



اَبُو سَيِّدِي تَبَكُّو لُو كِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

Fakulti
Pengurusan
dan Perniagaan

**INDUSTRIAL TRAINING REPORT AT
AGENCI KAWALAN SEMPADAN MALAYSIA**

**NEGERI PERLIS
1 MAC - 13 AUGUST**



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**PART 1:
PRELIMINARY
PAGES**

EXECUTIVE SUMMARY

This report is about my 6 months of my internship journey at Agensi Kawalan Sempadan Malaysia Negeri Perlis. Agensi Kawalan Sempadan Negeri Perlis is an organization established on 2015 by Datuk Ahmad Zahid bin Hamidi as a agency that help government in combating cross-crime border. This agency was established under Malaysia Rule where it is under Ministry of Home Affairs. To complete this report, I used all the experience and knowledge that I gained during these 6 months of my industrial training at Agensi Kawalan Sempadan Malaysia Negeri Perlis.

In this report, I have included about my profile consisted of my updated and current resume that sent to Agensi Kawalan Sempadan Malaysia (AKSEM) Negeri Perlis as my application to held an internship in their company. Moreover, in this report inclusive of the all information of the company such as mission, vision, objectives, background of establishment, organizational background and the products or services offered by the AKSEM Perlis. This report also containing experience and knowledge on all task I have performed at Ibu Pejabat Aksem Perlis, Aras 1, Kompleks Kementerian Dalam Negeri (Kdn), Persiaran Wawasan, Mukim Seriab, 01000 Kangar, Perlis from 1st March 2021 until 13th August 2021. I have been placed under Finance Department where there are five staff on it for the first 12 weeks. Then I was transferred to Administration Department for the next 12 weeks which consisting eight staff in the department.

In addition, in this report also consisted the S.W.O.T Analysis of AKSEM Perlis that I have been observed throughout my industrial training period. The strength (S) of the AKSEM Perlis such as have an experienced staff and have large budget allocation and the weaknesses (W) faced by AKSEM Perlis such as have management conflict and less in using technology. While for opportunity (O) that AKSEM owned, which are mass media and cooperation with other agencies and threat (T) for AKSEM are like political issue and corruption. Moreover, I also included the discussion and recommendation for each of the S.W.O.T Analysis that maybe useful for the organization to overcome all the issues.

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**PART 3:
COMPANY'S
PROFILE**



**IBU PEJABAT AKSEM PERLIS, ARAS 1,
KOMPLEKS KEMENTERIAN DALAM
NEGERI (KDN), PERSIARAN WAWASAN,
MUKIM SERIAB, 01000 KANGAR, PERLIS.**

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**🕒 8.00 AM – 5.00 PM
MONDAY – FRIDAY**

