



KEMENTERIAN PENDIDIKAN TINGGI

# Industrial Training Report at Pagoh Higher Education Hub

1 March - 15 August 2023

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(HONS) HUMAN RESOURCES***



## **EXECUTIVE SUMMARY**

My memorable and enlightening 6-month industrial training began here at the Pagoh Higher Education Hub, Ministry of Higher Education (HPTP). The report of my internship is to prepare in detail the period of training, experience, activities that I carried out, and also my achievements while undergoing my internship at Pagoh Higher Education Hub. This executive summary aims to present an overview of the report, highlighting the key aspects and findings.

During my internship, I was placed in the Management Services unit that manages employee matters as well as administration at HPTP for 6 months. Here, I have learned a lot about HR and administration. For example, photocopying, filling, scanning, sorting resumes, etc. I also assist Mrs. Arina in managing candidates who apply to work at HPTP. Additionally, I was able to complete every task that the person in charge (PIC) and the supervisor gave me efficiently, on time, and well. They also gave me advice and guidance in completing the assignments given. Not only that, but they also said that when working, communication is one of the keys that is very important and needs to be emphasized because it makes it easier for them to assess how a person works, how they solve problems, voice their opinions, and so on. Apart from that, they give a lot of advice about the world of work so that when I work later, I know what employers like and doesn't like about employees. In addition, the internship experience that I went through could slightly improve my personal development in terms of knowledge, skills, and abilities in doing human resources tasks.

This internship provided a valuable learning opportunity that allowed me to produce a SWOT analysis of their company. Based on my observation, HPTP's strengths are that they have a competent head of department, and they conduct a lot of training sessions for staff to improve their knowledge and skills. They have two weaknesses: a lack of workers in all units and less knowledge and skill because most of them are new hires. Not only that, but HPTP also has the opportunity to continue developing in terms of networking with external agencies, as many outside agencies use the services available at HPTP. Although there is an opportunity for HPTP, they will not run away from the threat that they will face, which is the intrusion of HPTP website data, and political change has slowed the progress of development.

In conclusion, for every SWOT analysis, there will be a recommendation. To maintain existing strengths, HPTP needs to provide continuous feedback and arrange post-training follow-up sessions. Next, to overcome its weaknesses, HPTP needs to make improvements in terms of organizational structure and hire permanent and qualified workers. The available opportunities need to be refined, so HPTP needs to create a special HPTP website for the convenience of online booking by customers, and lastly, for threats, HPTP can overcome this threat problem by developing and building an intrusion prevention system (IPS) and implementing the corporate social responsibility (CSR) program.

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## ACKNOWLEDGEMENT

Alhamdulillah, first of all, I would like to express my gratitude to Allah S.W.T. because, with his abundance and grace, I was given the strength and facility to complete this assignment according to the time that was determined. Without the grace of strong thinking skills and a strong spirit from Him, I may not have been able to reach this stage and complete the report assignment given. I am very grateful to the Pagoh Higher Education Hub for giving me the opportunity to undergo a practical training period at their place.

I also want to express my deepest appreciation to those who are behind the scenes, helping and supporting me to complete this assignment. I would also like to give my utmost appreciation to my advisor lecturer, Madam Nor Tasik Binti Misbah, for helping me a lot in completing assignments, giving me ideas, and giving me good support.

Also, not forgetting, I would like to thank my family members, especially my parents, who always support me and give me a lot of good encouragement from the beginning of my practical training and in producing this excellent work. Thank you for helping me a lot with spending ringgit when I was doing my practical training. Only Allah can repay my parents, who helped me a lot from the beginning to the end. Not only that, I also thank my brothers and sisters for helping me, supporting everything I do, and giving me ideas and suggestions for completing this task.

Next, I would like to thank my supervisor and person in charge, Mrs. Nor Rasidah and Mr. Abdul Halim, who always helped me throughout my practical training at the Pagoh Higher Education Hub. They always give good guidance, give ideas for completing assignments, and give solid support for me to complete my industrial training. Thank you for making me adapt to a good work environment, always making me feel comfortable at work, always giving me a positive vibe, and never getting tired of teaching me for something that I didn't know. Not only that, they gave me a beautiful memory, and it's not easy to forget. Not forgetting my colleagues, Mrs. Ros, Mrs. Arina, Mrs. Ayu, and Mr. Arif, who always helps, supports, and cheers up my day at the office. Without them, I would not have been able to successfully complete this practical training at HPTP either.

Finally, a big thank you also goes to my friends, who are always there for me through thick or thin, always support me in whatever I do, and always give me advice during my practical training. Therefore, this assignment that I did, and this journey of my practical training could not have been done with excellence without my parents, my siblings, my advisers, HPTP colleagues and my friends.

# STUDENT'S PROFILE

## NURUL HUSNA BINTI SALIMIN



### EDUCATION

#### SMK LENGA

SPM Level

- Graduated with 3A-, 5B+, 1C+, 1C and great extra-curricular activities.

MUAR  
2013-2017

#### SMK ALAUDIN RIA YAT SHAH 1 PAGOH

STPM Level

- Graduated with a CGPA of 3.42

MUAR  
2018-2019

#### UNIVERSITI TEKNOLOGI MARA (UiTM) KAMPUS BANDARAYA MELAKA

Bachelor of Business Administration (Hons.) Human Resource Management

- Current CGPA : 3.72
- Dean's List : Semester 1 until 5
- Related Coursework: Recruitment and Selection, Compensation and Benefits, Industrial Relations, Employment Law, Training and Development.

MELAKA  
2020-Current

### WORK EXPERIENCE

#### PETRON

Sorting Booths and Cashier

- Interact with customers, friendly service, manage product transactions, resolve customer conflict and answer questions while advancing customer service and verbal communication skills
- Regularly ensured all shelves and displays were properly coordinated, and stocked neatly for better inventory control and customer access.
- Proactively kept abreast of the product & services to include the latest offerings & sales, to allow for each customer to get the best value in their ringgit.

