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UNIVERSITI  
TEKNOLOGI  
MARA

Cawangan Melaka

**FACULTY OF BUSINESS AND MANAGEMENT**

**BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN  
RESOURCE MANAGEMENT**

**HUMAN RESOURCE INTERNSHIP (HRM666)**

**INDUSTRIAL TRAINING REPORT OF INTERNATIONAL ISLAMIC  
UNIVERSITY MALAYSIA Kuantan Campus**

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**SUBMISSION DATE:**

**31 JANUARY 2025**

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**RINA SURYANI BINTI ARIFF**

Head

Counselling and Career Services Department

Office of the Campus Director

International Islamic University Campus

Kuantan Campus

## **EXECUTIVE SUMMARY**

As a full-time degree student of Human Resources, I need to undergo an internship training for 24 weeks in order to complete my study. I have started my internship from 12 August 2024 until 24 January 2025. For me, I have been chosen for an educational institute in International Institute Malaysia University Kuantan Campus, a well-known university for producing complementary goods which is sugar. For as long as I worked there my focus has been to do HR and administrative things such as training & development, greeting the clients, people management, event management and handling telephone. It is a surreal experience as I got the chance to be treated as permanent employees with difficult tasks.

For the report, I need to analyze the organization's strengths, weaknesses, opportunities, and threats and by mentioning it I need to come out with a recommendation. However, I need to make sure that I need to follow the rules and regulations. The strengths of IIUM are based on my observations are IIUM's counseling had offered a variety of services and knowledgeable employees in handling cases. Meanwhile, the weakness is lack of employees in each department for daily use of their services and burnout among employees. For opportunities of this university is by collaborates with internal such as faculty to attract the crowd to join the program and increasing awareness of mental health cases among the clients make the counselors can help them. Lastly the threats are safety of employees can be affected and societal stigma about the Counseling and Career Services Department. Basically, the data or information that I gain are from the employee at IIUM itself and my observation. Lastly, this internship experience helps me to explore what the real job is in the industry out there.

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## **ACKNOWLEDGEMENT**

In the name of Allah the Most Gracious and the Most Merciful, all praise be to Allah for His strength for us to complete this project. I would like to thank and express my special thanks to my advisor, Miss Nadiah Binti Abdullah. She was given encouragement and support towards our classmates to complete this assignment. Without the further explanation given by Miss, we would not be able to complete and understand the requirements of this assignment.

Next, I would like to give thanks to my classmates because without them I cannot complete this assignment. Our classmates like to help the other to make sure all of us understand and manage to finish this individual task. They always respond in our WhatsApps group class and give cooperation about it. Thanks to everyone who volunteered to help me with their best abilities and understanding regarding these pairing tasks. To those who indirectly contributed to this case report, your kindness means a lot to me. Not only that, I would like to appreciate my group members that have the same advisor with me because they always respond to what question that I ask them.

Not only that, I would like to thank my colleagues during my internship, especially the administrative assistant who is likely to help me finish up my task that has been given by my supervisor. Furthermore, I would like to express my gratitude towards my supervisor because already assists me to fulfill the requirements of my internship.

This internship journey really taught me about on the job training, the real life experience of the office environment and responsibilities as an employee. With that, I would like to give appreciation to myself because I can manage and successfully finish up this assignment successfully.

## 2.0 STUDENT'S PROFILE

### UPDATED RESUME



## NUR HANIS FARHANA MOHD HASNI

HR INTERNSHIP

#### EDUCATION

- Bachelor in Business Administration (Hons.) Human Resource Management

Universiti Teknologi MARA

2022-2025

CGPA: 3.56

- Diploma in Office Management and Technology

Universiti Teknologi MARA

2019-2022

CGPA: 3.51

#### SKILLS

- Logo Design
- Data Entry
- Microsoft Office
- Communication Skills
- HR Skills

#### LANGUAGES

- ENGLISH
- MALAY
- ARABIC

#### ABOUT ME

I am an outgoing, creative, goal-oriented, and resourceful person with a growing academic hunger. I take interest in human resources planning, conflict resolution, and societal dynamics to further my skills as an HR. A competent, organized and outgoing individual with a strong work ethic and exceptional communication skills. A keen desire to learn new tasks and grow, looking to contribute to a local brand in the area of Human Resources.