**COMPANY'S
INFORMATION**



VISION

**Agensi Kawalan Sempadan
Malaysia Negeri Perlis is leader
of smuggling prevention
activities**

MISSION

**Agensi Kawalan Sempadan
Malaysia Negeri Perlis will
eradicate smuggling activities
efficiently and effectively**

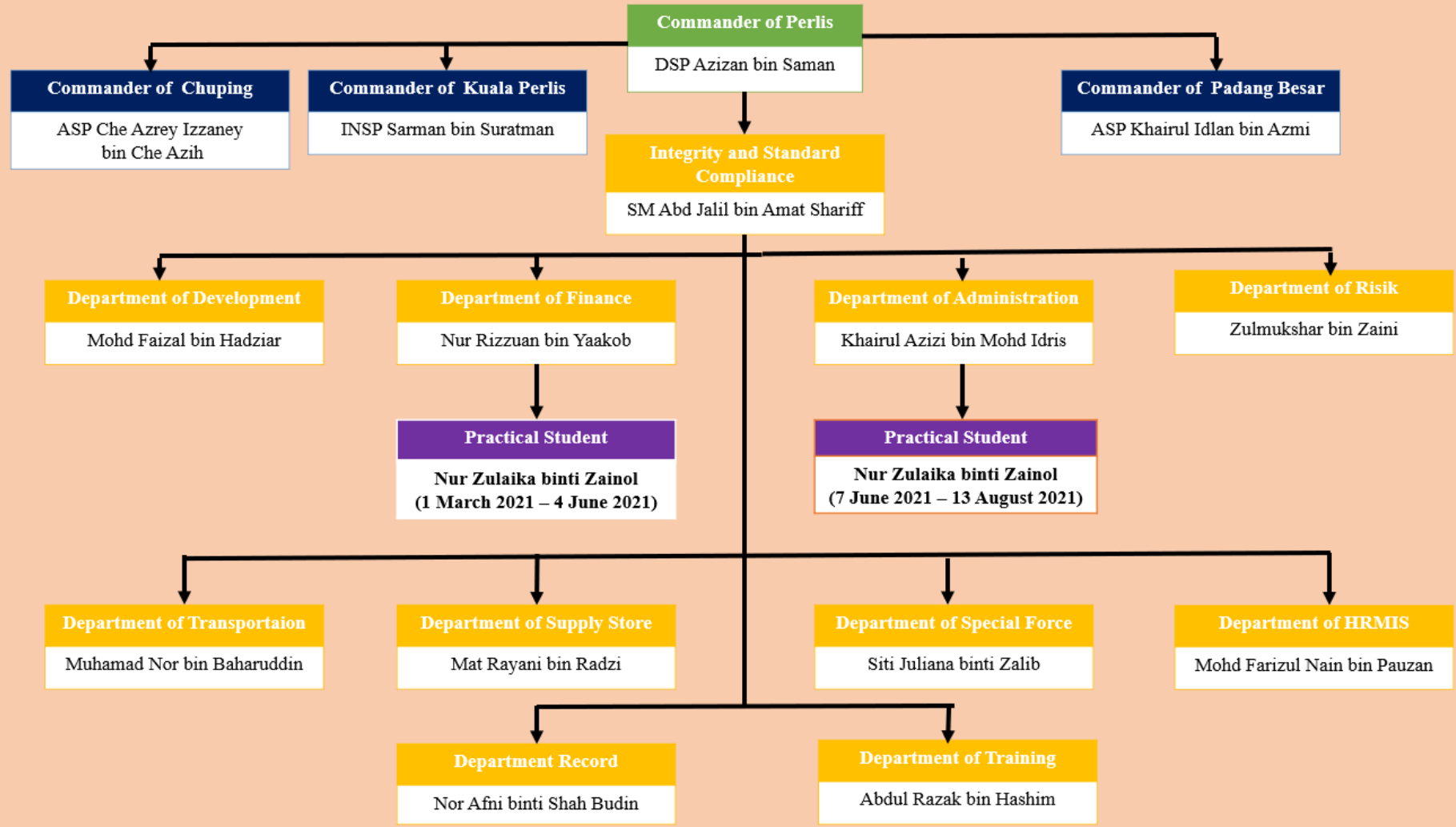
OBJECTIVES

- **Continues to maintain the spirit of AKSEM as a leader in preventing smuggling**
- **Reduce the rate of smuggling activities at the Malaysia's border by increasing operations**
- **Restructure and strengthen the national border controls of Malaysia to ensuring the sovereignty and security of the people remain preserved.**

BACKGROUND OF ESTABLISHMENT

Agensi Kawalan Sempadan Malaysia (AKSEM) was established on 2 November 2015 by Datuk Ahmad Zahid bin Hamidi as a government agencies. Before this the name of Agensi Kawalan Sempadan Malaysia is different, it was a rebranding from Unit Pencegah Penyeludupan (UPP). The functions of this agency is to strengthen the level of security control at the entry and exit of Malaysia throughout the country's borders to combat cross-border crimes such as aggression, smuggling, illegal immigrants and human trafficking that can affect the country's image. AKSEM consisting of a combination of government departments and agencies such as Polis Diraja Malaysia (PDRM), Pasukan Gerakan Am (PGA), Jabatan Imigresen, Kastam Diraja Malaysia, Anti Dadah Kebangsaan (AADK) and the Lembaga Kenaf & Tembakau Negara. Branches of Agensi Kawalan Sempadan in Malaysia is at Perlis, Kedah, Kelantan, and Perak. States that have AKSEM means that the states have a border that can access to other countries.

