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UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka
Kampus Bandaraya Melaka

**FACULTY OF BUSINESS AND MANAGEMENT
UNIVERSITI TEKNOLOGI MARA (UiTM)
KAMPUS BANDARAYA MELAKA**

**BBA (HONS) HUMAN RESOURCE MANAGEMENT (BA243)
HUMAN RESOURCE INTERNSHIP
HRM699**

INTERNSHIP REPORT

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Tajuk Laporan	PRACTICAT TRAINING REPORT AT HPTP	Nama Syarikat	HAB PENDIDIKAN TINGGI PAGOH

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.....
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Jawatan : Penolong Pengarah
No. Tel. : Seksyen Projek Khas Hab Pendidikan Tinggi Pagoh
No. Faks : Bahagian Pembangunan
Kementerian Pendidikan Tinggi

Cop jabatan/organisasi:

EXECUTIVE SUMMARY

The practical training, working experiences and constructive engagement started from the Special Projects Section, Pagoh Higher Education Hub. This particular aspect covered the period of six months which is from August 2023 to January 2024. This training was more of a work-based training with the purpose of developing the competencies of the trainees as far as various industrial processes and operations are concerned. The training also enabled me to learn about the particular systems, technologies or tools that exist in the company and how they help in enhancing efficiency, quality and safety in the workplace.

Apart from that I was able to engage with people in the designated field, hear from their practice and use my theory in practice. During that time, I was able to gain a lot more than good 'practical' training and the actual work experience which may be valuable someday in the future. As it has been acknowledged, I got practical training experience because it is vital since it assisted me in preparing for other challenging workplaces in the future when I was done with my Bachelor's degree. There were several events during the training which I attended for instance, how I was to handle the project on my own. These projects made me develop communication skills and acquire problem-solving skills. Also, I attended workshops, and site visits which helped me get even more insight into the company's goals and their main objective.

The industrial training at Special Projects Section, Pagoh Higher Education Hub was a beneficial activity for the trainees as it developed their working skills and expertise. The practical knowledge and skills, which they were trained for, will be useful in their respective careers. This company deserves accolades for having offered other trainees an all-rounded training and the recommendations provided will go a long way into improving the program.

TABLE OF CONTENT

EXECUTIVE SUMMARY.....	1
TABLE OF CONTENT.....	2
ACKNOWLEDGMENT.....	3
STUDENT'S PROFILE.....	5
1.0 COMPANY'S PROFILE.....	6
1.1 Company's name.....	6
1.2 Logo company.....	6
1.3 Location of company.....	7
1.4 Operation hour.....	7
1.5 Vision.....	7
1.6 Mission.....	7
1.7 Objectives.....	8
1.8 Goals.....	8
1.9 Background of establishment.....	8
1.10 Organizational structure.....	10
1.11 Organizational Structure of Management Service Unit (UKP).....	11
1.12 Services offered.....	12
1.12.1 Zone 1.....	12
1.12.2 Zone 2.....	13
1.12.3 Zone 3.....	14
2.0 TRAINING'S REFLECTION.....	15
2.1 Job Description.....	16
3.0 SWOT ANALYSIS.....	18
4.0 DISCUSSION AND RECOMMENDATION.....	19
6.0 REFERENCES.....	30
7.0 APPENDICES.....	32

ACKNOWLEDGMENT

Praise be to Allah, the Lord of the worlds, the ever Merciful, the ever Compassionate, blessings and peace be upon the Messenger of Allah. I would like to thank Him besides for endowing me with patience and perseverance of mind to finish my practical training report. I would like to take this opportunity to thank everyone who assisted me prepare this industrial report. This journey would not have been possible without the support and help of many people. For this, I would like to express my heartfelt thanks to the management of Pagoh Higher Education Hub for offering me this golden chance of undergoing my practical training at this esteemed institution.

To begin with, I take this opportunity to thank and directly convey my appreciation to my industrial training supervisor and the person, Mrs. Nor Rasidah and Mr. Abdul Halim who assisted me throughout my practical training at the Pagoh Higher Education Hub. They always provide me good advice and allow me to have a strong support to carry out my industrial training. I thank you for making me adjust to good work and a friendly environment, always making me feel flexible at work and without a trace of boredom when teaching me something I never knew. In fact, allow me also to thank all the people at Pagoh Higher Education Hub who dedicatedly gave their time and effort in making me learn something new. Cooperation, and readiness to contribute with other activities related to various phases of the project were factors that proved to be useful.

Next, I am also very grateful for the academic support provided by Madam Nor Halawah, who offered me the resources and information needed for this report. She was continually supportive and provided guidance throughout the course and specifically for the industrial environment, ensuring that I completed a report of the highest academic quality.

Also, not forgetting, I would not forget to thank my parents for the support they always offer for me and the encouragement they offer to ensure I proceed with my practical training at HPTP. I won't forget how much they have assisted me to spend less on ringgit when I was undertaking my practical training. I hope only Allah can repay my parents with no change for assisting me so much right from the beginning till the later stages.

Last but not least, my special thanks to all my friends for always supporting me, encouraging and supplying me with useful advice to pursue my practical training. Hence, this assignment that I did, and this journey of my practical training could not have been done with

excellence without the support of my parents, my advisor, HPTP colleagues and friends.

STUDENT'S PROFILE



NUR RABIEQA BINTI HISHAM

■ CONTACT

■ ABOUT ME

Enthusiastic Human Resource intern eager to apply skills and education to a growth-oriented position. Currently completing my Bachelor's degree in Human Resource Management and looking to gain further real-world experience through internships and work-study positions while developing acquired abilities in communication, administration and multitasking.

