



BURSARY
DEPARTMENT

Fakulti Pengurusan Maklumat

Perpustakaan Tun Abdul Razak Dutt

INTERNSHIP TRAINING REPORT

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{ 2021393721 }

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EXECUTIVE SUMMARY

This internship report details my work experience as an Internship Student in the Bursary Office Department, Universiti Teknologi Mara (UiTM) Cawangan Negeri Sembilan, Kampus Rembau from 1 March 2023 to 15 August 2023. I mostly used to learn Bursary expertise for financial administration, budget management, procurement and property management, money management, student financial management, account management, and trust management, research and consultation in this report. The major goal of this internship is to ensure that I can completely learn information and practical skills that will aid them in their fast-paced future jobs. This complete report includes an outline of all jobs and responsibilities assigned to me by the Bursary Office Department throughout my internship.

In this detailed report, the trainee will detail the experience and new information gained over the 24-week internship. Along with it, the intern will provide more specifics regarding the processes and procedures learnt from the Bursary Office, particularly those linked to the subject already studied in class.

One of the key contents of this industrial training report is to do a SWOT analysis on the organization which are to learn about their Strengths, Weaknesses, Opportunities, and Threats throughout the internship term. According to what I've learned, the Bursary Office's opportunities and threats are influenced by external forces, whereas its strengths and weaknesses are influenced by internal forces. This report discusses the company's SWOT analysis and makes recommendations on how to enhance the company's performance.

This report will be useful to the supervisor and advisor. As Internship student is possibility of researching professional experience which is I take as process of learning, one of it about benchmark business field He&She Coffee at UiTM Dengkil is a one of knowledge and expertise concerning procedural document for the UiTM-business agreement, and this includes four departments: Treasurer, Concession (Konsesi), Facilities, and College. There is also an appendix area where I have given unclassified proof proving my involvement and contribution during my internship at the UiTM Bursary Office. As an intern at the organization, I intend to apply all of the skills described in this report to help the lecturer succeed and learn more about the education sector.

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ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful. All praises and thanks to Allah, the Almighty, for His showers of blessings and who gave me the ideas, physical and emotional strength and also eased the journey throughout our process of completing the report successfully.

In performing this assignment, I had to take the help and guideline of some respected people, who deserve this greatest gratitude. I would like to thank Miss Amizatul Hawariah Binti Awang, my beloved lecturer for the subject of Industrial Training Report (MGT666) at UiTM Kampus Bandaraya Melaka for helping me to put these ideas, well above the level of simplicity and into something concrete. This assignment also taught me many things, especially on ways of dynamism, vision, sincerity, and motivation.

Not to forget, I would also like to expand my deepest gratitude to all those who have directly and indirectly guided me in writing this assignment and that have contributed their time and energy to making it a complete report. This assignment would not be possible without the efforts and cooperation of my supervisor and colleagues, Hazril Syahmi Bin Abdul Halim as Supervisor, and the following Muhammad Azhari bin Ahmad Zin, Nurul Farehah Binti Md. Ramli, Siti Wahidah Bin Mohd Saini, Muhammad Ezani Bin Othman, and Mohd Nizam bin Ismail. It is a tremendous pleasure for me in completing this industrial training which leads me to a helpful and has provided positive encouragement and a warm spirit to finish this training. Moreover, I am extremely grateful to my parents for their love, prayers, caring, and financial support given to me in order for us to finish this report.

Once again, I wish to express our most sincere gratitude to Miss Amizatul Hawariah Binti Awang, my advisor for the subject of Industrial Training Report (MGT666) to express my sincerest appreciation to Miss Amizatul because of her willingness to give detailed guidance to complete my assignment even during outside class hours on Google Meet at night. Without her persistent help and guidance, I would not be able to finish this assignment. I also wholeheartedly appreciate Miss Amizatul's great advice and patience in my progress in completing this assignment.

RESUME

TASNIM HARIZAN



SKILLS

- Capable of efficiently communicating with others.
- Software proficiency such as Microsoft Word, Adobe Software, Canva, and Powerpoint.
- Ability data visualisation tools such as Tableau, ChartNexus, and Eviews can be used.
- Potentiality to dealing conflict management, dependability and problem-solving.

LANGUAGE

- MALAY - FLUENT
- ENGLISH - PROFICIENT

WORK EXPERIENCE

EXPERIENCE

Vice president of College Representative Committee

UiTM Kampus Bandaraya Melaka - 2022 - 2023

- Programme Director for Teambuilding Program "Boss Mode: Rise To The Challenge."
- Straightforward and powerful leadership.
 - Disciplined in cooperation and programme management.

Corporate Social Responsibility (CSR) programme treasurer for "Spread The Smile 2.0"

- Excellent at managing money and supporting people in need.
- Reports on all money coming in and out.

Head of the "Issabond 2.0 Competition" special duty task bureau.

- Straight and professional to oversee the sports activities of the squad.
- Aware and quick to tackle the problem in a methodical manner.

President Secretariat for College Representative Committee

UiTM Kampus Bandaraya Melaka - 2022

- Directing and overseeing an organization's budgetary and financial activities.
- Representing the organization for civic and professional association responsibilities and activities in the local community.
- Ability to recognize and address organisational problems.
- Communicate effectively to communicate topics effectively and plainly with people inside and outside the organisation.

Restaurant crew at Kentucky Fried Chicken

Kentucky Fried Chicken (KFC) - 2017 - 2019

- Maintained excellent customer service standards in fast-paced, high-volume operations.
- Effective in data computation and processing, such as FIFO.
- Good in adapting to new environments and learning quickly.

Internship at UiTM Cawangan Negeri Sembilan, Kampus Rembau

Department Treasurer - 2023

- Work in an organisation and its offices is planned, designed, and implemented.
- Manage cash flow University.
- Implement a budget strategy similar to that established by the government and the university.

ACHIEVEMENT

WINNER OF CERTIFICATE OF MICROECONOMICS VIDEO PITCHING 1.0

- THIRD PLACE - UiTM Kampus Rembau 2019

LEVERAGING ENT FIN & INNOVATION TOWARDS FUTURE

- GOLD - UiTM Kampus Bandaraya 10 December 2022

NUMBER ANALYSTS COMPETITION

- THIRD PLACE - UiTM Kampus Bandaraya 6 January 2023

BRING TO LIGHT THE INVESTMENT PORTFOLIO

- FIFTH PLACE - UiTM Kampus Bandaraya 28 May 2022

REFERENCES

ENCIK ZAMZURI BIN AHMAD NAZARI
Senior Lecturer

HAZRIL SYAHMI BIN ABDUL HALIM
Assistant Treasurer

Figure 1 : Resume Tasnim's

2.0 COMPANY PROFILE

2.1 NAME, LOCATION, BACKGROUND



Figure 2 : Logo Universiti Teknologi Mara (UiTM)

The RIDA Training Centre is a fantastic name that was used for 9 years, from 1956 to 1965. Dato' Onn Ja'afar, the founder and former president of the United Malays National Organisation (UMNO), was the inspiration for this. The concept arose as a consequence of a study tour to Sri Lanka in 1951 to investigate their rural development strategy. RIDA operated two centres: Taman Asuhan RIDA in Kuala Lumpur and Dewan Latehan RIDA in Petaling Jaya. Dewan Latehan RIDA offers various external professional courses through established internal groups such as the Chamber of Commerce, The Australian Society of Accountants, and The British Institute of Management. Tun Abdul Razak, Malaysia's then-Deputy Prime Minister, presented diplomas to 50 graduates during the inaugural convocation in 1964.

