

**UiTM Bandaraya
Melaka (Universiti
Teknologi MARA)**



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INTERNSHIP FINAL REPORT AT YAYASAN PERBANDARAN KLUANG

1 MARCH - 15 AUGUST 2023

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BACHELOR OF OFFICE
SYSTEM MANAGEMENT
(HONS.)**

EXECUTIVE SUMMARY

THIS INDUSTRIAL TRAINING REPORT IS A COMPREHENSIVE ACCOUNT OF THE JOURNEY I MADE WHILE WORKING AS AN INTERN AT YAYASAN PERBANDARAN KLUANG OVER THE COURSE OF 24 WEEKS. THIS REPORT SEEKS TO DEMONSTRATE MY INDUSTRIAL TRAINING PROCESS THROUGHOUT THE COURSE OF THIS 24-WEEK PERIOD INCLUDING INDUSTRIAL EXPERIENCE LIKE INTERACTING WITH LOTS OF PEOPLE, ADJUSTMENTS TO WORKING IN ACTUAL INDUSTRY, AND INFORMATION AND SKILLS OBTAINED IN RELATION TO JOB AND PERSONAL GROWTH. I STARTED MY INDUSTRIAL TRAINING ON MARCH 1 2023, AND WAS PLACED UNDER THE SUPERVISION OF PUAN ZAINANI BT JAMALUDDIN AND PUAN ALIS BT WAHARI, THE EXECUTIVE MANAGER AND ADMINISTRATIVE ASSISTANT OF YAYASAN PERBANDARAN KLUANG. I AM AN INTERN FOR THE ADMINISTRATIVE DEPARTMENT THROUGHOUT THIS 24-WEEK TERM. YAYASAN PERBANDARAN KLUANG'S HISTORY AND PAST INVOLVEMENT IN VARIOUS ACTIVITIES WILL ALSO BE INCLUDED IN THIS REPORT.

THIS INDUSTRIAL TRAINING REPORT INCLUDES A PROFILE OF ME, A PROFILE OF THE ORGANIZATION, MY TRAINING EXPERIENCES, A SWOT ANALYSIS, DISCUSSION, SUGGESTIONS AND A CONCLUSION. THE STRENGTH, WEAKNESS, OPPORTUNITY, AND THREAT (SWOT) ANALYSIS WILL BE USED TO ASSESS THE COMPANY'S COMPETITIVE POSITION. THIS REPORT WILL REVIEW MY PERFORMANCE DURING MY INDUSTRIAL TRAINING WHILE I OBSERVED THE ORGANIZATION AND CONDUCTED A SWOT ANALYSIS, AS WELL AS ANALYZE THE PERFORMANCE OF YAYASAN PERBANDARAN KLUANG AND PROVIDE CONSTRUCTIVE RECOMMENDATIONS FOR FURTHER IMPROVEMENT.

STABLE SOURCES OF FINANCES AND WISE OFFICERS AND MANAGER WITH HIGH LEADERSHIP SKILLS ARE THE STRENGTHS OF YAYASAN PERBANDARAN KLUANG. THE WEAKNESS OF THIS ORGANIZATION ARE THEY HAVE WEAKNESS AT MANAGEMENT LEVEL AND LACK OF HUMAN RESOURCES. IN ADDITION, THIS ORGANIZATION HAVE THE OPPORTUNITIES IN INCREASING THE NUMBER OF FOUNDATIONS AND DONORS, AND THE USE OF MEDIA SUPPORT FOR CAUSE MARKETING. THREATS TO THIS ORGANIZATION ARE OPERATIVE PROBLEM DUE TO POLITICAL INSTABILITY AND THE OPERATION NOT SUSTAINABLE DUE TO LACK OF FUNDING.

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ACKNOWLEDGEMENT

ALHAMDULILLAH, PRAISE TO ALLAH S.W.T, I AM SO BLESSED THAT I HAVE MANAGED TO UNDERGO MY INDUSTRIAL TRAINING WITH GOOD HEALTH AND HAVE GREAT ABILITY TO GO THROUGH MY INDUSTRIAL TRAINING PEACEFULLY AND WELL. I FEEL THANKFUL TO THE ALMIGHTY FOR THE BLESSING GIVEN TO ME TO COMPLETE THIS INDUSTRIAL TRAINING REPORT. I WOULD LIKE TO SAY THANKS TO MY PARENTS FOR THEIR CONSTANT ENCOURAGEMENT THROUGHOUT MY INDUSTRIAL TRAINING PERIOD.

I WOULD LIKE TO TAKE THIS OPPORTUNITY TO THANK MY SUPERVISOR, PUAN ZAINANI BT JAMALUDDIN AND PUAN ALIS BT WAHARI FOR THEIR HELP WITH ABUNDANCE OF INFORMATION, HELPFUL FEEDBACKS, EXEMPLARY GUIDANCE, MONITORING AND CONSTANT ENCOURAGEMENT THROUGHOUT MY INDUSTRIAL TRAINING JOURNEY. NOT TO FORGET, A BIG THANKS TO MY MANAGERS IN YAYASAN PERBANDARAN KLUANG AND LIBRARY'S STAFF FOR GIVING NECESSARY ADVICE AND GUIDANCE DURING MY INTERNSHIP TRAINING.

I WOULD LIKE TO THANK ALL THE STAFFS IN KLUANG PUBLIC LIBRARY AND MANAGERS OF YAYASAN PERBANDARAN KLUANG FOR THE HOSPITALITY THAT THEY HAVE GIVEN ME WHICH MAKE ME FEEL COMFORTABLE ALL THE TIME AS AN INTERN AS WELL AS FEELING BELONGED THERE.

I CHOOSE THIS MOMENT TO ACKNOWLEDGE MY INDUSTRIAL TRAINING ADVISOR'S CONTRIBUTION GRATEFULLY, PUAN MASLIZA BT MOHD RAZALI, FOR ALWAYS GUIDING ME WHENEVER I HAVE ENQUIRIES DURING MY INDUSTRIAL TRAINING JOURNEY. APART FROM THAT, I TRULY APPRECIATE HER DEDICATION TO SPARE SOME TIME TO GIVE CONSULTATION AND EVALUATING MY INDUSTRIAL TRAINING REPORT. THE UNDERSTANDING, ENCOURAGEMENT, AND CONTINUOUS SUPPORT FROM HER THROUGHOUT THE DURATION OF FULFILLING THIS REPORT ARE MOST APPRECIATED.