#### WORK EXPERIENCE

Intern

August 2024-January 2025

##### INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM)

Maintained and improve my communication skills with clients. Develop negotiation skills when deal with clients. Able to improve my skills such as organizational skills and creativity skills.

Digital Workers

2023

##### FREELANCER

Maintained and improve my communication skills with clients. Develop negotiation skills when deal with clients. Able to learn new skills to improved it.

#### UNIVERSITY EXPERIENCE

- As committee in registration and invitation bureau in Hasta La Vista 24/25
- Silver awards in SULAM competition : Teaching and Learning Aids at ITAC150
- Head of bureau of registration in "Battle of The Peers" Event and design the certificate of the program.
- Became secretary for event "Discovering Issues Globally: The Infographic Poster Competition"

#### REFERENCES

Miss Rozana Binti  
Othman

Lecturer

Phone: 019-3330410

Madam Noorain  
Binti Nordin

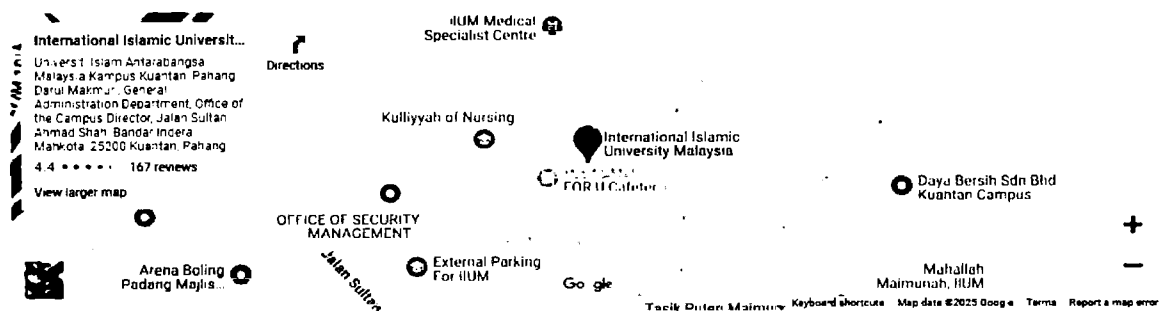
Academic Advisor

Phone: 012-7804925

### 3.0 COMPANY'S PROFILE

**NAME:** International Islamic University Malaysia (IIUM)

**LOCATION:** Office Of The Campus Director, IIUM Campus Kuantan, Jalan Sultan Ahmad Shah, Bandar Indera Mahkota 25200 Kuantan Pahang



**BACKGROUND:** The Kuantan Campus was established with the commencement of the medical programme in 1997 and is located at the Jalan Hospital in the town of Kuantan. The campus or rather the Kulliyah of Medicine was officially opened by HRH Sultan of Pahang on 28 November 1997 and is housed in a building next to the Tengku Ampuan Afzan Hospital (HTAA), which is also the main teaching hospital for the kulliyah. The campus which is also known as the Jalan Hospital campus (JHC) is a five-storey building and is shared with the Kulliyah of Nursing and the Breast Centre. June 2004 witnessed the official opening of the new Kulliyah of Medicine building by HRH Sultan of Pahang at the Bandar Indera Mahkota on a 1000 acres site. The Indera Mahkota Campus is about 5 km from the Kuantan city centre. The official opening of the Indera Mahkota Campus took on a festive atmosphere with educational, social and recreational activities organized by both the students and staff. A commemorative book entitled 'Towards an Excellent Medical and Scientific Community' was produced. The Bandar Indera Mahkota Campus (IMC) is now expanded with the establishment of the Kulliyah of Pharmacy, Kulliyah of Allied Health Sciences, Kulliyah of Science and the Kulliyah of Dentistry. As the campus grew from strength to strength with the campus population steeply increasing every year, the university decided to establish an administration Centre in 2005. The

administration centre was managed by a Campus Director and a Director (Administration) and was later known as the Office of the Campus Director.

The counseling and career services department was established with important purposes for the International Islamic University Malaysia. Its establishment was essential in realizing the vision and mission of the university in enhancing the development of student's potential to enable them to excel as individuals and as Muslims with a strong sense of responsibility toward oneself and society.

**VISION:** University aims at becoming a leading international centre of excellence in education, research and innovation which seeks to restore the dynamic and progressive role of the ummah in all branches of knowledge for the betterment of human life and civilisation.