PAGOH  
JANUARY - AUGUST 2022

Part-Time Tutoring

- Provide interactive one-on-one tutoring sessions across various subjects and assist in completing the homework and developing stronger learning and studying techniques.

PAGOH  
JANUARY-AUGUST 2022

#### KEMENTERIAN PENDIDIKAN TINGGI

Internship

- Involved in "Karnival Jom Selangkah ke Universiti"
- Assisted in resume screening candidate for grade 41 application.
- Do editing, recording, filling and managed job application.
- Regularly check document to make sure no mistake was made.

### LEADERSHIP EXPERIENCE

#### KELAB SUKARELAWAN ZAKAT (SUZA)

Leader of program Infaq Ihya' Ramadan

- Provide form C to receive approval from the student welfare office.
- Fundraised money from students, and lecturers to people outside the institution.
- Delivered the donation physically to Kompleks Anak Yatim Fatimah Azahrah.

#### KOMPLEKS ANAK YATIM FATIMAH AL-ZAHRAH

23 APRIL 2021

#### TINGKATAN 6

Vice President of Form 6

- Help the president regarding student welfare.
- Assists the president in the weekly meeting.

PAGOH  
2018-2019

#### TINGKATAN 6

Vice President of Fire Brigade Club

- Help the president regarding student welfare.

PAGOH  
2018-2019



- Assists the president in the weekly meeting.

#### **VOLUNTEERING**

##### **CHARITY WEEK 2022: EXPLORACE**

**UiTM BANDARAYA MELAKA**

*External Relation Bureau/ Activity Bureau*

*30 AUGUST 2022*

- Collaborated and communicate with Islamic Reliefs Malaysia to raise funds for kids in need all over the world.
- Plan and coordinate the explorace route by site-visiting the area.
- Prepared games and prizes without exceeding the limit of approved budget.
- Facilitate games and checkpoints during the events.

##### **HOPE GIVERS PROJECT**

**UiTM BANDARAYA MELAKA**

*Secretary*

*29 JANUARY 2022*

- Completed the document regarding the project to Pejabat Hal Ehwal Pelajar.
- Prepare report and minutes of meeting.

##### **CHARITY WEEK 2021: WEBINAR**

**UiTM BANDARAYA MELAKA**

*Protocol Bureau/ Emcee*

*6 NOVEMBER 2021*

- Collaborated with Islamic Relief Malaysia to run well the program Charity Week 2021
- Be an emcee for the online webinar

#### **ACHIEVEMENTS AND HONORS**

##### **BRONZE AWARD**

**UiTM BANDARAYA MELAKA**

*Virtual-Melaka International Intellectual Exposition: Road to Commercialization*

*JUNE-JULY 2022*

- Give an idea to produce an innovative product that can be commercialized in the market.
- Produce presentation in video form

##### **KELAB SUKARELAWAN ZAKAT (SUZA)**

**UiTM BANDARAYA MELAKA**

*Entrepreneurship Bureau*

*2020-Current*

- Collect funds from sales
- Prepared sales profit report
- Provided poster entrepreneurship to interact with people to buy products from us.

#### **SKILLS**

**Skills:** Microsoft Office (Word, Excel, PowerPoint) Editing, Communication & Writing, Teamwork, Leadership, Problem Solving.

**Interest:** Volunteering, Café-Hunting, Music

**Language:** Native in Malay, English, Beginner Proficiency in Basic Arab

#### **REFERENCE**

##### **DR AZHANA BINTI OTHMAN**

Senior Lecturer

Faculty of Business Management

Universiti Teknologi MARA, Kampus Bandaraya Melaka

##### **MADAM ZUNAIDAH BINTI AB HASSAN**

Senior Lecturer

Faculty of Business Management

Universiti Teknologi MARA, Kampus Bandaraya Melaka

## **1.0 COMPANY'S PROFILE**

### **1.1 Company's name.**

Industrial training is very important for every final semester student, as is choosing a company placement to undergo practical training within a period of 6 months. This training is held to give trainees exposure to the real world of work as well as the opportunity to gain experience throughout the six months of practical training. Not only that, but this training is also conducted based on the concept of learning, which requires putting into practice the theory and academic concepts that have been applied and learned during the learning session in a real-life work situation. So, during the six months of practical training, I chose to be placed in the Special Project Section of the Pagoh Higher Education Hub, known as the SPK HPTP.

### **1.2 Logo company**



**KEMENTERIAN PENDIDIKAN TINGGI**

### 1.3 Location of company



*Bangunan Perpustakaan Gunasama, Seksyen Projek Khas Hab Pendidikan Tinggi Pagoh, Bahagian Pembangunan, Kementerian Pendidikan Tinggi, Jalan Edu Hub Gunasama 6, KM. 1, Jalan Panchor, 84600, Pagoh, Muar, Johor Darul Takzim.*

### 1.4 Operation Hour

SPK HPTP has two different times according to the day. On Sundays to Wednesdays, the company operates from 8:00 a.m. to 5:00 p.m., while on Thursdays it started operating from 8:00 a.m. to 3:30 p.m.

### 1.5 Vision

High quality tertiary education, excellent individual, prosperous nation.

### 1.6 Mission

Sustaining a quality higher education ecosystem in order to develop the potential of individuals and meet national aspirations.

## **1.8 Objective**

We are set to provide the best quality of facility as part of our world class services toward vision to set the standard for the best education hub in the region.

Set to serve the institution resident and CSR facility provider for the surrounding community especially Pagoh people.

## **1.8 Goals**

World class facilities for world class institutions

## **1.9 Background of establishment**

The Pagoh Higher Education Hub in Pagoh University City is Malaysia's first and largest public higher education hub. The development of a university city in Pagoh follows the model Qatar Education City and the Science and Technology Park (Qatar Education City). This inspiration was sparked by Tan Sri Dato' Dr. Muhyiddin Muhammad Yassin during his tenure as Deputy Prime Minister of Malaysia. The opening of HPTP is on 2 May 2017.

