Division of Academic Affairs). Staff will receive the report and take action immediately. As a planning, this system will be uploaded in official website of UiTM Kelantan. This situation can reduce waiting time less than 1 day for each total (if the total of absenteeism student provide by one lecture is to many).

It is also a fundamental role in Learn Management which is equivalent productivity and decrease cost.

### **3.2.3 Objective**

- Facilitate the lecture and staff Division of Academic Affairs UiTM Kelantan to make report on the students who absent
- Enable affairs issuance of letters and records as “web browser” through internet access by lecture and staff.
- Provide comfort to lecture and staffs to make the report and validation anywhere.

### 3.2.4 Scope

e-Absenteeism System covered the service that provide by Division of Academic Affairs UiTM Kelantan to their lecturer as a user either in online form or local application. This means that e-Absenteeism System can be access by user as online in official website of UiTM Kelantan.

In e-Absenteeism System, there have a few simple forms registration that user need to fill such as a nama, no pekerja, fakulti, email, no phone, katanama and katalaluan. This registration for lecture to use this system. For staff, there another forms registration that need to fill to become admin for this system. In e-Absenteeism System, user is lecture and admin is staff.

In order to provide this system for user, there have a few of limitation that need to be faced by developer. Manual service which is by using form used by lecture and staff Division of Academic Affairs UiTM Kelantan for a long time. The lecture need to fill the form and sent to staff Division of Academic Affairs to get validation and wait for few days. After that, staff will announce the result. So, majority of users become familiar to request their application in previous ways.

In order to introduce this system to them, the trainee needs to make a simple interface for this system. With a few of simple instruction, it will help the users easy to understand how the system is function.