ORGANIZATIONAL STRUCTURE



PRODUCT AND SERVICES

As referred to the name of the company that I have conducted my industrial training, Agensi Kawalan Sempadan, products or services offered by this government agency is as one of the organization that help the government to controls and strengthen the safety and security of Malaysia's border. They control and strengthen the border because to combat and prevent any cross-border crime that might be happen. Cross-border crime that usually happen such as smuggling, human trafficking, illegal immigrants, drug trafficking, firearm trafficking, oil theft and illegal wildlife trade. If all these cross-border crime happen it will affect the image of our country Malaysia. That is the reason why AKSEM has been developed. At Perlis, roadblock was held at the Padang Besar to check each vehicle passing by and if the officers feel suspicious with the vehicle passing by, the have an authority to check it.

PART 4: TRAINING'S REFLECTION

DURATION

- 24 weeks
- 1st March 2021 – 13th August 2021

ASSIGNED DEPARTMENTS

- Finance Department
(1 March 2021 – 4 June 2021)
- Administration Department
(7 June 2021 – 13 August 2021)

ROLES AND RESPONSIBILITIES (FINANCE DEPARTMENT)

During the time I am at the Finance Department, I was assigned to key in data in the Government Financial Management and Accounting System (GFMAS) software. This software work as medium or platform for the government to settle all the payment. Usually I will keyed in data for the claim to staff, water bill to Syarikat Air Perlis (SAP), “waran udara”, student allowances and many more. At the end of the month, I will keyed in for water bill and from date 1 until 10 of the month I will keyed in claims for the staff. For “waran udara” I will key in if there is staff who want to back to their home town at Sabah and Sarawak. Arranged voucher and put it in the file also one my task, when there is “Naziran”, I will arranged voucher and put in the file to send to the Accounting General Department for them to check. In addition, I also will serve VIP when my office have an event. My task is to arrange all the plate and cutlery then serve them when they want to eat.

ROLES AND RESPONSIBILITIES (ADMINISTRATION DEPARTMENT)

While I am at the Administration Department, I was assigned to recorded all the in and out letter in the file according of the code of the file and the matter stated in the letter. Such as an example like “Elaun dan Gaji”, “Bencana”, “Kematian”, “Cuti”, “Kebajikan” and many more. I will recorded the sender name of the letter, date of the letter, matters stated in the letter, and the receiver name. This task is called Filing Process. I also will do daily office administration work such as handling and answered phone calls, I will pick up and connect the phone call to the person concerned. Besides, I also will respond to the emails sent to the AKSEM email. Usually email that I will respond like student who apply for the internship, I will print all the document attached by the students then will send it to the person in charge for the intake of practical student. If the student is accepted to conduct an internship at AKSEM, I will email back to the student said that he or she is accepted to conduct an internship at our place. Moreover, other task that have been assigned for me is to notes down the minutes of the meeting. Every 2 weeks, my office will hold a meeting attended by supervisor for each department to voice out any issue or problem that they have been facing. So, during the meeting, my role is note down all the issue or problems and anything that they discuss in the meeting. Besides, I also prepared a slide show Power Point to my supervisor for him to present in the meeting. The meeting was held to introduce all the staff in the office to the new Komander AKSEM Negeri Perlis who was promoted. Sometimes I also will help my office mate do basic office task like photocopy.

BENEFITS RECEIVED

BENEFITS	
	<p style="text-align: center;"></p> <p>Students who running an internship at Agensi Kawalan Sempadan Malaysia (AKSEM) will receive an allowance RM 15.00/day. Usually, I will get an allowance for about RM 300 a month</p>
	<p style="text-align: center;"></p> <p>If my work need me to travel from Head Quarters of AKSEM Perlis to AKSEM Chuping, I will get a claim for the petrol.</p>
	<p style="text-align: center;"></p> <p>There is no accommodation received.</p>
	<p style="text-align: center;"></p> <p>There is no meal received.</p>

There are few benefits that I have been received throughout my internship period for 24 weeks. One of it is allowances, students who running an internship at Agensi Kawalan Sempadan Malaysia (AKSEM) will receive an allowance RM 15.00/day. Usually, I will get an allowances for about RM 300 a month. Besides, I also will received a claim. Such as an example, if my work need me to travel from Head Quarters of AKSEM Perlis to AKSEM Chuping, I will get a claim for the petrol.

My internship at Agensi Kawalan Sempadan Negeri Perlis not just significantly improved my knowledge but also made me more matures as preparation to be a employees later. This industrial training as an early exposure to myself to the real world of working. This will give deep impact in fostering a spirit of teamwork and educate students to respect each other especially with senior employees or high -ranking officials.

