



UNIVERSITI
TEKNOLOGI
MARA

MGT666: INDUSTRIAL TRAINING

INTERNSHIP REPORT

SWOT ANALYSIS

Jabatan Agama Islam Pahang

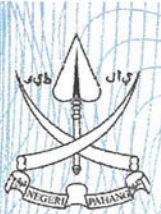
INTERNATIONAL
BUSINESS

IMAN NURAINA
BINTI ZULBASRI

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EXECUTIVE SUMMARY

This report provides an overview of the most significant insights and experiences acquired during an internship at Jabatan Agama Islam Pahang (JAIP). The internship lasted from March 1st to August 15th, 2023, and was intended to provide administrative and human resource experience and learning opportunities.

The primary objective of the internship was to increase knowledge, cultivate practical skills, and acquire hands-on industry experience. Throughout the internship, many projects and tasks were conducted to attain these objectives, allowing me to learn the dynamics of the industry and the real-world application of theoretical concepts.

During the internship, I gained practical business administration and management skills, such as recruitment, data record management, and human resource management, through hands-on experience and advice from mentors and coworkers. The internship allowed me to apply classroom information to real-world situations.

Initially, adjusting to the new atmosphere and work nature was difficult. However, I finally adapted and continued to learn from my colleagues at Jabatan Agama Islam Pahang (JAIP). Furthermore, I can enhance my self-confidence and duties towards the tasks assigned to me during the internship period. This can be viewed as preparation for my future job path.

This internship at Jabatan Agama Islam Pahang (JAIP) provides me with various work experiences, work cultures, and work ideas that will help me begin my future career path. After the internship training, the student will better adapt to and prepare for the natural working environment.



ACKNOWLEDGE MENT

“ بِسْمِ اللّٰهِ
الرَّحْمٰنِ الرَّحِیْمِ ”

Firstly, I express my heartfelt gratitude and appreciation to Jabatan Agama Islam Pahang (JAIP) for providing me with this internship opportunity. My practical exposure and hands-on experience with JAIP have been invaluable in shaping my professional development. My gratitude goes to my supervisor and colleagues for their constant guidance, support, and expertise. Their suggestions and insights have been invaluable in refining my understanding of the industry and improving my skills.

Next, I would like to thank my faculty advisor, Puan Nurul Azlinda Chek Talib, for her invaluable advice and mentorship. Throughout the internship, her expertise and feedback were valuable in shaping the direction of my work and improving the quality of this report.

Furthermore, I am grateful to my family and friends for their unwavering encouragement and support throughout this journey. Their belief in my abilities and consistent motivation were critical in keeping me focused and motivated during difficult times.

Last but not least, I want to thank me. I want to thank me for believing in me. Thank me for doing all this hard work. I want to thank me for having no days off. I want to thank me for, for never quitting.



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STUDENT PROFILE

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Education

- MARA University of Technology (UiTM)** Oct 2020 – Aug 2023
Bachelor of Business Administration (Hons) International Business
Current CGPA: 3.73/4.00; Dean's List 5 out of 6 Semesters
- SMK Tengku Abdullah** 2019
Malaysian Higher School Certificate (STPM)
CGPA: 3.25/4.00

Work Experience

- Jabatan Agama Islam Pahang** Pekan
Administrative Intern Mac 2023 – Aug 2023
- Managed multiple priorities such as research, interview planning, and acquisition for three vacant positions under JAIP.
 - Developed recruitment initiatives by conducting initial phone screens and informing interviews.
 - Contributed to events planning and management, worked closely with the teams, and maintained documents and records.
 - Collaborated for the preparation for 'Majlis APC 2022' that was held on 21st March.
 - Facilitated the preparation for 'Majlis Silaturahmi Dan Ramah Mesra Aidilfitri Jabatan Agama Islam Pahang 2023' that was held on 17th May.
 - Conducted 'Taklimat Penglibatan Penjawat Awam Negeri Pahang Dalam Aktiviti Politik Dan Tatatertib Bil.1/2023' which was held on 27th June.
 - Maintained all records pertaining to the interview process by ensuring that all required documentation is included and available to departmental management and audit review.
 - Provided administrative support to the HR team.
- MBO Cinemas** Kuantan
Cinema Crew Dec 2019 - Feb 2020
- Provided exceptional customers service by answering queries and informing customers on sales or promotion which increased business efficiency by 10%.
 - Assisted manager on duty performed inventory checks of all stock and supplies.
 - Managed POS system transaction in cash and credit to guarantee a consistent and accurate workflow.

Skills

Core: Project and Event Management, Human Resource Management, Administrative, Data Entry and Documentation.

Technical: Microsoft Office, Canva, Adobe Photoshop and Illustrator.

Languages: Native in Malay, Fluent in English.