I AM ALSO APPRECIATING THE EFFORT OF ALL MY FRIENDS WHO ARE WILLING TO HELP AND GIVE AN ENCOURAGEMENT DURING MY INDUSTRIAL TRAINING JOURNEY. I AM FEELING LUCKY TO GET THEIR GUIDANCE, KNOWLEDGE SHARING AND ENCOURAGEMENT THROUGHOUT THESE 24 WEEKS. IT IS THE MOST PRECIOUS EXPERIENCE IN MY LIFE.

STUDENT'S PROFILE



ATHIRAH BT AFFENDI

Student of Bachelor in Office System
Management (Hons.)

I am a final year student of Bachelor in Office System Management (Hons.) with a strong background in Administrative Procedures, Administrative Management and Administrative Operation Systems. I am looking for the opportunity to secure a position for my industrial training at government and non-government firm that offers better opportunities to learn, share and gain new experiences through positive interactions within the organization, team members and colleagues towards competitive and challenging working environment whilst practicing an administration skill that I have acquired academically.

CONTACT



EXPERTISE

HARD SKILLS

- Microsoft Words
- Excel
- PowerPoint

SOFT SKILLS

- Ability to communicate with others
- Independent and self-reliant but also a team player
- Ability and willingness to learn any new experiences
- Outstanding ability to multitask, work in group and work under pressure

REFERENCES

Name : Miss Zarina Begum Bt Ebrahim Begum
Designation : Lecturer & Personal Advisor of
BA232 5A

Name : Madam Nur Hazwani Bt Mohamad Roseli
Designation : Lecturer & Advisor for Industrial
Training

EDUCATION HISTORY

UITM KAMPUS BANDARAYA MELAKA

Oct 2020 - Feb 2023

Bachelor in Office System Management (Hons.)

- Related courseworks including Administrative Management, Administrative Procedures, Advanced Records Management, Administrative Operation Systems, Human Resources Management and Occupational Safety, Health and Environmental Management.
- Current CGPA : 3.66

HIGH SCHOOL KLUANG

May 2018 - Nov 2019

Pre-University (STPM in Human Resources)

- CGPA : 3.34
- MUET : Band 3
- Co-curriculum score : 8/10

SMK PALOH

2013 - 2017

PT3 & SPM

- PT3 result : 9A1D
- SPM result : 2A4B2C
- Co-curriculum score : 7/10

WORK EXPERIENCES

DJ MINI MARKET

Jan 2018 - Feb 2018

- As a cashier
- As an ordinary worker

FIGURE 1 : STUDENT'S PROFILE

COMPANY'S PROFILE



YAYASAN PERBANDARAN KLUANG IS ONE OF THE YAYASAN FOUNDED BY YANG AMAT BERTHORMAT MENTERI BESAR JOHOR UNDER THE LOCAL AUTHORITY OF THE STATE OF JOHOR WITHIN THE AREA OF MAJLIS PERBANDARAN KLUANG. IT IS ALSO HAS BEEN KNOWN AS YAYASAN PRIHATIN KLUANG.

YAYASAN PERBANDARAN KLUANG FIRST ESTABLISHED ON 23 APRIL 2014 AND RECEIVED APPROVAL FROM THE LEGAL AFFAIRS DIVISION, PRIME MINISTER'S DEPARTMENT ON 28 JULY 2015. IT IS LOCATED AT LEVEL 1, JALAN PEJABAT KERAJAAN, KOMPLEKS PEJABAT-PEJABAT-KERAJAN, 86000, KLUANG, JOHOR. YAYASAN PERBANDARAN KLUANG'S OFFICE IS IN THE KLUANG PUBLIC LIBRARY BUILDING.

THE ROLE OF THE YAYASAN PERBANDARAN KLUANG IS TO HELP MAJLIS PERBANDARAN KLUANG TO OVERCOME THE PROBLEM OF URBAN POVERTY AS WELL AS CARE FOR THE POOR WHO HAVE DROPPED OUT REGARDLESS OF RACE, RELIGION AND SKIN COLOR, ESPECIALLY IN THE MAJLIS PERBANDARAN KLUANG AREA. THE ROLES, RESPONSIBILITIES AND PROGRAMS IMPLEMENTED CHANGE IN ACCORDANCE WITH THE GOVERNMENT'S POLICIES IN POVERTY ALLEVIATION AND THE MAIN FINANCIAL CONTRIBUTOR TO THIS ORGANIZATION.

MISSION

1. REDUCE THE POVERTY RATE AND IMPROVE THE SOCIO- ECONOMICS OF THE COMMUNITY.
2. IMPROVE SELF AND LOCAL COMMUNITY ABILITIES.
3. IMPROVE THE STANDARD OF EDUCATION THAT NEEDS HELP AND DONATIONS.



FIGURE 2 : COMPANY'S LOGO

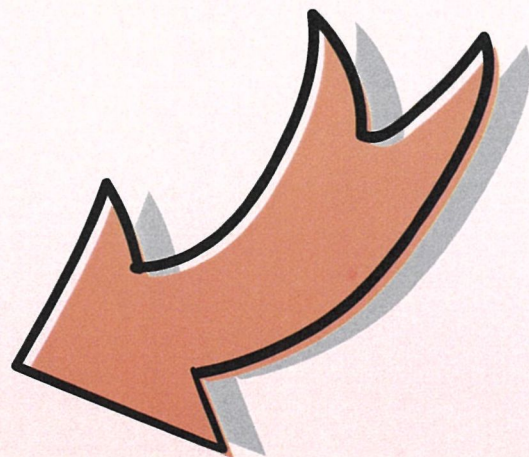
VISSION

EXECUTORS OR FACILITATORS TO FREE FAMILIES B40 AND BELOW FROM THE SHACKLES AND GRIP OF POVERTY, IMPROVE LIVING STANDARDS, PROVIDE ASSISTANCE, ENCOURAGEMENT AND GUIDANCE TO FAMILIES B40 AND BELOW AND ADVANCE CHARITABLE ACTIVITIES TOWARDS THE FORMATION OF CARING CITIZENS AND COMMUNITIES AS DRIVERS OF POVERTY ERADICATION WITH THE COOPERATION OF THE MAJLIS PERBANDARAN KLUANG, GOVERNMENT AGENCIES AND SAHABAT YAYASAN.