### 3.2.5 Hardware and Software Description

#### 3.2.5.1 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.

#### 3.2.5.2 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.

3.2.6 Logical Design

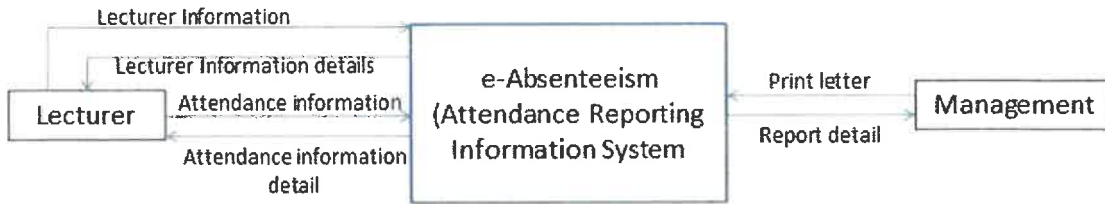


Figure 3.12: Context Diagram

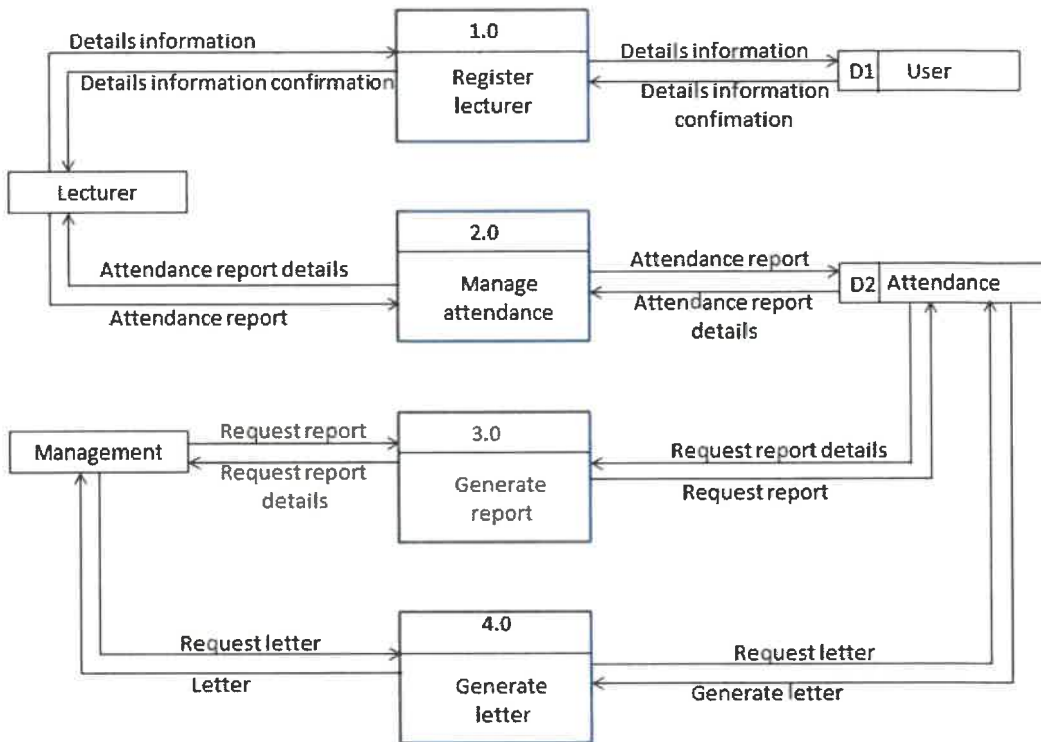


Figure 3.13: Data Flow Diagram

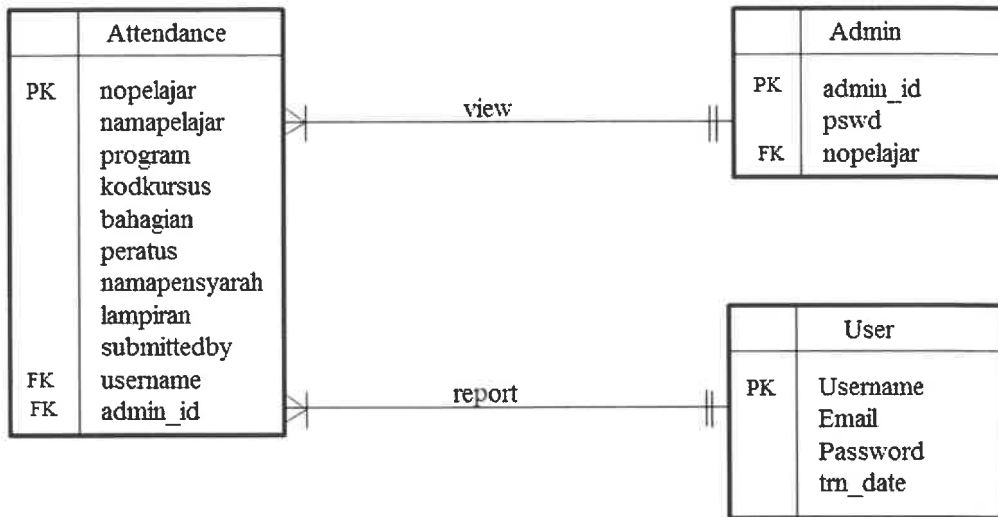


Figure 3.14: Entity Relationship Diagram



## **CHAPTER 4**

### **CONCLUSIONS**

#### **4.1 Application of Knowledge, Skills and Experience in undertaking the task (Knowledge gained)**

During the five (5) months of practical training in Division of Academic Affairs in UiTM Kelantan, it gives a lot of new experience to the trainee. Throughout the whole session, trainee got to feel the real situation of becoming one of the staff in Division of Academic Affairs UiTM Kelantan. There are a lot of new knowledge, skills and experience gained while carrying out the duty.

##### **4.1.1 Interpersonal Skill**

This is the most common and one of the most essential skills during trainee internship period that the trainee gained at Academic Affair Division because this division needs to interact with the students daily. Just like what the trainee has learnt in subject Information System Interaction and Consultation (IMS556) where the trainee did a public speaking and learn how to speak in front of the audience. This was applied during the internship period where the trainee needs to entertain queries from the students and staff. 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. Since the division interact with students daily, it help to strengthen the trainee communication skills and indirectly help to improve the trainee 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 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 trainee broaden their social skills.

##### **4.1.2 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 trainee and staffs, the trainee 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 trainee get a understanding of the task at hand as well as the desired outcomes of those tasks.

#### **4.1.2 Work Experience**

Work experience is important for a fresh graduate student. This is a valuable opportunity for students to gain experience before getting into the real working world. With the knowledge, skills and experience it will give students the 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. In the subject English for Meetings and Discussion (EWC663), where the subject teaches on how to handle a meeting and how to prepared for a meeting. The trainee is exposed on how a meeting is held and how it was conducted.