The Special Projects Section, Pagoh Higher Education Hub, known as SPK HPTP, is an initiative that has been introduced under the Malaysian Ministry of Education to introduce and develop higher education programs in rural areas. Therefore, the SPK HPTP was developed with the aim of increasing accessibility to higher education for isolated communities as well as being able to improve living standards and economic development in the area.

On June 24, 2011, the cabinet approved the HPTP development in Muar, Johor, to be implemented as a Private Fund Initiative (PFI) with Sime Darby Property Selatan Sdn. Bhd. (SDPS). SDPS, as a Special Purpose Vehicle (SPV), has been given the right to design the HPTP facility according to the Government's specifications, build and complete the facility, and maintain the building with funding fully borne by the concessionaire. Therefore, Polytechnic and Utility Facilities (KPT), UTHM, UIAM, and UTM entered into a Concession Agreement on November 7, 2012.

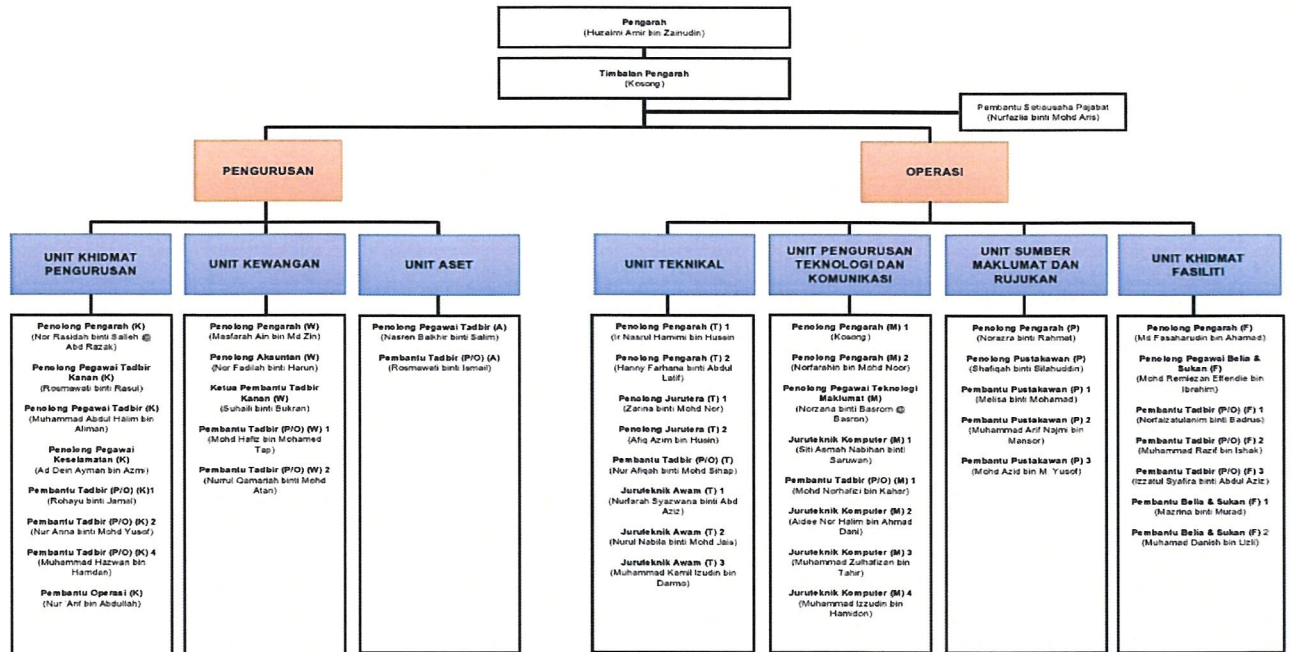
Next, the development of this HPTP involved an area of 1,000 acres, which was developed in phases. For the first phase, it involves an area of 500 acres. The development of this HPTP has involved four Public Higher Education Institutions (IPTAs), namely Tun Hussein Onn University (UTHM), International Islamic University Malaysia (UIAM), Universiti Teknologi Malaysia (UTM), and Tun Syed Nasir Syed Ismail Polytechnic (PTSN). In addition, this HPTP will also be equipped with Centralized Shared Facilities and a Water-Cooling System building. The second phase covers the area of the entire Pagoh development.

Furthermore, the development of this HPTP has a cluster concept that is according to the institution, taking into account the shared facilities. This shared facility will be shared by every institution in HPTP as well as the local community. The facilities provided are not only for the institutes here but are also open to outsiders who wish to use the facilities provided. These Shared Facilities will be administered by the Ministry of Higher Education (KPT) under the HPTP Special Projects Section, Development Division.

