



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka

MGT666: INDUSTRIAL TRAINING REPORT

12 AUGUST 2024 – 24 JANUARY 2025



FBM

Faculty of Business and Management
UNIVERSITI TEKNOLOGI MARA

**FACULTY OF BUSINESS AND MANAGEMENT
BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS)**

**Prepared by
ARIEF NUR IHSAN BIN ISMAIL**

**Group
MBA232 6B**

**Prepared for
DR FADHLUR RAHIM BIN AZMI**

SURAT KEBENARAN

Tarikh : 3 Februari 2025

Kepada :

Penyelaras Latihan Praktikal
Fakulti Pengurusan Perniagaan
UiTM Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka

No Tel : 06-285 7119 / 7190 / 7196

Email : praktikalfppmelaka@uitm.edu.my

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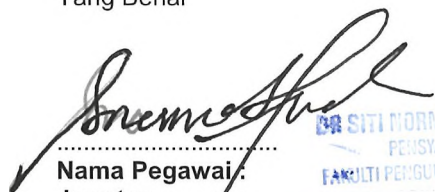
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| Tajuk Laporan | SWOT ANALYSIS OF FPP UTM ALOR GAJAH | Nama Syarikat | FPP UTM ALOR GAJAH |

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EXECUTIVE SUMMARY

This report presents an overview of my six-month internship at the Faculty of Business and Management, UiTM Kampus Alor Gajah, Melaka, from 12 August 2024 to 24 January 2025. Throughout the internship, I was responsible for various administrative tasks, including filing, managing correspondence, photocopying, and providing assistance to lecturers. These duties allowed me to gain hands-on experience in office operations, ensuring that I contributed effectively to the smooth functioning of the faculty's daily activities. My role also involved interacting with faculty staff and students, enhancing my communication skills and adaptability in a professional environment.

During the internship, I focused on improving key competencies such as organization, multitasking, and problem-solving. Handling administrative tasks required attention to detail and efficiency, particularly when managing document flow and ensuring accurate record-keeping. Moreover, assisting lecturers with their academic needs and handling various administrative requests allowed me to understand the academic processes behind faculty management, which was instrumental in broadening my understanding of the educational sector. Overall, this internship provided me with a well-rounded experience in office management within an academic institution. The exposure to real-world administrative work, coupled with the guidance of faculty staff, significantly improved my practical skills and professional manner.

I would like to extend my heartfelt thanks to the Faculty of Business and Management (FBM) for providing me with the opportunity to intern at UiTM. My deepest gratitude goes to Dr. Siti Normah Awang Tuah, Dr. Anidah Aziz, and Encik Maz Izuan Mazalan for their continuous guidance and support throughout this journey. I am also grateful to all FPP lecturers who have been supportive and contributed to making this internship a truly enriching and rewarding experience. This experience has prepared me to handle future challenges in administrative roles, further strengthening my foundation for a successful career in office and business management.



Table of Contents

| | |
|-----------------------------|---------|
| Executive Summary | i |
| Table of Contents | ii |
| Acknowledgement | 1 |
| Student Profile | 2 |
| Company Profile | |
| Mission & Vision | |
| Location & Working Hours | 3 – 8 |
| Organizational Structure | |
| Services Offered | |
| Training Reflection | 9 |
| SWOT Analysis | 10 |
| Discussion & Recommendation | 11 – 26 |
| Conclusion | 27 – 28 |
| References | 29 – 31 |
| Appendices | 32 – 33 |

ACKNOWLEDGEMENT

First and foremost, I want to sincerely thank Allah Almighty for giving me the patience and strength I needed to finish my internship report. I would also like to express my deepest appreciation to Dr. Fadhlur Rahim Bin Azmi, my advisor during the period of my internship, for his effort in assistance and helping me with this report. He spent so much time teaching and guiding me through the process of doing my internship. He was willing to help me give some suggestions and advise me through any difficulties and problems. I would like to say a million thanks for his support while doing this subject.

In addition, I want to extend my appreciation to my supervisor Dr Siti Normah Awang Tuah and my administrative line Dr Anidah Aziz and Encik Maz Izuan Mazalan for providing me with the opportunity and experience to undertake my internship at the Faculty of Business and Management (FBM). They indeed welcomed my presence here and provided a lot of knowledge and encouragement to gain experience about office and administrative matters in the real workplace. Besides, they provided a lot of information about the real situation in this faculty in order to help me complete this internship report. Besides them, not forgetting the entire faculty staff for providing a very positive workplace atmosphere. They were also very friendly and their immense knowledge helped me a lot. Next, I would also like to express my gratitude to my fellow friends who often share information and positive encouragement to complete this report successfully.

Furthermore, I want to express my gratitude to my family for helping me finish my internship and for their collaboration. Throughout my highs and lows during my internship, they have provided me with a lot of moral support. Lastly, I want to express my gratitude to myself for being persistent and upbeat during my internship. I am really pleased of myself for being able to adjust to the circumstances here and finish my job ahead of schedule. With my own power and resolve, the internship experience could be completed.



STUDENT PROFILE



ARIEF NUR IHSAN BIN ISMAIL

OBJECTIVE

Bachelors in Office System Management (Hons) student who is currently seeking an internship placement for 6 months (24 weeks) from 12 August 2024 to 24 January 2025. I am offering my organizational skills and technological ability to enhance administrative tasks for the good of the company.

I am looking for a preferable position in office system management as I am majoring in administrative management. I believe by working with well-established and successful companies able to offer a lot of career knowledge and life experience.

EXPERIENCE

Store Assistant | D' Mart | Alor Gajah, Melaka March 2018 – Dec 2018

- Help manager manage day-to-day business activities
- Advising and assisting customers

EDUCATION

UiTM Bandaraya Melaka | Bachelor of Office System Management Oct 2022 – Jan 2025

- GPA: 3.32

UiTM Alor Gajah Melaka | Diploma of Business Studies June 2019 – May 2022

- GPA: 3.11

ACTIVITIES AND INVOLVEMENT

- **Spell It Right in Jawi Competition** May 2024
Akademi Pengajian Islam Kontemporari (AKIS), UiTM Cawangan Melaka
 - Participated in one day competition from 8.30am – 11.00am, intended to polishing vocabulary in Jawi writing to remain relevant used and solidify the mastery of Jawi among students.
- **Melaka International Intellectual Exposition (MIEEX)** April 2024
UiTM Cawangan Melaka
 - Participated in innovation competition (online) annually organized by UiTM Melaka Campus with the intention to bring together ideas and inspiration that could fit in for commercialization needs.
- **Industry Talk: Information Security Risk Management** April 2024
UiTM Shah Alam
 - Attending webinar about information security risk management with 200 participations organized by students from UiTM Shah Alam with the aim to exposure about risk management.

