



INDUSTRIAL TRAINING REPORT AT JABATAN AGAMA ISLAM PERAK

NAME: NURBALQIS BINTI AHMAD NORDIN
STUDENT NO: 2018227808
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1.0 EXECUTIVE SUMMARY

This report describes my experience as a Finance Intern at the Jabatan Agama Islam Perak. My internship with them provided me with a comprehensive understanding of the administration scheme and finance scheme. In this report, I will discuss about the organization SWOT analysis which I observed and perceived during my internship.

The visualization and analysis of the organization's situation assist in observing how well the performance of the organization. Along with it, the background, business core and the operation of the organization are also discussed in detail. I mainly assigned to the development department but since I have experienced working in every department in the service management division, all the department is described thoroughly.

In second part, SWOT analysis is explained using observation during my internship. PESTEL analysis is also related to the SWOT analysis discussed. All if the points of the analysis elements are from apparent situation in the organization itself and foremost from my own experience and opinions.

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5.0 COMPANY'S PROFILE

This the information for the company that I get experience in the world of work. And have assigned to working at Jabatan Agama Islam Perak which is one of the Jabatan's branch in the state. It is also the headquarter of the Jabatan Agama Islam Perak.

5.1 COMPANY'S BACKGROUND



Figure 2: Jabatan Agama Islam Perak's building.

Jabatan Agama Islam Perak is located at the centre of the town in Perak, Ipoh.

It is addressed at Kompleks Islam Darul Ridzuan, Jalan Panglima Bukit Gantang Wahab, 30000, Ipoh, Perak, 30000.

On 10 August 1947, a gathering of religious scholars from all of the district of Perak was held in Kuala Kangsar. The meeting resulted in a resolution on the importance of setting up an Islamic Council in particular and the whole of Perak Malay Peninsula in general. Result from the meeting, the Perak Islamic Religious Affairs Department was established on 2 August 1949. The role of this department at that time was to provide guidance and education related to Islam to the community. This was followed by the establishment of the Islamic Religious Council and Malay Customs Silver on 23 October 1949 which aims to advise and help the Sultan in matters related to Islamic Religious and Malay Customs as mentioned in the Constitution State.

Jabatan Agama Islam Perak that I am currently doing my internship is the headquarter for the state religious council.

Jabatan Agama Islam Perak is the implementation of dakwah programs and management of Islamic education whereas it provides education to the Muslim community, marriage management, divorce and ruju' as well as Islamic family development and affair. Besides, management and maintenance of mosque and surau. Not just that, Jabatan Agama Islam Perak also does research and study of faith and sharia. The Jabatan also involves in tender quotations among vendor to supply goods and services such as generator manpower, renting and maintenance of photocopy machines services and security services. Not to forget the Jabatan also deals with school's canteen vendor tender. In this process, "sebut harga" or quotation is being held for the funding values exceeding 20 to 100. Using engineering, land and building rate tables. It will advertised not less than 21 days (local tender) and not less than 56 days (international tender). For procedure which value not more than 20 thousands may be made by direct appointment among local class f contractors registered with the Contractor Service Center under the relevant head and sub -head. use government orders or indentures as purchase or procurement documents as applicable. Another Jabatan Agama Islam Perak's business is accreditation of Halal slaughter certificates and halal certificates to those who register. Not just that but Jabatan Agama Islam Perak also handle marriage matters such as certificates, marriage cards and consultations.