## 1.10 Organizational Structure

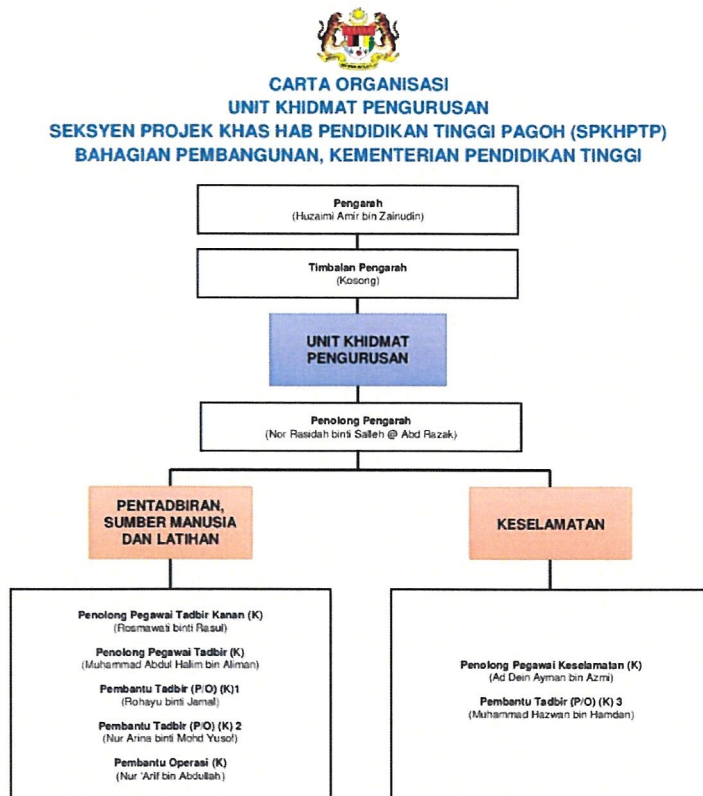


### CARTA ORGANISASI SEKSYEN PROJEK KHAS HAB PENDIDIKAN TINGGI PAGOH (SPKHPTP) BAHAGIAN PEMBANGUNAN, KEMENTERIAN PENDIDIKAN TINGGI



Tarikh kemas kini: 10 Julai 2023

## 1.11 Organizational Structure of Management Service Unit (UKP)



### **1.13 Services offered.**

The place where I did my internship, which is HPTP, provides shared facilities under the supervision and management of the Pagoh Higher Education Hub Special Projects Section, Development Division, Ministry of Higher Education. It is provided specifically for the use of Public University/Polytechnics and the local community in general.

This facility is divided into three zones. In the first zone, there are convention halls, auditoriums, and multipurpose halls, while in the second zone, there are shared libraries, ICT data centers, suraus, central cafeterias, and guest houses. In the third zone are sports stadiums, tracks and races, futsal complexes, and aquatic centers (Pagoh Higher Education Hub Community Portal, n.d.). There are many facility services provided at HPTP that can be used by students, staff, and outsiders.

#### **1.13.1 Zone 1**

The convention center is a large building designed specifically to hold various types of events. For example, conferences, seminars, town halls, graduations, banquets, activities, university programs, exhibitions, and so on. Anyone from the Ministry of Higher Education or outside parties may use this convention hall. This is said to be so because the convention hall can hold a capacity of 1,000 people with an area of 2494 (M<sup>2</sup>). The convention center is equipped with large-capacity meeting rooms, audiovisual, sound systems, and lighting, as well as technological infrastructure, Wi-Fi, and VIP rooms for special guests. So, there is no problem if there is a big event that will be held there. To make a reservation for the convention, they need to contact the SPK HPTP administration unit directly to make a reservation. For payment, it is only applied to external parties.

Next is the auditorium. This auditorium is a space to be used for activities such as lectures, learning, town halls, and so on. It is often used by lecturers to teach university students who are around the Pagoh Hub. There are six auditoriums available. Five auditoriums can hold a capacity of 250 people, while the rest have



a capacity of 500 people. The rental rate is only charged to outside parties who want to rent it to hold a talk or town hall program.

In addition, a multi-purpose hall This multi-purpose hall has three main halls: two halls for use as examination halls for UTM, UTHM, POLITEKNIK, and UIA with a capacity of 1,000 students, while another hall is for a basketball court and four badminton courts. Not only that, but this multi-purpose hall can also be used for exhibitions as well as for public events. For this hall, it is very important to make a reservation as early as possible to avoid date clashes with other tenants. The rental rate is the same as for the convention hall and auditorium, only applied to outsiders.

### **1.13.2 Zon 2**

The facility that SPK HPTP offers for the second zone is a shared library. This shared library building has an area of 4,000 square meters (M2). It houses a shared library, facilities to access the internet, multi-functional spaces, a data center, and a cafeteria. This shared library has an area of 8,962 square feet with a capacity of 1,300 seats, and 64,678 reading materials. The SPK HPTP library is under the administration of the information resource and reference unit (USMR). The operation of this library involves a workforce from three Public Universities (UA), namely Universiti Tun Hussein Onn Malaysia (UTHM), International Islamic University Malaysia (UTM), and Tun Syed Nasir Polytechnic (PTSN). The reading materials are placed in the HPTP Utility Library for the use of UA / PTSN students. For surau it is also one of the services provided for students who are at the Pagoh Hub. This surau accommodates a total of 200 people.

Not only that, but guest houses are also one of the services offered for those who want to stay at HPTP. Often, the guests who stay are those who have a program at HPTP, such as a lecture, or parents of students who want to attend their child's graduation day. This guest house is adjacent to the HPTP building and under the supervision of the Administrative Unit, SPK HPTP Development Division of the Ministry of Higher Education. The rooms provided are equipped with a television,

refrigerator, water heater, and electric jug and include a set of sheets, towels, and blankets. This guest house also has an area of 2,945 m<sup>2</sup> and has 60 units of various types of rooms.

### **1.13.3 Zon 3**

For zone 3, SPK HPTP provides a sports stadium, track and field, futsal complex, and aquatic center. As for the sports stadium, it has a capacity of 1,000 people and has tracks and races that meet the standards of the International Amateur Athletic Federation (IAAF). While open sports facilities are also provided, they can be used for football, hockey, rugby, field bowling, tennis, netball, basketball, volleyball, and “sepak takraw”. Most of them are students who rent facilities to fill their free time in the evening, co-curricular activities, and sports days, and they have also been used for Johor state sports. In addition, the buildings for the futsal complex and the aquatic center are adjacent. The futsal complex consists of four futsal courts, while the aquatic center has a swimming pool and a diving pool used for Olympic sports. The depth of this swimming pool ranges from 1.5 meters to 5 meters, and it also has 8 lanes for the swimming pool and 3 meters of springboard for the diving pool.