OBJECTIVES

YAYASAN PERBANDARAN KLUANG HAS OUTLINED 4 MAIN CORES WITH 6 COMPONENTS TO ACHIEVE THE VISION AND MISSION THAT HAS BEEN SET :

1. HELP AND WELFARE.
2. ECONOMY AND SKILLS.
3. EDUCATION AND HUMAN CAPITAL.
4. COMMUNITY AND HEALTHY LIFESTYLE.



OBJECTIVES

CORE 1 :

HELP AND WELFARE (FAMILY BURDEN REDUCTION AND PROVIDING AID WITH EQUIPMENT FOR CHRONIC ILLNESSES OF POOR FAMILIES.)

- **GIVING CHARITABLE DONATIONS. HELPING THE POOR EASE THE BURDEN OF RESPONSIBILITY WHEN THE FAMILY IS IN AN EMERGENCY AND FACING A FESTIVAL CELEBRATION :**

- 1.DONATION PROGRAM IN CONJUNCTION WITH CELEBRATING THE FESTIVAL.**
- 2.EMERGENCY CASH ASSISTANCE. (ONE OFF)**
- 3.HELP WITH THE PURCHASE OF NECESSITIES.**

- **HELP REDUCE THE BURDEN BORNE BY THE HEAD OF THE HOUSEHOLD TO SUPPORT THE FAMILY AND IMPROVE LIFE :**

- 1.HELP WITH THE PURCHASE OF SCHOOL EQUIPMENT.**
- 2.HELP TO CONTINUE STUDYING AT THE UNIVERSITY OR COLLEGE.**
- 3.SCHOOL VAN FARE ASSISTANCE.**
- 4.FOOD AID/MART PROGRAM.**

- **GET HELP FOR CHRONIC DISEASES SUCH AS PARALYSIS, CANCER, DIABETES AND OTHERS SO THAT THEY CAN LIVE A MORE COMFORTABLE LIFE :**

- 1.WHEELCHAIR AND BED ASSISTANCE.**
- 2.DIALYSIS PAYMENT SITE ASSISTANCE.**
- 3.UTILITY PAYMENT ASSISTANCE.**
- 4.HOMELESS TRANSIT CENTER.**

OBJECTIVES

CORE 2 : ECONOMY AND SKILLS (FAMILY INCOME GENERATION.)

- **HELP THE TARGET GROUP B40 TO RAISE THE FAMILY ECONOMY THROUGH ACTIVITIES OR PROGRAMS OF THIS ORGANIZATION :**

- 1. INITIAL CAPITAL ASSISTANCE.**
- 2. ASSISTANCE IN THE PURCHASE OF BASIC CAPITAL EQUIPMENT.**
- 3. COUNSELING, TRAINING AND SKILLS GUIDANCE WORKSHOPS.**
- 4. SHORT TERM COURSES AND CLASSES**

CORE 3 : EDUCATION AND HUMAN CAPITAL.

- **PRODUCE CHILDREN AND HOUSEHOLD MEMBERS WHO EXCEL IN ACADEMICS AND SKILLS AS KNOWLEDGEABLE HUMAN CAPITAL :**

- 1. TUITION CLASS PROGRAM.**
- 2. MOTIVATION AND IDENTITY PROGRAM.**
- 3. EXAMINATION SEMINAR PROGRAM.**
- 4. COMPUTER APPLICATION PROGRAMS.**
- 5. CAREER SEMINAR.**

CORE 4 : COMMUNITY AND HEALTHY LIFESTYLE.

- **IMPROVE THE QUALITY OF LIFE OF THE LOCAL COMMUNITY IN ORDER TO ADOPT A HEALTHY LIFESTYLE TO PRODUCE HEALTHY FAMILY MEMBERS :**

- 1. HEALTHY LIFESTYLE CAMPAIGN.**
- 2. HEALTH AND FITNESS PROGRAMS.**
- 3. COMMUNITY AND FRIENDLY PROGRAM.**
- 4. SPIRITUAL PROGRAM.**