■ EDUCATION

Sijil Pelajaran Malaysia (SPM)
SMK Sultan Alauddin Riayat Shah, 1
2014-2018

Sijil Tinggi Persekolahan Malaysia (STPM)
SMK Sultan Alauddin Riayat Shah, 1
2019-2021

Bachelor in Human Resource Management
Universiti Teknologi Mara (UiTM)
2022-2025

■ EXPERIENCE

Street Takoyaki 2022
Store Assistant

- Help in preparing and baking of takoyaki according to the standards of the store and the recipes that has set.
- Perform cash and credit sales and service responsibilities correctly in terms of change and security.
- Help with the receiving and stocking of supplies, ensuring proper storage and organization.
- Conduct regular checks of inventory to ensure freshness and quality of ingredients.
- Assist in training new employees and sharing best practices for customer service and food preparation.

Seksyen Projek Khas Hab Pendidikan Tinggi Pagoh 2024-2025

HR Internship

- Help in monitor and handle office stuff, belongings and other resources.
- Manage in stock management in the department store.
- Involved in Open Day Library Pagoh Higher Education Hub (HPTP) 2024.
- In charge of selling HPTP 2025 vehicle pass stickers.
- Tallying the total leave categories for each employee.

■ SKILLS

- Teamwork
- Microsoft word
- Communication
- Hard skills
- Soft skills
- Willingness to learn

■ REFERENCE

Sir Helmy Fadlisham Bin Abu Hasan
Lecturer of UiTM Bandaraya Melaka

1.0 COMPANY'S PROFILE

1.1 Company's name

Industrial training is a crucial component of a student's education especially for final semester students, where they will undergo practical training for three to six months in one of the companies in order to equip themselves before they join the job market. The goals of industrial training involve availing to students the possible working environment in industries, enhancing their interpersonal and group cooperation skills. Not only that, this practical training also plays a role in enhancing professional image and employment opportunities, this makes students the best bet for employers. So, during the six months of practical training, I have chosen the Special Project Section of the Pagoh Higher Education Hub known as the SPK HPTP as a place for me to continue my practical training.

1.2 Logo company



KEMENTERIAN PENDIDIKAN TINGGI

1.3 Location of company



Location of Special Projects Section, Pagoh Higher Education Hub, known as SPK HPTP is located at the Bangunan Perpustakaan Gunasama, Bahagian Pembangunan, Kementerian Pendidikan Tinggi, Jalan Edu Hub Gunasama 6, KM. 1, Jalan Panchor, 84600 Pagoh, Muar, Johor Darul Takzim.

1.4 Operation hour

The operating hours for Special Projects Section, Pagoh Higher Education Hub on Monday to Friday are from 8:00 a.m. until 5:00 p.m. The break time is given for one hour on Monday to Thursday which is 1:00 p.m. until 2:00 p.m., while on Friday break time is given two hours which is 12:45 p.m. until 2:45 p.m.

1.5 Vision

- High quality tertiary education, excellent individual, prosperous nation.

1.6 Mission

- Sustaining a quality higher education ecosystem in order to develop the potential of individuals and meet national aspirations.

1.7 Objectives

- To provide the best quality of facility as part of our world class services toward the vision to set the standard for the best education hub in the region.
- Set to serve the institution resident and CSR facility provider for the surrounding community especially Pagoh people.

1.8 Goals

- World class facilities for world class institutions.

1.9 Background of establishment

Pagoh Higher Education Hub at Pagoh University City is the country's first and the largest public higher education hub in Malaysia. The idea of having a university city in Pagoh is modeled on Qatar Education City and Science and Technology Park. This motivation was due to Tan Sri Dato' Dr. Muhyiddin Muhammad Yassin, at the time The Deputy Prime Minister of Malaysia. HPTP opened on May 2, 2017.

SPK HPTP or the Special Project Section, Pagoh Higher Education Hub, is a project operated by the Ministry of Education Malaysia, designed and developed to introduce and develop higher education programs in rural regions. Therefore, the SPK HPTP was developed and aimed at increasing the number of students from isolated towns studying at higher education institutions as well as enhancing living standards and economic growth of the towns.

The cabinet approved on 24 June 2011 for Sime Darby Selatan Sdn. Bhd. (SDPS) to undertake the HPTP development in Muar, Johor as a PFI. As an Special Purpose Vehicle (SPV), SDPS has been given the power to draw up HPTP facility to go by government set norms, put up and complete the facility and repaint and maintain the structure from funds sourced by the concessionaire. Consequently, on 7th November 2012, Polytechnic and Utility Facilities (KPT), Tun Hussein Onn

University (UTHM), Universiti Islam Antarabangsa Malaysia (UIAM), and Universiti Teknologi Malaysia (UTM) entered into a concession agreement.