## **2.0 TRAINING'S REFLECTION**

As for the internship program for semester 6, I started a practical training journey at SPK HPTP on March 1 until August 15, 2023. The duration of my entire internship journey is 6 months, and during those 6 months, I have been assigned to work from Sunday to Thursday. I start my work on Sunday because I am in an area in the state of Johor that requires all civil servants to work on Sunday. So, for my working hours at HPTP, I have to come to the office from 8:00 a.m. to 5:00 p.m., but on Thursdays, I have to come to the office from 8:00 a.m. and come home at 3:30 p.m., which is earlier than usual.

At SPK HPTP, I was placed under the Management Services Unit, which is known as UKP. At UKP, Mr. Abdul Halim is the person in charge who will take care of all my needs and work while at UKP, while Mrs. Shidah is the supervisor who will see how I work, reprimand me if I make mistakes, and teach me how to work with integrity.

At the beginning of my work, I met with Mrs. Ros to find out more about this UKP. Mrs. Ros is a senior administrative officer and human resources officer who manages employee affairs at HPTP. During the meeting, Mrs. Ros gave me a PDF book on Human Resources and told me a little about the intricacies of HPTP as well as the function of HR here. I was informed about the essential tasks performed at UKP, and Mrs. Ros introduced me to the HRMIS 2.0 web, which is used to enter employee data or enter employee performance, whether achieving KPIs or not. Little by little, I know how to use HRMIS 2.0 and what information is in HRMIS 2.0. HRMIS 2.0 is a human resource information management system that has been specially developed to facilitate the human resource management process in all public agencies throughout Malaysia. On this HRMIS website, it has various functions, and one of them is that employees can see the evaluation report given by the superior officer on the employee's performance while working. Not only that, but this HRMIS also has a leave MyHRMIS for employees to apply for leave, leave approval, and leave status to see how many days of leave are left and have not been used yet. This HRMIS 2.0 is only used by civil servants who work permanently at HPTP. Mrs. Ros also helped me a lot during my practical training at HPTP.

In addition, Mr. Halim is also my PIC; he helps me a lot and gives me tasks to learn how life is in the work world. I have done many tasks during my practical at UKP. I do a lot of daily office administration work, but before I was given such a task, I was assigned to make a new organizational chart to replace the old one. So, it takes 3 weeks to complete it. I also learned how to use a photostat machine, although it looks simple, it is complicated if you use it for the first time. For daily office administration work, I was once assigned to handle phone calls when the employees in my unit were all taking training courses outside. So, I need to answer calls if there is an important call. In addition, my tasks and responsibilities at UKP were to manage employee files, prepare files, and enter the course certificates attended by employees into the course information file according to the names that have been compiled.

Next, in May and above, many tasks have been given to me. One of the specific specialization tasks is that I have to create a design for every festival, such as Hari Raya, Aidiladha, Malaysia Day, Independence Day, and so on, to be used as a banner. The banner will be placed at the HPTP gate. When the banner was put up, it made me feel appreciated because my hard work was displayed in front of the HPTP building. For me, it is a big responsibility because I have to make sure that the banner, I design meets the characteristics that the director of HPTP wants. Alhamdulillah, the Director at HPTP, likes the design that I created. This is such a great honor for me.

Not only that, but I was also taught how to make proposals and minutes of meetings. Mrs. Ros gave me instructions to create and prepare a proposal for the installation of a banner at the Pagoh Higher Education Hub. To make a proposal, I need to get as much information as possible to make it easier for me to complete the paperwork. After making the paperwork, I need to send it to Mrs. Ayu to be checked, and Mrs. Ayu will show me the part that is wrong and that needs to be corrected. From there, I can improve my knowledge of making a proposal, which will make it easier for me to make a proposal in a new workplace. As for the minutes of the meeting, Mrs. Ros has also instructed me to attend the unit management meeting to take the minutes of the meeting. For me, it was the first time I took a minute of meeting. When I wanted to make minutes of meetings, Mrs. Ros gave me a PowerPoint as a reference on how to make minutes of meetings. I was given time to make it, and for me at the beginning, it was quite challenging and difficult because I had to re-listen to what was discussed in the previous meeting and write down important

points. What is more challenging is to make a meeting minute sentence; it needs to be grammatically correct and use standard language, but I still try, and I always ask Mrs. Arina whether it is correct or not that I am making minute of meeting since Mrs. Arina has more experience than me. Making the minutes of a meeting requires extensive knowledge and high skills. If we don't learn, it will make the important information in the minutes of the meeting unclear, ambiguous, and not understood by the superiors.

In addition, Mrs. Ros gave me the task of using sketch apps to draw the floor plan for the library's third floor (the KPT management office), and Mrs. Ros will present it to the Director at the UKP office for approval of the renovation. From there, I learned how to make sketches and many other new things throughout my time at UKP. Next, I also became a very brave person to communicate with my superiors, namely the division secretaries and other officers, where I was told to explain the food and Eid Mubarak design that had been created by the HPTP secretariat for the Eid Mubarak ceremony at the HQ of the Ministry of Higher Education in Putrajaya. For me, it was a very valuable experience that was difficult to forget because I was trusted by HPTP to explain a little bit about the Eid Mubarak theme. I was very happy and willing to do the task, even though I was nervous at first.

Next, it's such an honor when I can work with other staff to handle such a big program, which is "Karnival Jom Selangkah ke Universiti," organized by the Pagoh Higher Education Hub. This is the first carnival to be held. I have been assigned, together with four staff members, as an invitation bureau and need to make an invitation letter to invite the parties involved. We, as a team, work hard to ensure that the program runs smoothly, and that no invitation is left behind. The program will be implemented on 20-21 August 2023. I am very grateful for being given the opportunity to handle a large program like this, and I can add it as my experience and knowledge of handling large events made by the Ministry of Higher Education. The carnival involves IPTA, IPTS, colleges, PTPN, and others as well as this program specifically for students who will take the Malaysian Certificate of Education (SPM) and the Malaysian Certificate of Higher Education (STPM).