Leadership Experiences

Head of Program Bureau for Digital Nomadism: An Impeccable Stargaze of the Future Event

- Enabled exceptional collaboration among cross-functional bureau by establishing a safe and productive environment fueled by open communication and intentional relationship building.
- Managed and handled over 90 participants involved in quiz sessions.

Treasurer for Let's TT: Think and Talk Event

- Attended and participated in weekly meetings to update the bureau about available and necessary funds.
- Handled financial transaction for the bureau to provide supplies and maximize the enjoyment during events.

Moderator for Service E-Learning University for Society (SULAM): Gamelan



STUDENT PROFILE

- Participated regularly in meeting to ensure the moderation feedback and engaged with the audience and achieved the programme's objectives.

Certificates

- Webinar Industrial Talk On Strategic Management: A Coffee Session With Che Din Food Industries 2023
- Webinar Digital Nomadism: An Impeccable Stargaze of the Future
- Webinar Youth Diplomacy: Soaring Upwards To A Promising Future
- Siswapreneur Virtual Talk 1/2022 Langkah Awal Memulakan Perniagaan
- Virtual Melaka International Intellectual Exposition 2022 (Bronze Medal for Track Invention)
- Go Digital ASEAN program for Aspiring Entrepreneurs 2021
- Grooming Talk With IBUC X JPNR 2021

References

Khalilah binti Ibrahim

Anita Binti Ahmad



COMPANY PROFILE

Background

Jabatan Agama Islam Pahang (JAIP) is an official governmental entity operating within the jurisdiction of Malaysia. The site is near the Sultan Abu Bakar Mosque and the Museum of Sultan Abu Bakar. The organization, which existed in 1926, was formally recognized as the Islamic Members' Council. At that time its management was under the responsibility of Tengku Besar of Pahang, Al-Marhum Yang Amat Mulia Tengku Besar Sulaiman Ibni Al-Marhum Sultan Ahmad was appointed as its first chief. The beginning of its operations took place in a modest wooden structure adjacent to the Al-Marhum home. Subsequently, the relocation of his office took place to the Office of His Majesty. The Sultan's residence was relocated to Balai Hinggap, situated on the riverbank at Pekan Lama, Pekan, starting from the conclusion of 1951. The official establishment of the Pahang Islamic Religious Department took place on May 25, 1973, with its current facility serving as its designated headquarters.

At the beginning of its establishment, the remit of the Jabatan Agama Islam Pahang revolved around the administrative aspects, the management of marriages, divorces, and ruju' and the Syariah Court. It only consists of a Head of Department, a Mufti, and four clerks. In 1956, the Muslim Members Council Law was amended and replaced by the Islamic Religious Administration Law 1956. At the same time, District Qadhi Offices were established in Rompin, Pekan, Kuantan, Chenor, Temerloh, Jerantut, Lipis, Bentong, Raub, and Cameron Highlands.

In the 1960s and the future, the Jabatan Agama Islam Pahang experienced rapid development in terms of tasks. New divisions and units were created in line with the increase in staff, Islamic schools, and the establishment of district mosques.



COMPANY PROFILE

Vision

Leading Islamic affairs institutions based on Rabbani management by 2027.

Mission

To preserve the quality of Islamic affairs management and services through the knowledge and practice of Islamic appreciation with an effective and efficient work culture.