During 24 weeks of internship, I gained a lot of useful experience, knowledge and exposure. All the exposure gained has enlightened me in increasing my self - confidence to face the challenging life now. I learned on how to use new software at Finance Department. At Finance Department, where they use IGFMAS software to key make any payment required. Usually payment process that I have done using the IGFMAS software is to pay water bills, claim, air warrant, students allowance and many more. This has a little bit expose me to the new technology to use to make work easier. Moreover, I also learned new knowledge that I think I would not get this opportunity at other place is on how to serve VIP. Usually, I will serve VIP when they have an event, I will arranged plate and cutlery according to the protocol.

**PART 5:
SWOT
ANALYSIS**

STRENGTH

- **Experienced Staff**
- **Large budget received**

WEAKNESSES

- **Easily Penetrated Boundaries**
- **Management Conflict**

**SWOT ANALYSIS OF
AGENSI KAWALAN SEMPADAN
MALAYSIA NEGERI PERLIS**

OPPORTUNITY

- **Interview with reporters**
- **Cooperation with other agencies**

THREATS

- **Corruption**
- **Political Issues**

**PART 6:
DISCUSSION
&
RECOMMENDATION**

STRENGTH

Strength is a quality that gives value to something and distinguishes it from others (*Uluslararasi,2017*). When compared to anything else, strength suggests that something is more advantageous. In this context, strength refers to a favorable, advantageous, and creative quality.

i. EXPERIENCED STAFF

Referred to the above point, experienced staff means and officer or staff who have been working for fifteen to twenty years and above and usually have an expertise in their work field. AKSEM have a few of an experienced staff that help their organization a lot in combating cross-crime border. These experienced or skillful staff can easily know and trace the smuggler as the have been doing in for the long time.



According to crowdstaffing.com, benefits of having an experienced staff are older talent are multi-skilled and adaptable, older talent have a better self-knowledge and as older talent seek contingent engagements, they could deliver more for less. They just can trace and know the smuggler by looking at their suspicious behavior. Such as an example, at the roadblock, they will check each vehicle that passing-by, if they notice that someone is suspicious such as afraid and stuttering to answer their questions, they will inspect and search the vehicle and if it is found that the driver is carrying prohibited goods or stuff to be smuggled, the smuggler will be arrested and punished. New staff or junior staff need to learn and gain all the knowledge from the experienced staff to make sure that they will be skillful as them. Recommended ways to make ensure the junior supplied with the knowledge and skill by the experienced staff is by held a training to them lead by the experienced staff as a preparation in combating cross-crime border and to dealing with the criminals. Working in group together with experienced staff also the effective way to train and provide knowledge to junior staff by looking at how experienced staff work and use the skills they have in solving problems and issues.

ii. LARGE BUDGET ALLOCATION



Agensi Kawalan Sempadan Malaysia Negeri Perlis actually received budget from two parties which are from Polis Diraja Malaysia (PDRM) as the officers in AKSEM are actually borrowed police and another one is from Kementerian Dalam Negeri (KDN) as AKSEM is under KDN. The budget that they received every 6 months is always enough and sometimes more than enough. Whenever they asked for

the budget to do something or project, it always been approved. As they received a large amount of budget every year, I would like to recommend AKSEM to buy more asset for their organization. AKSEM could buy and add more sophisticated weapons as an preparation to oppose with the criminal. Other asset that they could buy is like advanced and technological things like drone. According to website builtin.com, the term “drone” usually refers to any unpiloted aircraft that have a camera attached with it and drone also sometimes referred to as “Unmanned Aerial Vehicles” (UAVs), these crafts can carry out an impressive range of tasks, and drones can be as large as an aircraft or as small as the palm of your hand. By purchasing a drone, this will facilitate the task of controlling and monitoring national borders more tightly. We can control it remotely and it is very easy because by using a drone we can see the video review if anything happens.

Moreover, to ensure that the allocation given is used as best as possible, I suggest to provide training to the staff to make them more knowledgeable and skillful to prevent the cross-border crime. Such s and example, hold a martial art training. Even though, they already equipped with martial art during their training before work as police, but at that time it is just a basic martial art training. They need an advance and need to enhance their martial art to make sure they are able to prevent cross-border crime especially for the staff at Operations Department.