In the middle of May, the management service unit, which is UKP, released a statement regarding the vacancy for the position of Assistant Director Grade 41 at HPTP. The application is

open until the middle of June, and I have been given the task of assisting Mrs. Arina in managing the resumes sent by candidates. On average, they are degree, master's, and even Ph.D. graduates. Mrs. Ros has taught me how to manage, scan and sort resumes according to the university course taken by the applicant, according to where they live, and according to the latest job done by the candidate. In addition, every morning I will check the email, print out all the applicant's resumes, and start sorting with Mrs. Arina, Mr. Halim, and Mrs. Ros. A total of 500 candidates applied for that position, and it took two weeks to sort them one by one and make the selection of which candidate was suitable for the position. After finding a suitable candidate, the resume will be sent to Mrs. Shidah, and Mrs. Shidah, along with other officers, will carefully screen each candidate. After that, Mr. Halim, the person in charge, called the candidates to come for an interview. From there, I saw the process of how candidates are selected, and I also gained new knowledge about how to ensure that the candidate is suitable for the position provided. In checking the candidate's resume, Mrs. Ros has taught me a little bit about which resume is suitable and good to send to the company, referring to the Grade 41 candidate's resume. Mrs. Ros gave me a lot of advice. When I learned about this, I could use a little bit of experience to send a good resume that meets the characteristics required by the superior. For me, it is not easy because there are many great competitors who also have a high level of education and are applying for the job.

Lastly, the benefits I got from my journey as a practical training student at HPTP were facilities, accommodation, knowledge, and skills. Why do I say that? Because the first HPTP provides various facilities to their employees, even if they are practical students, employees can use whatever facilities are provided, and even guest houses can be used for accommodation without paying for the service. Apart from that, I also gained a lot of knowledge and skills there. Before this, I might not have even known how to manage a large event, create minutes of meeting, write correspondence, manage resumes, manage candidates, create paperwork proposals, and so forth, but while I was at HPTP, Mr. Halim, Mrs. Ros, Mrs. Arina, Mrs. Ayu, and also Mrs. Shidah gave me help and provided excellent instruction. I am grateful to have colleagues who are very nice and good and never complain about teaching me. With their presence, it can help me develop my knowledge more widely and not focus on just one job. Apart from that, the benefits that I get are the network and the relationships. This is said because, through my practical training at the Ministry of Higher Education, I had the opportunity to develop a network and relationship with professionals at HPTP, where those who hold a position recognize me because I am a person who

is easy to communicate with and easy to socialize with. I can interact with professionals who have experience in the same field, and I can expand my circle of contacts with them. I also had the opportunity to speak with senior officials at the Ministry of Higher Education HQ in Putrajaya. Ultimately, I was able to experience significant growth in the skills, knowledge, and experience I gained throughout the practical training, and I can use the knowledge I have to prepare myself for the future when I work after completing the practical training.

### 3.0 SWOT ANALYSIS

SWOT analysis stands for strength, weaknesses, opportunities and threats. It is a tool that businesses can use to analyze their best internal initiatives, such as performance, competitors, risk, and business potential. With this SWOT analysis, the company can formulate a good strategy for the future. This SWOT analysis examines the organization's internal and external factors. This technique can guide companies towards strategies that are more likely to be successful or away from strategies that may be less successful (Courage, n.d.). Therefore, I have carried out a SWOT analysis at the place where I do my internship, which is SPK HPTP. So, as a practical student at the management service unit of HPTP, I have listed two points for each aspect, where the strengths are a competent head of department and many training sessions. The weakness is the lack of workers in all units and less knowledge and skill. For the opportunity are networking with external agencies and adapting with new technology. Lastly, threats are the intrusion of HPTP website data and political change have slowed the progress of development.

In the first analysis, that is a strength. Strength is something that explains the excellence of the organization which can distinguish it from competitors, or a business characteristic that gives it an advantage over its competitors. For weaknesses it is described as an internal factor that refers to weaknesses that prevent the organization from performing at its optimal level. It includes aspects that can affect the company's performance or competitiveness and limit its potential success. As for opportunities, they refer to external factors that affect the potential growth or improvement of business areas. When organizations can take advantage of their environment and be aware, they can plan and implement strategies that allow them to make a profit. Organizations can gain a competitive advantage by utilizing the opportunities they have. Last but not least, there are threats. Threats are external elements that can harm or affect the reliability and profitability of the organization's business. When threats come, stability and survival can be at stake for a company. There can be intense competition, political changes, economics, and so on.





KEMENTERIAN PENDIDIKAN TINGGI

# SWOT ANALYSIS INFOGRAPHIC

## WEAKNESSES

- Lack of workers in all units.
- Less knowledge and skill because most of them are new hires

## THREATS

- Intrusion of HPTP website data
- Political change has slowed the progress of development.

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**S**

## STRENGTHS

- Competent head of department
- Many training sessions are held for staff to strengthen their knowledge and skills.

**W**

## OPPORTUNITIES

- Networking with external agencies like many outside agencies use the services available at HPTP for uses such as town halls, convocations, and so on.
- Adapt with new technology

**O**

**T**

## **4.0 DISCUSSION AND RECOMMENDATION**

### **4.1 Discussion**

#### **4.1.1 Strength**

##### **4.1.1.1 Competent head of departments.**

I have carried out a SWOT analysis at the place where I do my internship, which is SPK HPTP. In the first analysis, that is a strength. Every organization needs a leader who has leadership characteristics. This is because leaders play a key role in determining the direction, strategy, and success of an organization. HPTP has a very competent leader because the director is a professional and experienced person who has been working for many years. The director will always be aware of the problems that happen. This is said because at HPTP, the director will hold a meeting once every 2 weeks for all heads of units and once a month for middle supervisors starting in grade 28 and above. This meeting is held to discuss the problems that arise, share the development status of each unit, ensure the effectiveness of teamwork, discuss activities that want to be carried out at HPTP, and so on. If the director is not satisfied or wants to reprimand problematic employees or employees who do not carry out their duties, he does not get mad recklessly; he will meet in person or reprimand through a meeting with the head of the unit. At the meeting, the director will discuss the reason and try to solve the problem together with other unit heads. Heads of units can also voice their opinions and give ideas and thoughtful information. So, it allows the problem to be solved well when there are creative thoughts and different perspectives.