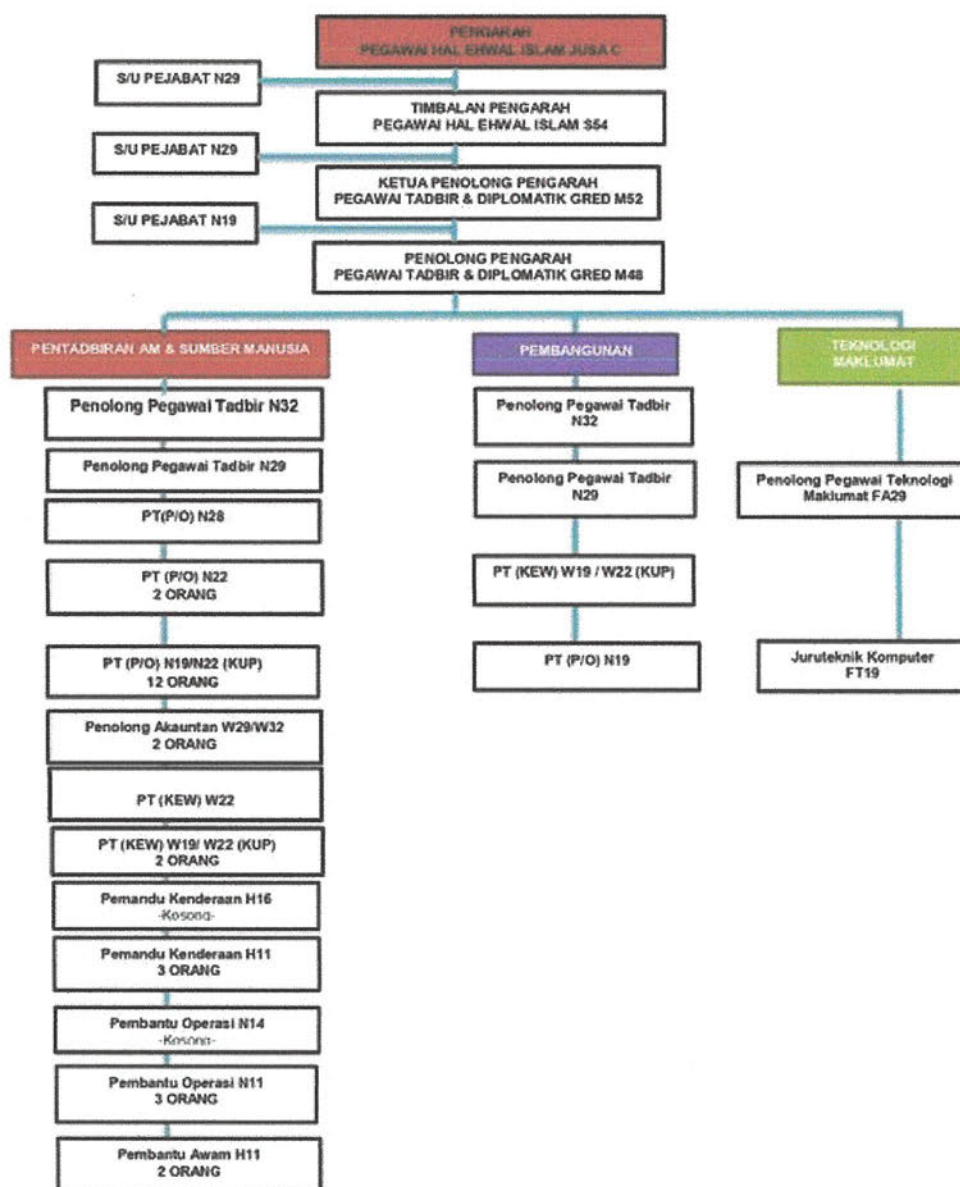
Objectives

1. Produce a civil society that makes Islam a perfect way of life and understand and appreciate the teachings of Islam contained in the Quran and Sunnah.
2. Enforce justice following Islamic laws and the jurisdiction provided for in the law.
3. Protect the sanctity of Islam, its adherents, and religious institutions from threats, perversion, and aggression.
4. Improve the quality of knowledge, skills, and appreciation of Islam systematically, efficiently, and effectively.
5. Fostering physical and spiritual development in producing individuals, families, and the ummah who are competent, aggressive, and proactive.



COMPANY PROFILE

Organizational Structure





COMPANY PROFILE

Services

Jabatan Agama Islam Pahang (JAIP) offers a range of services to the Muslim community in Pahang, Malaysia. These services aim to promote and uphold Islamic values, provide religious education, and support the overall well-being of the Muslim population. Some of the key services offered by JAIP include Halal certification. In the state of Pahang, it is the responsibility of JAIP to issue halal certification for food and non-food goods. The certification validates that the items have undergone manufacturing and handling processes per Islamic law, ensuring their suitability for consumption by individuals adhering to the Muslim faith.

The Muslim community in Pahang receives Islamic education from JAIP in various formats, including programs, initiatives, and courses. Religious classes, seminars, and workshops on Islamic subjects, such as the study of the Quran, Islamic law, and Islamic history, are included in this category. The community will benefit from increased knowledge and comprehension of Islam due to these educational programs.

JAIP is the agency in Pahang responsible for registering Muslim marriages. This service ensures that weddings are carried out according to Islamic law and are acknowledged by the state.

Muslims living in Pahang interested in performing the Hajj or Umrah pilgrimage can receive assistance from JAIP. It includes supplying information on the pilgrimage, organizing travel arrangements, and advising pilgrims on the rites they must perform during their journey.

JAIP is in charge of collecting and distributing zakat, a form of charitable giving practiced in Islam. This department collects zakat from Pahang's Muslims and distributes it to the less fortunate, such as the elderly, orphans, and the poor.



COMPANY PROFILE

Services

The counseling services provided by JAIP aim to cater to individuals' spiritual, emotional, and psychological requirements. Professional counselors offer guidance and assistance to individuals encountering personal difficulties, experiencing marital problems, or seeking counsel on matters related to religion. The primary objective of these counseling services is to enhance individuals' mental well-being and bolster their faith.

The management and maintenance of mosques in Pahang are under the Jabatan Agama Islam Pahang (JAIP). It entails the supervision of the day-to-day activities of mosques, the coordination of congregational prayers, and the maintenance of cleanliness and maintenance of the mosque premises. The JAIP organization also coordinates religious events and activities hosted at mosques.

The overall purpose of JAIP's services is to promote the practice of Islam, assist the Muslim community, and contribute to the well-being of Pahang's residents. These services are crucial in bolstering the community's religious foundation and upholding Islamic values within the state.