SKILLS AND QUALIFICATIONS

My Office: Word, Excel, PowerPoint | **Language:** Bahasa Malaysia, English

Soft Skills: Teamwork, Problem Solving, Creative, Good Communication, Punctual and Attentive

REFERENCES

Pn. Nurul Ain Binti Mustakim
Lecturer of UiTM Bandaraya Melaka

COMPANY PROFILE

One of the oldest faculties is the Faculty of Business and Management, which was founded in 1956 with the establishment of the RIDA Training Hall. With more than 20,000 students and a network of over 60,000 alumni, the majority of whom hold important positions in the private sector, it has expanded over the years to become Malaysia's biggest business faculty today.

The ITM Campus at Jalan Hang Tuah was the original location of the Faculty of Business and Management when it was founded in 1984. The faculty only offered two diploma programs at the time: the Diploma in Banking and the Diploma in Business Studies. Similarly, UiTM Cawangan Melaka has seen a pattern of program development since the inception of these two programs in response to the growing demands of the business sector as Malaysia's economy expands. There are now four diploma programs available on Kampus Bandaraya Melaka, which are Diploma in Banking Studies, Diploma in Office Management and Technology, Diploma in Business Studies, and Diploma in Business Studies (Insurance). While there are five bachelor's programs offered by Kampus Bandaraya Melaka which are Bachelor of Office System Management, Bachelor of Business Administration (Hons.) Marketing, Bachelor of Business Administration (Hons.) Finance, Bachelor of Business Administration (Hons.) Human Resource Management, and Bachelor of Business Administration (Hons.) International Business.





Mission and Vision

➔ Mission

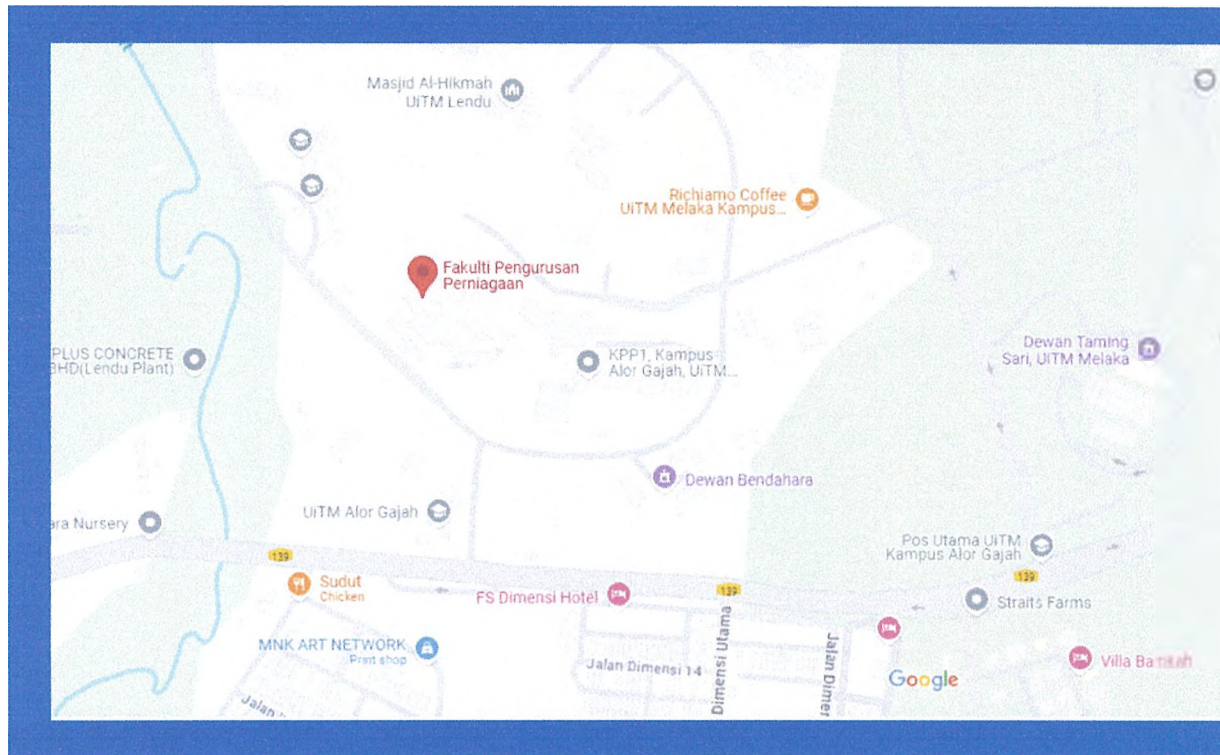
FBM will achieve academic excellence based on quality work and culture through:

- providing integrated program with courses fulfilling the needs of the industry and nation.
- effective development of human resources capable of delivering internationally recognized research and consultancy services.
- producing professional and competitive graduates towards satisfying industry needs through conducive teaching and learning environment

➔ Vision

To become an excellent and competitive Faculty of Business and Management in Malaysia that is internationally recognized for its professionalism in education, training, research and consultancy services.

Location & Working Hours



Faculty of Management and Business was located in the Administration and Learning Complex 2 (KPP2) building of UiTM Melaka Branch Kampus Alor Gajah with the address KM26, Jalan Lendu, 78000 Alor Gajah, Melaka.