Not only that, but the director is also a person who takes action quickly. When the director gets direct information from the superiors, which is the HQ of the Ministry of Higher Education, the director will hold a

meeting to provide information quickly and will ensure that the information is clear so that it is easy for staff to do their work. It is good when the director holds a meeting like this because the staff can get the latest information on organizational issues, important changes at HPTP, or anything related to strategic management. Not only that, but through this meeting as well, the director gives the staff the opportunity to contribute ideas or any issues they want to raise. The nature of directors like this will build a sense of ownership and involvement in the organization among staff. It allows other staff members to feel that their opinions are valued, their ideas are listened to, and they can contribute various ideas. This can help staff increase their self-confidence, motivation, and job satisfaction.

#### **4.1.1.2 Many training sessions are held for staff.**

The second point of strength is that many training sessions are held for staff to strengthen their knowledge and skills. Every company definitely needs employees who have high skills for their job. Every time a new employee comes in, they will definitely be trained so that they can establish themselves with good knowledge and skills to make it easier for them to do their jobs. So, during my practical training there, I found out that each unit at HPTP needs to hold various courses for staff to achieve the Key Performance Indicator (KPI) that has been allocated for each person which is the director has allocated for each person for 7 course days in a year. These courses usually aim to improve the skills and knowledge of employees in certain areas related to the company's KPIs. For example, in July, I attended a course under the supervision of the Management Services Unit, which is the unit where I did my practical training. The course is a course in writing official government documents (official letters, memos, and emails). This course aims to explain the guidelines for preparing official letters, memos, and emails according to correct, accurate, and uniform procedures. It also aims to explain and apply the method of writing official documents, especially official letters, memos, and emails, based on standard

Malay grammar. This course has revealed to all the staff at HPTP how to write official government documents properly and in an orderly manner.

In addition, the speakers who attended for this course gave very useful knowledge because, in this course, a group training session was held to allow all the staff to make the letters that have been specified, and they will make a presentation to see whether the letters have been made according to the prescribed format or not. If not, the speaker and other staff will try to help and point out which part is wrong and needs to be fixed. From there, they will exchange their opinions and ideas. So, when there is this kind of training, more over for employees who have just started their work, it will automatically improve their skills, increase productivity, increase job satisfaction, and make it easier for employees to adapt to the changes that will occur. Apart from that, each unit will create a different course, and through this course, employees can gain a variety of experiences and skills. So, from there, they can use all the knowledge that they gained as a return to the company and make the company as a whole can improve operational performance and achieve the vision and mission that has been set.

#### **4.1.2 Weaknesses**

##### **4.1.2.1 Lack of workers in all units.**

For weaknesses, the first point is regarding lack of workers in all units. When a company has a lack of workers, it can have a negative impact that affects various aspects of the company's operations and productivity. Therefore, at HPTP, I found that there was a lack of employees. At HPTP, there are only around 43 people. For each unit, the number of workers is not the same. For example, the Management Services Unit has only 11 employees; the financial unit has 5 employees; the asset unit has only 2 people; the technical unit has 7 people; the information resource and

reference unit have 5 people; the technology management Unit and communication unit have 7 people; and the rest are at the facility service unit, which has 7 people. While another two people are the director and the director's secretary. For all employees, HPTP has three types of employees: permanent, contract of service, and MySTEP. For permanent employees, there are 15 employees, 13 contract service employees, and 13 MySTEP. Overall, HPTP has a lack of employees under the information and reference resource unit and under the asset unit. It is said that, under the information and reference resource unit, they lack employees to take care of the resource center, which is the center for four public universities. Not only that, but they also lack workers to do book cataloguing, which needs to reach 1,300 books in a year. As for asset units, they are also understaffed and are forced to bear excessive workloads and an imbalance of priorities. When there are fewer workers under this asset unit, they become less productive, delaying their work a lot and doing work at the last minute due to the lack of workers.

#### **4.1.2.2 Less knowledge and skill because most of them are new hires.**

The second point of weakness is less knowledge and skill because most of them are new hires. Having skills and knowledge while working is an important aspect of the success and advancement of a person's career. This is said to be so because extensive skills and knowledge can help employees improve work effectiveness, improve work quality, increase self-confidence, and stimulate innovation and creativity. At HPTP, most of the employees are newly appointed employees who have been working for a year or two. So, these people lack in terms of knowledge and skills and need more time to complete or do work. Sometimes new employees no longer adapt to the new environment and are still in the learning process. That's why they are still slow in doing their job because this learning process takes time but will be quicker if new employees are willing to study harder and more diligently.

What can I see during my practical training period is that there are some units that do not have the skills in teamwork and do not have good communication skills. The ability to work in a team and communicate is the most important aspect of a job because it affects a person's work performance. In addition, these people do not have strong teamwork and have a careless attitude that has caused the duplication of booking facilities at HPTP. The overlap occurred between HPTP and the public university at that time, which wanted to book for the purpose of the exam week while HPTP wanted to book for the carnival. They do not have the skills to communicate with group members and face difficulties in collaborating with colleagues, which causes the work of the unit to not run smoothly. This inability causes confusion, misunderstanding, and tension among team members, and this weakness can hinder work performance, lead to less productivity, and produce unsatisfactory results. As a result, when team members don't take the initiative to learn, it will be difficult and a burden for the team.