#### **4.1.3 Communications and Soft 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 has been applied by the trainee since it was studied in the subject Human Communication in Information Agencies (IMD151). This teach trainee to become fast thinker to entertain the query from students, lecturers and staffs. Besides, by meeting the student everyday will make the trainee try to communicate with them in different ways since being one of Division of Academic Affairs UiTM Kelantan. This is because, in Division of Academic Affairs UiTM Kelantan there are students come here every day with difference of needs and problems. So, in order to handle and solve their problems, we need to communicate with them with suitable approach based on their situation and problem. A good communication skill will help the trainee in communicate approach and the way to solve any problem occurs.

## 4.2 Personal Thoughts and Opinion

Throughout the industrial training, the trainee managed to learn some new working experience from the real working situation that been showed by the Division of Academic Affairs UiTM Kelantan staffs.

## 4.3 Lesson Learnt

Industry training is good methods in which the process can help trainee in terms of practical methods, as the trainee acquire some of the activities and tasks performed so trainee can find out every responsibility and role during training period. In addition, the industrial training is very effective because it gives trainee an opportunity to learn the ins and outs of the work environment and conscious of the tasks around is very good for trainee, especially to be more creative and highly knowledgeable and able to deal with the problem and this problem resulting in an actual work situation.

Industrial training as well, not only helped trainee in a real work situation but even helped trainee improve the way trainee communicate with the users. Cooperation between the employees benefits trainee a lot regarding of teamwork that has been able to build when a good job and have a big impact on the trainee when experienced the future.

During the practical session, it is an alternative to trainee to gain knowledge and experience for the trainee and benefit to the trainee in terms of progress in carrying out the work assigned for when the trainee is working someday. There are some lessons that the trainee have learned during practical training in which it will explain every skill and knowledge that have learned in the Division of Academic Affairs as in Bahagian Hal Ehwal Akademik (HEA). Here are the lessons that have learned in:

- **Human Management**

During practical training there are many experiences that the trainee has faced with the different types of people and also different situation. Sometimes the experienced teach trainee about the conceptual of adopting good behavior. Brave, confident, honesty, hardworking and many more of good behavior should be adopted in our daily life especially when we working with the other peoples. During practical training if the trainee is having obstacle regarding work, the trainee learn to ask someone or staff to help them to do the works. The trainee also learn to do a work in a group because it can save the energy and time management.

- **Customer Service Department**

The customer service department is the department that gives a lot of skills and also provides many related skills towards effective management. This is because the customer service department managing all the aspects related to the academic user and also parents. The skills learnt also had given an insight towards the academic staff main service of severing their user effectively and efficiently where involvement in this particular service had given valuable experience in developing good academic staff competencies.

#### **4.4 Limitation and Recommendation**

- **Side tasks**

The trainee not only got the tasks based on the system management and development. Other than that, the trainee was asked to assist the clerks at the front desk of Division of Academic Affairs UiTM Kelantan by assist the student's queries every day.

It may cause misunderstanding between the trainee and students regarding information that the trainee tried to convey. This is because; the trainee was not given enough information in order to handle any queries while the clerks were out at that time. Assisting front desk of Division of Academic Affairs UiTM Kelantan may give an opportunity to the trainee in order to discover more of their job scope so that they would gain more valuable information and experience to be used for their work. But first, Division of Academic Affairs UiTM Kelantan should provide enough information to the trainee in order to assist while cooperate with the clerks and students in front desk.

- **Allowance**

As a trainee in UiTM, there are no allowances provided by the organization for the trainee during the five (5) months of internship. This may put the trainee in a bit of difficult situation to living in such expensive cost living. The organization should start to consider giving allowance to the trainee at least for the first three month as the trainee also need to pay for everyday living cost and also need to pay the house rent that usually cost around RM150 per month.

- **Lack of IT Staff & Skills**

The staff in HEA 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 there are any problems regarding the IT related. If there are any problems, they need to call the IT department to come and check. Besides that, during internship, the trainee is having a hard time trying to communicate with the staff regarding consultation about system development. The trainee cannot acquire enough information to complete their task because of the lack of Information Technology staff.