**MISSION:**

- To undertake the special and greatly needed task of reforming contemporary Muslim mentality and integrating Islamic revealed knowledge and human sciences in a positive manner.
- To produce better quality intellectuals, professionals and scholars of distinction by integrating quality of faith (iman), knowledge('ilm) and good character (akhlaq) to serve as agents of comprehensive and balanced progress as well as sustainable development in Malaysia and in the Muslim world.
- To promote the concept of Islamisation of human knowledge in teaching, research, consultancy, dissemination of knowledge and the development of academic excellence in the University.

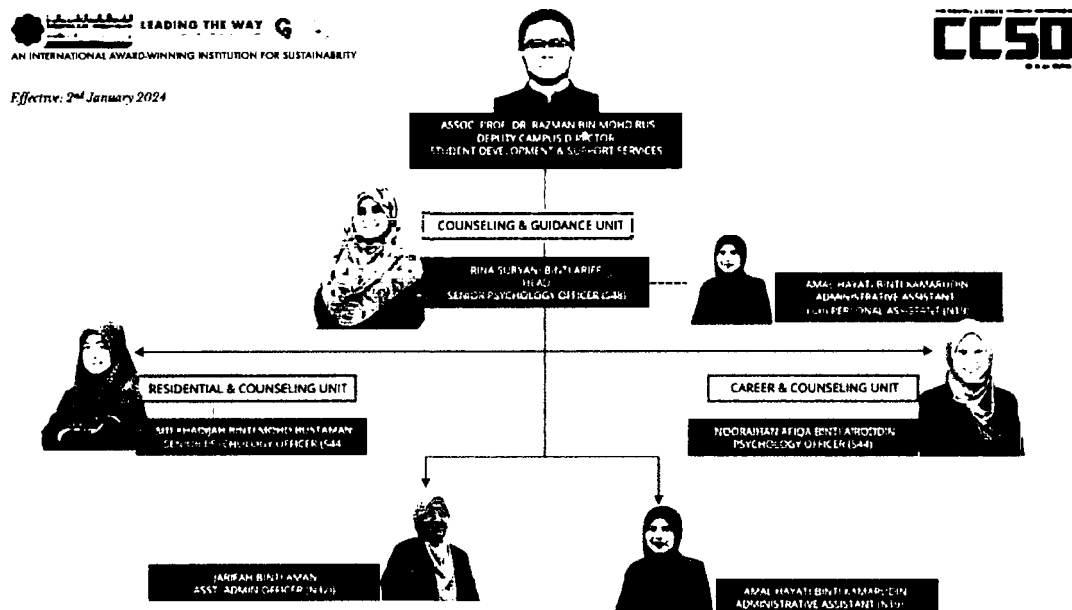
**OBJECTIVE:**

- To provide high quality facilities which are available for innumerable needs in IIUM Kuantan Campus.
- To collaborate and provide administration activities in which we hope to engage locally, nationally and internationally



- To inform the educational programs, policies and related strategies in order to meet the needs, interests, expectations and aspirations of individuals and communities alike in IIUM Kuantan Campus.

## Organizational chart



## SERVICES

International Islamic University Malaysia is one of the public universities in Malaysia and has provided several services which are Academic Support Services Department, plays a crucial role in ensuring the smooth functioning and enhancement of academic endeavors at IIUM Kuantan Campus also monitoring academic policies and procedures. Next, Student Development and Support Services in which this is my placement during my internship. This department provides vision and lead staff in Student Development of the Kuantan Campus by establishing and implementing short and long-range organizational goals, objectives, strategic plans, policies, and operating procedures. There are four departments under it which are Student Development Department, Student Services Department, Counselling and Career Services Department and Sports Development Centre.

Meanwhile, the students they provide are teaching and learning. At IIUM Kuantan, they are committed to providing a high-quality education that is both comprehensive and flexible. The teaching methods are designed to promote active learning and critical thinking, preparing their students for the challenges and opportunities of the 21st century. Next, student activities in which not only focus on the classroom, the university offers a wide range of activities and clubs that cater to diverse interests. These extracurricular opportunities provide their students with a platform to develop leadership skills, foster teamwork, and engage with the community. Lastly, responsible research and innovation. Their research initiatives are driven by a commitment to innovation and social responsibility. The university had encouraged their researchers to pursue projects that not only advance knowledge but also contribute to the betterment of society.