Beginning in 1965, RIDA Training Centre was known as Maktab Mara or Mara College, and it lasted two years, ending in 1967. Mara, which stands for "Majlis Amanah Rakyat" or the Council of Trust for Indigenous People, took over and expanded RIDA's mission and responsibilities. Mara College launched its own Diploma in Business Studies in 1966.

Mara College was renamed Institut Teknologi Mara on October 14, 1967, and remained thus until 1999. It was founded in response to a critical demand in the country for skilled labour at the professional and semi-professional levels. ITM's provide educational programmes that meet the demands of an increasingly competitive employment market. The initial phase of ITM growth, from 1967 to 1976, saw the institute declared an autonomous organisation with its own 300-acre campus in Shah Alam, which was put under the Ministry of Rural growth.

The second phase, from 1976 to 1996, saw ITM rapidly realise its potential as a higher education institution. It resulted in the 1976 ITM Act, which put the institute immediately under the Ministry of Education. The third phase, which lasted from 1996 to 1999, was the consequence of a modification to the 1976 Act that put ITM on level with all the universities in the country for the purposes of which ITM was given all the power of a university.

The Prime Minister of Malaysia, YAB Dato' Seri Dr Mahathir Mohamad, began changing the name of ITM to Universiti Teknologi Mara (UiTM) on August 26, 1999. With the government's approval, a comprehensive reorganisation effort was undertaken to combine the University's resources for maximum production. UiTM strives to be world-class in all efforts and moves forward in a way that is in sync with global trends. As it proceeds forward, UiTM will continue to focus on academic excellence, innovation, socioeconomic goals, globalisation, and new technologies in order to contribute to industry and national growth.

The location chosen for Industrial Training at Bursary UiTM Cawangan Negeri Sembilan is Kampus Rembau, which was built beginning in August 2013 on 70 acres of land in Mukim Kundor, Daerah Rembau, Negeri Sembilan and turned over to UiTM on 5 January 2017. Buildings for Fakulti Komunikasi dan Pengajian Media (FKPM), Fakulti Pengurusan Maklumat (FPM), and Fakulti Pengurusan Perniagaan (FPP) are part of the development. The facility was developed to accommodate 3,000 students, and operations began on 1 February 2017 under the leadership of Penolong Rektor.

The Bursary's Office exists because of legal obligations, service, development and resource management oversight, and performance assessment. Administration and other associated topics are based on all current and relevant circulars and policies. The Rembau Campus Bursary's Office is led by an Assistant Treasurer and supported by three Assistant Accountants, one Senior Financial Administrative Assistant, and one Administrative Assistant Financial.

2.2 VISION, MISSION, OBJECTIVE, GOAL

2.2.1 VISION

Make UiTM a Premier University-based scholarship and academic excellence to lead the Bumiputera dynamism in all areas of world-class professionals in order to be born graduates a competitive, global, and ethical.

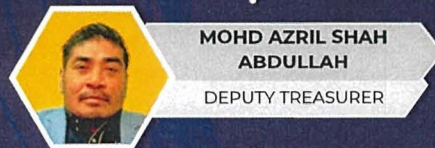
2.2.2 MISSION

Improving knowledge and expertise in all areas of Bumiputera through the delivery of professional programs, research and community service involvement based on the values and ethics of professionalism.

2.2.3 OBJECTIVE

- To achieve the best financial management with a Clean Audit Certificate.
- Improve the perception and customer satisfaction by fulfilling charter and regulations.
- Promote a culture of continuous improvement by all staff with staff involvement in at least one project or initiative quality every year.
- Achieve 100% utilization of information technology systems and communications technology (ICT) for all of its financial management systems.

2.4 ORGANIZATIONAL STRUCTURE BURSARY DEPARTMENT



2.4 PRODUCT AND SERVICES

Bursary's Office is one of the divisions in UiTM Cawangan Negeri Sembilan, Kampus Rembau. Bursary's Office offers its services to ensure that the financial resources are well managed through streamlined and effective governance structures and processes in supporting UiTM's aspiration to become a leading university.

The bursary's Office will implement a financial management system in a professional, efficient, effective and responsible manner for planning, program implementation and continuous improvement to become a superior, prudent and professional department that provides services based on the main functions of the bursary's Office, which are Financial Administration, Budget Management, Procurement Management, Property Management, Money Management, Student Financial Management, Account Management, and Trust Management, Research & Consulting.

The service like financial administrative unit is records all incoming and outgoing correspondences, manage records of application documents from sections or units, manages filing of documents, maintains personnel records including training and attendance reports, controls and maintains office equipment's and evaluates and disposes files to Archive Division. In addition, financial accounting and corporate unit is prepared annual financial statements, prepared quarterly interim financial statements, prepare trial balance, prepare bank reconciliation statements, maintain general ledger, prepare registers or schedules, prepare JV, JP and JT, maintain financial documents, prepared fixed assets summary, and process disposal or document.

Next service at Bursary Office, is Property Management unit which are generates codes for new fixed assets and inventories, label new fixed assets and inventories accordingly, prepared fixed assets registration cards for each custodian and maintain fixed assets documents for reference, prepares depreciations charges for fixed asset, performs verification of fixed assets once a year, performs disposal of assets or inventories when required within the stipulated time, and prepares assets verification report on a monthly basis. At the same time, also taking care store management unit which is issue stock requested, receive stock ordered maintain ledger card or bin card and process application form.

Subsequently, procurement management unit is updates and monitors the registration of new suppliers through Fine E-Procurement Plus system, Prepares Local Order (LO) through financial system - FAIS and Fine E-Procurement Plus system, Prepares Goods Received Notes (GRN) number using FAIS system for completed Local Orders generated through FAIS system, Prepares collection and approval of payment vouchers for Local Orders generated through Fine E-Procurement Plus system, Issues reminder letter for overdue Local Orders (LO), Prepares reports for State Financial Management and Accounts Committee (JPKAN), sell tender or quotation document and Prepares supplier Performance Appraisal Report on a monthly basis.