- **No specific workplace**

Other limitation is the trainee is not given fixed workstation during the industrial training. The given workspace is shared with other staff and lecturer for when they need to print or use the computer. When this happen, the trainee needs to move to other workspace or sit at the counter. The trainee has to always stand by in case trainee is necessary to change workstation into other places. The trainee recommends that the organization should locate each of trainees into fixed workstation which is not give difficulties for trainee find work places during internship.

#### 4.5 Conclusion

Overall, the industrial training undertaken by trainee in their final semester is very beneficial. With this industrial training, it is a platform for trainee to be exposed to the real scope of work and how the real working environment. In addition, the knowledge acquired during studies at UiTM can be fully applied in the world of work. The difference in the current study in UiTM and practical training is really different, especially on how to communicate with the students, staffs and customers.

A more professional style of communication is something that the trainee gets to improve. Therefore, this training was very good and should continue to produce a quality graduates' in line with the government's intention to create dynamic professionals. During the industrial training in the Bahagian Hal Ehwal Akademik (HEA) UiTM UiTM Kelantan Campus, a lot of knowledge and new experiences the trainee can grab while doing the work in the office. This knowledge and experience is useful to develop themselves and help to facilitate future.

The trainee also have been exposed to various activities and tasks in this department that it is indirectly get to know every responsibility and role of each employee in the department. Exposure to the real working environment is good for the trainee especially to open their minds to be more creative and knowledgeable. Trainee can also identify and address the problems that often arise in a real work situation.

Even there are many challenges that have been encountered by each trainee regarding the training varies from one industry to another, but what important is that one should be more positive in facing every situation so that the experience gained can be used in the future.

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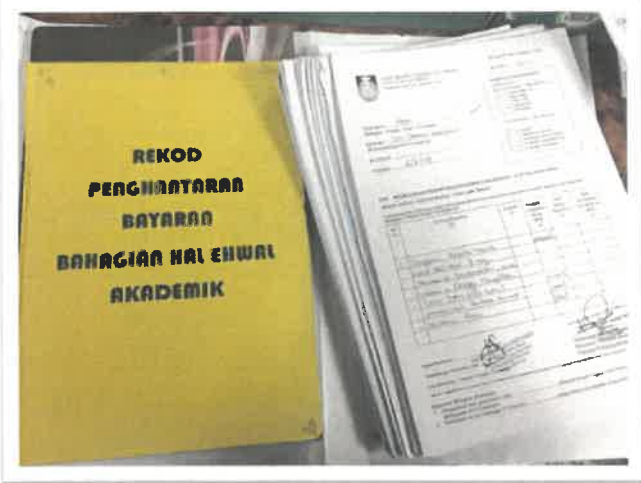
Noor Rahmawati Bt Alias. (2018, April 21). Industrial Training [Personal interview]