5.2 COMPANY'S VISSION AND MISSION

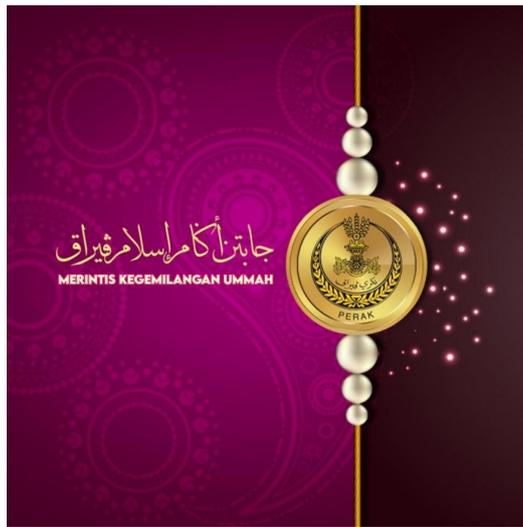


Figure 2: The council logo and slogan

Vision

”To Become An Efficient And Superior Islamic Affairs Management Institution In Malaysia By 2025.”

Mission

“Strengthening Islamic Affairs Services With The Care Of Maqasid Syariah Through Education, Cultivation, Control In The State Of Perak To Produce A Khaira Ummah Community.”

Objectives

The council objectives are, to strengthen the ability and capacity of the organization and to improve the efficiency of the delivery system. Moreover, it is to strengthening the Islamic da'wah agenda in a comprehensive manner towards the formation of khaira ummah based on Al-Quran and As-Sunnah. Afterward, the organization also wants to strengthen the administration and enforcement of Islamic law to uphold the implementation of Islamic law. Later, to strengthen the management of Islamic affairs through research and development to improve the quality of life of the Ummah. Lastly, to improve the strategic cooperation with external agencies to improve the Islamic delivery system.

5.3 ORGANIZATION'S STRUCTURE



Figure 3: Jabatan Agama Islam's organization chart.

As shown in the figure, it is the Jabatan Agama Islam Perak organizational chart. It is structured as the director at the top of the organization chart. The director, Dato' Haji Mohd Yusof bin Jusoh is obligated and responsible to oversee the company operations and provide strategic leadership. The managing director's responsibilities include developing and implementing strategic plans and company policies, maintaining an open dialogue with stakeholders, and driving organizational success. Whilst, the vice director, Tn. Haji Harith Fadhilah assisted the director and represent the director in meetings and events.

Jabatan Agama Islam Perak was divided into two divisions, the branches offices around the state of Perak, cover up all the districts and the headquarter consist of 9 divisions which is the office is located at the central city of Perak where I'm currently doing my internship.

There are 18 branch offices of Jabatan Agama Islam Perak in the state which is in Ipoh, Bagan Serai, Batu Gajah, Gerik, Kampung Gajah, Kuala Kangsar, Pengkalan Hulu, Lenggong, Seri Manjung, Seri Iskandar, Parit Buntar, Selama, Muallim, Tapah, Taiping, Teluk Intan, Kampar and Bagan Datuk. These branch offices are being managed by the branch administrative officers. However, any official

matters is referred to the headquarter office.

There are 9 departments division in the headquarter office consist of Service Management whereas I was assigned for my internship. This department is the administration centre for the company. This department runs by the chief assistant director and two assistant directors for administration and finance division. Chief assistant director was obligated to plan, implement and monitor service affairs, human resource development, creating harmony and cheerfulness of the department. regulate prudent financial management and monitor bridge physical development projects. Next, to plan the activities of the management services division based on the policies and regulations set by the government.

Another department is Family Affairs department, which handles marriage matters such as marriage matters such as marriage advice and divorce. Da'wa department that focuses on improving and take action in the issues that against the religion beliefs. Furthermore, Education department contributes in the schools welfare and maintenance that fall under the council obligations. There are a total of 7 Islamic Secondary school as shown in the figure above. Another department in the headquarter office is the Enforcement of Sharia Law department, Mosque Management department, Halal department and Institut Pentadbiran Islam(INTIM) which manage the training of the staff and also handle the training of teaching force for the Islamic school under the organization's obligation.

6.0 TRAINING REFLECTIONS

I was appointed to self reporting at the company, Jabatan Agama Islam Perak to undergo the industrial training on 1st May 2021 whereas Puan Aziaty as the assistant director of the company was assigned to be my internship supervisor. Clear briefing outline of the task, duties, responsibilities and potential projects were given on the first day of training started.