ORGANIZATIONAL CHART

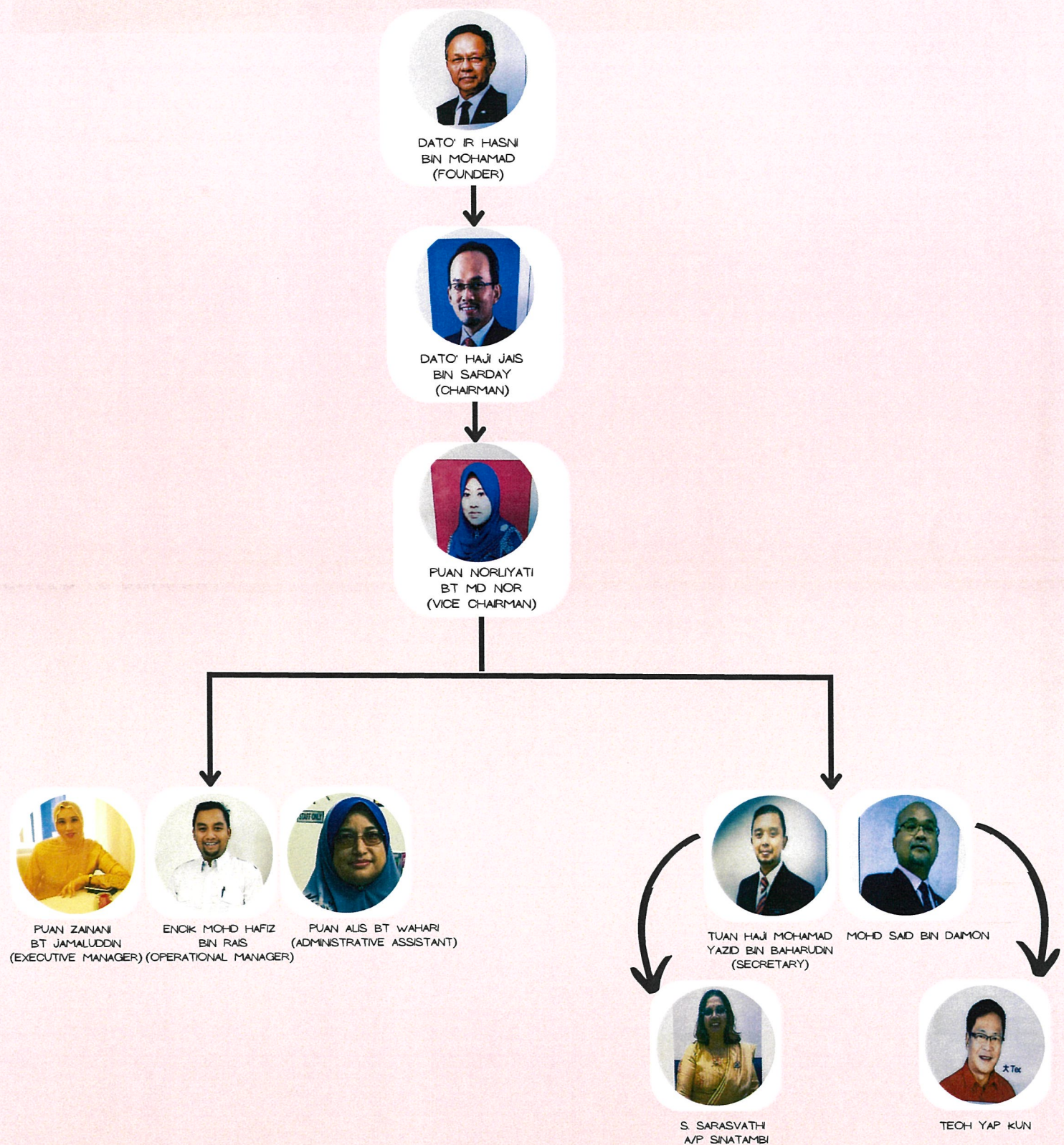



FIGURE 3 : ORGANIZATIONAL CHART

TRAINING REFLECTION



MY INDUSTRIAL TRAINING STARTED ON 1ST MARCH 2023 UNTIL 15TH AUGUST 2023. MY WORKING DAY IS FROM SUNDAY TO THURSDAY. WORKING HOURS IS FROM 8.00 AM TO 5.00 PM EVERYDAY EXCEPT ON THURSDAY WHICH IS FROM 8.00 AM TO 3.30 PM. I WAS ALSO ASKED TO WORK ON THE WEEKEND IF THERE WERE CERTAIN PROGRAMS OR EVENTS HELD THAT DAY. WORKING HOURS ON WEEKENDS DEPEND ON THE DURATION OF THE EVENT OR PROGRAM BEING CONDUCTED. BUT USUALLY, WORKING HOURS ON WEEKENDS ARE THE SAME AS WEEKDAYS. I AM WORKING AS AN INTERN IN ADMINISTRATION DEPARTMENT.

ROLES, RESPONSIBILITIES AND ASSIGNMENTS

TYPING LETTER

PREPARE LETTERS OF SUPPORT FOR FUND ALLOCATION APPLICATIONS OR APPROVALS APPLIED BY INDIVIDUALS, CLUBS OR ASSOCIATIONS AND BUSINESS OWNERS.

KEY IN DATA

KEY IN DATA OF INCOMING LETTERS, OUTGOING LETTERS AND DATA COLLECTED FROM EVENTS OR PROGRAMS THAT WAS CONDUCTED INTO A DOCUMENT CREATED USING MICROSOFT EXCEL.

MAKE A COPY OF A DOCUMENT

MAKE A COPY OF EVERY DOCUMENT OBTAINED OR ISSUED BY THE ORGANIZATION SUCH AS OUTGOING LETTERS, INCOMING LETTERS AND INFORMATION OF INDIVIDUALS APPLYING FOR DONATIONS.

PRINTING AND PHOTOCOPYING

PRINT AND PHOTOCOPY DOCUMENTS REQUESTED BY THE MANAGERS.

ROLES, RESPONSIBILITIES AND ASSIGNMENTS

SPECIAL TASKS

PACKING THE CONTRIBUTIONS AND PLACED MONEY IN ENVELOPES THAT WILL BE DISTRIBUTED TO FLOOD VICTIMS, STORM VICTIMS, AND RECEIVERS OF DONATIONS. THEN, WE CHECK THE NAME OF THE RECIPIENT WHETHER THE DONATION IS RECEIVED BY THEM OR NOT.

MAKE AND ANSWER CALLS

MAKING CALLS TO SPECIFIC INDIVIDUALS WITH THE PURPOSE OF INFORMING THEM OF WHAT THE MANAGER HAS INSTRUCTED AND ANSWERING INCOMING CALLS.

MAKE A PAYMENT LISTING

PROVIDE A LIST OF ALLOWANCE PAYMENT VOUCHERS FOR OFFICERS ON DUTY IN A PROGRAM OR EVENT.

ASKING AND

RECEIVING INFORMATION

REQUEST AND RECEIVE PERSONAL INFORMATION OF INDIVIDUALS WHO COME TO THE OFFICE TO APPLY FOR HELP AND DONATIONS.

BENEFITS AND EXPERIENCES GAINED

I HAVE BEEN GIVEN MANY FACILITIES DURING MY 6 MONTHS WORKING IN THIS ORGANIZATION. I HAVE BEEN PROVIDED WITH A GOOD AND SPACIOUS WORK SPACE, A FAST AND STABLE WI-FI NETWORK, COMPUTER AND LAPTOP, COMPLETE STATIONERY AND MONTHLY ALLOWANCES. I HAVE RECEIVED AN ALLOWANCE OF RM 300 EVERY MONTH AND I AM GLAD FOR THAT. IN ADDITION, I WAS ALSO GIVEN RM 50 EVERY TIME I WAS INVOLVED AND ON DUTY IN THE EVENTS OR PROGRAMS HELD. AMONG THE PROGRAMS OR EVENTS THAT HAVE BEEN HELD ARE THE DONATION CEREMONY ON HARI RAYA AIDILFITRI, BOWLING COMPETITION BETWEEN ZONES IN YAYASAN PERBANDARAN KLUANG, HANDING OVER AID TO FLOOD VICTIMS AND THE SAREE FOLDING, WEARING AND IRONING CLASS PROGRAM.

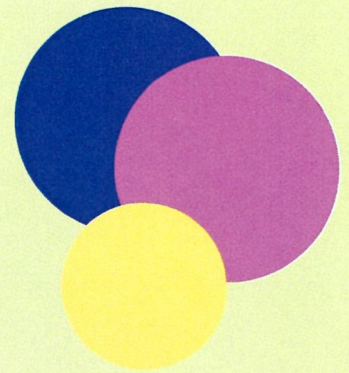
DURING THE 24 WEEKS OF MY INTERNSHIP, I HAVE GAINED MANY NEW EXPERIENCES AND KNOWLEDGE THAT I HAVE NEVER EXPERIENCED OR KNOWN BEFORE. I HAVE LEARNED MANY THINGS INCLUDING IN TERMS OF WORK, GETTING ALONG WITH THE COMMUNITY, HOW TO COMMUNICATE PROPERLY, HOW TO SOLVE PROBLEMS, HOW TO USE COMPUTER SOFTWARE AND HOW TO HANDLE PROGRAMS OR EVENTS.