After that, for cash or revenue collection unit is collect revenue from the rental of space or facilities and equipment's, manage cash flow, prepare and update account receivable sub-ledger, deposit cash in hand into bank accounts on the following working day, prepare daily collection report, issue bills for collection, prepare revenue collection account schedule, receive cash or cheque at bursar office counter. Then, disbursement unit is implement cost savings measures, process disbursements to suppliers, process disbursements to employees like Payroll, EPF, Overtime, or travelling claim, process disbursements for utilities used, petty cash reimbursements and monitor and process disbursements for the use of franking machine.

Moreover, budget unit is preparing biennially UiTM operating budget like apply for funds based on existing policies, apply for funds based on new policies, apply funds for one-off programmes and programme agreements. It also does distribute annual allocation which are apply additional allocation, virement, supplementary, process form PB 3/80, prepare monthly report, establish new fund, establish new project, add and reduce project allocation, project closure, and monthly report. At last, bursary also has service for student account unit which is process students' registration, update student records in ISIS, process students' fee refund, process academic visit, update register for students' fines on disciplinary cases, and process disbursement of the scholarship or students' loan.

3.0 TRAINING’S REFLECTION

3.1 DURATION : SPECIFIC DATE, WORKING DAY, AND TIME

A typical day as an internship student at the Bursary Office UiTM Cawangan Negeri Sembilan, Kampus Rembau, from March 1 to August 15, 2023. Monday through Friday, the particular working hours are 8 hours from 8:00 a.m. to 5:00 p.m., plus 1 hour for lunch from 1:00 p.m. to 2:00 p.m. However, the Friday lunch hours are two hours long, from 12:15 p.m. to 2:45 p.m. Furthermore, during Ramadan, there is a distinct timetable, with only 30 minutes of lunch but returning to home at 4:30 p.m. The government education sector educates about flexibility and work-life balance, which is beneficial for internship students.

<i>Days</i>	Operating Time	Total Hour
<i>Monday - Thursday</i>	8:00 am – 5:00 pm	9 Hours
	1:00 pm – 2:00 pm (Break)	
<i>Friday</i>	8:00 am – 5:00 pm	9 Hours
	12:15 pm – 2:45 pm (Break)	
<i>Saturday - Sunday</i>	Closed	-
<i>Public Holiday</i>	Closed	-

Table 1 : Duration Working Hours Bursary Office UiTM Kampus Rembau

<i>Days</i>	Operating Time	Total Hour
<i>Monday - Thursday</i>	8:00 am – 4:30 pm	8 Hours 30 Minutes
	1:30 pm – 2:00 pm (Break)	
<i>Friday</i>	8:00 am – 4:30 pm	8 Hours 30 Minutes
	12:30 pm – 2:30 pm (Break)	
<i>Saturday - Sunday</i>	Closed	-
<i>Public Holiday</i>	Closed	-

Table 2 : Duration Working Hours Bursary Office UiTM Kampus Rembau For Ramadan

3.2 DETAILS DEPARTMENT, ROLES, RESPONSIBILITIES, TASK.

There are two departments at Universiti Teknologi Mara (UiTM) Cawangan Negeri Sembilan Kampus Rembau: Staff Administration and Staff Academic. Staff Administration, which is part of Bursary Office Administration, is the department to which I have been assigned. There are no set tasks allocated to internship students because, as Mr. Hazril desires, interns should do as much as they can to obtain expertise in whatever activity they are given an opportunity to achieve something. As a bursary intern, I learnt a variety of jobs, responsibilities, assignments, and positions on a regular basis. At first, studying and comprehending what the bursary's goods and service are, as well as knowing about the Universiti Teknologi Mara itself because UiTM is the largest education sector, there is a lot of work to do, such as learning how important it is to keep the Incoming Quality Register up to date for document payment, everything filing journal for "Kumpulan Wang management, consultation, research, and trust," Journal Withdrawal, Journal Deposit, and MyDebit. Not only that, but I've learned how to prepare and file the Daily Collection Period (DCR), bounced payments, Local orders (LO), manage filing documents, file a quarterly interim financial statement, re-do tenancy for like RHB, issue bills for electricity and water supply for collection, learn about GRA travel claims, and sell a tender or quotation document during my daily internship.

Furthermore, as an internship student, I am delighted since the bursary system is private and department which is people cannot access it. However, rather than spending my efforts for 24 weeks at the bursary with nothing, all of the workers placed confidence in me to educate myself how to utilize FAIS. Learn about processing student fee refunds and updating the register for student penalties on disciplinary cases in the system. For all suppliers, learn how to utilize the Fine E-Procurement Plus System.

Finally, utilize the skills, intelligence, competence, and enthusiasm as an internship to always talk about new technologies, such as how to build a Google Form and Sheet for the Incoming Quality Register and do the paperwork for an upcoming event. When clients provide payment papers, just use technology rather than writing, re-do tenancy RHB from book to computer scan using Adobe, and re-do some pieces of paper to improve it, such as Fine E-Procurement Plus, and key in the staff training hours report.

3.3 GAINS : INTRINSIC AND EXTRINSIC BENEFITS

Industrial training at Universiti Teknologi Mara (UiTM)'s Bursary Office has helped me to improve my job-related technical knowledge and abilities. This has been learned: intrinsic advantages imply that the activity itself is a reward in and of itself. The employee is executing a task for the purpose of the activity rather than for the sake of an external reward. As an intern, I made every effort to learn as much as possible. I need an excellent work experience outcome, so I ask workers what I should do and how I can help them. Because I am a hard worker, understanding how to limit errors, take responsibility, be productive, raise energy, and not repeat the same task as at university positive consequences me.

For example, enter data about reported employee training hours in Excel, calculate and enter data about utility bills for water and electricity supplies, and file a bounced payment. Not only that, but if Mr. Ezani is not there to manage the counter service, I am in command. This teaches me about communication skills, such as speaking with customers, assisting customers, and striving to improve my communication skills. At the same time, as internship students, we learnt that the relevant papers must be included for each document payment before being submitted to the bursary for payment. Extrinsic advantages occur when employees are driven to do a behavior or engage in an activity in order to receive a reward or avoid punishment. As an intern, I am eager to learn as much as possible since I believe now is the time to do so, therefore I have been asked to participate in meetings, learn about systems, sell property, tender, or quotation, and engage with a variety of individuals from outside UiTM. For example, UiTM usually holds seminars, therefore I've attended several of them to improve knowledge and skills. Online Financial Management Course from the Treasurer's Office: Budget Management and Strategy 2023: The Treasurer's Role. Finally, while I did not get a pay or allowance, my experience as an internship student at Bursary UiTM provided me with a wealth of information, skills, open-mindedness regarding the education industry, drive to be more productive and successful, communication, problem solving, and risk-taking. This is a fantastic opportunity.