# Appendixes

# Appendix 1: Involvement

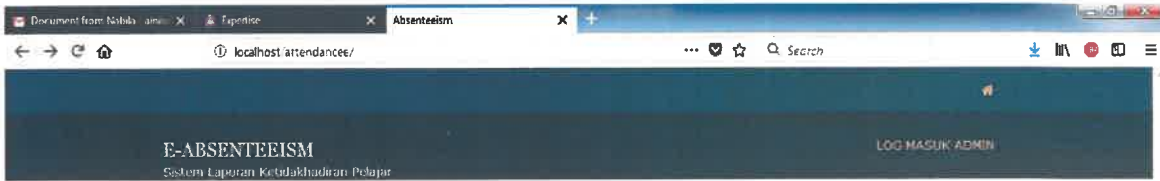
# Appendix 4: Activities Pictures





# Appendix 5:

# System Development Interface



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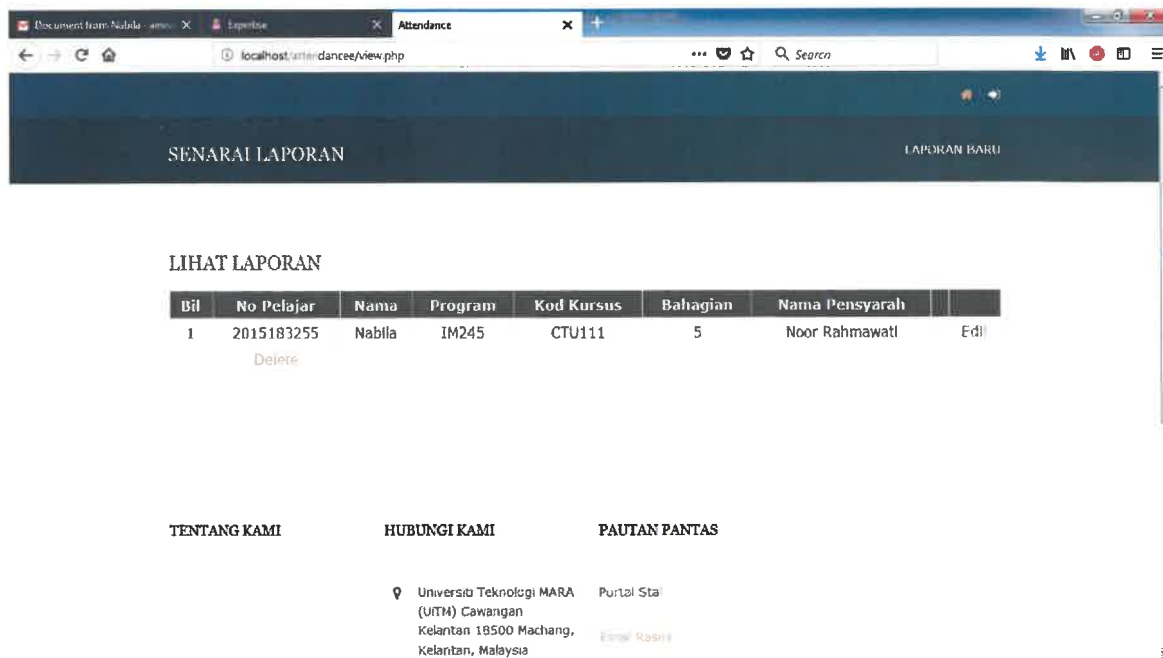
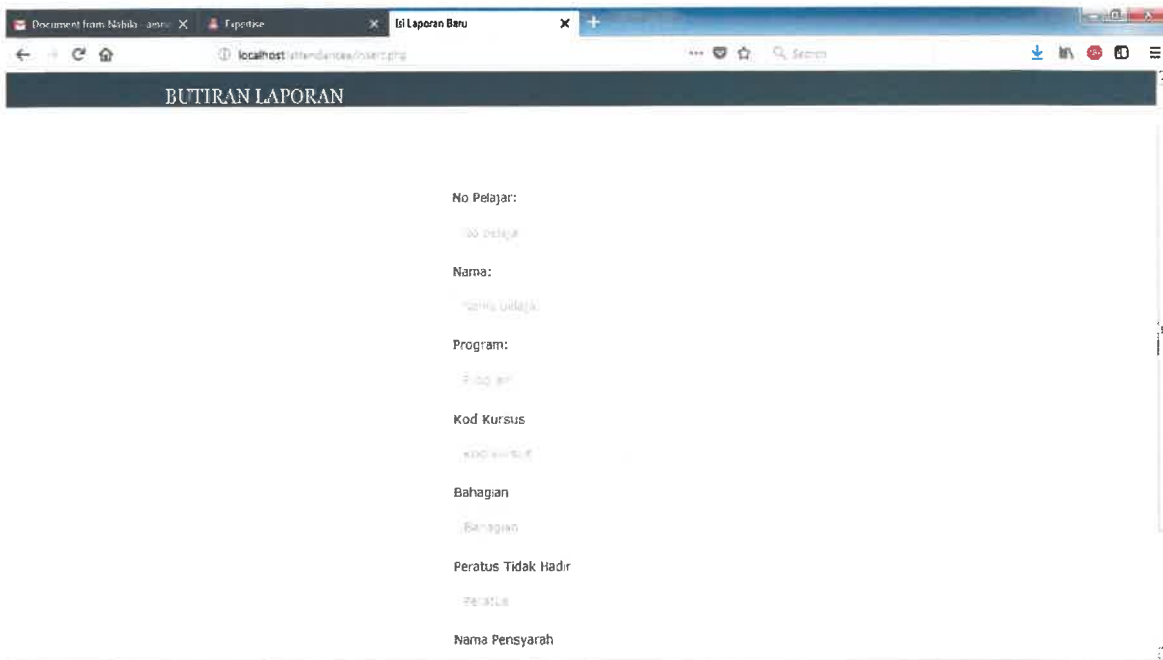
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