BENEFITS AND EXPERIENCES GAINED

I HAVE LEARNED HOW TO PREPARE IMPORTANT DOCUMENTS ACCORDING TO THE CORRECT FORMAT. THE CORRECT FORMAT IS EMPHASIZED BECAUSE IT IS PART OF WORK ETHICS AND PROCEDURES. MY COMMUNICATION SKILLS IMPROVED EVEN MORE AS A RESULT OF HAVING CONVERSATIONS WITH MANAGERS AND WORKERS, MAKING AND RETURNING CALLS, EXPRESSING THOUGHTS AND IDEAS, AND FREQUENTLY ASKING QUESTIONS. DOING TASKS IN THE OFFICE AND HANDLING PROGRAMS OR EVENTS OUTSIDE THE OFFICE MAKES ME A MULTI-TASKER. COLLABORATING WITH WORKERS IN OTHER OFFICES SUCH AS THE UMNO KLUANG DIVISION OFFICE IN MAKING PLANNED COMMUNITY ACTIVITIES A SUCCESS TAUGHT ME TO GET ALONG WELL WITH THEM.

IT IS CERTAIN THAT MY FIRST EXPERIENCE WORKING IN A GENUINE COMPANY PRESENTED SEVERAL DIFFICULTIES FOR ME. HOWEVER, I AM PROUD OF MYSELF FOR BEING INDEPENDENT AND ADAPTING TO THE ENVIRONMENT, MANAGEMENT, MANNER OF WORKING, AND OTHERS AROUND ME AT WORK.

SWOT ANALYSIS



STRENGTHS

- STABLE SOURCES OF FINANCES
- WISE OFFICERS AND MANAGERS WITH HIGH LEADERSHIP SKILLS

WEAKNESS

- WEAKNESS AT THE MANAGEMENT LEVEL
- LACK OF HUMAN RESOURCES

OPPORTUNITIES

- INCREASE IN NUMBER OF FOUNDATIONS AND DONORS
- MEDIA SUPPORT FOR CAUSE MARKETING

THREATS

- OPERATIVE PROBLEM DUE TO POLITICAL INSTABILITY
- THE OPERATIONS NOT SUSTAINABLE DUE TO LACK OF FUNDING

TABLE 1: SWOT ANALYSIS

STRENGTHS

STABLE SOURCES OF FINANCES

STRENGTH IS AN INTERNAL FACTOR THAT MUST BE POSSESSED BY AN ORGANIZATION SO THAT THE ORGANIZATION CAN ACHIEVE ITS MISSION, VISION AND OBJECTIVES WELL (GUREL, 2017).

ONE OF THE STRENGTHS OF THIS ORGANIZATION IS STABLE SOURCES OF FINANCES. STABLE AND SUFFICIENT FINANCIAL RESOURCES PLAY A VERY IMPORTANT ROLE SO THAT ALL ACTIVITIES AND OPERATIONS CAN BE CARRIED OUT AS PLANNED.

THE FINANCIAL RESOURCES AND FUNDS NEEDED AND USED BY THIS ORGANIZATION ARE OBTAINED FROM ITS PARENT ORGANIZATION WHICH IS MAJLIS PERBANDARAN KLUANG. A TOTAL OF 1% OF THE REVENUE OF MAJLIS PERBANDARAN KLUANG WILL BE DONATED TO YAYASAN PERBANDARAN KLUANG EVERY YEAR.

BESIDES, BUSINESSMEN OR CONTRACTORS WHO WANT TO WORK WITH THIS ORGANIZATION ARE APPOINTED AND CALLED AS SAHABAT YAYASAN. THEY WILL CONTRIBUTE AS MUCH AS 30% OF THE PROFITS THEY EARN TO THIS ORGANIZATION. OFFICIAL RECEIPTS ISSUED BY YAYASAN PERBANDARAN KLUANG WILL BE USED BY THEM FOR TAX RELIEF.

RECOMMENDATION

I RECOMMEND THAT THE MANAGERS TO ALWAYS MONITORING THE ORGANIZATION'S FINANCIAL POSITION AND MAINTAIN PROPER ACCOUNTING RECORDS. THIS IS TO ENSURE THAT THE FLOW OF MONEY IN AND OUT IS IN A GOOD AND ORDERLY CONDITION.

APART FROM THAT, I SUGGEST TO MAKE A CONTRACT PERIOD TO SAHABAT YAYASAN WHO CONTRIBUTE FUNDS TO THIS ORGANIZATION. THIS IS SO THAT THE FOUNDATION'S MANAGEMENT HAS A LONG PERIOD OF TIME TO FIND ANOTHER FUND CONTRIBUTOR IF THE OLD FUND CONTRIBUTOR HAS EXPIRED HIS CONTRACT. MOREOVER, THE CONTRACT THAT IS MADE CAN PREVENT THE FUND CONTRIBUTORS FROM DOING AS THEY PLEASE AND THE ORGANIZATION GETS A SOURCE OF FUNDS IN THE LONG TERM.

STRENGTHS

WISE OFFICERS AND MANAGERS WITH
HIGH LEADERSHIP SKILLS



ANOTHER STRENGTHS OF THIS ORGANIZATION IS WISE OFFICERS AND MANAGERS WITH HIGH LEADERSHIP SKILLS. INTELLIGENT OFFICERS WITH HIGH LEADERSHIP SKILLS IN AN ORGANIZATION ARE THE MAIN BASIS IN ENSURING THAT THE ADMINISTRATIVE AND MANAGEMENT OPERATIONS OF THE ORGANIZATION RUNS SMOOTHLY AND SYSTEMATICALLY. THESE TYPES OF OFFICIALS ARE CRUCIAL FOR AN ORGANIZATION'S DEVELOPMENT AND ADVANCEMENT IN LINE WITH THE TIMES (DOYLE, 2022).

THE CHAIRMAN OF THIS ORGANIZATION IS DATO' HAJI JAIS BIN SARDAY WHO HOLDS THE POSITION OF UMNO LEADER IN KLUANG. HE IS ASSISTED BY THREE MANAGERS NAMELY THE EXECUTIVE MANAGER AND OPERATIONS MANAGER AS WELL AS A ADMINISTRATIVE ASSISTANT.