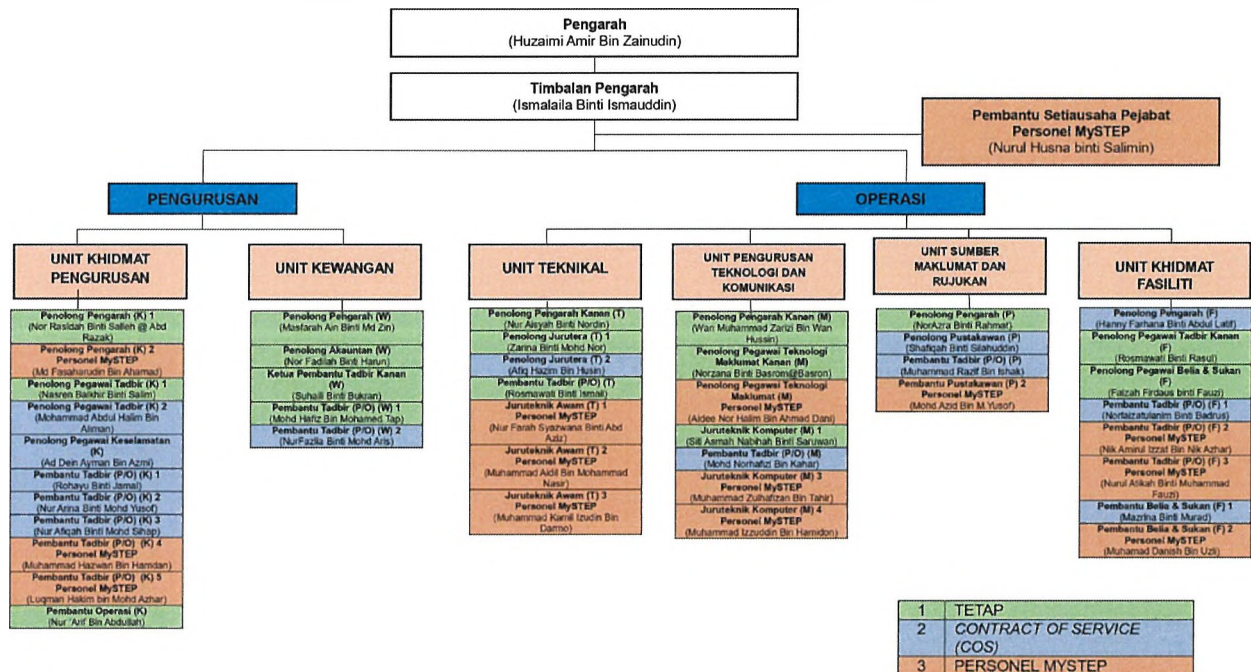
Subsequently, 1,000 acres of land have been subsequently built up in stages over the course of this particular HPTP. The first phase is set on an area of 500 acres. The development of HPTP is developed by four IPTAs of Malaysian Universities, which includes Tun Hussein Onn University (UTHM), International Islamic University Malaysia (UIAM), Universiti Teknologi Malaysia (UTM), and Tun Syed Nasir Syed Ismail Polytechnic. In addition, HPTP will contain a building dedicated to a Water-Cooling System as well as Centralized Shared Facilities. All the Pagoh development is covered under the second phase.

Furthermore, the cluster concept applied in development of this HPTP complied with the institution and the common services. This common facility will be used by all the institutions in the HPTP as well as the local people. The services provided are open to the public provided they wish to use the facilities of the respective institutions found here. The Ministry of Higher Education (KPT) will be responsible for the management of these shared facilities through the Development Division's section of HPTP Special Projects.

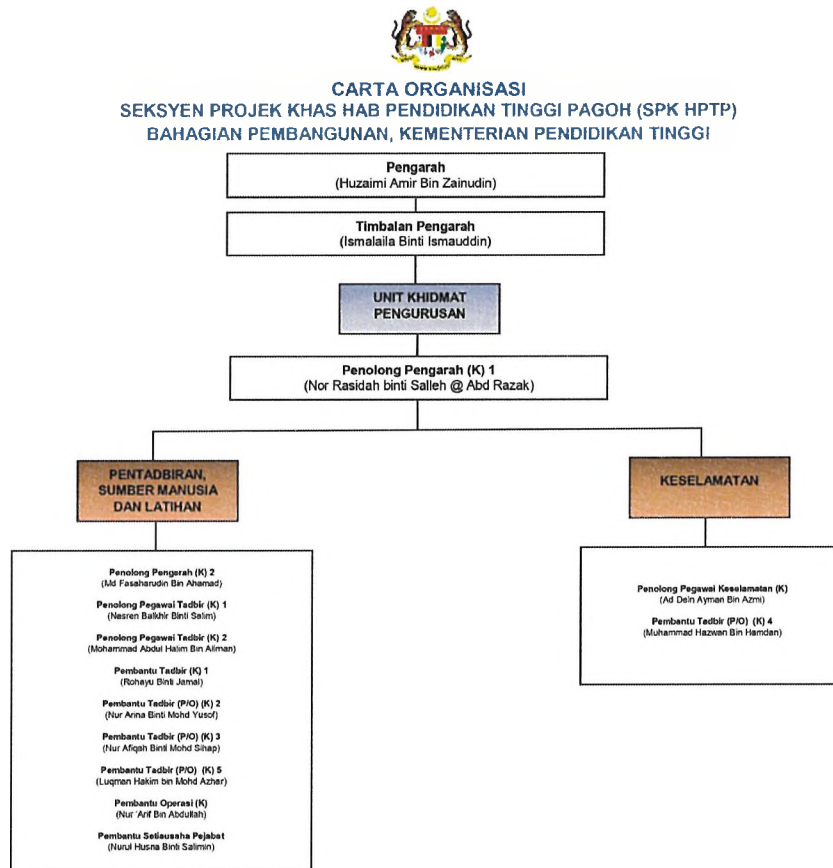
1.10 Organizational structure



CARTA ORGANISASI SEKSYEN PROJEK KHAS HAB PENDIDIKAN TINGGI PAGOH (SPK HPTP) BAHAGIAN PEMBANGUNAN, KEMENTERIAN PENDIDIKAN TINGGI



1.11 Organizational Structure of Management Service Unit (UKP)



1.12 Services offered

The place of my internship which is the Special Project Section Pagoh Higher Education Hub (SPK HPTP) provides common facilities which are provided and maintained by Pagoh Higher Education Hub, Development Division, Ministry of Higher Education. This is particularly designed and developed for the use of Public Universities/Polytechnics while generally for the local community.