Office Hours

MONDAY – THURSDAY



**8.00 a.m. – 1.00 p.m.
2.00 p.m. – 5.00 p.m.**

FRIDAY



**8.00 a.m. – 12.15 p.m.
2.45 p.m. – 5.00 p.m.**

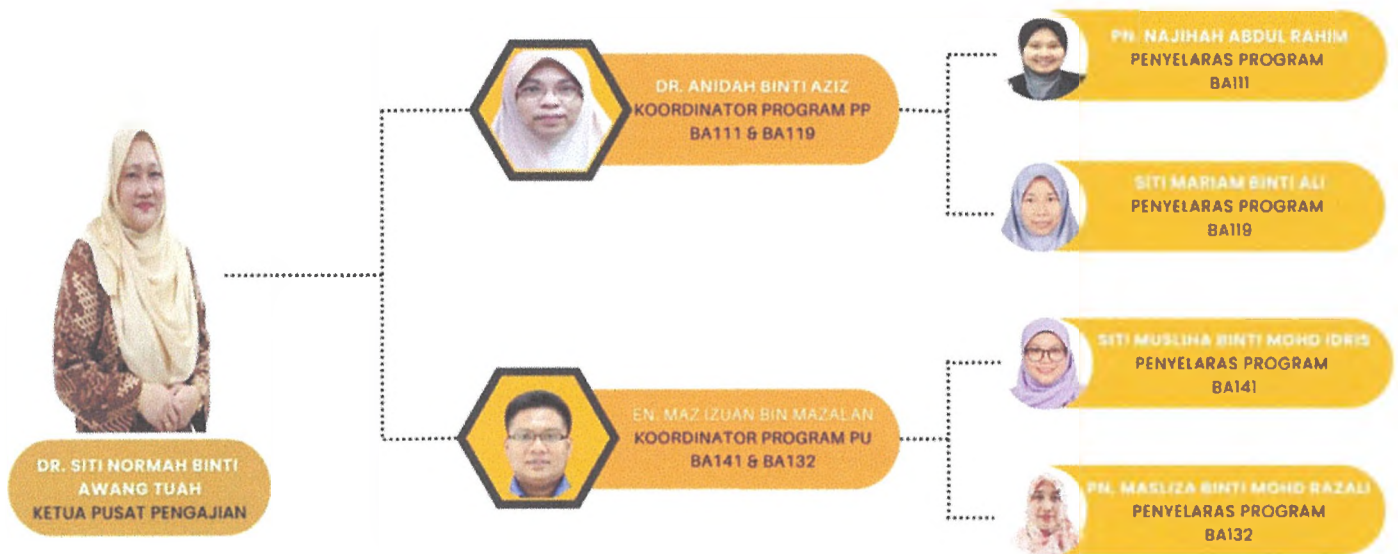
SATURDAY & SUNDAY



CLOSE

Organizational Structure

BARISAN PENTADBIR FPP KAMPUS ALOR GAJAH



CARTA

ORGANISASI

FAKULTI PENGURUSAN DAN PERNIAGAAN

UITM CAWANGAN MELAKA KAMPUS ALOR GAJAH



Cawangan Melaka

DR. SITI NORMAH BINTI AWANG TUAH
KETUA PUSAT PENGAJIAN

DR. ANIDAH BINTI AZIZ
KOORDINATOR PROGRAM BA111 & BA119

EN MAZ IZUAN BIN MAZALAN
KOORDINATOR PROGRAM BA115/BA141, BA118/BA132

PN NAJIHAH ABDUL RAHIM
PENYELARAS PROGRAM BA111

PN SITI MARIAM ALI
PENYELARAS PROGRAM BA119

PN SITI MUSLIHA IDRIS
PENYELARAS PROGRAM BA115/BA141

PN MASLIZA BINTI MOHD RAZALI
PENYELARAS PROGRAM BA118/BA132

JABATAN PENGURUSAN DAN PEMASARAN

PROF MADYA DR. WAN KALTHOM YAHYA
DR. SITI NORMAH BINTI AWANG TUAH
DR. ANIDAH BINTI AZIZ
DR. ROZIAN ABU KARIM
ENCK MAZ IZUAN MAZALAN
PUAN ANI QAMARIYAH MOHD YUSOF
PUAN NAJAH ABUL RAHIM
PUAN NURUL ZAHARATUL ASTYON ABMAL
ENCK BUKHTIAH TAMBIN
ENCK BUKHTIAH ROYALI
PUAN NORAZAH BODAL
PUAN NUR TASIK MISHARUDIN
PUAN AIZIDA RAHM
PUAN RAFFIQAH AZIS
PUAN SITI NORAZAH AZIS
PUAN NORAZIA MOHD ABAS
PUAN HANITYATI HUSEIN
PUAN HASMI MOKLAS
PUAN SYUKURIBAH IDRUS
DR. MUHAMMAD SYUKRI ABDULLAH
PUAN NORLELA ABAS
PUAN SAQAH FARHANAH SARKAM
PUAN NANI SHEHADA SEHAT
ENCK SALINA SAFIAN
PUAN NOR AZIZAH MOHAMMED
PUAN PEROGAH HANI MOHAMMED AMMO
PUAN SITI ROHANI DALO
PUAN SITI NAZIRAH OMAR
PUAN LINA MAZWIEN IBRAHIM
PUAN INTAN LIANA SUHAIMI
ENCK NORAZAH HARUN
DR. ROSLI NASARAH NASI MASERI
PUAN NORAZIA MOHD ABAS
PUAN HANITYATI HUSEIN

JABATAN EKONOMI DAN KERWANGAN

PROF MADYA DR. MOHAMMED SALADIN ABDUL RASOOL
PROF MADYA DR. ABDUL RAHIM PICCIUAN
DR. ROSBAIZA ABDUL GHANI
DR. HANNURRAJAH RAHIM
PUAN MAYMUNAH ISMAIL
PUAN ROS ANITA AHYA
PUAN JUMAETA JOGERAN
PUAN KHAZIE SAZIMAH AHMAD
DR. KHARUNISA ABD SAMAD
DR. MOHAMMAD ISHAM MO RAZAK
PUAN SITI MARAM ALI
ENCK SYAMBODIN SENIN

JABATAN INSURANS

DR. NORAZIRA ABD RAZAK
PUAN NORFAZAH MOHD SHAMBIN
PUAN KHARUNISA YUSOFF
PUAN SITI MUSLIHA MOHD GHIS
PUAN JOELIZA SUHARI
PUAN NURUL AIDA HARUN

JABATAN PENYELARAS TEKNOLOGI PEJABAT

CIK WAN NOR SYAZANA WAN HASHIM
PUAN ERRIATUL SHELA ESHAK
PUAN WAN AISTAH AMINI WAN MOHAMAD SAFERON
PUAN ROZANA AHMED
PUAN MUNIRAH MOHD JIDI
PUAN SITI NORASHIKIN BASHIRUN
PUAN NOOR HATTY NOR AZAM
PUAN FARAH SHAZLIN JOHARI
PUAN SYAMIRUL HAYATI MO JAN
PUAN NURBARIYAH AHMAD
ENCK MOHD AZIL MOHD YUSOF
PUAN MASLIZA MOHD RAZALI
PUAN FATAMAH JULAN
PUAN GLADYS SEBI ENTQAR
PUAN NUR FAITHAZAH JAMIAN
PUAN ADA NUR MOHD KODRI
ENCK TS NUR ELIMTALZ ABDIN
DR. SITI NURUL AKMA AHMAD
DR. NOR SABRENA NORIZAN
PUAN KHALIJAH MOHD NOR
PUAN NORLIDA ZAMBAZAMKARA
PUAN NASHIRAH TALIB
CIK APRIAH HAYATI ABDUL RAHMAN
CIK BELFADZILAN MOHD JAMIL

Services Offered

The Faculty of Business and Management at UiTM Melaka is committed to quality education, professional skills development, and contributing to the growth of students, industry, and the community. The faculty offers a wide range of academic programs, from diploma to bachelor's degrees in Business Studies, Banking, Marketing, Finance, Office Management, and Human Resource Management. These programs integrate theoretical and practical knowledge that will enable students to meet the evolving demands of business. The curriculum is focused on academic excellence and the building of such basic skills as leadership, critical thinking, and effective communication.