The internship duration is from 1st May 2021 until 13th August 2021. Since MCO is restricted the attendance of staff due to the increasing cases of covid-19, Jabatan Agama Islam Perak issue circulars to all employees due to the total lockdown restrictions from 22nd May 2021 to 12th July 2021. In two months early of internship program, I went to working place according to the government flexible hours which is 8 hours per day. The working hours refers in the table 1.

Days	Time
Monday to Friday	8.00 am until 5.00pm

Table 1 : Working Hours

I was assigned to the Development department under the service management division of the company. The department contributes to the development/maintenance and finance of the company. During the internship I was also managed to venture in various departments of the council. Beside development and finance departments, other departments included administration and social services. I was introduced to those departments where I was allowed to browse the council code of contact.

At the Development department, I mostly was assigned by the chief Clerk to enclosed files consist of maintenance report, projects paperwork, letters, bills and cost estimation. I learned how to register new files using new file codes based on the code updated in the system. Not just that, I assisted officers to rechecked and calculated salary increments. Since I'm majoring in finance, I was asked to do task that related to the financing even though government sector financial is private and confidential, but I was allowed to do a few task that does not breach the organization private system. I was given task to prepare pay system documents for special financial assistance allowance and updated annual budgeting record. To gain my knowledge about the company, my supervisor, Puan Aziaty assigned me to do an assignment on the company core business and background.

During the internship I participate in a few events organized by Jabatan Agama Islam such as, Tilawah Al-Quran ceremony, Bubur Lambuk program in celebrating the Holy month Ramadhan and Nuzul Al-Quran event held at Masjid Negeri. There I gained experience on how to manage a big events. I learned to work in teamwork and tolerant. The relationship between the employees are also I treasure the most the internship, they are very supportive and kind, I have learned of stuff that I can use in the future when working. I gained knowledge on how the administrative procedure works, how to keep in data and documentation. My social skills also improve as I'm working with people going on meetings and assist operator in operating the counter services for customers.

7.0 SWOT ANALYSIS



Figure 4: Jabatan Agama Islam Perak's SWOT analysis.

SWOT analysis is used at the organizational level to establish how well the company's growth trajectories and excellent benchmarks are aligned. Therefore, in this case, SWOT Analysis is held to determine the organization performance during the internship. Several issues have been observe to analyse the SWOT analysis for the company.

A prominent speciality can be seen in the organization as it provided a diversified services. Nine divisions in the organization play a major role in handling multiple services such as administration that is focusing on the organization management and operation, Another department is Family Affairs department, which handles marriage matters such as marriage advice and divorce. Da'wa department that focuses on improving and take action on the issues that are against the religion beliefs. Furthermore, Education department contributes in the schools management and maintenance that fall under the council obligations. There are a total of 7 Public Islamic Secondary school listed, Sekolah Raja Perempuan Taayah, Sekolah Izuddin Shah, Sekolah Raja Dr Nazrin Shah, SMTDR Kerian, SMTDR Manjung, SMTDR Batang Padang and SMTDR Lenggong. Another department in the headquarter office is the Enforcement of Sharia Law department which contributes the Constitute Acts that falls under the Islamic council obligation. Mosque Management department, Halal department and Institut Pentadbiran Islam(INTIM) which manages the training of the staff. This somehow smooths the flow of the organization operation to improve the organization's efficiency

and convenient to the consumers according to specific cases and purposes.