4.0 SWOT ANALYSIS BURSARY'S OFFICE UITM

STRENGTHS

- Highly Competent Staff
- Capable To Manage Almost 2.5 Million Ringgit Financial Budgets Every Years

WEAKNESSES

- Financial dependency on Federal Government
- Insufficient Personnel On Organizational Performance

OPPORTUNITIES

- Good Collaboration And Join Venture Among Bursary / IPTA / IPTS / Statutory Bodies / Government Agencies
- Opportunity To Enhance Or Upgrade Quality Of Financial Management System

THREATS

- Public Perceptions At Bursary
- Technology Speed And Changes

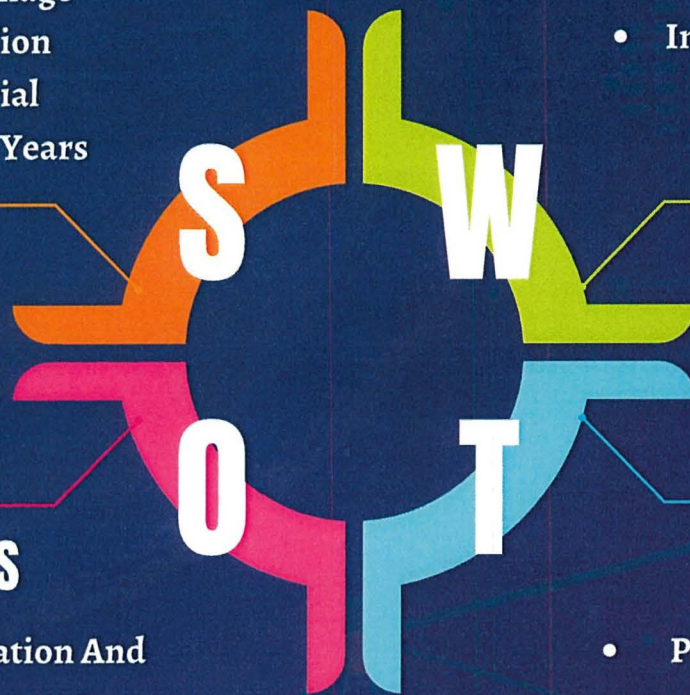


Figure 4 : SWOT Analysis Bursary's Office UiTM

5.0 DISCUSSION OF SWOT ANALYSIS

5.1 STRENGTHS

- *Highly Competent Staff*

Professional staff in a company value having strong and vital work-related competencies. Employee performance is one of the most important aspects of any company since it enhances efficiency and effectiveness (Kim & Jung, 2022). Because transparency in the workplace affects a company's culture and success, Bursary UiTM Kampus Rembau has dedication, confidence, teamwork, leadership, critical thinking, and interpersonal skills as a worker.

For example, according to the charter clients displayed on the website of the bursary UiTM Kampus Rembau, the employee must make all document payments within 7 days of the Bursary receiving the complete document from the client, and based on figure 4, this also shows the percentage of the performance staff bursary UiTM Kampus Rembau that makes it complete to clarify the payment of documents to the clients in 7 days. This demonstrates that Bursary UiTM Kampus Rembau has a high-performing employee that are is motivated to work.

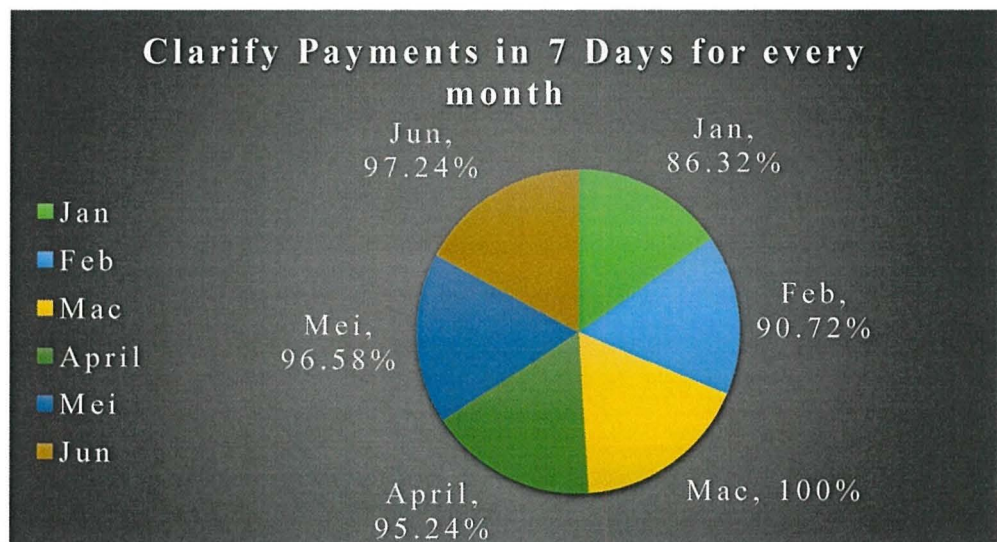


Figure 5 : Employees Bursary UiTM Kampus Rembau will clarify payments in 7 days for each month in half for 2023.

- ***Capable To Manage Almost 2.5 Million Ringgit Financial Budgets Every Years.***

Bursary UiTM Kampus Rembau have set clear and attainable financial goals each year in order to achieve financial freedom. It entails establishing short-term and long-term objectives that are matched with the operational or fixed financial plan for Universiti Teknologi Mara (UiTM), Cawangan Negeri Sembilan, Kampus Rembau. Budgetary control provides frameworks for management to evaluate actual outcomes to targets and conduct corrective actions when variances arise. These duties include annual operations planning, coordination of the organization's activities, communication of plans, and activity control (Matsoso, Nyathi, & Nakpodia, 2021).

According to Mr. Azhari, as a unit budget, UiTM Kampus Rembau would get a budget of around RM2.5 million each year, and he will prepare a list of expected expenses for operation, main, and fixed for the year. Oil, sports, medical care, and utility fees for electricity and water supplies are the major expenses. The fixed expenses, such as a rental computer, a rental photocopying machine, and a rental water filtering machine, demonstrate how the capacity of Bursary UiTM Kampus Rembau to undertake budgeting attempts to reduce wasteful spending, albeit not as precisely.

5.2 WEAKNESSES

- ***Financial dependency on Federal Government***

Current economic conditions, particularly decreased consumer spending, have increased risk not only in the private sector but also in the public sector, including local governments and, perhaps most crucially, the federal government. UiTM's budget is heavily reliant on the Federal Government, as is UiTM Cawangan Negeri Sembilan's; Kampus Rembau receives a budget limit of around RM2.5 million every year. However, this is insufficient to pay all of UiTM's expenses, activities, and projects.