This venue is divided into three parts. The first zone is for the convention hall, auditoriums, and multipurpose hall whereas the second zone incorporates shared library, ICT data centre, surau, central cafeteria, and guest house. Lastly in the third domain, there is a sports complex, racing circuit, futsal hall and swimming pool (Pagoh Higher Education Hub Community Portal, n.d.). All these communal facilities within HPTP are open to students, staff and other outsiders who may be interested.

1.12.1 Zone 1

The convention center is a large hall, specially designed to hold various types of meetings. The convention center can handle a big event that can accommodate many people at once. For instance, it can be used for conferences, seminars, town hall meetings, graduations, banquets, events, university programs, exhibitions, and so on. This convention hall can be used by individuals from the Ministry of Higher Education or any other parties. This is considered the case because the convention center can host 1,000 people within a space of 2,949 (M2). There are large conference halls and other facilities that include audiovisual or sound systems, lighting, and technological platforms, internet connectivity, and special private areas for special clients. For them to secure a place for the convention, they have to contact the SPK HPTP administration unit for bookings. Compensation is only allowed to be made to external parties.

This is a space for the auditorium which includes lectures, education, meetings including town hall, and other events. Instructors often use it to teach college students living close to the Pagoh Hub. There are six auditoriums in total at HPTP. Five auditoriums have a 250 people seating capacity while the

others can accommodate 500 people. The rental fee is only charged to outside entities that want to rent the space for a particular talk or a town hall style event.

Furthermore, a multi-purpose hall comprises three main halls, examination hall to UTM, UTHM, POLITEKNIK, and UIA, that can accommodate 1,000 students, and the last hall is used for basketball court with four badminton courts. Besides that, it is possible to use this hall for exhibitions and different types of public events.

1.12.2 Zone 2

The service given by SPK HPTP for the second zone is a communal library. This structure of the communal library measures 4000 (M2) in size. It comprises a shared library, internet connection amenities, flexible accommodation, computer server room, and a canteen. This communal library occupies 8,952 square meters, 1,300 places and contains 64,678 of various kinds of reading materials. The HPTP library of SPK is maintained by the Information Resource and Reference Unit (USMR). The activities of this library involve staff from three Public University (UA), namely the Universiti Tun Hussein Onn Malaysia (UTHM), International Islamic University Malaysia (IIUM), and Tun Syed Nasir Polytechnic (PTSN). These reading resources are in the HPTP Utility Library for UA / PTSN students to use. Another service available to students is the surau situated at the Pagoh Hub. This surau has a capacity of accommodating two hundred people at any one time.

Besides that, guest houses are listed among the options for people willing to spend a night at HPTP. Normally, the people who overnight are those attending a function at HPTP such as a lecture or the parent of a student who wishes to attend their children's graduation ceremony. This guest house is situated adjacent to the HPTP building and managed by the Administrative Unit, SPK HPTP Development Division Ministry of Higher Education. The rooms provided are fitted with television, refrigerator, water heater, electric

kettle, in addition to a set of clothes, towels, and blankets. This guest house has a floor area of 2,945 (M2) and has sixty varying units of rooms.

1.12.3 Zone 3

In zone 3, SPK HPTP provides the sports stadium, athletics track, futsal hall, and swimming pool. Also, about the sports stadium, it can hold one thousand people, it has tracks and races that meet the International Amateur Athletic Federation (IAAF). Besides the open sports facilities, these facilities are provided for football, hockey, rugby, field bowling, tennis, netball, basketball, volleyball and “sepak takraw”. The majority are students who pay for space to engage in leisure activities, co-curricular activities, and sports events which have benefited Johor state sports. In addition, the structural arrangements for the futsal facility and the swimming center are close to each other. The futsal facility consists of four futsal courts while the aquatic centre consists of a swimming pool and a diving pool used for Olympics. The swimming pool has a water depth of 1.5 meters to 5 meters and includes a swimming pool of 8 lanes and a 3 meters springboard for diving.

2.0 TRAINING'S REFLECTION

During my practical training at Special Project Section Pagoh Higher Education Hub (SPK HPTP), I was assigned to undergo training for six months which is 24 weeks. My practical training begins on August 12, 2024 and lasts until January 24, 2025. I was assigned to the Management Service Unit (UKP) which is located in the shared library building on the third floor. Throughout the duration of my practical training, I was assigned to work under the close supervision of Puan Nor Rasidah, who was responsible for guiding me and providing valuable insights. Her role involved overseeing my performance and progress, offering constructive feedback, and ensuring that I was gaining the necessary skills and knowledge to succeed in the field.

In the course of my practical training, I learned a lot of new things in the first month which I believe helped broaden my knowledge of the field. These teachings, which were delivered through examples and guided practice, helped not only gain more extensive understanding of the theories but also received practical tips that one can apply as soon as needed.

As a result, I have long been given credit for my abilities in communication skills. During my practice, It was often that I would be on the ground talking and meeting with employees of other departments. This can include receiving phone calls, such as taking the functioning office phone and transferring messages to other people. Also, it was my responsibility to send a variety of documents through various channels and ensure each department received timely updates with accurate material that they need to get on with their work confidently and efficiently as possible. They taught me how to communicate effectively and how to get things done. I realized that effective communication is essential in human resources work because it ensures that information is conveyed accurately and intelligibly. Communication must work not only because it is easy to convey critical information, but also because of the constant interaction among employees, management, and parties outside the firm. Good communication can also reduce confusion, promote a healthy work environment, and ensure that all stakeholders understand and adhere to the organization's goals and systems.