Apparently, strength in the company activity is clearly observed at the management level of the department. The company possessed high management skill as it is shown entirely from the top hierarchy of the organization to the bottom. Officers who led in deciding and making decisions for the department maximized their interpersonal skills by building a successful relationship with the employees especially those who involve in the project and task. For instance, assistant director who is appointed to run a project especially in the finance department which is related to the development of the company events and projects would create a team to run the project and have an immediate meeting to discuss and distribute task right away. Instead of directing the employees, assistant director who is in charge would work together to look thorough the project and play their parts of preparing the paper work together with the teams. Foremost, actions are taken immediately after the complaints. This shows how the director who manages the project demonstrate managerial qualities and authority while maintaining the ability to play their part as a member of a team. Assistant directors also have excellent communication areas to ensure that lines of communication remain open, they readily available and accessible to employees to discuss any issues or concerns that arise. Having an open door policy or weekly or monthly team meetings facilitated this.

Every organization has flaws. Weaknesses exist when it halts the organization from completing their goal or make it more difficult to reach the goal. This include bureaucracy in the operation of the company. Bureaucracy is indispensable in administering regulations and rules. Bureaucracy involves excessive paperwork whereas every decision must be put into writing which is all documents have to be maintained in their draft and original forms. This leads to wastage of time and space. For example, in case of wages increments, all the documents must be prepare first by the clerk in the finance department and recheck by the administration assistant. Then, It has to be confirm by the officers according to the branch offices and later sign by the human resource officer from the headquarter also refer as the assistant director for approval. This takes longer time for the statements to be issue. Moreover, in the development department, when the complaints received for the maintenance of mosque or school, the process of the project takes longer time as the contractors have to go through multiple quotations for the projects for them to be selected as the contractor to run the constructions. The bureaucratic procedures causes inordinate delays and frustration in the performance of tasks. The process of getting work done in a bureaucratic system is complicated and the set of rules and regulations often are given greater importance than the end result. On the other perspective, bureaucracy causes the employees' tasks repetitive and dull. This cause by the less broaden in the job

scope because the employees are doing the same task and job everyday. Finance clerk that is appointed to prepare letters or statements regarding the company financial matter has to go through the same process from the beginning. From the preparation of the paperwork to the sign for approval from the directors. Since they are managing the administration matters. Repetitive tasks lend themselves to boredom and drudgery, causing employees to become unmotivated to perform at a high level. This somehow causes inefficiency of the organization operation.

Moreover, limited service line for the operator to give the best service to the customers is also one of the weaknesses of the organizations. The operation careline is only focusing on the phone calls at the office rather than finding feedback from another platform such as email. This causes limitation in reaching the company's services. This cause less communication between the organization and customers because of the limited customers scope of interacting with the organization for feedback, complaints or inquiries. Repetitive tasks such as answering phone calls lend employees to drudgery, causing employees to become less competent. This somehow causes inefficiency of the organization operation. Lack of interaction with the customers causes Organization will not know what to improve and what is their services rated and engagement.

Opportunities are defined as external elements that will be useful in achieving the organization's goal. Jabatan Agama Islam Perak has their own official website whereas it is the platform besides their Facebook page to connect with the audiences. In their official websites, plenty of online services are provided for the convenience of users to deal. These are the services provided on their websites such as, Cinta Sakinah JAIPk, Sistem Pengurusan Perkahwinan Malaysia (SPPIM), e-Halal, e-Latihan INTIM, e-zabeh, E-SMAN Perak, eAduan Awam SISPAA, I-Kariah and I-Haq. These online services broaden the services use among users and potential users. The organization use technology to operate their business in an efficient way.

Knowledgeable, skilled and officers with integrity is seen to be one of the main opportunities for the organization. Officers that have been in the position for the organization are from high level education background. Officers were also trained before being in their position. Their responsibilities are fulfill with integrity as they must follow all of the rules and restrictions given by the government regulations. The employees are also well trained, prepared and skillful as the organization maintain their employees development by organizing training program for the employees at least two training program and seminar in a year. For example, these are a sort out of training program within this year: Executive Talk dan Perutusan Tahun Baru 2021at SUK Perak, Seminar Imej dan Keterampilan Diri

– A Better Look, A Better Me, Jadilah Penjawat Awam Berintegriti. These seminar and training program is for the employees' performance development and to improve the organization's services.