## **4.0 TRAINING REFLECTION**

### **Duration**

The duration of my training or internship was 6 months or 24 weeks in which it was started from 12 August 2024 - 24 January 2025. The working days are from Monday to Friday and the working hours start from 8:00 a.m. to 5:00 p.m. My off day is on Saturday and Sunday, however sometimes I need to go work on Saturday if my department makes the event on that day.

### **Experience**

I was assigned in the Counseling and Career Services Department for my internship placement at International Islamic University Malaysia Kuantan Campus. In this department, I am doing many different tasks and also helping my colleagues. During this internship, I gained many new knowledge and experiences because I got to know hands-on tasks related to administration.

Even though my internship was not in my field of interest and study which is human resource I still can relate the human resource functions during internship. For example, I still can join their training even though I was just only an intern student in a Workshop for Mahallah Principal and Fellow about first aid training in which this training can help the employee to create a safe and conducive environment.

### **Roles and Responsibilities**

For the past six months with this university, I have been assigned with all the administrative tasks such as creating filing systems, handling telephone calls, preparing appointments for clients and greeting clients. Those tasks help me to develop new things that before this I had never experienced.

My role is I need to greet the clients who came to the session not just for the student itself but the staff and external clients. It helps me to enhance my communication skills on how to initiate the conversation between clients and me because sometimes the clients are not from Malaysia so I need to speak in english with them. Not only that, I also need to assist them to fill in the forms such as appointment forms, information card and release of information as for their registration.

I also need to prepare all the documents before they want to hold the meeting. The staff here always help me to prepare the related documents. At first it was tough because I needed to check in details the documents and file but with the help of them, I managed to prepare it. The department held the meeting every two months so by that time I usually can prepare the file and documents that are required during the meeting. At one time, I joined a big meeting that was attended by the campus director of student development regarding the Mental Health Coordination Meeting and all the deputy dean of each kulliyyah. It was a memorable experience for me because I need to help the administrative staff to prepare all the statistics of mental health cases, findings and minutes of meetings. It helps me to gain new knowledge when preparing for the meeting.

## **5.0 SWOT ANALYSIS**

### **STRENGTH**

#### **IIUM's counseling had offered a variety of services**

Counseling and career services department (CCSD) is one of the services that is provided in IIUM Kuantan campus. This department was not only produce counseling services but they come out with variety of services such as resume check in, consultation for academic, make the various of programs not just only related with mental health but for career section such as East Coast Healthcare Career Fair (ECCAF) and International Conferences and Forum on Youth Empowerment. That program was one of the big successful events in International Islamic University Malaysia (IIUM) Kuantan campus. The objective for them to introduce the CCSD was not only for clients who have a problem but also for every student and staff in IIUM no matter on what of their conditions. It can show by how slowly the student especially was attracted to join but not the majority of them however it shows a small progress of the student involvement to join it. Not only that, among other IPTAs, IIUM Kuantan campus was making big progress to cure and prevent the mental health issues and was having the higher cases among other counseling of IPTAs. It shows that CCSD took a big step to help students who have problems, especially those involved with the mental issue. This is because the university itself has a strong brand reputation.

**Employees expertise in their field**

All of the counselors have their own expertise in counseling. In CCSD, there are three senior psychology officers including my supervisor Madam Rina Suryani as Head of Director, Madam Siti Khadijah cover in Residential and Counseling and Madam Nooraihan Afifa expertise in Career and Counseling. Three of them have their own clubs under CCSD in which are IIUM Kuantan Peers, Residential Support Group and IIUM Kuantan Career Team. For handling cases they have their own assessment to resolve the conflict or issues that are faced by their own client. For instance, they will provide some assessment to the client to diagnose the client's issue such as Patient Health Questionnaire and Gad-7 for testing anxiety level. With the assessment, they will find out either their client is being diagnosed with mental health issues badly or moderately. If it gets worse, they will refer their client to the Family Health Centre to further action by professionals. Not only that, my supervisor, Madam Rina is a licensed counselor and has certificates to give counseling to people beside the IIUM students and staff itself. It shows that they are experts in their field to handle any cases to help their clients' condition become worse.