THESE OFFICERS HAVE A HIGH AND GOOD EDUCATIONAL BACKGROUND. THEY ARE FROM MASTER'S AND DEGREE'S GRADUATE. THEY ARE ALSO SMART OFFICERS WHO CARRY OUT THEIR RESPONSIBILITIES VERY WELL AND ARE GOOD AT LEADING THEIR SUBORDINATES. THEY ALWAYS PROVIDE GUIDANCE AND GOOD EXAMPLES TO EMPLOYEES INCLUDING PRACTICAL STUDENTS.

RECOMMENDATION

I RECOMMEND THAT OFFICERS AND MANAGERS ALWAYS MAINTAIN A POSITIVE ATTITUDE. OFFICERS AND MANAGERS CAN ALSO IMPROVE THEIR LEADERSHIP STYLE BY GIVING GUIDANCE TO EMPLOYEES INSTEAD OF GIVING INSTRUCTIONS. EMPLOYEES CAN LEARN SOMETHING NEW AND REMEMBER IT MORE EASILY. IN ADDITION, MANAGERS AND OFFICERS CAN SET CLEAR EMPLOYEE'S GOALS AND EXPECTATIONS SO THAT THEY ALWAYS STRIVE TO IMPROVE THEIR SKILLS, ABILITIES AND WORK PERFORMANCE.

FURTHERMORE, MANAGERS SHOULD GIVE FEEDBACK ON THE WORK RESULTS OF EMPLOYEES SO THAT THEY CAN KNOW WHERE THE WEAKNESSES ARE THAT THEY NEED TO IMPROVE. MANAGERS SHOULD ALSO ASK EMPLOYEES FOR FEEDBACK ON THEIR LEADERSHIP SO THAT THEY CAN FURTHER IMPROVE THEIR SKILLS.

WEAKNESSES

WEAKNESS AT MANAGEMENT LEVEL

WEAKNESS IS AN INTERNAL FACTOR THAT CAN AFFECT AN ORGANIZATION NEGATIVELY (GUREL, 2017). THIS ORGANIZATION HAVE WEAKNESS AT MANAGEMENT LEVEL. THIS ORGANIZATION STILL USES AN OLD INFORMATION AND FILE MANAGEMENT SYSTEM THAT IS NOT UP TO DATE. ALL INFORMATION AND DATA SUCH AS COPIES OF INCOMING AND OUTGOING LETTERS ARE SIMPLY PLACED IN THE FILE. THIS CAUSES THE LETTERS TO BE LOST AND MIXED WITH EACH OTHER CAUSING DATA CONFUSION.

THIS ORGANIZATION ALSO DOES NOT HAVE ITS OWN SYSTEM TO STORE IMPORTANT DATA. OFFICERS AND EMPLOYEES ONLY KEY IN AND STORE DATA IN COMPUTER SOFTWARE SUCH AS MICROSOFT EXCEL. THIS CLEARLY SHOWS THAT THE MANAGEMENT OF INFORMATION AND DATA IN THIS ORGANIZATION IS UNSYSTEMATIC.

THIS UNSYSTEMATIC MANAGEMENT OF INFORMATION AND DATA AFFECTS THE SMOOTH OPERATION OF THE ORGANIZATION SUCH AS GIVING HELP OR DONATIONS TO PEOPLE IN NEED WILL BE INTERRUPTED BECAUSE THE NECESSARY DATA HAS BEEN LOST.

RECOMMENDATION

I RECOMMEND THAT FOR THE MANAGEMENT TO REVIEW AND REORGANIZE FILES AND DOCUMENTS THAT CONTAIN IMPORTANT INFORMATION AND DATA. APPROPRIATE SPACE AND FILES MUST BE PROVIDED SO THAT FILES AND DOCUMENTS CAN BE ORGANIZED AND STORED NEATLY. OLD DOCUMENTS THAT ARE NO LONGER USED SHOULD BE PROPERLY DISPOSED OF. THE ARRANGEMENT OF DOCUMENTS SHOULD BE DIVIDED ACCORDING TO YEAR AND CATEGORY. DO NOT FORGET TO DESIGNATE A RECORD COPY OF EACH DOCUMENT, DELIVERABLE, PRODUCT, OR OTHER RECORD AND KEEP IT IN AN OFFICIAL FILE.

MANAGERS SHOULD CREATE A OFFICIAL SYSTEM OR WEBSITE TO AUTOMATICALLY STORE ALL INFORMATION AND DATA. INFORMATION AND DATA STORED IN THE SYSTEM IS MORE SECURE.

WEAKNESSES

LACK OF HUMAN RESOURCES

NEXT, ACCORDING TO THE ARTICLE WRITTEN BY INGRID SMITHEY FULMER AND ROBERT E. PLOYHART IN 2014, HUMAN RESOURCES IS THE MOST IMPORTANT ASSET IN AN ORGANIZATION. HUMAN RESOURCES ALSO CALLED LABOR, HUMAN CAPITAL, PEOPLE, INTELLECTUAL CAPITAL AND TALENT (IVETA GABČANOVÁ, 2011). HUMAN RESOURCES ARE INTANGIBLE ASSETS. IT IS BECAUSE PEOPLE SHOULD BE HIRED PRIMARILY BASED ON THEIR SKILLS, EXPERIENCE, AND TALENTS RATHER THAN THEIR PHYSICAL TRAITS.

HUMAN RESOURCES ARE ASSETS THAT WILL USE THEIR ENERGY AND TIME TO MANAGE THE ADMINISTRATION AND RUN THE ACTIVITIES OF AN ORGANIZATION OR BUSINESS. THE PRESENCE OF HUMAN RESOURCES CAN MAKE THE ACTIVITIES OF AN ORGANIZATION RUN SMOOTHLY AND INCREASE PRODUCTIVITY.

ANOTHER WEAKNESS OF THIS ORGANIZATION IS THAT IT DOES NOT HAVE PERMANENT EMPLOYEES. OFFICERS AND MANAGERS ONLY RELY ON TEMPORARY WORKERS INCLUDING PRACTICAL STUDENTS. WHEN TEMPORARY WORKERS OR PRACTICAL STUDENTS HAVE FINISHED THEIR WORK PERIOD OR PRACTICAL TRAINING, MANAGERS RUSH TO COMPLETE THEIR WORK ESPECIALLY DURING BUSY TIMES. THE WORK RESULT WILL BE NOT PERFECT.

RECOMMENDATION

I RECOMMEND THAT THE MANAGER HIRES ENOUGH PERMANENT EMPLOYEES TO DO THE WORK IN THE ORGANIZATION THAT IS APPROPRIATE TO THEIR POSITION AND EDUCATIONAL QUALIFICATION.