In this pandemic era, alongside with unstable political situation and critical economic growth, the organization sure is threaten by this situation. It also examines the proposition that the isolation (lockdown) of social groups which is claimed as a desirable method of limiting the incidence of COVID-19 limits the operation of the organization as well. People are being restricted in transaction and interaction in daily life due to the pandemic. This somehow effect the operation of the organization, not just from the consumers perspective but employees too. For example, movement restrictions limit the operation of the organization for example, marriage matter such as akad nikah. Since, akad nikah must be held by the tok kadi represent by the Jabatan Agama Islam Perak during the restriction movement. Therefore, when lockdown is issued, organization has to implement a new operation rule for the event either to continue the operation or hold. This frustrated the people who has appointment or already has a date for the akad nikah if the event has to put on hold because of the movement restrictions. Not just that, employees were affected too. According to the government orders, government sector only allowed to operate by 30% attendance of the staff. This complicates the operation and the productivity of work and services as only a few is allowed to work at the office using system provided while the rest are working at home which is the job done could be limited. This somehow slow the operation of the organization.

Advances in technology are creating monumental changes in our lives and as well as in turned the way religion is practiced. The universal acceptance of mobile devices, like phones, tablets, and laptop, is provoking a profound social change. The dependence on these devices is eliminating the individuals need for traditional religion by seeking it in real life instead. The problem is, without the traditional religious brick and mortar upbringing, the youth of today forgo a key element of the different and twisted religious experience. The social gathering and interaction of those with similar beliefs and values is also a critical part of the experience. Religion is losing the youth. Accordance to the social media platform also, too many beliefs and opinions are being speak without boundaries, this is worrisome as, speak without knowledge and faith may bring the audiences to the different perspective and will cause trouble of misconceptions. For example, there are so many cases we can see through social media on heresy about Islam. The deviant teachings nowadays use social media platform to spread their misconception of Islam. This could be one of the threat for the organization to face it is implement the holy religious belief and have to block all these deviant movements from spreading around. Not just that, adapting new technologies in the system cost a lot of money and

time consume to teach and organized training to the employees to get use to use new technology invention in the working system.