## **WEAKNESS**

### **Burnout among employee**

Counselors may face higher caseloads and increase of its severity, leading to potential burnout and safety risk. Due to the previous month in October, the counselor needs to pay more attention to handling the cases because of students coming back to the campus after semester break. Due to a hectic schedule, they need to handle two to three cases of each counselor for each day. It can lead to low energy and lost interest and it gives ineffective results of consultation. Not only that, it can give inaccurate solutions to the clients because the counselor may have lost interest. However, not only do they lead to burnout but they may face safety risks. Sometimes, the client comes in unconscious and without realizing it, maybe they bring prohibited items such as knives or scissors that could harm the client and the counselors in the session room. From the side of the counselor, they do not have a safety button or other alternative to protect themselves in case the case happens.

### **Lack of employees in each department for daily of their services**

Employees are one of the resources each company needs to have and without having them how can the company can achieve mission and vision. In IIUM Kuantan Campus, they face a shortage of staff for each department, especially in my working place. With the demand of booking sessions, they do not have enough staff to help them to do the administrative stuff, handling phone calls from clients, doing the filing and assisting and greeting the clients who come for the session. Impact of this, it could lead the staff to feel burnout because mentally and physically they are exhausted. They also need to prioritize their mental health not only for the clients. This department can propose to management services or to the deputy dean to propose additional staff for them and also help them to generate more income and more essential to the university.

## **OPPORTUNITIES**

### **Collaborates with internal and external**

Moreover, the Counseling and Career Services Department (CCSD) can collaborate with faculty on campus. They can collaborate with the faculty especially deputy dean and dean or academic and technical staff to produce wellness programs especially related with mental health to create a more conducive environment towards students who are facing a problem and it can help as early prevention for them before it gets worse. This department can promote their program by sharing the opinion or insight about the students and staff in any case related to them. For instance, stress at the workplace. With that, the department can collaborate with the General Administration to make a kind of event that can overcome stress issues among staff at the campus. Not only that, they can collaborate with third parties such as PERKESO, Ministry of Education and Ministry of Health as the main attraction of their program. By involving the big company, it could help to improve the participation from the students. Some students are aware of becoming potential employees from the big company so it could help them to get tips and from those potential collaborators.

### **Increasing of awareness mental health cases among the client**

The rise in severe mental health diagnoses underscores the critical role of the department potentially leading to increased visibility and support of counseling work. Nowadays, the issues or cases related to mental health are increasing in the Counseling and Career Services Department or CCSD IIUM Kuantan Campus in which the counseling sessions are always booked by the clients including students and staff itself. The awareness of mental health being well received by them. They openly receive the treatment to find the best solution to their mental health issues. For example, the issues related to mental health are bipolar, anxiety, depression, family conflict and anger issues. Besides, not only mental health issues, the clients came to the counseling session to seek opinions about career profiling. Nowadays, the awareness among the client about mental health is increasing therefore, the client who faces mental health was not shy and scared to meet the counselor to solve their problem.



## **THREATS**

### **Safety of the employee being effected**

Due to the increasing number of cases, the safety of the counselor cannot be predicted because the condition of clients sometimes was okay and sometimes in moody. So far, in my observation, sometimes they do not have enough room to do the session and they have to do it in their own room. It can cause confidentiality and the counselors might feel uncomfortable because it can disturb their own personal space. This can affect everybody, especially in our department because all of them including the staff are women. The action that they can do beside waiting for the allocated budget to buy a safety button is the staff administration need to wait for the counselor to finish up their session either the session be held on their lunch break or after officer hours. However, it could lead to dissatisfaction among staff administration to just wait for the session to run out. The session is allocated for only one hour but if the cases and the clients were in the worst condition it took a longer time such as two hours. When the clients attend the counseling session, the counselor might not know the real feeling of their clients and during the session maybe the client feels endangered and unconscious and without them realizing, they may injure the counselor with a dangerous weapon. So, the counselor does not have protection at all to protect them.

### **Societal stigma about the university**

The stigma or perspective of society is the things that the university cannot avoid. At my internship which is CCSD, for example they doubt the credibility of counselors to handle their problem. Not only that, even in the taaruf session with new students' intake, they did not show much interest in this department when the psychology officer was introduced to the department and the services that they provided. They think this department is the same with their counselor at high school. They believe that all the counselors breach confidentiality and will share their problems towards their kulliyyah. They did know actually the counselor needed to follow the rules and standard of procedures. Furthermore, the stigma that they believe when someone, not just students but the staff itself seek help from the department is weak (*Pheng, T. L., Jaafar, W. M. W., & Noor, N. M. (2019)*). For example, among the staff, they did not believe and did not like the counselor because they assume all the counselors are busy bodies even though they actually do their job because when they take over the case among staff, the head of each department is making referral letters to make the counseling session with their staff.