Besides academic programs, FBM engages in research and consultancy services on current industry trends and challenges, bridging theory and practice. The faculty interacts with industry through students' internships, guest lectures, and industry visits, giving students practical business exposure that helps them to keep track of the development in the industry. These placements would thus help students keep track of current industry needs and create the necessary valuable contact.

The FBM provides academic and professional counseling for the students, special mentorship programs, and labor market-oriented training through different workshops, seminars, and other events. In addition, the faculty actively works on several projects to help develop the community to enrich their social responsibility and knowledge transfer. FBM guarantees a supportive learning environment with modern facilities, online resources, and educational innovations for quality and ethics in all activities. Thus, the Faculty of Business and Management at UiTM Melaka is positioned to develop graduates who can meet the needs of the industry while contributing to improving society through research.



TRAINING REFLECTION

During my six months of practical training at FBM, I was responsible for a wide range of administrative tasks that supported the efficient operation of the office. These included typing lecturer appointment letters, receiving calls, collecting FBM lecturer letter from the Mini HEA office, printing, scanning, and photocopying. Moreover, I handled some document and letter requiring the signature of Dr Siti Normah and delivered documents to the Academic Affairs office, Student Affairs, and the Rector's office for signatures and updates. I also played a key role in maintaining the operational efficiency of the office facilities and infrastructure, reporting any issues through UiTM's e-aduan system to ensure that the workplace is well maintained. Apart from office duties, I had to assist students coming for appointments or meetings with Dr. Siti Normah or the coordinators themselves.

Besides my tasks at the office, I also had a chance to gain some business experience through Youth Business Incubator (YouBi), an organization under FBM. I was entrusted with the task to conduct a UiTM merchandise sales booth on the day of new students' registration. Several items were up for sale, including lanyards, keychains, mugs, and metal pens. As the response from customers was very good, some of the items went out of stock, making it an especially satisfying experience. This opportunity allowed me to understand basic business skills in regard to booth preparation, product arrangement, and customer interaction.

One of the major benefits I have picked up during my industrial training at UiTM Alor Gajah is the opportunity to develop my communication skills within a professional environment. In my daily tasks, I had to interact with lecturers, administrative staff, and students. Each interaction presented a different challenge and chance for learning. Telephone responses required a mix of clarity, patience, and professionalism, while helping students with their questions or scheduling needs required empathy and effective communication. Working with various departments in the university has strengthened my ability to accurately manage and communicate messages respectfully, while building strong professional relationships.

During the training period, it was really fortunate to attend substantial and informative discussions with faculty members who were so experienced in their respective fields. These exchanges were more than casual conversations, affording me opportunities to seek help with complex professional tasks, clarify my understanding of processes, and explore different perspectives on the various challenges I had to meet. The feedback and encouragement I got helped not only with improving my analytic and critical thinking but also with adopting a very proactive attitude toward my studies.

SWOT ANALYSIS

S Strengths

- **Efficient Maintenance Reporting**

The proactive maintenance approach at FBM, facilitated by the E-Aduan system allows faculty members and staff to quickly report any facility or electrical damage, ensuring timely responses and minimizing downtime.

- **Advanced Printing and Scanning Facilities**

These modern devices, equipped with multifunctional capabilities, enable staff to perform various tasks such as printing, scanning, copying, and emailing, using a single machine

W Weaknesses

- **Lack of Security Management**

absence of CCTV surveillance and lacks restrictions on entry during working hours, allowing unauthorized individuals to freely access the premises.

- **Disorganized Placement of Office Letters**

Inefficient lecturer letter management causes unclaimed letters to accumulate, disrupting office organization, workspace functionality, and professionalism.

O Opportunities

- **Globalization and Remote Collaboration Tools**

The integration of remote collaboration tools in office management supports the development of a more flexible work culture

- **Vendor Support and Maintenance Contracts**

Vendor contracts for maintaining infrastructure, building, mechanical, and electrical systems present a significant opportunity for the FBM to enhance its operational efficiency

T Threats

- **Increased Risk of Theft or Vandalism**

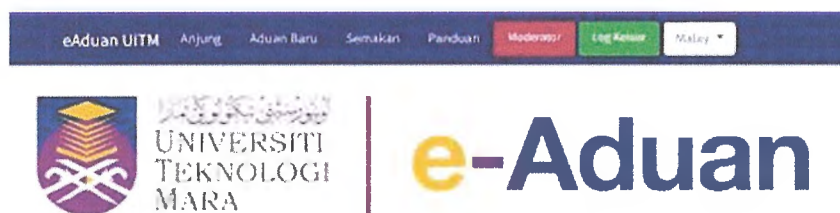
Without proper monitoring systems, unauthorized individuals can gain access to the premises, increasing the likelihood of theft of valuable office equipment, personal belongings, and sensitive documents

- **Unexpected Illness**

Unexpected illness of faculty members that may lead to labour shortage and disrupt the smooth function of academic and administrative activities in FBM.

DISCUSSION AND RECOMMENDATION

Strength 1: Efficient Maintenance Reporting



The proactive maintenance approach at FBM, facilitated by the E-Aduan system, is a significant strength in office management. The system allows faculty members and staff to quickly report any facility or electrical damage, ensuring timely responses and minimizing downtime. By leveraging this digital reporting platform, FBM can maintain a well-functioning physical environment, which is crucial for sustaining productivity and a smooth workflow. The proactive identification and resolution of issues through E-Aduan not only enhance the overall efficiency of the faculty's operations but also contribute to a safer and more comfortable working environment, demonstrating a commitment to continuous improvement and operational excellence.

In this regard, the E-Aduan system also goes a long way in supporting the culture of accountability and responsiveness in FBM. With a proper recording and tracking facility, it empowers faculty members and staff to play an active role in maintaining the work environment. This collaborative approach empowers the employees with a voice in the upkeep of their facilities and allows management to identify the recurrence of problems and apply long-term solutions. Furthermore, the data compiled through the E-Aduan system can be analyzed for patterns and areas of improvement that enable FBM to allocate resources more effectively and give priority to critical maintenance tasks. This strategic use of technology underlines FBM's commitment to leveraging innovative solutions to drive operational efficiency and support a high-performing academic environment.