WEAKNESSES

Weakness refers to a lack of the appropriate form and competence for a task. When something is weak, it is more detrimental than when it is strong. In this perspective, weakness is a negative and unfavorable attribute. Weaknesses are the issues that must be addressed or modified in order for success to be achieved (*Sarah,2019*).

i. LESS IN USING TECHNOLOGY

First weakness of AKSEM is less in using technology. At the national border, AKSEM is still using old rotten fences and unsystematic wall construction. By this it will make the smuggler easy to build path to enter Malaysia illegally without a permission from authorities. Hence, construction of fences or wall only concentrated at industrial area only. This will cause an existence of path that have not fences give a chance for the smuggler to enter our country. AKSEM cannot always control and monitor this issue.

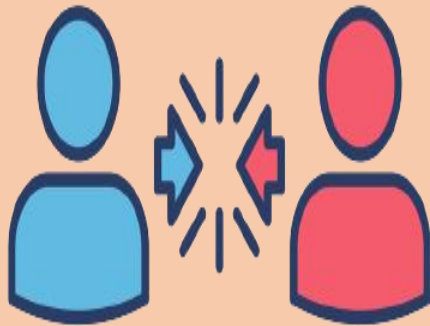
To overcome this problem, I would like to suggest to AKSEM to use and utilize the existence of technology to make sure their work management are efficiently and effectively.

Technology defined as human-created system that employs knowledge and structure to build items and processes to achieve certain objectives” (*Shun,2017*). AKSEM need to use more technology devices like CCTV and drone in helping them monitoring and controlling border more efficiently and effectively. When they using CCTV and drone, they can control it remotely and can rewatch all the videos recorded by these devices. If something happen like there is an illegal immigrant enter to Malaysia, they can simply recheck it back and can know from where and which path that the smuggler use to enter to our country.



ii. MANAGEMENT CONFLICT

Essentially, as mentioned earlier officers in AKSEM actually a police from Polis Diraja Malaysia (PDRM). However, they was borrowed by Ministry of Home Affairs to set up the Agensi Kawalan Senpadan Malaysia (AKSEM). Because of this resulted to the management conflict and interruption or overlapping of instruction. Different instruction made by various parties from PDRM, AKSEM and KDN made AKSEM itself confused to follow which instruction. Sometimes different parties give different instruction but on the same things. According to smallbusiness.com, effects of management conflicts towards organization are decrease in productivity, employee turnover, impact and mental health concern. Organization should pay greater attention to the conflict phenomena, strenghten their qualification and learn to improve conflict management abilities (Nino,2019)



members join the channel.

This way can will make them easy to deliver instruction to ensure that everybody will receive the instruction properly and can prevent the overlapping of instruction from occur.

For instance, last time there is an issue where officers from AKSEM received an instruction that they should get 2 pieces of uniform but then PDRM only give 1 pieces of uniform. To overcome this problem, they should create a proper communication channel like Telegram where there is no limit for the number of

OPPORTUNITY

According to investopedia.com, external elements that may provide a competitive edge to a company are referred to as opportunities. In simple word means that factors outside the organization that the business can take advantage of to reach business goals and move the business forward.

i. COOPERATION WITH OTHER AGENCIES



As I mentioned early, AKSEM consisting a combination of a few government agencies such as Polis Diraja Malaysia (PDRM), Pasukan Gerakan AM (PGA), Jabatan Imigresen Malaysia (JIM) and Kastam Diraja Malaysia. This cooperation with other agencies resulted that AKSEM have a division of work that will make their task and duty become more easily and more systematically.

According to jostle.com, benefits of cooperating of collaborating with others agencies are it helps people learn from each other, boosts morale across the organization, cooperation makes workers become more efficient and it also opens up new channel for communication. Such as an example, if AKSEM caught a group of illegal immigrants at the roadblock of our national border who want to enter Malaysia with permission or illegally, they will hand over it to Jabatan Imigresen Malaysia. This is because Jabatan Imigresen Malaysia have an expertise and more knowledgeable about the illegal immigrants. They know what should to do to them, what punishment should they composed and which Act the appropriate and the right one to use for the prosecution.