Many government agencies, according to journals, are unable to analyse their data in order to improve decision-making and decrease risk across the federal

government (Brauning & Wang, 2020). These flaws limit the organization's capacity to obtain trustworthy, usable, and timely financial information to enable it run effectively and efficiently. Poor estimating procedures and standards result in unrealistic budgets because the budget must be in accordance with the design assessment. In today's globalisation era, one of the most challenging things to keep up with is federal government improvements.

- ***Insufficient Personnel On Organizational Performance***

With the capacity of UiTM Cawangan Negeri Sembilan, Kampus Rembau, and the unit bursary maximum of 6 personnel (including the manager), it is still insufficient. Because ensuring that there is adequate staff to fulfil the organization's day-to-day duties helps to preserve productivity and workplace morale. In most firms, the department to which an individual belongs has a considerable influence on the variability of their task (Inegbedion, Inegbedion, Peter, & Harry, 2020).

This is the situation with the UiTM Kampus Rembau Bursary. Mr. Hazril claims that because there was no supervisor or boss before him, he became the one key boss at the same time as the boss at Bursary UiTM on campus to perform planning, construction, and management operations at UiTM Kampus Rembau. Furthermore, because Mr. Nizam was injured in an accident, Mr. Ezani and Mr. Azhari must complete the assignment or job that Mr. Nizam was supposed to complete. Because everyone has their own task when Mr. Nizam goes absent, someone else must fill in. This is the situation in which there are not enough workers to fulfil the daily task, and employees are working as hard as they can.

5.3 OPPORTUNITIES

- ***Good Collaboration And Join Venture Among Bursary / IPTA / IPTS / Statutory Bodies / Government Agencies***

Bursary UiTM Kampus Rembau is seeking for solutions to expand the business, expand the market, or gain access to new resources that will allow business to share risks, costs, and advantages with the partner while retaining a distinct personality. Collaboration is critical to the success of construction projects, and project participants are recognising that sharing knowledge and information is one of the most important components of a successful contractual partnership (Emami, Welsh, Davari, & Rezazadeh, 2022). The benefits of excellent collaboration and joint ventures include access to new markets and customers, the leveraging of complementary skills and resources, the reduction of costs and risk, the increase of innovation and competitiveness, and the ability to learn from one another.

My Debit, for example, organised a collaboration between UiTM Kampus Rembau and MyDebit so that anyone who used their card to make a purchase win the motorbike, and the lucky winner was Staf, an UiTM Kampus Rembau student. Bursary UiTM Kampus Rembau is receiving RHB offers for upcoming events in order to gain more money, and another honour for Bursary UiTM Kampus Rembau is leasing property from businessmen wishing to do business in UiTM Kampus Rembau in order for the supplier to rent the space. This improves reputation and networking, resulting in the acquisition of new resources.

- ***Opportunity To Enhance Or Upgrade Quality Of Financial Management System***

A changing world necessitates smarter, faster, and more agile ways of working. A good financial management system is essential for a company's existence and growth. This entails organising, controlling, and monitoring financial resources in order to achieve the corporate goal. According to the journal, the mode of financial management has shifted from offline to online, which alleviates some of the constraints in the financial management field and makes it easier to collect and distribute financial data via the network (Li, 2022).

UiTM Kampus Rembau will be able to improve the quality of its financial management system by using Financial Management ISO 9000:2015, which has been certified by LRQA. This solution is intended for businesses of any size and in any industry. ISO is a globally known management system standard that provides a foundation for quality management and continuous improvement. The advantages of this system are that it can improve their risk management approach, provide a clear understanding of the internal and external context, ensure consistency and compatibility between the various management system standards, and allow for the simple and harmonised implementation of multiple standards.

5.4 THREATS

- *Public Perceptions At Bursary*

Customer perception is the customer's view of the company or its products. It encapsulates how clients feel about the service, including direct or indirect interactions with the Bursary UiTM Kampus Rembau. The customer satisfaction theory entails measuring the firm's actual service delivery in accordance with the customer's expectations as defined by the attainment of perceived quality, which is meeting the customer's wants and needs above and beyond their aspirations (Fida, Ahmed, Al-Balushi, & Singh, 2020).

Busary UiTM Kampus Rembau must deal with difficult consumers at some point. It's one of the most difficult components of perception because clients can be unsatisfied and frequently complain. Many of them are also unaware that their demands are excessive for their money. For example, if there is a property that needs air conditioners installed at SRK House, consumers would demand that the bursary install them, but the bursary must consider the budget, which includes the cost of electricity, service, and air conditioners. Client relationships are already difficult since they are constrained by expenditure approval from the strategy budget at the main campus, UiTM, and KPT, as well as client requests, needs, and wishes.

- *Technology Speed And Changes*

Technologies are getting more intricate and interconnected, and this system relies on more computer software than ever before, making it more difficult to understand and, in some cases, regulate (Wolff, Josephine, 2021). Powerful technology is the world's best production tool, and it is available to every office worker. A fast internet connection allows for simple communication and file sharing between offices in different parts of the department. However, because of the technology changes the older generations pose risks to companies due to a lack of instructions and guidance, a lack of knowledge, too much and too complex technology, feelings of inadequacy, and comparison with younger generations such as Mr. Ezani, Mr. Nizam, Mr. Azhari, Mrs. Wahidah, and Mrs. Farehah.

For example, they ask me for helping hands regarding the Log Book, the data staff training hours report, the re-editing of the RHB Bank Berhad tenancy agreement, and changing the RKM procedure to be more advanced and user-friendly. Because it involves Adobe, Google Docs, and a scanner, all of this necessitates a high level of technological understanding.

Changes in technology may pose hazards to the organisation; thus, it is vital to stay up with key technological changes in the sector while retaining enough flexibility to respond quickly (Euchner, 2021). The effects of technological innovation on the workplace are producing rising pains. It has also produced a number of problems, including system outages during staff UiTM clock-ins or during working hours when services like Fineportal or Fais are inaccessible. The outsider has power over all of them; the bursary UiTM Kampus only needs to submit a report to fix this issue.

6.0 RECOMMENDATIONS OF SWOT ANALYSIS

6.1 STRENGTHS

- *Stay Goal-Oriented*

As previously said, staff bursary UiTM Kampus Rembau have a good level of competency but still require advice to improve in the future, such as remaining goal-oriented. With the charter client's expectations for Bursary UiTM Kampus Rembau clearly defined, they can more readily achieve or surpass those goals. As a result, if supervisor want to develop precise goals that will help employees better understand their jobs and how their duties fit into the organization's vision (Cakir & Adiguzel, 2020).

It is important to focus on desired results because, for example, figure 4 shows that in March, Bursary can get 100% good performance even though the charter says the performance must be more than 80%, implying that payment for documents submitted by clients will not take more than 7 days. Context and attaining objectives, defining clear expectations in a team context, and taking actions to ensure commitments are followed may all help Bursary keep goal-oriented.