## **6.0 DISCUSSION AND RECOMMENDATION**

### **STRENGTH**

#### **IIUM's counseling had offered a variety of services**

In this university, counseling or more familiar in IIUM area which is CCSD has been actively held and made the event for students and staff. It shows that in this university they focused on the student and staff wellbeing and mental health in the workplace and university. It can be the university's strength because not all the public universities provide variety services like them. So, they can sharpen and retain this strength to become their competitive advantage. As far I joined as intern in this university, I being participated in several events such as the first event which is Workshop for Principal and Mahallah special dedicated towards staff to monitor and take precaution action if there student has problem in term of mental health. Meanwhile for the students program, Road Tour Mental Health for All Kulliyah and HIV awareness among IIUM Kuantan Campus in which there is a motivational talk between the psychiatrist and the student about actual mental health and give awareness about certain diseases.

However, from my perspective, they just focused only on doing a program with the student but the staff also needed to pay attention. They need to focus more on staff programs and events because the participation from staff also increases. The staff also needed some mindfulness activities and programs that they can join together. It is important to the university to know more about their employees to help them resolve their problem (Pertel, 2024). With that, the university can reduce the high turnover and stress problem among staff. When employees feel more satisfied in the workplace, it will bring the better outcome and from the side of performance they can achieve their key performance indicator. For example, the university may collaborate with the counseling department to identify which employee has low motivation at the workplace or if they have a problem in terms of mental health or stress when they attend that program. In that case, the university can identify those groups and can help them together with the counseling department. Impact on this, it helps staff well being in the workplace also can create a conducive environment among them.

### **Employee expertise in their field**

The university has their own expertise especially in counseling. The psychology officer has their own experience to handle any matter related to the counseling. It shows that they have their own credibility in handling the situation and cases. To become a counselor was really tough because they need to further study in this field and get a licence. This licence was given an advantage to those who have it because they can charge their service to outsiders, not just for the internal only. As I mentioned above, they have their own assessment that can help them to trace the stress level of the clients or to know either the clients having anxiety. For example, if someone is not directly making eye contact when talking during the session they can easily identify and trace the certain symptoms. Furthermore, the lecturers for each kulliyah also expertise in their field in IIUM Kuantan campus in which they have their own specialist hospital which is IIUM Medical Specialist Center consisting of the lecturers in each kulliyah.

To make the university sustain its employee expertise in certain areas, the university should send them to training and workshops to sharpen their skills and knowledge. By exploring outside workshops and training, it is important for them to know the latest news in their certain area. For example, the program that is organized by the Ministry of Education or Ministry of Health. They can share an open discussion about their field with an external counselor outside there and not only that, maybe the counselor from another university. It is a great opportunity for them because they will know the trend problem among students and staff in the university. So they can come up with a new solution in case the newest case happens in the university. With that way it helps the psychology officer to develop an upskill of their skill especially in micro skills because they get the opportunity to exchange what they do and the don't and experience together when doing the session (Cheryl.Mcgrath, 2023).

## **WEAKNESS**

### **Burnout among employee**

Even though IIUM is a well known university in Malaysia, they cannot avoid turnover rates among employees. In CCSD, due to the increasing number of cases and sessions the counselors do not have enough time to take a rest because the demand to get their service is increasing by day especially during the new intake and examination session. Not just for that department, the other departments such as student development are also facing the same problem. They always do the same thing every day especially to administration staff, they need to always update in the google calendar, checking the schedule and handling telephone calls. It could lead to repetitive work and lead to feeling dulled on them and make them have negative attitudes and feelings while doing their jobs (Nancholas, 2023).

The university may redesign the workplace by doing the job rotation to overcome it. Job rotation is the practice of lateral moving of employees between jobs and tasks in the organization without changing their hierarchical ranking and salary (Van Vulpen, 2024). It will make the employees learn something new at different roles so they can upskill their skills. Not only that, it will help the university to sustain their existing employees because job rotation can improve their satisfaction in the workplace. The most important is when the university practices job rotation, it could help to reduce boredom and fatigue among employees. For instance, they are used to learning new things and it could highlight an employee's strengths and weaknesses and enhance more of their professional development. So, it helps the university to achieve their mission and vision.