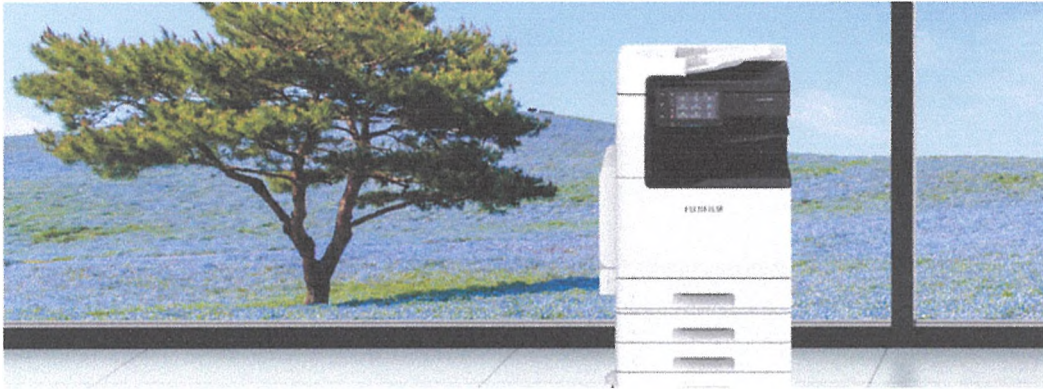
Recommendation



Integrating a feedback mechanism within the E-Aduan system is crucial for enhancing its effectiveness and user satisfaction. This approach allows users to rate their experience and provide suggestions for improvement after each issue is resolved. Such mechanisms create a continuous feedback loop, enabling the organization to identify pain points and make data-driven adjustments that align with user needs. According to Graham et al. (2021), feedback systems are crucial for increasing user engagement and enhancing service quality because they offer insightful information about customer expectations and views. According to Chatterjee et al. (2022), prompt and organised feedback also aids in spotting reoccurring problems, optimising procedures, and improving system performance in general. By systematically reviewing and acting on feedback, FBM can ensure the E-Aduan system evolves effectively, contributing to a more efficient and user-friendly environment (Smith et al., 2023).

Setting up a strong structure for reporting and success indicators is crucial to maximising the E-Aduan system's efficacy. Regular data collection and analysis on the system's usage would be part of this system. Examples of this data include the total number of issues reported, the time required to fix each issue, and the frequency of reoccurring issues. Following these indicators allows FBM to spot patterns and areas that require development. Regularly sharing this data with staff and faculty through reports or dashboards can highlight the system's impact, demonstrating its role in maintaining a well-functioning work environment (Perez et al., 2023). Transparent reporting fosters trust in the system and encourages continuous use, as users see tangible results from their input (Wang et al., 2022). It also allows the administration to make informed decisions regarding resource allocation and process enhancements, ensuring the E-Aduan system remains a critical tool for operational efficiency (Johnson & Lee, 2020).

Strength 2: Advanced Printing and Scanning Facilities



The advanced printing and scanning facilities are an outstanding strength in FBM. Among them, Fujifilm Apeos 3560 is a high-capacity, multipurpose device which can do a high volume printing, scanning, copying, and secure document handling at high speeds. The unit has a user-friendly interface with strong networking for easy facilitation by staff with big volumes of documents into the office systems. The high-class security features ensure that sensitive information is well protected. It is a good choice to handle confidential documents, both academic and administrative.

At FBM, the Fujifilm Apeos 3560 has automated many processes, and document management requires less time and effort. Downtime associated with poor reliability and inefficiency has also been minimized, releasing personnel resources from mere fixing and tending to technical problems to strategic work. The remote sending of print jobs or digitized access to scanned documents further added strength to the flexibility and responsiveness at the office environment. Such advanced capability assuredly tends not only to day-to-day administrative functions but also guarantees a more productive and effective workflow, reinforcing FBM's commitment to leveraging technology in its operations.



Recommendation



A multifunctional device is very sensitive to routine maintenance for the prevention of failure and prolongation of life. Regular maintenance has the potential for early detection of impending failures and minimizes the impact of a disaster, along with reducing costs (Jones & Smith, 2020). Proactive upkeep minimizes downtime, assuring a seamless flow of work and productivity within FBM (Garcia & Lopez, 2021). In return, this enables the faculty to get full value from the investment made in technology, besides sustaining an efficient administrative environment (Anderson & Taylor, 2022).

Routine maintenance instills a culture of responsibility and dependability apart from mere minimizing of downtime. This will ensure optimum performance of devices and minimize user-induced errors while developing better proficiencies among the staff on equipment use. Such proactive maintenance gives very valuable data about performance trends that could be useful for better resource allocation and planning for the future also. (Brown & Davis, 2022)



Weaknesses 1: Lack of Security Management



The Faculty of Business and Management, UiTM Alor Gajah, Melaka, is being faced with the major issue of poor security management. In fact, at any time when working hours take place, entry controls are not provided, and unauthorized persons access the office area. This gives rise to risks like theft and damage, sensitive data breach, from this unrestricted access. All these security gaps together put the physical safety of a workspace at risk, along with lowering morale and productivity among employees. The workers may get anxious and distracted, knowing that their workplace is not safe. Furthermore, if an incident occurs and there is a lack of evidence to support investigations, poor security may have legal repercussions. These security deficiencies must be addressed to foster a safe, productive, and legally compliant workplace.

The absence of appropriate security arrangements at FBM office indicates a serious deficiency that is more than a physical security problem. It is a factor that plays with the psychological makeup of the faculties and students and generates an atmosphere of insecurity and anxiety. If a person is more worried about his or her safety or the safety of his belongings, then one cannot concentrate on academic and administrative work.



Recommendation



Other measures that ensure no invasion of unauthorized personnel into those areas include access control via ID card scanners or biometric entry. With an installed system like this, only those with valid credentials can enter into private or restricted areas, and thereby any unauthorized entry and further scope of security breaches could be avoided accordingly. Santos & Lima (2020). Security can also be enhanced through the use of biometric systems, including fingerprint or face recognition, which guarantee access using unique and verifiable identifiers to minimize fraudulent access (Tao & Zhang, 2021).

The access control system implemented helps in enhancing physical security and creates a log record of entry and exit, which is essential in the management of emergency situations and audits (Chen & Wang, 2023). The systems enhance monitoring of who gets in and out of the premises by creating a clear log that is reviewed at appropriate times. Additionally, FBM will ensure that sensitive areas are restricted to only authorized personnel who shall handle confidential information to protect the integrity and confidentiality of critical data. A multilayered security protocol like this helps deter potential breaches and reinforces accountability and vigilance among the faculty.



Weaknesses 2: Disorganized Placement of Office Letters



The Faculty of Business and Management (FBM) at UiTM faces an operational challenge concerning the organization and management of lecturer letters within the faculty office. This issue stems from the accumulation of unclaimed letters, which impacts the office's overall efficiency and the work environment's tidiness.

Currently, the process for managing lecturer letters involves notifying recipients, typically through WhatsApp, when their letters are ready for collection. Despite these notifications, many lecturers delay or entirely neglect to collect their letters. As a result, the letters never claimed keep on piling up and result in a big heap that is usually forwarded to the student interns to put on their desktops. This process not only gets rid of the neatness of the workplace but also snatches the professional look of the office.