- *Cut Cost in Expenses.*

Bursary with a sustainable budget have been awarded. But, with a budget of RM2.5 million, a capacity of over 2000 students, and inflation, making the list, estimating the budget for operation, and fixing it at Universiti Teknologi Mara (UiTM) is the most difficult aspect. So, the best option for a bursary that is already capable but needs to be supplemented is to search for ways to eliminate unnecessary costs, such as expenditures or expenses such as sports activities or exercise for staff training. According to the journal, cost-cutting occurs when money must be found elsewhere to pay a critical bill, advertise, or otherwise capitalise on an opportunity (Shrestha, 2021). Examine elements that can be controlled to a considerable extent in particular. A bursary can be provided, but bursary must also have a high degree of ethics to ensure that the financial decisions they make are honest and straightforward.

6.2 WEAKNESSES

- ***Prepare A Growth Strategy With All Department UiTM Kampus Rembau***

Every company, regardless of size or revenue, should have a growth strategy, have a plan for responding to vulnerabilities and threats, and manage resources accordingly. Growth strategies and the outcomes of these strategies are the most important factors for keeping businesses alive in today's computational, fast-growing world because organisations strive to use their resources efficiently in order to gain competitive advantages and survive for many years (Hughes, Kornberger, Mackay, O'Brien, & Reddy, 2021).

Selling Harumanis at Universiti Teknologi Mara (UiTM) Cawangan Perlis, for example to be role model. The plan is sell the harumanis, which are in high demand in Malaysia, even to worldwide customers. Universiti Teknologi Mara (UiTM) Cawangan Negeri Sembilan Bursary Kampus Rembau, can prepare to create idea with all the department at UiTM Kampus Rembau which sells smoked duck or beef, can use this as a inspiration, and this is one of the preparations for expansion initiatives UiTM itself. Because Bursary UiTM Kampus Rembau is financially dependent on the federal government, this is the ideal proposal can do because it boosts profit while also allowing the bursary to save on its own.

- ***Improve Manpower Productivity***

Because the requirements of UiTM itself hiring employees must be the same as capacity student at UiTM, this circumstance also contributes to the deficiencies of Bursary UiTM Kampus Rembau due to a lack of workers. The most successful technique for increasing labour productivity is to invest in its development (Gomes, 2020). Following up with team members while they work on improving their performance allows for help along the way to boost manpower productivity.

For example, by staying in touch with them and asking what work they need to do and if they need assistance, can see that measuring their development is beneficial since it allows us to better understand their potential and forecast whether or not they will meet their performance goals. This encouragement and interest are also

necessary for the team member to feel confident, finish the work on time, and remain loyal to the organisation.

6.3 OPPORTUNITIES

- ***Form A Successful Collaboration and Joint Venture***

A sort of organisation between organisations in developing or potentially settled markets is a critical tool for firms looking to capitalise on new growth opportunities (Haeruddin, Farhansyah, Haeruddin, & Mansur, 2020). Bursary UiTM Kampus Rembau receives possibilities to pool resources and knowledge from UiTM, IPTA, IPTS, Statutory Bodies, and Government Agencies. To be more global and profitable, all of this must develop or be planned into a successful collaboration and joint venture.

Bursary UiTM Kampus Rembau, for example, should begin with comprehensive planning that examines the business strategy to determine how best to fulfil Bursary goals. Perhaps they can use the SWOT analysis example to evaluate the strengths and weaknesses of both firms and determine whether the company is a good fit. Even in the finest of relationships with other Bursary or IPTAs, problems will almost definitely arise from time to time. Approach any debate with optimism, seeking for win-win solutions rather than trying to outdo each other.

- ***Use Software that Upgrade Quality Of Financial Management System***

A quality management system exists to assist an organisation in coordinating and directing their systems and processes in order to meet customer expectations and all regulatory requirements (Gremyr, Lenning, Elg, & Martin, 2021). Implementing a software solution that can maintain "document information" as required by the standard without the need for lengthy manuals and other documentation is one way to improve a quality management system.

Financial Management ISO 9000:2015 accredited by LRQA, for example, can serve this precise purpose at a bursary at UiTM Kampus Rembau. Examine the data collected as part of the quality management system to confirm that a quality management system is absolutely correct for Bursary UiTM Kampus Rembau.

6.4 THREATS

- *Strike An Emotional Chord With Your Customer*

The recommendation for public perception at the bursary is to connect with your customer on an emotional level, which taps into their fundamental motivations and fulfils their deep, often unspoken emotional needs (Dieckmann, Gregory, Satterfield, & Slovic, 2020).

Bursary UiTM Kampus Rembau, for example, can consider how actions and words carry a lot of weight with clients such as SRK, lecturers, students, and Staff. To foster deep ties and a great experience, the bursary must actively show a long-term interest in and commitment to the relationship at all times. This extraction method pushes you to listen intently while also allowing the consumer to talk openly and freely about their worries, challenges, or complaints. The more they divulge, the greater the chance for Bursary UiTM Kampus Rembau to tap into their motives and intents in order to effectively steer them towards the intended conclusion in a human and empathic manner.

- *Adopt a Service Mind-Set*

A technological shift the traditional view of technology considers systems to be assets that an organisation owns and operates. A modern perspective views technology as a set of services that a corporation can consume and integrate as needed without having to own the systems themselves (Beer & Mulder, 2020). This advice redefines IT functions; formerly, Bursary hosted and operated systems within; currently, services are outsourced and handled flexibly.

Bursary UiTM Kampus Rembau, for example, may be concerned with how well it meets their needs and provides values. At the same time, bursary must match with their new systems and business culture, beginning with a clear understanding of the new behaviours that employees must embrace. Quickly learn how to use the technology to realign processes while maintaining the quality of user experience that customers expect.

7.0 CONCLUSION

Overall, this internship provided an excellent chance for me to obtain practical experience and polish my abilities as a finance student. I am grateful for all of the learning and experiences I obtained while working at the Bursary Office Department at Universiti Teknologi Mara (UiTM), Cawangan Negeri Sembilan, Kampus Rembau. During my internship, I learned both soft and hard skills. As a result, Mr. Hazril often reminds me of soft skills such as integrity when workers do their tasks, open-mindedness, cooperation, creativity, problem solving, and a willingness to learn. The hard skills like database management, FAIS, as in Fine E-Procurement Plus, is to forecast new programmes, benchmark, and store stationary, also known as property management.

All of this contributes to my professional growth and development. I had no knowledge or experience in the education sector prior to working as an intern, but in order to be a hardworking person as an intern, I needed to learn a lot about systems, communicate with people, think more deeply about problems such as do SWOT analysis to see about Bursary and try to find solutions, learn with another branch, not just at UiTM Cawangan Negeri Sembilan Kampus Rembau, and prepare for projects while sharing knowledge and ideas.