Apart from carrying out my daily duties in the office, I was also given the opportunity to participate in various events both inside and outside the HPTP premises. One example of the programs I was involved in was my involvement as a committee member for the treasure hunt game during the 2024 SPK HPTP Library Open Day. As part of the planning and implementation team, I contributed to various aspects of the event, including ensuring smooth communication between committee members, and assisting in the management of participants. This practical experience gave me valuable insights into event coordination and allowed me to further develop my communication skills and teamwork spirit.

Apart from that, I also had the opportunity to participate in the retirement ceremony of the Secretary of the Development Division at the Ministry of Higher Education which was held in Putrajaya. My role in this grand event involved helping them to make it a success and execute a stunning presentation on the day of the event. This experience was invaluable as it allowed me to see first-hand the different conditions and workspaces involved in organising such a formal and high-profile event. The atmosphere at the Ministry of Higher Education was very professional and collaborative, giving me a unique opportunity to interact with a diverse spectrum of people in different working settings. It was a great experience that enhanced my understanding of event management in a government work setting and improved my agility when handling official gatherings.

2.1 Job Description

- **Sorting and organizing letters and office documents**
Every letter and document related to the department's vehicle application, once signed, will be carefully organized and sorted by month to ensure that it is filed systematically and easily accessible. This methodical approach helps to avoid any mix-ups or misplacement of paperwork so that it is easy to find and at the same time allows for the complete paperwork to be retrieved when needed.
- **Responsible to answering office calls**
If there are no other staff in the office, I will take responsibility for answering incoming phone calls. At this time, I will make sure that I

listen carefully to the caller's requests and inquiries. In addition, I will also immediately take note of all important details and requirements that need to be communicated to the individual to be communicated. To avoid any irregularities or negligence, I will double-check the information before delivering it.

- Assess the employee leave entitlement

I was assigned to assist Mrs. Arina, in the comprehensive calculation of various types of leave for HPTP employees. This included determining the correct entitlements for rest leave replacement (GCR), time-off, sick leave, and other leave categories as outlined in the company's policies. My role involved carefully reviewing individual employee records, ensuring that all types of leave were accurately calculated and recorded correctly..

- Scanning, printing and make a copy of office's letters and documents

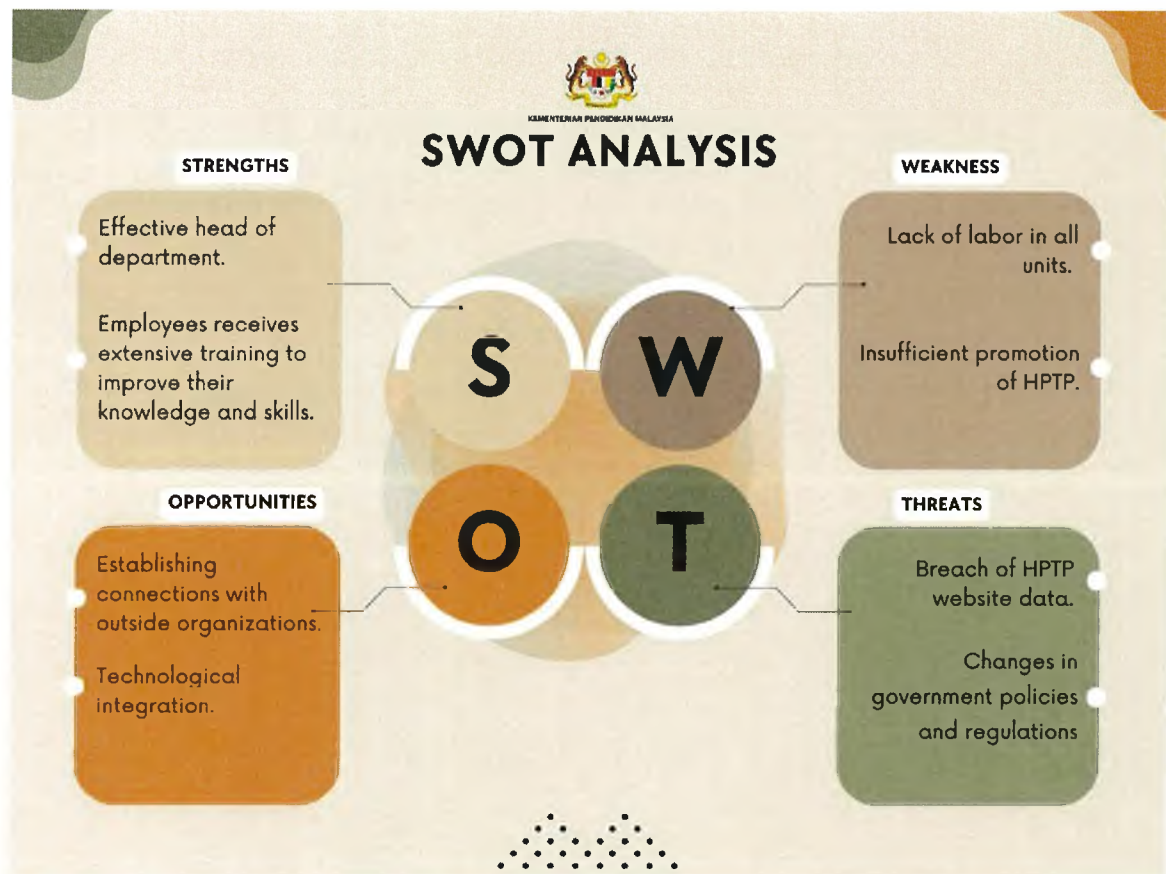
I am also entrusted with the responsibility of printing various important documents for the department. This includes printing memos, department vehicle application forms, staff course certificates and other related paperwork as required. My duties involve ensuring that each document is printed accurately and in the correct format, adhering to departmental standards. In addition, I will ensure that all printed materials are organized, stored properly and ready for filing.