PESTEL ANALYSIS

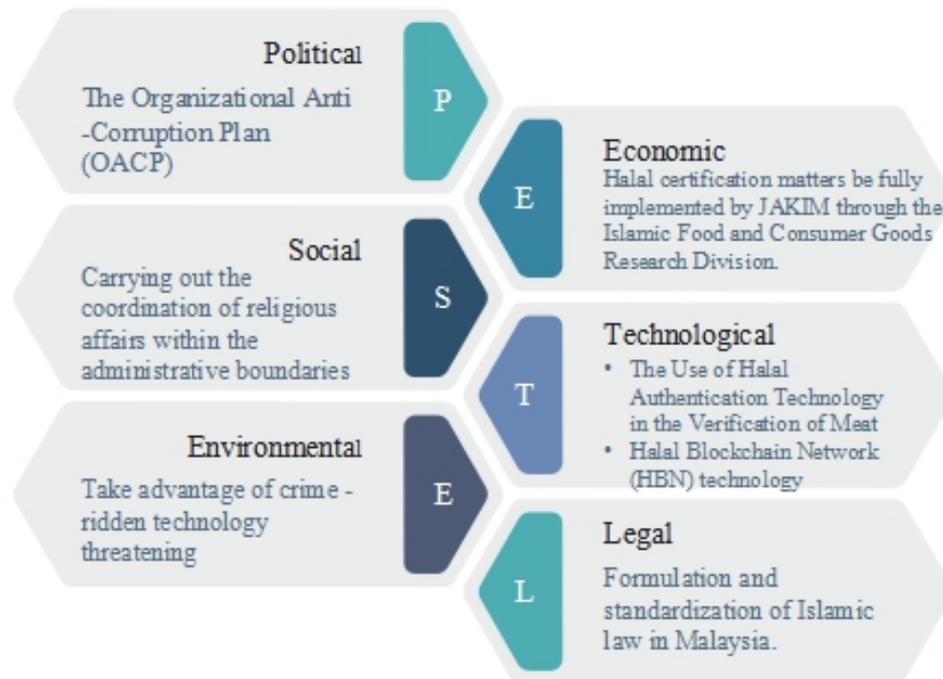


Figure 5: Jabatan Agama Islam’s PESTEL Analysis

PESTEL analysis is used as framework to analyzing the key external factors influencing the organization’s political, economical, social, technological, environmental and legal influencing an organization from the outside. It provides workman force with information about the external factors impacting their organization. One of the organization analysis is the implementation of The Organizational Anti -Corruption Plan (OACP) in government sectors. The Organizational Anti -Corruption Plan (OACP) is an anti -corruption policy document at the organizational level that aims to address the problems and weaknesses of governance, integrity and anti -corruption in organizations. In line with the National Anti-Corruption Plan (NACP) 2019-2023 under initiative 2.1.5, which mandates the public sector and initiative 6.2.1 which mandates Statutory Bodies, Government-Owned Companies, Guaranteed Limited Companies and the private sector regulated by regulatory bodies to develop the OACP. The Inspection and Consultancy Division (BPMP) under the Malaysian Anti-Corruption Commission (MACC) has developed modules to help organizations develop OACPs in each of their respective agencies and departments. The OACP Development Workshop was held to provide exposure and understanding to participants on the need to prepare, develop and implement OACP.

The government has directed JAKIM to fully implement all halal certification matters through the Islamic Food and Consumer Goods Research Division. Given the country's rapid development of the food industry, the Malaysian Public Service Department approved a total of 165 posts of various schemes and grades under the new name of the Halal Hub Division on November 17, 2005. JAKIM's halal certification management is one of the best halal certification management models in the world after gaining several international recognition. Halal Industry has been influenced Malaysia economically since the Halal industry has been one of the best international Halal business in Muslim international business. In this case, JAKIM influenced the organization by involving Halal management division one in the state while JAKIM is widely around Malaysia.

Socially, the industry serves as a coordinating body for religious development and Ummah progress in Malaysia. It also has the role of carrying out the coordination of religious affairs within the administrative boundaries of the responsible and vigilant so as not to violate the line of responsibility that is the right of the administration at the state level. The industry operates major mosques as well. Coordinate and develop Islamic education. JAKIM operates education and training centers such as the Malaysian Islamic Training Institute (ILIM), the Malaysian Islamic Skills Institute Sarawak (IKMAS), the Sabah Institute of Islamic Studies and Dakwah (IPDAS) and Darul Quran. In addition, also conducts al-Quran and Fardu Ain (KAFA) Class modules which are implemented at premises registered with the state Islamic religious agencies. Responsible for the formulation and standardization of Islamic law in Malaysia.

The Use of Halal Authentication Technology in the Verification of Meat -Based Food Products. Integration between JAKIM, the Ministry of Health Malaysia and the Department Veterinarians in resolving issues in halal meat production. Share solve this problem, the Veterinary Department, Ministry of Health Malaysia as well as JAKIM officers will conduct special monitoring in factories or houses slaughterhouses that are abroad. The veterinary officer will keep the animals anatomy and physiology, MOH officers ensure hygiene and safety products while JAKIM officials will ensure the slaughtered animals, slaughtered perfectly. Halal Blockchain Network (HBN) technology guarantees the world's halal food supply. It is to ensure that the supply of halal food received by consumers is pure and secure through export or import. HBN can help to ensure that the supply of food that reaches consumers is more secure and reliable when its production can be tracked up to the slaughterhouse in the process.