TRAINING REFLECTION

Duration

An internship refers to a designated time frame during which an organization provides an individual with an opportunity to gain practical work experience. The internship is scheduled to last for six months or 24 weeks, commencing on the 1st of March, 2023, and concluding on the 15th of August, 2023. During the internship program, it is anticipated that interns will be required to adhere to the established working hours of the organization. I was obligated to adhere to a work schedule from 7:30 a.m. to 4:30 p.m. on weekdays, specifically Monday through Friday. Nevertheless, the Jabatan Agama Islam Pahang (JAIP) allows employees to have flexible working hours to accommodate their individual schedules. A one-hour lunch break is provided from 1:00 p.m. to 2:00 p.m.

Department and Responsibility

During my internship at this organization, I was supervised by Puan Anita Binti Ahmad and placed in the Administration and Human Resources departments. There are three subunits within the Department of Administration and Human Resources: Administration, Human Resources, and Finance. To learn more about the department, I have been tasked with joining the Human Resources and Administration subunit to gain insight into how each unit operates.

One of my responsibilities as an intern at Jabatan Agama Islam Pahang (JAIP) is that I provided HR and Administration departments with general administrative support, including filing, data entry, and employee inquiries. In addition, I could comprehend the complex nature of employment in the real world. Aside from that, I have acquired a wealth of human resource management knowledge and skills related to my job, such as recruitment support. I assist with recruitment by scheduling interviews and coordinating communication with candidates. I also assist HR with employee training programs and workshops, attendance, and feedback tracking. Plus, I contribute to initiatives that boost employee morale and motivation, including the organization of team-building exercises and employee appreciation events. I have learned to multitask, be punctual, interact with coworkers and customers, and boost my confidence.



TRAINING REFLECTION

Gains

As an intern at Jabatan Agama Islam Pahang (JAIP), I gained valuable work experience and developed my skills in administration and human resource management. The six-month internship program was a great learning experience that allowed me to apply the knowledge I gained in my academic studies to real-world situations. Jabatan Agama Islam Pahang also provided a one-time 450 MYR allowance to students who must complete a three-month or longer internship.

First, the internship program allowed me to develop my professional skills. I learned about many aspects of administration and human resource management, such as recruitment, employee relations, office management, record keeping, and training and development. I also learned about the importance of workplace communication, time management, teamwork, and problem-solving.

Additionally, it also helped me to develop my skills. I improved my time management skills, as I had to balance my work responsibilities with my academic studies, thanks to JAIP's flexible schedule. I also learned the significance of being proactive and taking initiative in the workplace.

Moreover, I received training and supervision from experienced human resource professionals during the internship program. This allowed me to learn from their expertise and gain valuable insights into human resource management.

In addition, the internship program provided me with real-world experience in human resource management. I could apply the knowledge I gained in my academic studies to real-world situations and better understand the challenges and opportunities in the field.

In conclusion, the Jabatan Agama Islam Pahang internship program enabled me to develop my professional and personal skills. The flexible work schedule, training and supervision, and real-world experience allowed me to learn about human resource management and implement my knowledge in real-world situations. I appreciate the opportunity to participate in the internship program and look forward to utilizing the acquired skills and knowledge in my future career.

SWOT ANALYSIS

- Well-known Government Agency.
- Active Training and Development.

S
STRENGTHS

W
WEAKNESSES

- Outdated Filing System.
- Office Layout.

- Advanced Digitization.
- Full Utilization of Social Media.

O
OPPORTUNITIES

T
THREATS

- Government Policy.
- Political Stability.



STRENGTH

Well-known Government Agencies

Local government agencies are essential for the growth and welfare of communities. These agencies, frequently well-known and respected in their respective regions, have significant assets contributing to their efficiency in serving the public. Jabatan Agama Islam Pahang (JAIP) is a renowned local government agency that promotes community development and exceptional service. These attributes include transparency, community engagement, expertise, and a dedication to public service.

First and foremost, Jabatan Agama Islam Pahang (JAIP) provides its dedication to transparency and accountability. They value transparent communication with the public and provide access to information, budgets, and decision-making processes. Transparent governance fosters credibility and trust, letting the community feel engaged and informed about the agency's activities and initiatives.

Next, Jabatan Agama Islam Pahang (JAIP) is often connected to many community members. This network is of incalculable value in gaining access to resources, establishing collaborations, and establishing ties with other organizations or influential individuals. The authority's contacts can be used to help the Jabatan Agama Islam Pahang (JAIP) negotiate the bureaucratic processes, obtain financing, and acquire support for various activities. Plus, Jabatan Agama Islam Pahang (JAIP) actively engages with the communities in Pahang. They stimulate local participation by holding open houses, forums, and other outreach programs for the general public. Jabatan Agama Islam Pahang (JAIP) ensures that the community's needs and concerns are effectively handled by providing that the community is involved in discussions concerning local projects.