As an internship student, feel delighted because my work has directly or indirectly impacted the organisation, as I develop and create systems for incoming quality records to make it easier not only for workers but also customers, create paperwork for upcoming events, and assist them in alleviating the burden that bursaries always have.

Finally, my internship was a success, and I believe in 5 years I contributed significantly without being fatigued. It was an honour to gather expertise and share all of my contributions and passion with everyone on the team. The bursary will help me grow and learn how to be a risk manager since, as a financial student or worker, the most essential things are to: 1) limit the risks; and 2) minimise the possible damages if everything goes horribly wrong.

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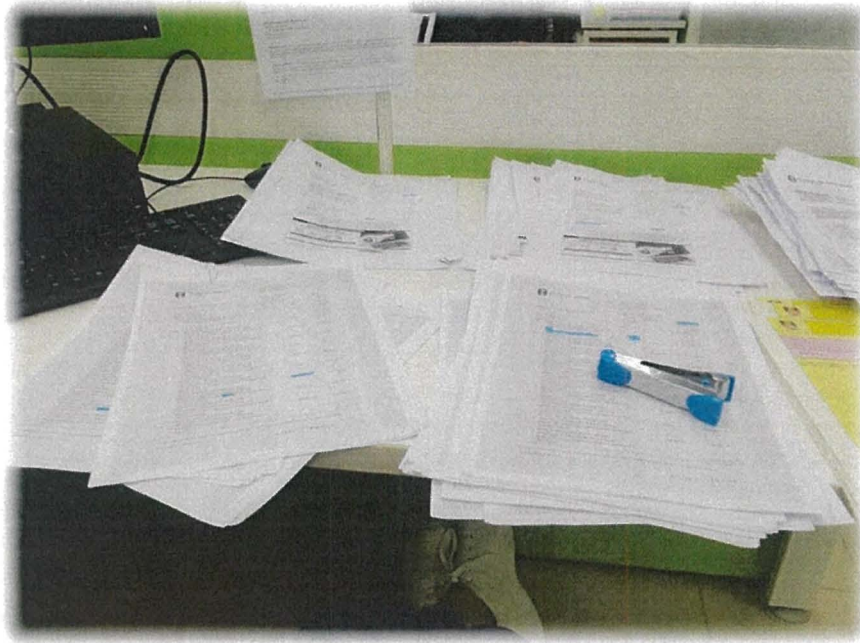
9.0 APPENDICES



Appendices 1 : Meeting At UiTM Kampus Dengkil About Business Space He & She Coffee



Appendices 2 : Benchmark UiTM Kampus Dengkil for Business Space He & She Coffee



Appendices 3 : Task During Working Hours



Appendices 4 : Organize The Store



Appendices 5 : Donate Blood At PTAR UiTM Kampus Rembau



Appendices 6 : Official Speech For Eid Mubarak



Appendices 7 : Meeting Business Space for Quotation and Agreement Offer Proposals



Appendices 8 : Presentation From Bursary Office for Business Space



Appendices 9 : Benchmark Business Space for The Supplier



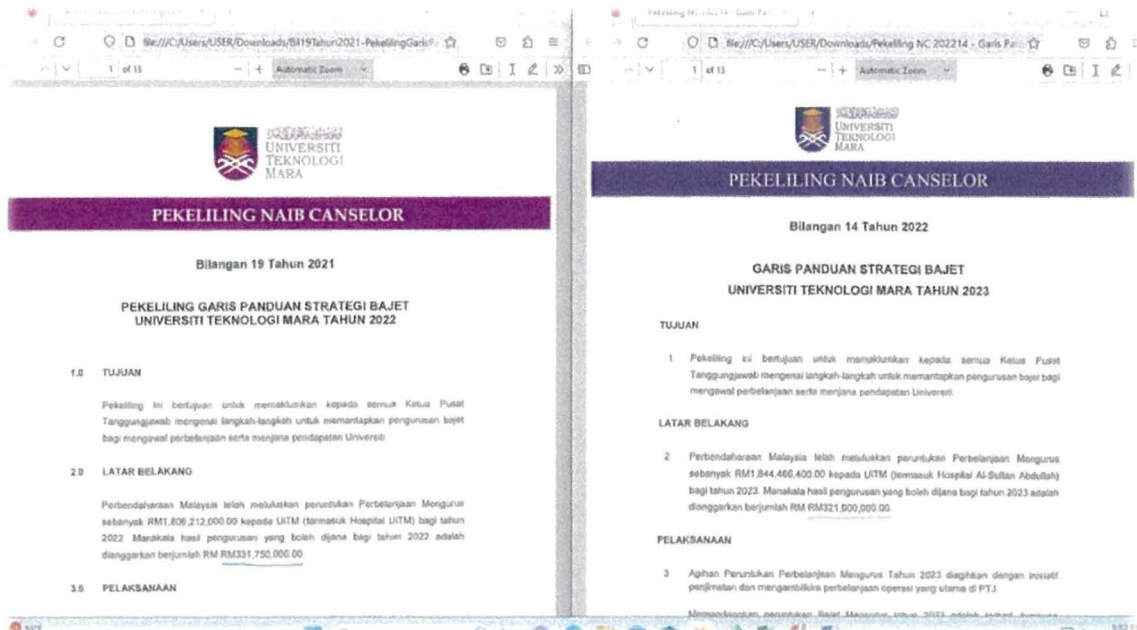
Appendices 10 : Co-workers Bursary Office UiTM Kampus Rembau