In environmental perspective, the industry takes advantage of crime -ridden technology that threatens the halal industry. Food crime is the act of illegally changing food products or contaminating food

products with inappropriate substances in the economic interest for the purpose of counterfeiting, fraud and sabotage. This cause misleading of the sources of materials.

Legal analysis goes to the, Public Islamic Organization responsible for the formulation and standardization of Islamic law in Malaysia. The organization role is to prevent or eradicate the symptoms of immorality in the state. Later, enforce Syariah law in accordance with the Islamic religion enactment of the state. As well as providing information and awareness to the community regarding the Syariah offenses enactment. Creating an Islamic society that is free of the symptoms of immorality and practices the teachings of the Qur'an and Sunnah, prepare and complete the Inquiry paper and submit it to the Division. Public Islamic Organization collaborates with other enforcement agencies to increase the effectiveness of enforcement activities. lastly, provide awareness to the community related to Syariah Criminal Offenses Law. The Enforcement Division is a division in JAWI that plays a direct role in enforcing such Constitute Acts such as, Islamic Family Law Act (Act 303), Administration of Islamic Law Act (Act 505),Syariah Criminal Offenses Act (Act 559), Syariah Criminal Procedure Act (Act 560), Court Evidence Act (Act 561), Syariah Court Procedure Act (Act 585), Director's Standing Instructions.

8.0 DISCUSSION AND RECOMMENDATIONS

This study was mainly to study the performance of SWOT analysis of Jabatan Agama Islam Perak whereas the place I undergo industrial training. The data I chose is basically from my observation and experience throughout my internship at the organization. The working and performance activities of the organization was being analyzed thoroughly before SWOT analysis is determined.

To improve the organization's strengths managers and employees in each divisions must strengthen their interpersonal skill and management skills to manage their speciality in each divisions for excellent service. This can be done by introducing training that is more focusing on the managers interpersonal skills such as seminar or motivation sessions. Another way to improve the management thinking is managers need to be responsive with credibility to strive each divisions purposes simultaneously satisfy th3 customers.

More recommendations for the SWOT Analysis observations are, the organization should keep improving communication skills and expertise communication channel to strive excellent communication areas to make sure lines of communication remain open, readily available and accessible to employees to discuss any issues or concerns that arise. Besides, by having an open door policy or weekly or monthly team meetings. This somehow would get to know the employees better and can receive opinions and ideas in two ways communication.

Moreover, on the side of weaknesses of the organization a few ways could be implement to improve the company performance. One by eliminating and take action on the bureaucracy process by reducing the bureaucracy and stimulate a new idea for the operation to run efficiently. This should be analyzed more on the cons instead of pros. Next, to carry out internal "administrative reforms" structure to increase transparency and monitoring of the process.

Adding more service lines using new technologies development such as emails, social media or applications to reach and connect with customers. Is one of the way to improve the organization performance and productivity. Not just that, organization should build a strong responsive customer service team by organizing training sessions for them to improve their skills once they're on board especially emotionally such as empathy and patience, then, good communication skills, and knowledge.

As the organization provides online services, one of the way to run it efficiently is by investing more

in a quality site-search for easy surfing to the users and serve users with a nice, organized and user-friendly layout to attract users interaction with the website and understand by many despite ages and backgrounds.

Furthermore, managers must be proactive. Individuals who assume leadership must take the proverbial bull by the horns and move forward to be successful. Managers need to empower management skills by learning and practicing. Next is, leaders must be flexible enough to know when it is time to try a new procedure or implement a new policy this behavior can be valuable and benefiting the group. The organization should inform the new restriction earlier and clearly so that it will not frustrated any party involves. Make them feel secure. They also should organized secure schedule of work so that it will not pressure employees and provide safe environment of workplace so that it will not risk the employees that work in the office. Encourage employees to find a level of comfort in the unexpected and embrace technology change as part of the routine as the are struggling to adapt with the new technology used for the system especially employees that are at older ages. Lastly, it would be better to spread awareness on the matter that goes against the religion direct and indirect by expertise immediate action to a suspicious movement therefore this matter could be overcome before it get worst day by day.