### **Lack of employees in each department for daily of their services**

In IIUM, for each department they seem to have a shortage in terms of labour. For example, in my department where I performed the internship, they have a shortage of workers to perform their job effectively. In that department, they only have three psychology officers and two administrative staff. When it comes to audits, sometimes they do not have much time to prepare all the documents and need to do filing. Some of the staff neglect to take a lunch break because they are worried if the job cannot be done. The university somehow needs to pay attention to this matter because it could affect the overall employee satisfaction and performance. This is because it can lead to high turnover among them. For example, the university needs to prioritize more vital areas in their department such as student engagement and community. Those departments are vital because they require more jobs to entertain the students.

Not only that, the university needs to do strategic planning in their management to make sure in each department they need to have at least a suitable total employee. Recruitment strategy is important for university because it can increase employee satisfaction and they can perform well in their job and the most important can reduce high turnover rate (*Strategic Recruitment: The Key to Hiring Top Talent*, n.d.). They also can perform their job in work as a team to boost their productivity and performance due to insufficient number of employees. When working as a team, they can appreciate each other to boost their motivation and they can resolve personality clashes (Diard, 2024). In that case, they can work effectively, helping each other to solve the conflict and sharing the workload together instead as individuals. Strategic planning helps the university to improve their resource or talent management because it can provide the direction to achieve their goals and mission.

## **OPPORTUNITY**

### **Collaborates with internal and external**

This university always makes an interesting event and program for students and staff to participate. By establishing collaboration with other parties it could lead participants to join the program. For example, the university and faculty can work together to accomplish the program to be held. In the department that I perform the work, CCSD basically plans and makes the event for students so they know their target participants are students, they can work together with the faculty to do that event. By doing this, it will have an impact on the university especially CCSD to attract more crowds to join their program because it will achieve their target to gain more participation. By collaborating with the faculty, they can improve the academic performance and emotional needs of the students. For example, from the side of the faculty they can give list names of students who are having academic problems so the counselors can prepare events related to those issues such as invites of successful alumni. Not only that, the university can collaborate with other local universities to make the event successful and the most important which can attract more students to join the program.

Sharing the common goals between the university and faculty or other parties is what the university can do if the university's program gets attention from students (Heidi Reid, 2024 January 1) . The university could collaborate with faculty or in IIUM they called it kulliyah to attract more participants from staff and students. By sharing and establishing a common goal between them, it could lead to understanding to achieve goals of university and faculty and gain win-win situations between them. When the university creates a collaborative environment they will share common goals together and will support each other. Basically , kulliyah will have their own deputy dean in student development who handles the student. In that case, it will help the information about the program and event can reach faster without getting a problem. The most important objective of faculty also can be achieved because they will have high participation from kulliyah. It shows that the students from that kulliyah are being active in the curriculum, not just in academics. The potential outcome that they can achieve is that they know that the university has an idea to make especially CCSD is actively engaged with the students and staff. Not only internally, by sharing common goals between the university and

external parties such as the organization and institution academic, they can easily achieve their own goals. For example, the university can help their students to know what demand from employers is and the organization can easily be recognized by the students. For external reasons, the university could collaborate with clinics or dentistry to make the event. This is because the courses that were offered in Kuantan Campus were related to health science so they can collaborate with those parties. Impact of it, the participation from students to join on that program may arise because the potential collaborators are related with their courses. The student can get knowledge about career progress as the collaborators may become their potential employer in the future.



### **Increasing of awareness mental health cases among the client**

Mental health is not a new thing for us and it can give a bad impact to those who face it without getting any prevention. It is the state of mental health well being that makes people unable to cope with stress of life (World Health Organization: WHO, 2022). In CCSD, the increase of mental health is increasing due to higher awareness. Even though IIUM Kuantan Campus noted down having higher cases in mental health, it shows that the clients from CCSD are getting awareness. This is because they want to prevent their problem at an early stage by making the appointment with the psychology officers to settle down their cases. Not only that, they know that if they do not do anything it cannot be their problem.

In my observation, it shows that CCSD takes a crucial role to help those particular parties so in that case, they can take advantage of due increasing of awareness by making a supportive environment for them. It can help to make an open discussion among them. By creating a supportive environment, they can openly share their experiences and how they handle it with a group of people who have the same problem. For example, the university can provide suitable places in the university area for them to make sharing sessions. With that, it also can reduce the stigma that having mental health is not embarrassing things and it can be solved. Foster open door communication not just only for students but also the staff, the university can make special room for them to make open communication among staff that have been faced so they know that they are not being alone (Quora, n.d.). For instance, they can do mindfulness activities together such as brisk walking, the ability to learn new skills about managing their feelings and how to distract themselves from the uneasy feelings. By creating and providing the suitable place, it also can help to strengthen the relationship between themselves. Not only that, with the suitable place, they can also promotes about mental health issues towards others such as students and staff at Kuantan Campus.