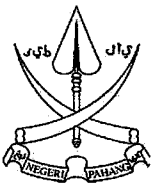


STRENGTH

Well-known Government Agencies

Jabatan Agama Islam Pahang (JAIP) is a well-known local government agency. Thus, it must be on the cutting edge of technology and innovation. It is advised that they invest in new technologies to improve the delivery of services, expedite administrative procedures, and promote communication with constituents. Residents will experience increased productivity and convenience due to the implementation of digital platforms for submitting service requests, distribution of information, and participation in community activities.

The Jabatan Agama Islam Pahang (JAIP) can continue prioritizing transparency by making relevant information, budgets, and decision-making processes widely accessible to the public. This will allow Jabatan Agama Islam Pahang (JAIP) to keep making improvements. They can consider putting up a dedicated transparency portal on the Jabatan Agama Islam Pahang (JAIP)'s website to encourage trust and show that the Jabatan Agama Islam Pahang (JAIP) is committed to being open.



STRENGTH

Active Training and Development

In today's dynamic and competitive business landscape, Jabatan Agama Islam Pahang (JAIP) recognizes the importance of investing in their workforce's training and development. Active training and development initiatives are a crucial strength for Jabatan Agama Islam Pahang (JAIP) seeking to foster innovation, and maintain a skilled and motivated workforce. It refers to a continual process of giving opportunities for employees to improve their knowledge, skills, and talents to improve their performance and contribute more effectively to the organization.

For starters, when Jabatan Agama Islam Pahang (JAIP) is actively involved in employee training and development, its employees would become well-trained and efficient in their tasks, resulting in increased productivity. Active training provides employees with the most up-to-date tools, best practices, and resources to help them do their jobs more effectively. As a result, the organization gains increased overall performance and a competitive advantage in the market.

In addition, as Jabatan Agama Islam Pahang (JAIP) employees adapt to participating in training and development programs with their coworkers, this will form stronger teamwork between the employees. Training programs frequently include activities such as interactive sessions, workshops, or team building activity. These activities encourage employees to develop a sense of mutual respect with one another, as well as increase communication, promote cooperation, and collaborate more effectively. As an outcome of this, the atmosphere in the office becomes more unified and productive.

It is recommended that JAIP invest in well-designed and targeted programs that align with its strategic goals so that it can use the full potential of active training and development. JAIP can establish themselves as leaders in their industry, maintain a state of constant innovation, and construct a robust and prosperous future because they consistently nurture the talents and potential of their employees.



WEAKNESS

Outdated Filing System

The filing system safeguards all records and documents. Management of files is essential for any organization. Insecure file or record administration compromises the security of an organization. Inadequate file administration within an organization can result in various complications, including security breaches, compliance issues, loss of credibility, physical damage, and accessibility problems.

Outdated filing system has been identified as one of the Jabatan Agama Islam Pahang's weaknesses. Most of the government agencies used the paper based file system. Documents received such as letters related to administration, assets and inventory, budgets, meeting, finances, income statement, attendance reports, and invitations are filed according to the prescribed categories. All of these affairs files are organized by file number and placed in the files room according to the stated location. On an annual basis, all of these files will be updated or new files will be opened.

Furthermore, paper files occupy physical space, and as government agencies accumulate more papers, the need for storage grows. This might result in overcrowded workplaces, the necessity to rent off-site storage or even the risk of documents being forgotten or lost due to a lack of space.

In addition, physical files are not easily accessible to multiple users simultaneously. If someone uses a particular file, others may have to wait, leading to delays in accessing essential data. This limitation is particularly problematic in emergencies or when multiple employees need to collaborate on a project. It will double the work and cause it to slow down.



WEAKNESS

Outdated Filing System

Next, a paper-based storage system can make locating specific information laborious and time-consuming. Employees may be required to manually explore multiple file cabinets, folders, and documents to locate the necessary information. This inefficiency can hinder productivity and slow down decision-making.

Given these weaknesses, Jabatan Agama Islam Pahang (JAIP) should consider transitioning to an electronic document management system with improved accessibility, searchability, security, and collaboration (Putri & Azwar, 2022). Electronic document management systems offer scalable storage, efficient search capabilities, enhanced security features, and seamless collaboration, enhancing productivity, reducing operational risks, and creating filing systems using software applications that make it simpler for users to operate and store archives. The existence of an archive can be safeguarded by an archive filing system, eliminating the risk of termite damage or even loss (Widyati, 2019). A good filing system also increases a company's overall process efficiency. Indirectly, it can aid employees in saving time while doing work. The presence of an electronic document management system can aid firm management in collecting data that is then integrated into an organization or corporate structure (Andriansyah & Elmi, 2020).



WEAKNESS

Office Layout

The layout is a crucial aspect of office design that can affect employee productivity, health, and well-being. Despite this, the office layout of Jabatan Agama Islam Pahang contains flaws.