ii. MASS MEDIA

From my observation, for 6 months of my internship period, AKSEM will held a press conference if there is a successful caught done by them. During the press conference the Commander, Tuan Azizan bin Saman will made a statement about the caught and will answer any questions related to the issue from the reporters. Such as an example, if they caught smuggler who want to smuggling wild life trade, the Commander will made a statement regarding where the caught was happen, how many animals carried by the smuggler and estimated price of wild life that want to be smuggle. By having the press conference, it will raise the name the name of AKSEM as one of the agency that was appoint by government to combat cross-border crime. Usually, when the Commander make the press conference, the news about

the successful arrestment will be published in newspaper, social media and also will be broadcast on tv and radio too. By this, people will know that AKSEM is playing their role in helping government in combating cross-border crime.



Moreover, AKSEM also active in held donation activity for the community

Perlis. During last Ramadhan, AKSEM held a “Program Santuni Anak Yatim” by brings the orphanages to the shopping center to buy them a clothes, shoes, scarf and “songkok” for Eidul Fitri celebration and brings them to for “Majlis Berbuka Puasa” together. This show that AKSEM is not only playing their main function in combating crime but they also concern about the community and surrounding conditions. Then, they will uploads all the activities held in their social media like Facebook page to create awareness among our society that we need to give help to those in need. Another one activity that has been done is a donation of daily needs to the people under AKSEM’s area of responsibility who was affected during this lockdown.

THREAT

According to ifm.com, any tough condition in the organization's surroundings that could jeopardize its plan is referred to as a threat. A threat could be a physical barrier, a constraint, or anything else that could create issues, harm, or injury. It refers to a disadvantageous situation where it makes it difficult or impossible to reach the organizational goals.

i. POLITICAL ISSUE



In this context, political issue that happened in AKSEM is in terms of changes of leadership or administration.

We know that AKSEM was founded by Datuk Ahmad Zahid bin Hamadi in 2015 but now our Minister of Home Affairs Datuk Seri Hamzah Zainudin announced that AKSEM will be dissolved. This means that AKSEM will no longer be under the Kementerian Dalam Negeri. Rumors said that AKSEM Malaysia will be dissolved and they will be placed back under the authority of PDRM. However, until now the status of AKSEM is still unknown; either they are still as AKSEM under the Ministry of Home Affairs or under Polis Diraja Malaysia (PDRM).

The best recommendation that I can suggest is before informing others about the situation, all authorities must have a detailed discussion first. This issue must be filed in the form of an official letter with the permission of all parties involved. By doing this way, it would help the members of AKSEM Perlis be well prepared before going to another organization.

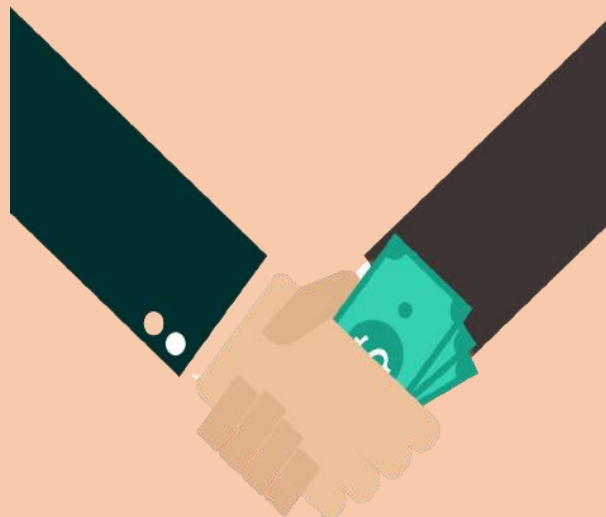
i. CORRUPTION

The abuse of entrusted power for personal gain is known as corruption (Anne, 2019). Corruption is when those in positions of power, such as managers or government officials, act dishonestly (Investopedia.com, 2018). Giving or accepting bribes or inappropriate gifts, double-dealing, under-the-table deals, election rigging, diverting funds, laundering money, and scamming investors are all examples of corruption.

Corruption also happened in AKSEM. Officer tend to receive corruption from smuggler. They will easily fall for it when they were offered a huge amount of money as a reward if they can cooperate with the criminals or smugglers. Corruption will easily to happen when the officer who was offered for the corruption is facing a problem like financial problem. This problem happens because the officer lack of integrity and sense of responsibility towards their job.