Furthermore, the disorganized stacks of letters occupy valuable workspace, reducing the functionality of desks designated for practical students. This can further have a bearing on the general outlook of the workplace, which may not be ideal for working. Such operational challenges undermine the reputation and administrative processes of an institution that stands out for academic excellence and professionalism.



Recommendation



Establishing a dedicated letter collection station within the Faculty of Business and Management (FBM) at UiTM can streamline the management of lecturer letters, improving overall office efficiency and maintaining a tidy work environment. By centralizing unclaimed letters in a specific area, the office can mitigate the visual clutter that currently disrupts workspace organization. This dedicated station should be strategically located for ease of access and include clearly marked collection times to encourage timely pickups by lecturers. Additionally, providing staff assistance at this station can facilitate smooth operations and enhance user experience (Chen & Wang, 2022). It will enhance document management and reduce disruptions, hence motivating best office management practices that will create a well-organized and professional atmosphere (Johnson & Lee, 2021). This will not only contribute to operational efficiency but also to a better work atmosphere, reflective of faculty members' professionalism.

To simplify the process for lecturers in locating their letters, I organized the collected letters into custom envelopes and each custom envelopes stand a specific collection date. On the front of each envelope, I attached a list of the lecturers' names whose letters are inside. This way, lecturers can quickly check the list to determine if their letters are in the envelope. This method helps to prevent newly collected letters from mixing with older ones, making it easier for lecturers to find their letters efficiently.

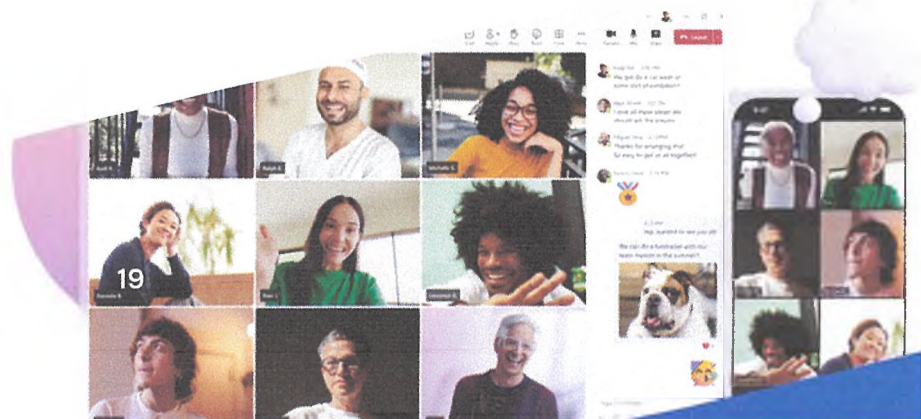


Opportunities 1: Globalization and Remote Collaboration Tools



Globalization has made it common for businesses to operate across borders, hence requiring effective tools for remote collaboration. The Faculty of Business and Management would have a fantastic chance to use these technologies to improve collaboration and efficiency in a remote work setting. According to the World Bank (2021), Malaysia saw a rise in the usage of platforms like Microsoft Teams, Zoom, and Slack both during and after the COVID-19 epidemic. These tools will enable seamless communication, hence project management and efficient running of offices even when teams are working remotely. This shift provides office managers the chance to develop expertise in managing virtual workspaces, which are becoming a standard in many industries.

The integration of remote collaboration in office management by FBM can also be explained to support the development of an increasingly valued modern workplace culture which is more flexible. Thus, the country's Ministry of Human Resources has made recommendations for establishing flexible work modalities within the general frameworks of the national policy dealing with improving working conditions and enhancing human productivity. (Ministry of Human Resources, 2021). This sets the trend for office managers to design and introduce hybrid models of working that can answer various employee needs while sustaining operational efficiency. Equipped with mastery in using these digital tools, office managers can ensure that transitions are smooth between in-office and remote settings, facilitating business continuity and employee satisfaction



Recommendation



Regular training programs for staff and office managers on online collaboration tools, such as Microsoft Teams, Zoom, and Slack, are very important in ensuring that work-from-home arrangements are truly efficient. Such training develops technological competencies, reduces technical problems, and increases productivity since staff can learn how to use advanced features that will provide a more dynamic and collaborative virtual workspace (Green et al., 2022). Besides, training on best practices in cybersecurity reduces to the barest minimum the occurrences of data breaches while working remotely (Zhao et al., 2021). With these tools being used effectively, virtual communication will be frictionless and effective, hence leading to high employee engagement and operational efficiency (McKinsey & Company, 2020).

The second critical aspect of successful flexible working arrangements encompasses the continuous monitoring of employees' well-being and work-life balance. It provides regular insights through surveys and feedback sessions into their mental health status regarding the shifting to remote work mode and identifies problems, such as loneliness and burnout. It thus offers counseling facilities and seminars related to coping with stress as a resource, allowing a healthier working culture to ensure job satisfaction and retention (Nielsen et al., 2020). A good work-life balance diminishes stress and boosts productivity, therefore making the working environment friendlier for remote work (Lee et al., 2022).



Opportunities 2: Vendor Support and Maintenance Contracts



The contract from vendors in the infrastructure, building, mechanical, and electrical systems offers a good avenue for the Faculty of Business and Management to advance its efficiency level in managing its facilities. Through the purchase of such services, FBM ensures that all of its facilities are at better quality while minimizing cases of unexpected breakdowns or interruptions to service. It also frees up the faculty to concentrate on its basic functions of education and administration as vendors handle the technical complexities of facility maintenance. Such collaborations can lead to more reliable and consistent upkeep, ensuring a smooth and uninterrupted workflow.

Moreover, engaging vendors for these services opens the door to advanced maintenance strategies, including predictive maintenance using modern technologies. Vendors equipped with the latest tools and knowledge can offer insights and proactive solutions that FBM might not have in-house, allowing for continuous improvements in the physical infrastructure. This will further shore up external support for its faculty, attract students and employees to its high level of learning and working environment, and place FBM in the top league of institutions committed to operational excellence.



Recommendation



This is where specific performance metrics and service level agreements might be defined for ensuring that the vendors stick to maintaining plant machinery in a high-quality manner. That would provide an easy framework in monitoring the effectiveness and efficiency of the vendors' performances through their response time, resolution time, and frequency of maintenance checks. Setting the expectations will, therefore, enable FBM to hold the vendors responsible through the meeting of the contractual agreement that lowers the risk of service interruptions at any time or poorly maintained facilities. These metrics are aligned with operational goals at FBM so that they can offer support for the broader mission by the faculty. (Smith & Wong, 2021) By establishing clear expectations, FBM will be able to hold vendors accountable for fulfilling their half of the bargain, reducing the possibility of unplanned service outages or badly maintained facilities. These measures are in line with FBM's operational objectives in order to serve the faculty's overarching mission.