Open-plan office environments can maximize the number of employees in space, are less expensive to construct and operate, and may be more energy efficient. Open-plan office proponents emphasize their social benefits and potential to enhance employee communication and collaboration by removing physical barriers to teamwork. Despite this, the higher occupant density of open-plan workspaces is associated with increased noise, which can inhibit concentration, and dissatisfied employees. The tables are close together in the Jabatan Agama Islam Pahang office. The desk arrangement makes the office appear smaller than it is. There needs to be more room for documents or papers on the table. Plus, their office has a poor ergonomics workspace. A workspace that doesn't prioritize ergonomics can lead to discomfort, health issues, and decreased productivity.

Moreover, the layout has created inefficient traffic flow. The Jabatan Agama Islam Pahang's office layout limits employees' movements which waste their time and create frustration. In addition to that, there is a huge partition that stands between the workstation and the printing device. Because of this, the employees do not have a choice but to walk to the printer to complete any task they desire, which may include printing, photocopying, or scanning.

Office design is a valuable investment for businesses because it can influence employee satisfaction, engagement, enjoyment, flow, and productivity (Pitchforth et al., 2020). Jabatan Agama Islam Pahang must redesign their office layout and enhance collaboration spaces to improve the office layout. JAIP can choose to have a few small shared rooms. Small shared rooms can support the social well-being of employees (Ford et al., 2022). Moreover, it has been demonstrated that designs that incorporate shared areas for interaction and private work zones to facilitate concentration for independent work are advantageous. Recommendations from multiple studies emphasize the need for employers to solicit employee input in any proposed office redesign, as control over the work environment can increase job satisfaction, decrease stress, and boost productivity (James et al., 2021).



OPPORTUNITY

Advanced Digitization

There is a bright spot in the Jabatan Agama Islam Pahang to advance digitization of their system instead of keeping it traditional. Digitalization refers to the use of digital technologies to change a business model and provide new revenue and value-producing opportunities. In today's fast-paced environment, digitalization is essential for organizations to stay competitive and unlock new growth opportunities.

Firstly, embracing digitization can lead to increased efficiency, flexibility, and employee satisfaction. Advanced digitization can enhance documents management. Digitizing documents allows for easy storage, retrieval, and sharing. Instead of searching through physical files, employees can quickly search for and access digital files, saving time and effort. Digital documents can also be easily backed up and secured, reducing the risk of loss or damage.

With digitization, there is an opportunity for employees to have remote working capability. With digital files accessible from anywhere, employees can work remotely, leading to greater flexibility, improved work-life balance, and access to a broader talent pool. Virtual meetings and video conferencing tools also support effective communication among remote teams.

Jabatan Agama Islam Pahang (JAIP) is recommended to invest in digital technologies. Companies should be prepared to invest in technology or refocus their business to gain a competitive advantage (McKinsey & Company, 2020). It can open up new opportunities for growth and boost competitiveness. They must be ready to adapt to rapid change and constantly improve their processes and services. Investing in digital transformation can help JAIP increase agility and remain competitive. JAIP should investigate the use of advanced technologies in their operations and business decision-making processes. It has the potential to improve efficiency, decision-making, and overall performance. Analytics can provide valuable insights that drive informed decision-making and aid in identifying new opportunities (Kuiken, 2022). Workflows in both the back and front offices can be simplified with the help of digital applications. After investing in technology, JAIP can expand their use with no marginal cost increase. Investing in digital transformation can assist businesses in meeting changing customer demands and staying ahead of the competition. It could entail investing in cutting-edge technologies like artificial intelligence, machine learning, and the Internet of Things. Digital transformation is a continuous process, not a one-time project. JAIP also must recognize that digitalization necessitates ongoing adaptation and improvement.



OPPORTUNITY

Full Utilization of Social Media

Social media has become an indispensable tool for businesses to connect with customers, raise brand awareness, influence customer attitudes, receive feedback, and gain valuable insights. There is an opportunity for Jabatan Agama Islam Pahang to maximize its use of social media to enhance its customer service and overall organizational performance.

JAIP can reach customers cost-effectively and personally through social media while gaining valuable insight into its services. Facebook, Instagram, and TikTok can assist JAIP in increasing its organization's visibility and expanding its audience reach. It also provides JAIP a platform for engaging with customers and fostering relationships. JAIP can respond to customer inquiries, provide support, and address concerns via social media.

Social media provides valuable insights into customer preferences, opinions, and behavior. JAIP can utilize this information to enhance its services and tailor its efforts to meet customer needs better. By providing personalized experiences and engaging with customers consistently, social media can help businesses develop customer loyalty.

It is recommended that JAIP develop a social media strategy to maximize its use of social media. (Cotriss, 2020) JAIP can develop a social media strategy that aligns with the organization's objectives and target audience. The strategy should include objectives, the target audience, a content plan, a posting schedule, and success metrics. However, they must select the appropriate social media platforms to achieve this. JAIP should select the social media platforms most pertinent to its target audience and objectives. For example, TikTok Live may be more suitable for religious discourse and preaching.