The former UPP Commander of AKSEM Bukit Kayu Hitam was fined RM24,000 for accepting corruption (Bharian.com, 2019). The former UPP Commander named, Shahidan Ladin was charged with accepting a corruption RM 1,500 from a 52 years-old man as an inducement not to take actions against him at unnumbered oil warehouse in Kampung Remia, Padang Terap. The accused was also charged with accepting RM 1,500 again from the same individual at the Hospital Kuala Nerang.

Ways to overcome this issue towards the officer who accepting corruption is by impose a punishment to them. Impose punishment such as take disciplinary action, salary on suspension for several months and give warning letter. If it still happen after they was took the punishment, then just hand them over to the police for the prosecution. Impacts of corruption is not only for the individual only like disciplinary action, termination of employment and criminal charges but it also will affected the organization also (Ibac.vic, 2020). Such as an example financial loss,, damage to employee morale and damage to organization's reputation.



PART 7: CONCLUSION

CONCLUSION

As a conclusion, the requirement to have 24 weeks internship as my last task to finish my degree is definitely useful and meaningful for me because it gives me a lot of working experience also in the learning process. It is my early exposure to the real world of working. This experience definitely has strengthened my knowledge in the university besides widened my knowledge in working field. I am not only just received physical benefits like allowance and claims but this industrial training has given me a useful knowledge, information and skills to be use at my workplace later. Moreover, internship at Agensi Kawalan Sempadan Malaysia Negeri Perlis such a great experience to have as I really enjoyed during my internship period. Hence, by that I can observe what is the strength, weaknesses, opportunity and threat that could impact to the organization and also gave a recommendation and suggestion towards their issues that could help them to overcome it.

Moreover, I really enjoyed the working environment at AKSEM Perlis organization and I would like to thank you to all AKSEM's staff who are very helpful and give guidance to me either directly or indirectly in handling all the task given to me during internship. Without the guidance and help I would not be able to cope with all the task and the working environment.

Last but not least, I would like say thank you to former AKSEM's Commander Tuan Rodzi bin Abu Hasan who accepted my internship application and gave me an opportunity to run my industrial training at AKSEM negeri Perlis.

PART 8: REFERENCES

REFERENCES

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PART 9: APPENDICES

APPENDICES



Be a “Dulang Girl” during “Majlis Mensyuarat Bulanan”



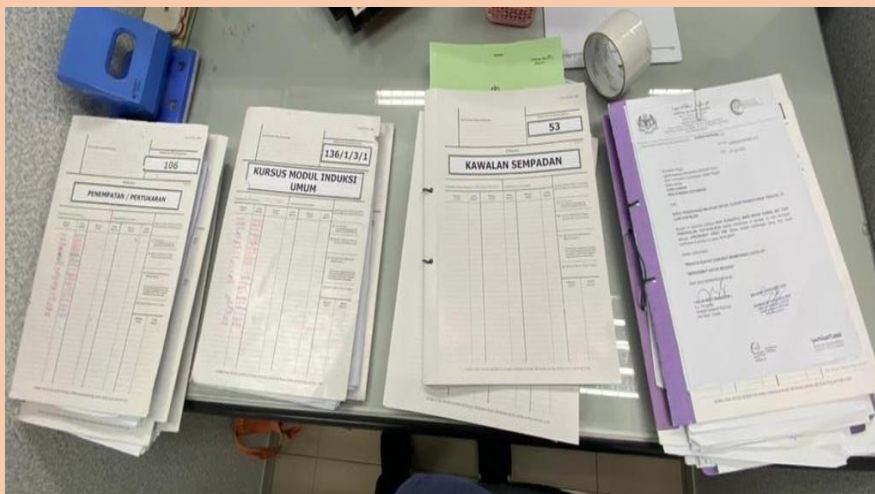
Be a “Dulang Girl” during “Majlis Pemakaian Pangkat”



Picture with Former Komander Aksem Perlis, Tuan Rodzi bin Abu Hasan on his last day at AKSEM PERLIS



With female staff during Hari Raya Aidilfitri.
The background decorated by us for Hari Raya Aidilfitri celebration.



Example of files used to record all in and out letter (Filing Process)



Received a goodies from Commander Tuan Azizan bin Saman during my last day of internship



Last day of my internship was gave an opportunity to wore AKSEM's uniform