## **THREAT**

### **Safety of the employee be effected**

Safety is one of the main aspects that is a threat for IIUM especially in my department which is CCSD. This is because they are the person or the frontliners that need to settle their client's problem. Not just the employees at CCSD but the lecturers or other officers and staff that interact with those kinds of people. For instance, they need to handle unexpected situations from clients when holding the session. Sometimes, the client came to meet the counselor unconscious and disorganized. Without them realizing, it could be the client came to the session by bringing something sharp and dangerous object such as scissors. This situation can make the employee, especially the psychology officer's safety, to become harmed.

Everyone, especially the higher position in the university should focus on this matter because it is related to employee safety. It can make innocent people become the victim and for sure the university image will be affected because that situation could be viral on social media. This situation cannot be predicted and avoided for university especially however they can lessen up by handling the safety training regularly. This training can help and give knowledge towards everyone. The university may do this training by providing assessment health and safety training in which they can easily identify hazard and risk assessment (*SafetyCulture*, 2024). By applying the training, it could help the employee to maintain their safety in the workplace and they can maintain a safe environment in their surroundings. This is because they can make a check up if the clients bring any harmful object. Not only that, they need to provide safety tools to help them to protect themselves. For example, a safety button that could help the psychology officer during the session room so if the situation cannot be handled, they may ring the bell to make all employees aware of that situation.

### **Societal stigma about university**

Throughout my internship at the Counseling and Career Services Department, I noticed that some of the students and staff have a negative image of this department. They think the psychology officer out of date cannot help them to resolve their problems. For example, they think seeking from counseling and the mental health department is insane (Hassan, 2024). By having this kind of perception, the people who really need and seek out counseling of their problem will feel demotivated and low self esteem. This is because they will feel shy to meet the psychology officer and the other reason is about the perception from the public such as friends and family. However, a few of them still insisted on making the appointment with the psychology officer despite getting social stigma. It gives a negative impact toward this department and also the university because of this kind of perception that they cannot control it however due to clients who still come to the session and seek out their concern it makes the department perform it well.

Not just that, it can negatively affect the performance of psychology officers and when the department wants to provide a variety of programs, the participation from the crowd is not encouraging. It makes the university unable to produce students who actively participate in the curriculum besides just focusing on academics. What the university can overcome is by educating the people, especially students and staff, that it is not wrong to seek out and come to this department. This department not just provides counseling sessions but they provide a variety of services such as resume check and consultation about career journeys. Everyone deserves happiness in their life. The university may promote what kind of services that they provide not just counseling but consultation about career prospects or the department making many interesting events about themselves especially in the campus. The university can change their business practices by highlighting the services that are provided for each department. In that case, the perception can be changed and become better.

## **7.0 CONCLUSION**

My internship journey at International Islamic University Malaysia especially in the Counseling and Career Service Department was not in my expectation because in this university I learned many new things especially in administration tasks and jobs. During this journey, I participate as moderator in many programs that are organized by this department. It was challenging but memorable for me to learn it. I managed to get the opportunity to experience working as a whole team with my colleagues to help me through my internship and enhance my understanding about the university culture that is totally different from my university.

This journey also allows me to apply what I have been learning during my time at my university such as communication skills, problem solving skills and leadership skills. Those things that I practice in my internship to sharpen my skills besides using theoretical knowledge. When I practice and apply, it makes sense to improve those skills and other related matters. It helps me to understand about the administrative and human resource field even though during my internship I do not have much experience related to human resource rather than administrative. Moreover, I was also involved in designing the posters and infographics of events that were organized by the counseling department.

I am very grateful for this opportunity that I gained during my internship. The memorable and valuable experience and lessons that I have obtained make my future career booming to become an administrative and human resource employee. Therefore, I would like to express my gratitude to everyone who always helps me and monitors me at International Islamic University Malaysia especially in Counseling and Career Services Department for giving support and guidance to do my industrial training and my journey.

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9.0 APPENDIX