JAIP should also produce content that provides value to its intended audience. The content should be engaging, informative, and pertinent to the target audience's interests. While on social media, JAIP should interact with its customers on social media by responding to questions, offering assistance, and addressing concerns. It can help establish customer confidence (Dwivedi et al., 2021). Lastly, JAIP can monitor its social media performance and measure its success with engagement, reach, and website traffic metrics. It can help identify improvement opportunities and optimize social media efforts.



THREAT

Government Policies

Government policies can have substantial effects on government agencies, including JAIP. These policies may include regulations, tariffs, compliance requirements, and protectionism. Although most government policies are intended to regulate and enhance governance, their implementation can result in unintended consequences and difficulties.

Burdensome reporting obligations and complex regulations sometimes accompany the implementation of government policies. These can create a significant burden on government agencies, requiring the allocation of more resources, time, and effort by such offices to assure compliance. This diversion of resources can harm production and efficiency inside the office and lead to dissatisfaction among staff members.

In addition, the government's policies might have a role in developing bureaucratic red tape characterized by excessive regulations, procedures, and paperwork. Because of the load of bureaucracy, decision-making processes can be slowed down, innovation can be stifled, and effective customer service can be hindered. Within government offices, there are multiple levels of bureaucracy, which can be a source of frustration for staff members and inefficiency.

JAIP can monitor and stay updated about changes in government policies and laws that may damage its operations. It will allow the organization to mitigate the adverse effects that policies enacted by the government cause, which can be accomplished by keeping a close eye on government websites, keeping up with trade magazines, and participating in activities organized by business organizations. It also can be done by establishing and maintaining clear lines of communication with the appropriate government officials and policymakers, participating in events hosted by the industry, workshops, and public consultations to represent the company's interests and offer input while formulating new policies. JAIP can foresee and prepare for any prospective changes in policy because they stay informed.

By adopting these proactive measures, JAIP will be better equipped to anticipate and adapt to changes in government policy, mitigate potential risks, and position itself for continued success in a dynamic and heavily regulated business environment.



THREAT

Political Stability

Companies and government agencies face a business environment significantly influenced by political stability. A political landscape's stability or instability can significantly affect them, influencing variables such as economic policies, regulatory frameworks, market conditions, and investor confidence.

In politically sensitive environments, JAIP must remain impartial and avoid taking positions in political matters. Political affiliations and public stances on divisive issues can alienate stakeholders and expose the organization to unwarranted risks. If not, office politics can result, with employees forming alliances, engaging in favoritism, and manipulating situations to gain advantages or undermine colleagues. This can result in a discord culture in the workplace, decreased morale, and a loss of trust among team members.

When political stability exists, employees and executives can develop a sense of complacency and a lack of accountability. When individuals feel secure in their positions, they may become less motivated to perform at their best or accept responsibility for their actions, resulting in decreased productivity and organizational effectiveness.

JAIP needs to implement proactive steps that decrease the influence of political stability on its operations, growth, and profitability to navigate such difficulties successfully. It is critical for companies and other organizations to be aware of the potential dangers they face and to take preventative actions to deal with such dangers. It is recommended that JAIP be used to encourage open communication, promote openness and fairness, establish a culture of collaboration, and provide chances for professional growth. Doing so can help mitigate the adverse consequences that the office's political stability can have.



CONCLUSION

Concluding my internship experience at Jabatan Agama Islam Pahang (JAIP) as an intern has been a transformative and rewarding journey. I have gained invaluable knowledge of administrative operations and human resources during my tenure with them. The exposure to various tasks and responsibilities has enabled me to apply my theoretical knowledge to real-world scenarios and develop practical skills that will be invaluable to my future career.

As an intern at Jabatan Agama Islam Pahang (JAIP), I have worked with a dedicated and supportive team. Their mentorship and guidance have been significant to my professional development, allowing me to take on new challenges confidently. From handling employee records to contributing to human resources development, each administrative role has taught me the importance of attention to detail, effective communication, and the strictest confidentiality.

In addition, the internship has provided me with an appreciation for the importance of efficient administration to the overall success of an organization. Coordinating various aspects of the workplace, including recruitment, onboarding, and employee engagement, has provided me with a comprehensive understanding of the interdependence of administrative functions and their influence on employee satisfaction and productivity.

I am grateful for the opportunities presented to me during my time at JAIP as I move forward from this enriching experience. The internship has not only inspired me to continue exploring the dynamic human resources field but has also confirmed my passion for administrative work. The skills and knowledge I have gained through this internship will serve as a solid foundation for my future endeavors.