SUFFICIENT EMPLOYEES AFFECT THE LEVEL OF PERFORMANCE OF AN ORGANIZATION. ALL ACTIVITIES IN THE ORGANIZATION SUCH AS DOCUMENT MANAGEMENT AND PROGRAM IMPLEMENTATION BECOME ORDERLY AND SMOOTH BECAUSE THEY ARE WELL MONITORED AND MANAGED BY EMPLOYEES.

OPPORTUNITIES

INCREASE IN NUMBERS OF
FOUNDATIONS AND DONORS

BASED ON THE ARTICLE WRITTEN BY EMET GUREL IN 2017, OPPORTUNITIES ARE FAVORABLE EXTERNAL FACTOR THAT COULD PROVIDE A COMPANY A COMPETITIVE EDGE.

YAYASAN PERBANDARAN KLUANG HAS A VERY HIGH OPPORTUNITY TO FURTHER INCREASE DONORS AND FUNDRAISERS FOR THIS ORGANIZATION. THIS IS BECAUSE THIS ORGANIZATION OFTEN HOLDS COMMUNITY PROGRAMS THAT INVOLVE MANY STAKEHOLDERS. FOR EXAMPLE "ZIARAH KASIH BULANAN YAYASAN PERBANDARAN KLUANG", "KONVOI PENYAMPAIAN SUMBANGAN AIDILFITRI TAHUN 2021" AND "PROGRAM BACK TO SCHOOL". SO, MANY PEOPLE WILL KNOW THE EXISTENCE OF THIS ORGANIZATION AND ITS FUNCTIONS.

IN ADDITION, THIS ORGANIZATION IS ADMINISTERED UNDER THE LEADERSHIP OF A POLITICIAN, DATO' HAJI JAIS BIN SARDAY. THIS ORGANIZATION IS INFLUENCED BY POLITICAL BODY WHICH MAKES IT EASY TO BE KNOWN BY MANY PEOPLE. THEREFORE, THE FOUNDATION HAS THE OPPORTUNITY TO GET MORE DONORS AND CONTRIBUTORS.

RECOMMENDATION

I RECOMMEND THAT MANAGERS AND OFFICERS MAKE THE BEST USE OF THIS OPPORTUNITY. THE MANAGEMENT CAN COLLECT AS MANY POTENTIAL PEOPLE TO BE APPOINTED AS SAHABAT YAYASAN. THIS NEEDS TO BE DONE FOR THE GOOD OF THE ORGANIZATION ESPECIALLY FINANCIALLY .

OPPORTUNITIES

MEDIA SUPPORT FOR CAUSE MARKETING

IN THIS ERA OF GLOBALIZATION, THE MASS MEDIA IS THE CRUCIAL MEDIUM IN THE DISSEMINATION OF NEWS AND INFORMATION. THE DISSEMINATION OF INFORMATION CAN BE MADE QUICKLY THROUGHOUT THE AREA WITH THE LATEST TECHNOLOGY AVAILABLE TODAY (SIDDIQUL & SIGH, 2016).

MEDIA SUPPORT FOR CAUSE MARKETING IS AN OPPORTUNITY THAT CAN BE USED BY THIS ORGANIZATION SO THAT THE OBJECTIVES OF YAYASAN PERBANDARAN KLUANG CAN BE ACHIEVED IMMEDIATELY AND EASILY.

MEDIA SUPPORT IS USED FOR MARKETING PURPOSES. THIS ORGANIZATION HAS AN OFFICIAL FACEBOOK ACCOUNT. THE MANAGER USES THE SOCIAL MEDIA ACCOUNT TO UPLOAD ALL THE ACTIVITIES THAT HAVE BEEN CARRIED OUT IN THE ORGANIZATION. INDIRECTLY, MANY PEOPLE WILL KNOW ABOUT THE EXISTENCE OF THIS ORGANIZATION WHETHER THEY ARE POTENTIAL DONORS OR PEOPLE IN NEED. SO THEY CAN CONTINUE TO CALL OR COME TO THE OFFICE TO TAKE CARE OF THEIR AFFAIRS.

RECOMMENDATION

I RECOMMEND THAT SOCIAL MEDIA ADMINS MUST ENSURE THAT THE UPLOADED CONTENT LOOKS ATTRACTIVE AND ORGANIZED ACCORDING TO THE PROGRAM CATEGORY THAT HAS BEEN IMPLEMENTED. THE INFORMATION TO BE UPLOADED MUST ALSO BE COMPLETE AND EASY TO UNDERSTAND BY THE AUDIENCES.

IN ADDITION, SOCIAL MEDIA ADMINS SHOULD CREATE MORE SOCIAL MEDIA ACCOUNTS SUCH AS INSTAGRAM AND TIK TOK. THIS IS SO THAT THE DELIVERY AND DISSEMINATION OF INFORMATION CAN SPREAD MORE QUICKLY DUE TO THE USE OF SOCIAL MEDIA WHICH IS CURRENTLY GOING VIRAL.

THREATS

OPERATIVE PROBLEM DUE TO
POLITICAL INSTABILITY

THREATS ARE POSSIBLE TROUBLE SPOTS. THREATS DIFFER FROM WEAKNESSES IN THAT THEY ARE BEYOND OF YOUR CONTROL (GUREL, 2017).

THREATS INCLUDE EVERYTHING THAT MIGHT HAVE A NEGATIVE EXTERNAL IMPACT ON OUR COMPANY OR ORGANIZATION, SUCH AS SUPPLY CHAIN CHALLENGES, CHANGES IN MARKET DEMANDS, OR POLITICAL CONCERNS. IT IS CRITICAL TO FORESEE RISKS AND RESPOND TO THEM BEFORE WE AND OUR COMPANY ARE BOTH VICTIMS.

AS WE ALREADY KNOW, YAYASAN PERBANDARAN KLUANG IS GOVERNED BY POLITICIANS, SO ONE OF THE THREATS THAT CAN THREATEN THE SMOOTH OPERATION OF THIS ORGANIZATION IS POLITICAL INSTABILITY. THIS PROBLEM HAS HAPPENED BEFORE. POLITICAL INSTABILITY LEADING TO A CHANGE OF GOVERNMENT CAUSED ALL THE ACTIVITIES OF THIS ORGANIZATION TO BE INTERRUPTED. MANAGEMENT AND ORGANIZATION OF INFORMATION AND DATA ALSO BECOME DISORGANIZED.