Also, the set of metrics can be subjected to periodic review and revision against performance reviews and feedback for improvements in service provision. Provide a feedback loop for effective communication where the two parties involved in FBM and vendors can understand each other, developing a working relationship that responds to changed circumstances. It will also build up not only reliability in facilities but also a collaborative relationship between the institution and its service providers. (Johnson et al., 2022). Utilizing data from key performance metrics, the FBM will make informed decisions either in renewing the contracts or looking for other vendors for better utilization of resources and improving the efficiency of the operation. (Williams & Singh, 2023).

Threat 1: Increased Risk of Theft or Vandalism



The lack of CCTV surveillance and restricted entry at the UiTM FBM exposes it to a high risk from outside threats. Based on that, theft and vandalism are some of the most alarming outside threats due to this shortcoming in terms of the proper monitoring system. Conclusion Security is one of the most important aspects of any given organization. This not only causes financial risks but also results in the disruption of daily operations. In addition to that, the lack of surveillance makes FBM susceptible to acts of vandalism that can cause property damage and create a hazardous and uncondusive atmosphere. This often leads to costly repairs, damaging the faculty's reputation in the process.

Furthermore, there are no restrictions to entry, which begs the question of who may have accessed confidential information and could, in fact, be causing the breach of privacy and possible legal implications. This insecurity would also affect employee morale and productivity because the staff would not feel comfortable working in a place perceived as not safe. The faculty might also experience problems with insurance claims if it is found that sufficient security was not provided. Repeated security breaches will continue to harm FBM's reputation and make it less attractive for prospective students, staff, and partners. Only by redressing these security gaps can the faculty protect its assets, protect its personnel, and maintain its position in the academic community.



Recommendation



Installing a full-coverage CCTV camera system around significant areas of the office premise helps in increasing the security factor within the organization. These are a pretty decent way of discouraging crimes related to theft, vandalism, or unauthorized access as people refrain from committing any illegal activity once they realize that somebody is watching them (Williams & Davis, 2022). Furthermore, in the case of an incident, these systems offer useful evidence that facilitates prompt investigations and guarantees that any misconduct is dealt with promptly (Martinez & Lee, 2021). Additionally, knowing that there is a monitoring system in place can boost employees' trust in the workplace and aid to enhance overall employee safety (Kim & Ryu, 2023). FBM can lower possible hazards and provide a more secure working environment for both employees and guests by incorporating CCTV into the security framework.

Additionally, a full-coverage CCTV system improves operational efficiency as the management can observe everyday activities and also spot possible areas of inefficiency or where company policies are violated (Chen & Zhou, 2023). This tends to bring in much discipline among employees and more responsibility for one's actions. Furthermore, CCTV systems can be integrated with enhanced analytics such as face recognition and motion detection that can also be used proactively to alert security personnel about any unusual events before an incident occurs (Patel & Gupta, 2022). By embracing such technology, FBM enhances not just its security practices but ensures that the overall management is tuned towards a safe, productive atmosphere.

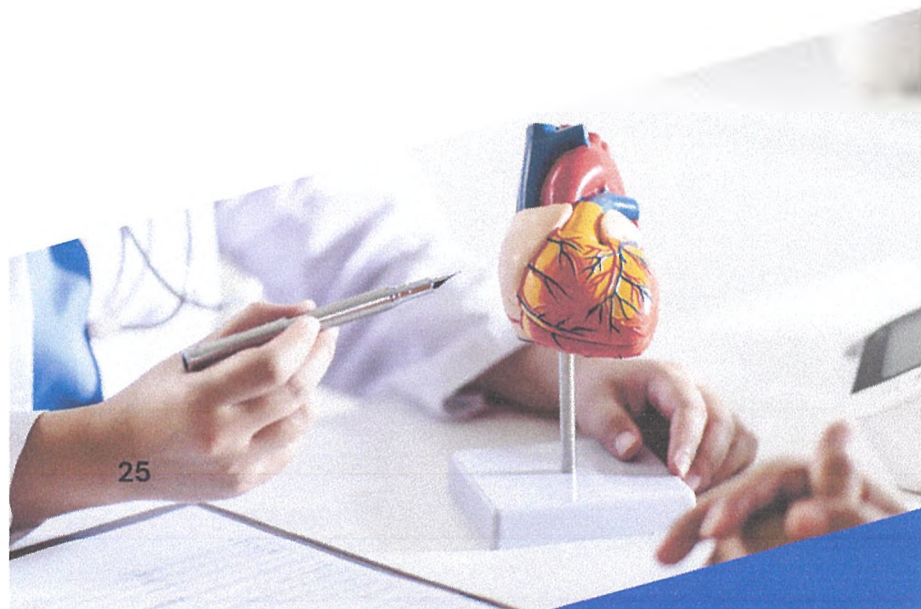


Threat 2: Unexpected Illness

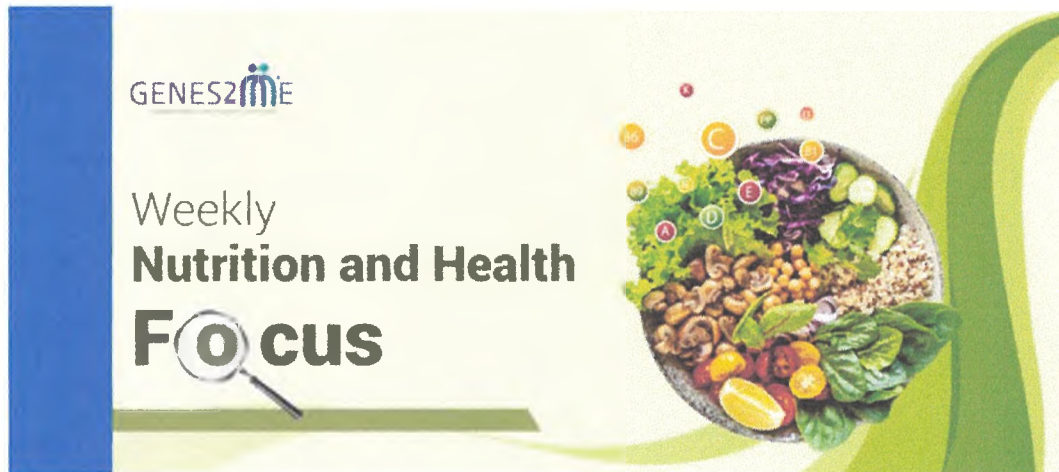


Unexpected illness of faculty members is a critical threat that may lead to labour shortage and disrupt the smooth function of academic and administrative activities in FBM. In this case, two unforeseen chronic illnesses of lecturers in FBM have put extra burdens on their colleagues. This situation is unplanned, thus leading to the reallocation of responsibilities and subsequently covering other lecturer duties for their ill colleagues.