- Assist in overseeing the department's inventory

I will assist Mrs. Rohayu, the asset staff, in counting and tracking stock in the department store and ensuring that all inventory records are always updated. I have also performed data entry and supply/service receiving tasks 2024 and am responsible for helping to monitor stock levels regularly, identifying any discrepancies and carrying out reorganisation processes to maintain optimum inventory levels. In addition, I will strive to ensure that stock is always consistently organized, with all items properly labelled, stored and easy to find.

3.0 SWOT ANALYSIS

Throughout my practical training period, there are a few strengths, weaknesses, opportunities and threats that I can conclude based on my observation:



4.0 DISCUSSION AND RECOMMENDATION

Discussion

Strengths

- Effective head of department

During the course of the present practical training at HPTP, I have examined various challenges and opportunities of the SWOT analysis that are relevant to the department from personal experience. The first strength of HPTP is that the organization has a very efficient and professional head of department who has worked for years. The director is also aware of some issues that have occurred at HPTP. The director will meet all the head of units after two weeks while meeting middle supervisors after one month starting from grade 28 and above. Meetings are a key organizational practice by which organizations are talked into being. They include problem-solving, decision-making, and sensemaking through which organizational goals are achieved (Workplace Communication, 2019). The main objective of this meeting is to discuss the challenges that emerge, the updates on the development of the units, the measures that can be taken to overcome the problems that emerge, and the activities that must be carried out at HPTP. If the director is dissatisfied or wants to confront a problem with a problematic employee, he will not answer with anger, rather, the director will go to the head of unit to discuss the problem. Besides, the head of unit will be able to voice out some comments or present some suggestions that may be put into practice during the meeting. Thus, the problem can be solved whenever there are innovative ideas and different points of view.

Moreover, the director is a fast decision-maker. When the director gets direct information from his superiors which is the Ministry of Higher Education's headquarter, he will call a meeting to disseminate information as soon as possible but with understanding that it has to be clear. As for the director, it is useful to hold such a meeting because it gives the staff the latest information about organisational issues, important changes at HPTP, and all related to strategic management. Moreover, at this meeting, it is possible for the director to let the team brainstorm or to let them know if they have any problems.

- Staff receives extensive training

Next, the strength that HPTP has is that the staff receive extensive training. Training is planned and systematic activities which are focused on enhancing the level of skills, knowledge, and competency (Nassazi, 2013). It is the process of conveying essentials skills, programmed behavior, so individuals become aware of rules and procedures to guide their own behavior to accomplish their job effectively (What is Human Resources.com, n.d.). To achieve the KPI set by this director for each worker, each HPTP unit has to organize several training courses for the staff members during the hands-on training. At HPTP, on the job training will be in a way that it will depend on the job description of every individual employee. Departmental store managers for instance will need to enroll for a Store Management System (SPS) course to enhance their performance and knowledge on control and management of stocks, inventory and the use of appropriate systems that ensure proper flow and storage of goods. Training like this is meant to enhance the staff ability to do their work in a more professional way and ensure that the department runs efficiently.

Weaknesses

- Lack of labor in all units

Labour deficiency in a firm can influence the firm and its production. Therefore, at HPTP, I realized that there was a lack of human resource in one particular section. At HPTP, there are only around 45 people. The number of workers differs from unit to unit. For instance the Management Services Unit only has 12 people, the Financial Unit has 5 people, the Technical Unit has only 7 people, the Information Resource and Reference Unit has 4 people, the Technology Management and Communication Unit has only 7 people, the rest are in the Facility Service Unit which comprises 8 people. The other two people include the director and the director's secretary. HPTP employs three categories of personnel which is 18 regular employees, 15 Contract of Service employees, and 14 Personal MySTEP employees. In general, HPTP has a problem with staffing in the Information and Reference Unit and the Financial Unit because both of these sections need a lot of workers. In the

same reports, the Information and Reference Unit is understaffed to manage the resource centre for four public universities, and has to process 1,300 books annually.

- Insufficient promotion of HPTP

The contemporary economy is an intensely competitive and crowded environment in which businesses' performance depends not only on the quality of the offered goods and services but also on the effectiveness of the advertisements. Consequently, a firm's expansion and survival in the long run may be a nightmare because of negligence to the marketing function. Without the proper marketing activities, the organization may barely gain more traffic to its brands hence may not be easy to attract new customers or retain the existing ones. HPTP is not well recognized as compared to the Ministry of Higher Education main office where many people are aware of the department since it deals with higher education, Polytechnics, community colleges, student loans etc. From this, it is clear that SPK HPTP has not been exposed much since, for example, when I ask people outside of HPTP, most of the time they are not familiar with the organization at all or they only have limited knowledge about it. There is no good marketing and promotional strategy, which is why HPTP has no visibility despite the fact that it may possess certain opportunities and benefits. If HPTP lacks exposure, for example through advertisement or participation in social networks, businesses or organizations can be challenged to market themselves to a large number of people. This lack of recognition also negatively affects luring top people, forming alliances and penetrating new markets in addition to the prospective clients or customers.

Opportunities

- Establishing connections with outside organizations

Developing relationships with outside organizations is good in many ways that can go a long way in enhancing the growth of an organization or business. The relationship that an organization develops with other organizations is productive in the sense that it can foster the organization's image, reputation and even relationship. To provide services to the outside agencies may prompt other agencies to seek the

services of the facility. This is due to the fact that satisfied external agencies would definitely recommend the organization's facility to other organizations. As a result, other outside organisations, like the Muar District Sports Council, wanted to use the facilities that HPTP offered during my practical training here. Other than that, The multipurpose MPH hall served as the venue for the July MSSD level netball match, and they also utilised the guest home service for three days.