9.0 CONCLUSION

To conclude, SWOT analysis is a useful framework for the organization to acknowledge their performance either it is going well or otherwise. It lets the organization find ways to improve the efficiency of the company by looking thorough at the internal and external factors that prevent the company to achieve their goals. Whilst expertise their strength to the fullest to achieved their success benchmarks.

throughout 24 weeks as an intern at Jabatan Agama Islam Perak (JAIPK) a lot of experiences and knowledge I have gained from the internship program. Most experiences I get from performing the industrial training for the knowledge for the world of employment in the future. When working we need to completely ready mentally and physically to give out our excellent best to the company to perform well and help the company to achieve their mission and vision. We need to work hard to improve the lacking so that would result in excellent performance and productivity.

There are problems and obstacles while doing this report but I overcome it over times with the information provided by my advisor, supervisor and friends that have guide me with useful information. Overall, it was a great experience to do this training and get to know a lot of people and working experience in the process.

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APPENDICES



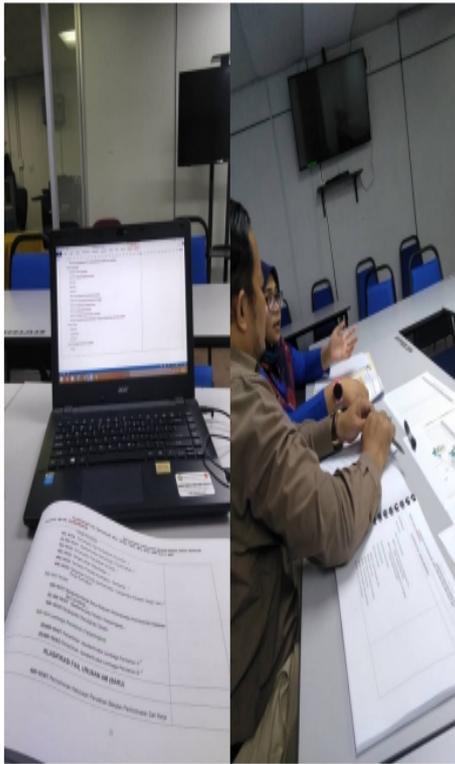
Picture 1,2 and 3 : At the Tilawah Al-Quran Ceremony as one of the event manager.



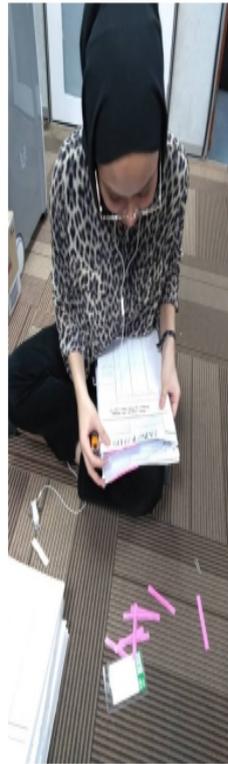
Picture 4: Majlis Nuzul Al-uran during Ramadhan.



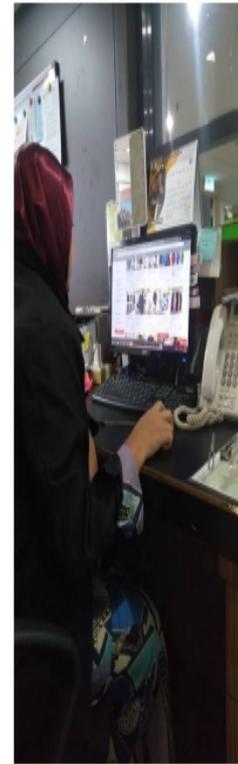
Picture 5 and 6: Bubur Lambok Competiton.



Picture 7 and 8: New file registration process.



Picture 9: File tagging



Picture 10: Assisted Operator at Counter Service