This unexpected shortage of labour has a threefold impact. First, there is an increased workload for the remaining faculty members, which could lead to burnout and lowered morale. Added responsibilities will detract from their main work of teaching and research, hence affecting the quality of education and overall productivity. Second, the continuity of academic programs may be disrupted such as projects will be delayed, student guidance affected, and administrative tasks not completed in a timely manner. Over time, this could impact the faculty's reputation for efficiency and reliability. Such threats can be mitigated only by taking steps in advance: cross-training staff, hiring temporary replacements, or developing a robust contingency plan that allows the faculty to continue functioning effectively despite unforeseen challenges.



Recommendation



Promoting a healthy work environment and reducing chronic illness risk at FBM can be achieved through periodic health programs and increased health awareness. Activities like posters and infographics in high-traffic areas can educate faculty on disease prevention and healthy lifestyles, encouraging proactive health management and reducing severe health issues that lead to absences (Smith & Lee, 2021). Regular wellness checks and health fairs also support early detection and intervention, fostering a resilient workforce (Anderson & Brown, 2022).

Flexible staffing arrangements, such as hiring part-time or full-time lecturers on short-term contracts, can address unexpected labor shortages. This system provides essential teaching and administrative support, ensuring academic continuity and quality. Short-term contracts offer flexibility to adapt to the faculty's dynamic needs, enhancing organizational resilience by having competent professionals ready to step in during disruptions (Johnson & Ng, 2021; Lee & Campbell, 2023). This approach helps balance workloads and maintain a thriving academic environment.



CONCLUSION

Reflecting on six months of my industrial training at the Faculty of Business and Management, UiTM Kampus Alor Gajah, Melaka, from 12 August 2024 to 24 January 2025, it has been a very important phase in my entire academic and professional development so far. Through this period, I have been able to involve myself with many sorts of administrative and operational work that helped me to fully understand how office management within an academic institution is being carried out. These wide-ranging responsibilities, including filing, correspondence, assisting lecturers, and generally supporting faculty operations, have practically equipped me with the skills to prosper in a professional environment.

One of the most important features of my internship was the possibility to work closely with the faculty staff including Dr. Siti Normah Awang Tuah, Dr. Anidah Aziz, and Encik Maz Izuan Mazalan. Their guidance and mentorship were so important to me in trying to figure out how things work around the office management. Working with such professionals gave me an opportunity to observe the best practices of administrative processes and academic management. These interactions instilled in me an even greater appreciation for the importance of teamwork, effective communication, and organizational efficiency.

During my internship, I faced many challenges that tested my problem-solving skills and adaptability. The management of document flow, record-keeping, and response to dynamic needs of the faculty required a high degree of precision and attention to detail. These experiences developed my ability to multitask and prioritize work, which is essential in any office management position. In addition, I had the great opportunity to contribute to the Institute of Graduate Studies (IPSiS), under the supervision of Dr. Rizuwan Abu Karim, where my responsibilities were enlarged by data entry and designing posters, thus developing my skills further.





Beyond the administrative tasks, my involvement with the Youth Business Incubator (YouBi) was a notable highlight of my internship. Conducting a UiTM merchandise sales booth during new student registration provided practical business experience. The venture not only shaped my entrepreneurial skills but also brought into view the essence of customer engagement, product arrangement, and effective sales strategies. This exposure to real business cases complements the theoretical learning at the university, thereby providing a whole new perspective on academic learning and its practical application.

The internship was a significant opportunity for personal growth. The professional climate at UiTM Kampus Alor Gajah encouraged me to improve my interpersonal skills, particularly in interactions with students, lecturers, and staff. Each interaction offered valuable learning experiences, helping me refine my communication skills to be more clear and empathetic. The supportive work culture, along with access to modern office facilities like advanced printing and scanning equipment, created an environment conducive to both productivity and learning.

Looking ahead, this internship has solidified my aspiration to pursue a career in office and company management. This knowledge and experience gained during this period have set up a very solid foundation for the future. In the next five years, I visualise myself playing a leadership role in applying my knowledge for enhancing operational efficiencies and building a cohesive work environment. I am particularly interested in leveraging technology to streamline office processes and boost productivity, positioning myself to drive innovation and success in any organization.

In conclusion, my industrial training at the Faculty of Business and Management, UiTM Kampus Alor Gajah turned out to be a point in my life that equipped me with the ability, expertise, and confidence to prosperously manage the office. The practical exposure, coupled with the mentorship and support from the faculty staff, prepared me to face future challenges with resilience and adaptability. I am thankful for this opportunity and look forward to giving to the field of office management some of the valuable insight and knowledge that will emanate from such an enriching experience.

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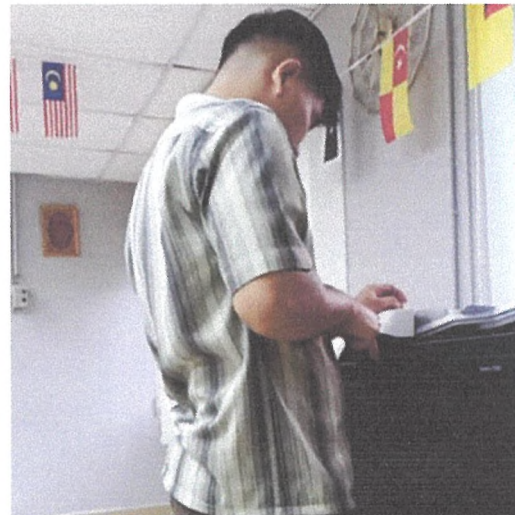
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APPENDICES

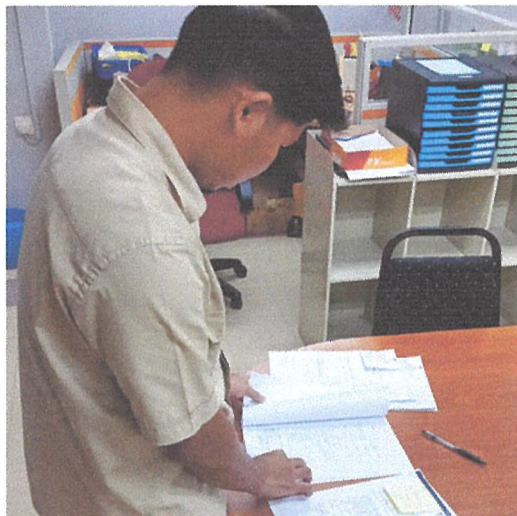
UiTM merchandise sales on New Students Registration Day



Document handling and printing



Manage forms and letters that require signatures from the Head of Study



Data entry and poster design