Not only that, the Malaysian Ministry of Health also uses the auditorium for their town hall program. Therefore, a number of external institutions acknowledge the Pagoh Higher Education Hub because HPTP has many utilities that can accommodate any program. Therefore, when establishing the network relation with an external agency, it will expand the network and provide the opportunities to introduce new contact, partnership and cooperation, and benefits from the external stakeholder. These many connections can result in long-term rewards covering both support and advice, as well as opportunities for career promotions.

- Technological integration

Technology is a dynamic factor that varies for time so; these changes should be adopted for the survival of a business and better performance. Advanced and new technology has a direct impact on the ability for competition into the related industries (Moore, M. 2012). Consequently, the punch card machine technology was implemented at HPTP from 2016 to 2018. This punch card machine is used to record the time when officials or employees arrive and when they leave an organization. From 2019 to 2022, they upgraded from punch cards to slide cards, and by the end of 2022, HPTP replaced slide cards with thumbprints, biometric fingerprint machines. This biometric system plays an important role in registering employee time in and out for attendance and overtime calculation using fingerprint reading or facial recognition, and now it can automatically record employee attendance data integrated into the Human Resource Management System (HRMIS) (Info-Tech Systems Integrators, n.d.). This technology makes it easy for employees to check their working hours on a biometric system.

Further, there is another technology known as the Digital Document Management System 2.0. The DDMS 2.0 system is actually software meant for

registered storage, tracking, and analysis of all paper document copies as well as the electronic documents before converting them to record form for electronic storage. This system includes the procedure for archiving activities, business and transactions of the Government agencies and to provide management efficient records and systematic records throughout the life cycle of records up to the disposal of records. The implementation of DDMS 2.0 is to try to accelerate the process of getting information, reduce the dependence on paper, enhance the delivery of systems, and be more clear with the delivery of government services.

Threats

- Breach of HPTP website data

A breach of website data in a company occurs when unauthorized individuals or entities gain access to sensitive information stored on the company's website or online systems. This can result from various vulnerabilities, such as weak passwords, outdated software, insufficient encryption, or inadequate security measures like firewalls and intrusion detection systems. In the digital era, data has become one of the most critical components of an enterprise. Data leakage poses serious threats to organizations, including significant reputational damage and financial losses (Long Cheng, Fang Liu, Danfeng (Daphne) Yao, 2017). The issue of the breach data that happened at HPTP was raised by the Technology and Information Management Unit (ICT). Those who are irresponsible want to hack or spy on the data of the officials at HPTP. Most of those who want to invade are from abroad. There are many disadvantages or consequences that can be obtained if this attack continues without supervision action. One of the effects is the loss of trust in data. When data integrity issues persist, employees and stakeholders may lose trust in the organization's data and its ability to provide accurate and reliable information. This loss of trust can hinder the decision-making process, as individuals may be reluctant to rely on data-driven insights and may instead resort to intuition or guesswork. However, this issue is still well controlled by the ICT unit itself.

- Changes in government policies and regulations

Malaysia's government policies and laws have experienced changes in the recent past thus changes in the nation's objectives as it has faced new challenges in a world that is dynamic. People have changed these policies due to various factors such as the society needs, the environment, and economic growth. Thus, large scale political transition is often directly followed by shifts in the administrative and governmental systems. Former Prime Minister of Malaysia at the time the 10th Deputy Prime Minister Tan Sri Dato' Dr. Muhyiddin Muhammad Yassin proposed the idea of HPTP. Hence, after the construction of HPTP is completed and the political setting shifts with the removal of Tan Sri Muhyiddin as the Deputy Minister (TPM), the further advancement of HPTP has been rather gradual. This is because approval for funding HPTP development is always challenging to come by, and the current global economic climate is characterized by unpredictability and volatility. The management of HPTP has been made aware of this matter. This kind of political change somewhat slows down its development. However, if Tan Sri Muhyiddin becomes the TPM, he will definitely focus on the development of this HPTP here and the promotion of awareness of this HPTP around the world.

Recommendations

Strength

- Cultivate a culture open communication

The steps toward making a department happy and efficient involve encouraging communication. To achieve this, it is essential that there is adequate communication which allows an employee to share their issues or ideas with other employees and or management and be assured that their rights can't be violated if they report any form of harassment in the workplace. In order for HPTP to be successful in the future, the HOD must continue to regularly and effectively communicate with the staff. Some of the ways used to achieve this include, assembling the team on a regular basis for a meeting, individual meetings, and the free flow of information within the department. To communicate effectively means not only putting your thoughts in order and presenting them in an accessible way, but also expressing them in a way that would capture the attention of the receiver (Beattie

and Ellis, 2014). In addition, it is crucial to establish that the aspect of open communication with the company involves the process of active listening. Besides, it creates trust between the HOD and the staff to empower the workers to go for their responsibilities and be involved in creativity and problem solving.

- Implement a comprehensive and ongoing learning and development program

Employee training and development play a crucial role in a comprehensive human resource management (HRM) strategy, which seeks to optimize the skills and talents of the workforce and cultivate a culture of ongoing enhancement (A. S. Arulsamy, Indira Singh, Senthil Kumar, Jetal J, 2023). Some of the goals of personalised learning include the provision of a broad and ongoing learning and development program within the company. Consequently, this programme should provide sustaining and enhancing professional development relevant to current trends in the field and evolving requirements of the department as well as primary orientation and teaching of technical competencies. Potential topics of the training program should be wide and cover both soft skills such as problem solving, leadership and communication, as well as technical skills. Every employee of HPTP can improve their competence in numerous ways by practicing learning and development. It involves enhancing their content and skills beyond the scope of their work and enhancing organizational performance. Therefore, the program should also have different learning modes since it tries to address different learning styles, these include workshops, online learning platforms, knowledge sharing sessions, and mentoring. Besides, workers have respect and motivation to do something for the success of business when career advancement opportunities and growth prospects are presented.