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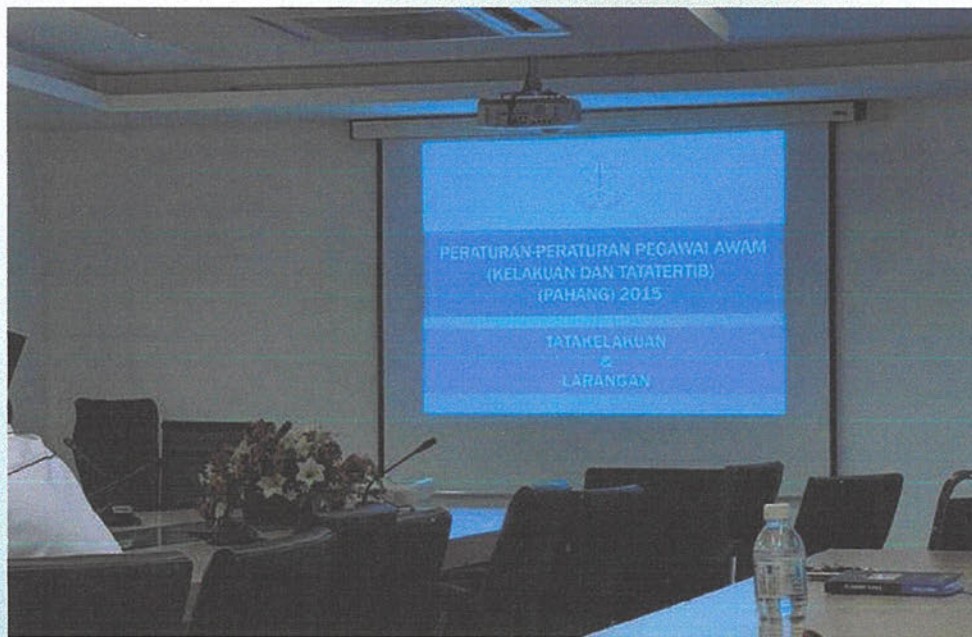
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APPENDICES

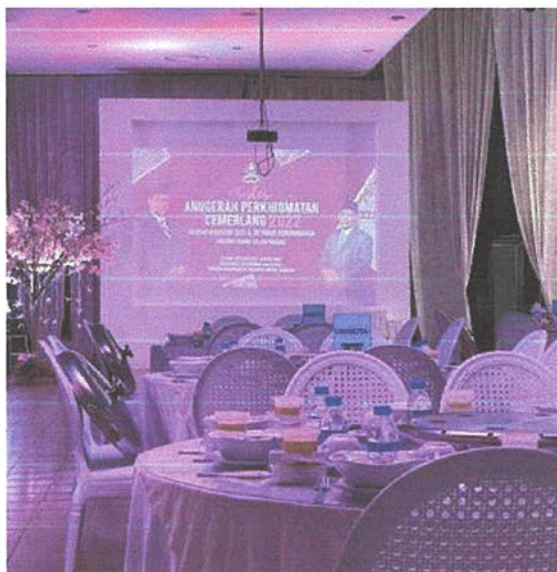


Appendice 1: Department Retreat Day



Appendice 2: Political and Discipline Talk with SUK representative

APPENDICES

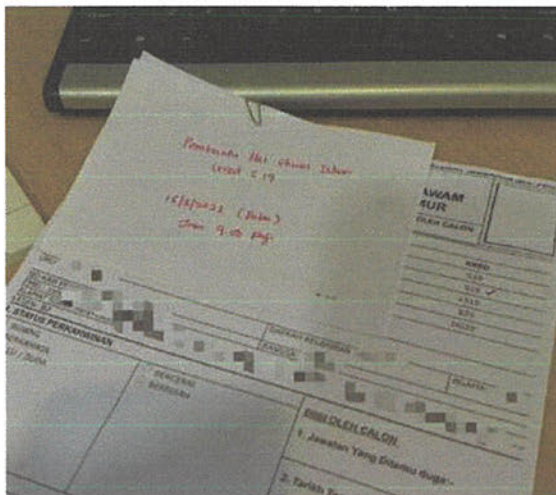


Appendice 2: APC event preparation

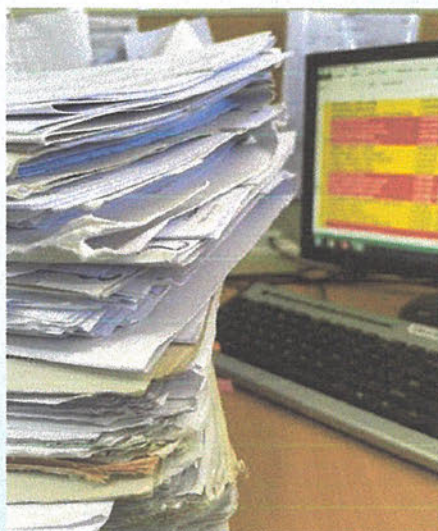


Appendice 3: Aidilfitri Open House preparation

APPENDICES



Appendice 4: Interview preparation



Appendice 5: Filing work