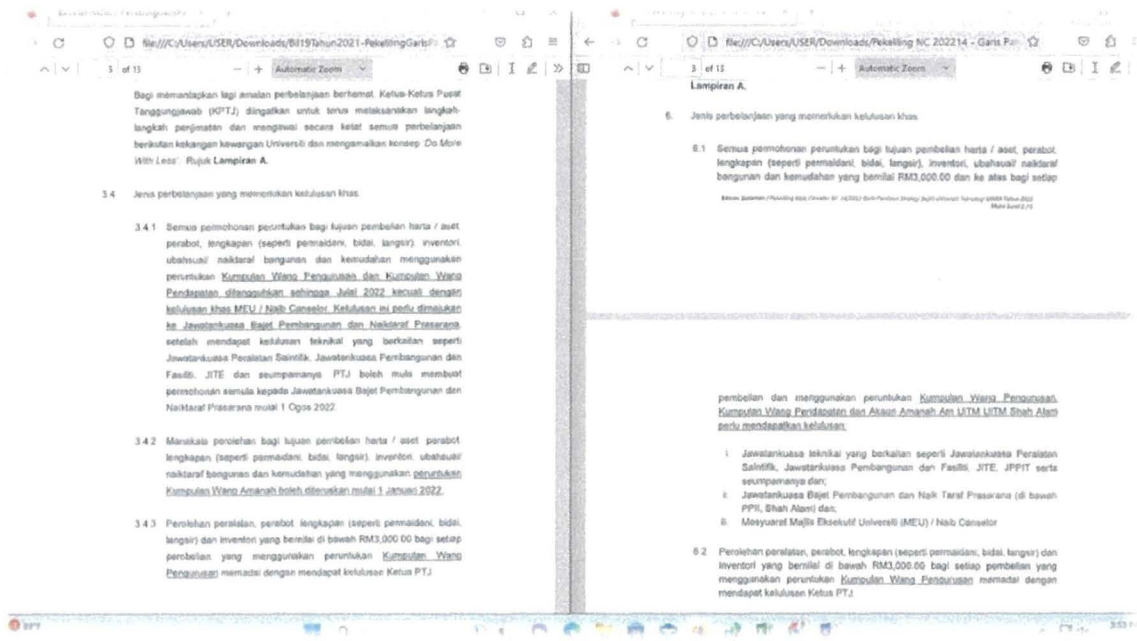
Appendices 11 : All Co-Workers Bursary Office UiTM Cawangan Negeri sembilan For 3 Campus



Appendices 12 : Booth Bursary Office UiTM Cawangan Negeri Sembilan During Eid Mubarak



Appendices 13 : Different Amount Strategic Budget For 2023 And 2021



Appendices 14 : Different Strategic Budget at Expenditure

PIAGAM PELANGGAN PEJABAT BENDAHARI KAMPUS INDUK

- Menguruskan belanjawan Universiti seperti berikut:
 - Menyediakan Anggaran Belanjawan Mengurus Tahunan UiTM yang lengkap mengikut jadual dan tarikh yang ditetapkan oleh Kementerian Pendidikan Tinggi.
 - Menyediakan Agihan Peruntukan Tahunan sebelum atau pada 1 Januari setiap tahun.
- Mengeluarkan 90% Pesanan Tempatan untuk permohonan Perolehan melalui:
 - Tender/ Sebut Harga Rasmi/ Rundingan Terus dalam tempoh lima (5) hari bekerja dari tarikh kelulusan Perolehan dalam FAIS.
 - Pembelian Terus/ Kontrak Pusat dalam tempoh lima (5) hari bekerja dari tarikh kelulusan permohonan belan dalam FAIS.
- Menjelaskan 90% pembayaran dalam tempoh tujuh (7) hari dari tarikh Terima dokumen lengkap.
- Membayar emolument mengikut tarikh yang ditetapkan oleh Bendahari.
- Menguruskan permohonan pinjaman kenderaan/ komputer staf seperti berikut:
 - Memulakan kegunaan permohonan pinjaman kenderaan/ komputer dalam tempoh lima (5) hari bekerja dari tarikh permohonan lengkap diterima.
 - Mengeluarkan Surat Pesanan Kenderaan/ Komputer dalam tempoh lima (5) hari bekerja setelah borang perjanjian lengkap diterima.
- Menyampaikan e-tiket kapal terbang melalui e-mail seluas leyfutnya satu (1) hari sebelum tarikh penerbangan bagi tempahan yang Diterima tidak lewat dari tujuh (7) hari bekerja sebelum tarikh penerbangan.
- Mengangkut barang lupus yang telah diluluskan secara kaedah musnah dan jualan sisa dalam tempoh tujuh (7) hari bekerja dari tarikh pengesahan pengangkutan oleh Pusat Tanggungjawab (PTJ).
- Mengemukakan penyata kewangan yang muktamad bagi Tahun berakhir 31 Disember setiap Tahun kepada KetuaAudit Negara sebelum atau pada 30 April Tahun berikutnya.
- Mengemukakan laporan Ringkasan Kedudukan Kewangan (setelah diaudit) Tahun berakhir 31 Disember setiap Tahun kepada Bahagian Canseteri dan Komunikasi Korporat dalam tempoh satu (1) minggu selepas menerima sijil Ketua Audit Negara untuk disertakan bersama Memorandum Menteri Pendidikan Malaysia.
- Menguruskan bayaran biasiswa/ pinjaman yang Diterima daripada pelajar dalam tempoh tujuh (7) hari selepas pihak Bendahari menerima dokumen lengkap. Dokumen lengkap bermaksud senarai nama pelajar serta jumlah bayaran bagi setiap pelajar.

Dikemaskini pada 12 Ogos 2020

Appendices 15 : Charter Customer For Bursary Office UiTM Kampus Rembau

Name	Date modified	Type	Size
BENDAHARI - GFORM & EXCEL	3/31/2023 11:02 AM	Excel PDF Docu...	13,147 KB
BORANG Ringkasan Eksekutif Pemohon...	4/7/2023 12:13 PM	Microsoft Word S...	203 KB
CARTA ALIR PROSES PEROLEHAN FINE P...	5/3/2023 2:49 PM	Microsoft Word D...	75 KB
CARTA ALIR PROSES PEROLEHAN FINE P...	5/3/2023 11:22 AM	Excel PDF Docu...	70 KB
INDUSTRIAL TRAINING REPORT TASNIM...	7/10/2023 1:54 PM	Microsoft Word D...	15,142 KB
KERTAS KERJA DAN BORANG EKSEKUTIF	4/7/2023 4:29 PM	Excel PDF Docu...	4,752 KB
KERTAS KERJA PERMOHONAN PROGRA...	3/8/2023 3:31 PM	Microsoft Word D...	87 KB
KEWPA 7	3/28/2023 6:41 PM	Microsoft Word D...	89 KB
KEWPA 7	3/30/2023 9:15 AM	Excel PDF Docu...	95 KB
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MAPS	4/6/2023 3:11 PM	Microsoft Word D...	29,996 KB
Pejabat Bendahari Universiti Teknologi M...	5/23/2023 11:37 AM	Microsoft Word D...	13 KB
PEGENALAN PEJABAT BENDAHARI UiTM	5/8/2023 4:52 PM	Microsoft PowerP...	45 KB
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Raport	7/10/2023 3:00 PM	Microsoft Word D...	359 KB
RHB ISLAMIC BANK	5/24/2023 9:32 AM	Excel PDF Docu...	9,752 KB
SE Futures Letak	3/20/2023 10:30 AM	Excel PDF Docu...	879 KB
SENARAI SENIAK PROSES FINE PROCURE...	5/3/2023 4:55 PM	Microsoft Word D...	35 KB
SENARAI SENIAK PROSES FINE PROCURE...	5/3/2023 4:56 PM	Microsoft Word D...	33 KB

Appendices 16 : All the Task Have Been Done