Weaknesses

- Implement a comprehensive workforce strategy

Pagoh Higher Education Hub can implement a comprehensive workforce strategy that focuses on recruitment, employee retention, and optimization of existing resources. Strategy implementation is one of the key management functions to ensure

an organization's future success, and it helps to close the gap between strategy formulation and organisational performance (Crittenden, 2008). The first action of this strategy should involve an assessment of the current labour demand in each unit in an endeavor to identify the exact areas where there is a shortage of employees. The first step is to expand the recruiting, intensify it by promoting a wide range of candidates, using various channels, including paid job portals and expanding the cooperation with academic institutions to attract qualified personnel. Further, where there is a tough battle over talent, the company can offer superb benefits, terms and conditions, or a flexible workplace to attract the right kind of people for the company performance itself. However, as for the internal environment, HPTP should focus on raising the rate of the employee turnover by means of organization culture improvement, that can define the scope of satisfaction, self-actualization, and overall work-life balance. Also, it can develop specific propositions for the employees, for instance, opportunities that might help define career ladders that will significantly decrease turnover rates and ensure that current employees retain their interest and productivity.

- Develop a comprehensive and multi-channel marketing

In an increasingly advanced digital era like now, multichannel marketing has become the main key in achieving optimal results (Rochmawati, D. R., Hatimatunnisani, H., & Veranita, M. (2023). The strategy should start with an in-depth study of the target audience, determining their preferences, behaviours, and the most effective channels to reach them. It is critical to build a strong online presence through digital marketing, especially content marketing, and to increase social media interaction so that more people learn about HPTP. Furthermore, using social media sites such as Facebook, Instagram, LinkedIn, and Twitter, as well as emerging platforms such as TikTok, enables the HPTP to communicate with a broader, more diversified audience and encourages interaction with others. As a result, integrating online and offline in a multichannel marketing plan creates potential to reach a larger and more diversified audience. In a digitally connected world, consumers have access to various online platforms such as websites, social media, and online marketplaces (Bahri, R. S. (2020). Except for digital marketing, HPTP should adopt other forms of marketing like print media advertisement, public

relation and event sponsorship for persons not found on media platforms. Moreover, inviting influencers to be guest speakers at such an event might also help the HPTP expand the organization's market presence.

Opportunities

- Create a strategic partnership and networking plan

Thus, organizational recognition requires a networking strategy and plan. This strategy should involve a process of sourcing potential partner organizations, other businesses and stakeholders who are aligned with the organizational values, objectives and market position. These links may include suppliers, educational institutions, governmental entities, and other businesses which are affiliated to relevant industries. For example, the director of the HPTP must always attend seminars and trade exhibitions with a view of approaching the possible partners and getting an ordeal in the sector they deal in. This is because actual involvement in such events either as speakers and other attendees may afford a chance to interface with the decision-makers and build good working relationships. Moreover, working on a professional level with organizations involves engaging in long term partnerships which help HPTP to expand its resources and knowledge for further successful development. For example, doing business with educational establishments might lead to employment, research collaboration and better access to talent. Therefore as described above and clearly seen, by the establishment of strategic partnerships or relations, use of collaborative networks, HPTP may find itself at the centre of industry deregulation and grabbing market opportunities.

Threats

- Establish and build an intrusion prevention system (IPS)

When an intrusion occurs, there is usually an individual IT specialist who is responsible for an organization or department that will decide how to protect the website from a new intrusion or penetration by the third party. For the

recommendation, HPTP should adopt an intrusive prevention system (IPS) that will prevent hackers from retrieving their data. This system is a cybersecurity system that identifies intrusion activities or threats and controls the response to identified intrusions and threats across the network. IPS are monitoring real time packet traffic with malicious activities or which match specific profiles and will trigger the generation of alerts and it can drop, block that traffic in real time pass through in the network. The main IPS counter measures is to stop an attack in progress (Global Journal of Engineering and Technology Advances, 2023). Moreover, this system is capable of identifying the viruses and other threats that seek to gain entrance into the system and steal information from the organization. This IPS program is thus capable of constantly monitoring and logging network events in real time. Consequently, the existence of this mechanism ordinarily enables HPTP to handle such risks.

- Carry out the Corporate Social Responsibility (CSR) initiative.

Corporate Social Responsibility (CSR) is a concept that reflects the ethical and social obligations of organizations to contribute positively to society beyond their economic interests (Carroll, 2016). In general, it can be defined as activities that are extra to legal requirements and include social initiatives, environment, charity and ethical management. Moreover, this program enables the organization to enhance and develop other aspects of relationships with the employees and community. Therefore, the organization must seek other strategies to get noticed outside, even if the developmental process takes so long due to change in politics. Based on what has been discussed, my recommendation to HPTP is that, while developing HPTP, the company should prepare its backup plan in form of a CSR program. For example, HPTP can offer to help the flood victims in another state, wash the mosque, wash the houses of Asnaf, and give out to the needy. When an organization like this implements such a program, it is slowly building up a positive reputation in the eye of outsiders and that they are ready to expend efforts to help others, sacrifice things and so on. Also, when this CSR program is handled well and effectively we may source for some people or companies outside the organization to sponsor or fund some activities of the organization, which is not easy.

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7.0 APPENDICES