RECOMMENDATION

I RECOMMEND THAT THE INITIAL PREPARATION IN ALL ASPECTS SHOULD BE DONE INCLUDING THE PROCESS OF INFORMATION AND IMPORTANT DOCUMENTS MANAGEMENT, AND THE LIST AND PAPERWORK OF THE PROGRAM PLANNING TO BE DONE MUST BE CAREFULLY PREPARED. THIS IS BECAUSE IF THERE IS POLITICAL INSTABILITY AND A CHANGE OF GOVERNMENT OCCURS, ALL THE DOCUMENTS AND PLANS CAN BE HANDED OVER TO THE NEW MANAGER TO CONTINUE OR NOT.

THREATS

THE OPERATIONS NOT SUSTAINABLE
DUE TO LACK OF FUNDING

EVERY PROGRAM OR ACTIVITY THAT WANTS TO BE IMPLEMENTED NECESSARILY REQUIRES A SOURCE OF FUNDS EITHER IN SMALL OR LARGE AMOUNTS. THERE IS NO DOUBT THAT THE FUND CAN GUARANTEE THE CONTINUITY OF OPERATIONS WELL.

THIS IS BECAUSE THIS ORGANIZATION IS A NON-PROFIT ORGANIZATION THAT CARRIES OUT WELFARE ACTIVITIES AND FINANCIAL ASSISTANCE TO THOSE IN NEED. SO, OF COURSE FUNDS ARE THE MAIN ELEMENT TO CONTINUE THOSE ACTIVITIES.

TO CONCLUDE, THE CONTINUATION OF A GOOD AND CONTINUOUS SOURCE OF FUNDS CAN HELP THE ORGANIZATION ACHIEVE ITS GOALS, WHICH IS TO HELP THOSE IN NEED.

RECOMMENDATION

I RECOMMEND THAT EVERY TIME THERE IS A PROBLEM RELATED TO FINANCIAL RESOURCES, THE MANAGERS TOGETHER WITH THE OFFICERS NEED TO IDENTIFY THE CAUSE OF THE PROBLEM. NEXT, MEASURES TO OVERCOME THE ISSUE SHOULD ALSO BE DISCUSSED AND IMPLEMENTED SUCH AS EFFORTS TO FIND FUND DONORS AND RUN PROGRAMS THAT CAN CHANNEL FUNDS TO THE ORGANIZATION. FOR EXAMPLE THE "FUN RUN" PROGRAM AND THE SEWING COURSE.

CONCLUSION

IN LIGHT OF THE FOREGOING, I CAN SAY THAT UNDERGOING INDUSTRIAL TRAINING AT THIS COMPANY HAS AIDED IN THE DEVELOPMENT OF MY KNOWLEDGE, SKILLS, AND TALENTS. I HAD AN EXTRAORDINARY EXPERIENCE THROUGHOUT MY 24 WEEKS AT YAYASAN PERBANDARAN KLUANG. THE EXPOSURE TO BOTH ON-THE-FIELD AND OFFICE WORK WAS A WELCOME EXERCISE, AND IT WAS AN EYE-OPENER TO HOW REAL-WORLD CHORES ARE HANDLED. I MAY APPLY THE WORTHWHILE INFORMATION AND EXPERIENCES I HAVE ACQUIRED IN MY FUTURE JOB. I HAVE BEEN GIVEN THE OPPORTUNITY TO MULTITASK AND GAIN CONFIDENCE IN MY FUTURE JOB AT ADMINISTRATION DEPARTMENT.

OTHER THAN THAT, I TRULY ENJOY WORKING HERE SINCE EVERYONE IS VERY SUPPORTIVE OF ME, WHICH MAKES MY JOB LESS STRESSFUL AND PROMOTES A POSITIVE WORK ATMOSPHERE. THE TREATMENT BY THE ORGANIZATION WAS EQUITABLE AND PROFESSIONAL. I AM APPRECIATIVE OF THE EXPERIENCES AND VALUABLE TUTORING I RECEIVED FROM MY SUPERVISOR AND THE PEOPLE AT YAYASAN PERBANDARAN KLUANG. ADDITIONALLY, THEY SUPPORT ME IN OVERCOMING SOME OF MY FLAWS AND OFFER ADVICE WHEN I NEED IT. I AM GRATEFUL FOR THE OPPORTUNITY YAYASAN PERBANDARAN KLUANG PROVIDED ME WITH DURING THE 24-WEEK INDUSTRIAL TRAINING PROGRAM.

I AM OPEN TO ANY FUTURE PROSPECTS SINCE I ENVISION MYSELF AS A SUCCESSFUL LADY IN ANYTHING I CHOOSE TO ACCOMPLISH. I TAKE PLEASURE IN MY ABILITY TO BE VERSATILE AND FLEXIBLE. MAKING THE MOST OF THE PRESENT, IN MY OPINION, IS THE GREATEST COURSE OF ACTION WHILE MAKING FUTURE PLANS. I INTEND TO BE ON A PROFESSIONAL PATH THAT WILL TAKE ME TO A SUPERVISORY POSITION IN FIVE YEARS, WITH THE LONG-TERM OBJECTIVE OF EVENTUALLY ADVANCING INTO UPPER MANAGEMENT. SECURING A JOB AS A HEAD DIRECTOR IS PART OF MY FUTURE PLANS, BUT IF THINGS DO NOT GO AS I HAD HOPED, I AM CONFIDENT I CAN STILL FURTHER MY CAREER BY TAKING ON ANY WORK OR CONTINUING MY MASTER'S DEGREE.

LAST BUT NOT LEAST, THE MANAGERS AND OFFICERS NEED TO ACT IMMEDIATELY IN MAKING IMPROVEMENTS IN THE ORGANIZATION IN ORDER TO ACHIEVE OBJECTIVES QUICKLY AND EASILY.

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APPENDICES



**FIGURE 4:
FIRST DAY OF INTERNSHIP**



**FIGURE 5:
HELP FOR FLOOD VICTIMS**



FIGURE 6: WORKSPACE



**FIGURE 7:
AIDILFITRI DONATION**

APPENDICES



**FIGURE 8 :
DONATION OF DATES IN CONJUNCTION
WITH THE MONTH OF RAMADAN**



**FIGURE 9 :
DONATIONS TO STORM VICTIMS**



**FIGURE 10 :
BOWLING COMPETITION
BETWEEN YPK ZONES**



**FIGURE 11 :
CLASS FOLDING, WEARING
AND IRONING SAREE**