### **4.1.3 Opportunities**

#### **4.1.3.1 Networking with external agencies**

For opportunities, the first point is regarding networking with external agencies. It is very important for any organization to establish network relationships with external agencies because they can have a great impact on the organization itself. One of them can raise the organization's image, develop long-term relationships, and raise its reputation. If external agencies use the facility services provided, it can attract other agencies to use the services. This is due to the fact that if external agencies that have used the organization's facility are satisfied, they will undoubtedly recommend it to other organizations. Therefore, throughout my practical training here, many external agencies wanted to use the facilities provided by HPTP, one of which was the Muar district sports council. They have used the MPH, which is a multi-purpose hall, as a center for the MSSD level

netball game that took place in July and they also used the guest house service for a 3-day.

In addition, the Malaysian Ministry of Health uses the auditorium facilities for its town hall program. As a result, many external agencies recognize this Pagoh Higher Education Hub because HPTP provides various facilities that can be used for any program. So, when we have a network relationship with an external agency, it automatically expands the network and opens doors for new relationships, strategic collaborations, and mutual benefits with external stakeholders. This wide network can provide long-term benefits in terms of support, guidance, and career development opportunities.

#### **4.1.3.2 Adapt with new technology.**

The second point for opportunities is adapting with new technology. Every organization needs to adapt to new technologies to stay relevant, compete, and grow with other organizations. These new technologies are often the main drivers of increasing competitiveness. If the organization does not adapt to the relevant new technology, it may be at risk of being left behind by competitors who use the technology. Therefore, at HPTP, from 2016 to 2018, they still used punch card machine technology. This punch card machine is a machine that is used to record the time for entering and exiting employees or officers who serve in an organization. From 2019 to 2022, they changed the punch card machine to a slide card machine, which is a machine where the employee's card needs to be touched in the machine, and at the end of 2022, HPTP changed the slide card machine to a thumbprint, which is a biometric fingerprint machine. This biometric system plays an important role in registering employee time in and out for attendance and overtime calculation with just fingerprint reading or facial recognition, and now it can automatically record employee attendance data integrated into the Human Resource Management System (HRMIS) (Info-

Tech Systems Integrators, n.d.). This technology makes it easy for employees to check their working hours on a biometric system. But to detect fingerprints and faces, they need to be taught first how to use the thumbprint, and those who play an important role in teaching are Mr. Halim and also Mrs. Arina, who are the officers who manage the employees at this HPTP. They easily adapted to the new technology provided.

In addition, there is also another technology, which is the Digital Document Management System 2.0 (DDMS 2.0). The purpose of this DDMS 2.0 is to develop a records management system that manages the official and official secret records of the government for their entire life cycle, from the process of creation, capture, storage, maintenance, distribution, and disposal of records digitally and systematically (Gillis, n.d.). Because the system is new and only a few ministries use it at HPTP, and only the administrative staff uses it. The implementation of DDMS 2.0 is intended to increase the speed of access to information, reduce the use of paper, improve the delivery system, and guarantee more transparent and efficient government services. As a result, even though the technology is now more advanced, they are able to compete and keep up with the rapid development of technology and are able to compete with great organizations out there.

#### **4.1.4 Threats**

##### **4.1.4.1 Intrusion of HPTP website data.**

For threats, the first point is regarding intrusion of HPTP website data. Any company or organization will not run away from the invasion of data networks by irresponsible parties, either from within the country or abroad. Organizational data breaches refer to illegal activities carried out on digital networks or illegal and immoral actions to steal, access, or take data belonging to an organization without permission (IBM, n.d.). So, when I



was attend a meeting of management at HPTP, the issue of this cyber-attack was raised by the technology and information management unit (ICT). Those who are irresponsible want to hack or spy on the data of the officials at HPTP. Most of those who want to invade are from abroad. Based on statistics made by the ICT unit, the country of La France is the country with the highest number of device attack attempts in HPTP followed by India and the USA. The hit count for these three countries is 7,235, 6,784 and 2,205, respectively. There are many disadvantages or effects that can be obtained if this attack continues without supervision. One of the effects is the loss of important data and information about employees. If they obtain the data, they can make an attack on the employee's information and continue to attack anything related to money or misuse of the employee's identity (Business Australian Government, 2023). However, this issue is still well controlled by the ICT unit itself, but is still cautious and not too comfortable with this cyber-attack.

#### **1.1.4.2 Political change has slowed the progress of development.**

The second point for threats is political change has slowed the progress of development. Most unstable political changes or changing governments will make slow development progress. Government and administrative institutions will frequently change in tandem with significant political change. A disorganized or unstable transition process can hinder the government's ability to implement development programs and policies. Therefore, the idea to develop this HPTP came from Tan Sri Dato' Dr. Muhyiddin Muhammad Yassin, who at the time was the 10th Deputy Prime Minister of Malaysia. So, when the development of HPTP has been completed and politics have changed, where Tan Sri Muhyiddin no longer holds the position of Deputy Prime Minister (TPM), the progress of HPTP development has been slow. This is said because it is difficult to get consent for money for the development of HPTP when Tan Sri Muhyiddin is no longer TPM at the moment. This matter has been informed by HPTP

officials. This political change slightly interferes with the progress of development, and if Tan Sri Muhyiddin is currently the TPM, he will definitely focus on development here and will try to make this HPTP better known around the world. In addition, this significant political change also caused instability in educational institutions. It is because changes in leadership or changes in the administrative structure can disrupt the smoothness of the decision-making process, program implementation, and institutional management. As a result, it can have a negative impact on the progress of higher education development.

## **4.2 Recommendation**

### **4.2.1 Strength**

#### **4.2.1.1 Provide continuous feedback.**

Maintaining competency in doing tasks is very important for the success of an individual as well as an organization because it helps to increase productivity, increase attitude, reduce mistakes, allow for adaptation to changes, reduce stress, and so on. In this rapidly changing world, competency is the key to achieving goals and lasting success. So, the director at HPTP needs to provide continuous feedback to the employees in order to achieve success. Effective and consistent feedback can bring a variety of benefits, including increasing employee motivation, solving problems, and so on. In addition, when the leader always gives continuous feedback, it can also help employees understand the task better. This is said because, when a leader gives continuous feedback, it can provide a clear view and instructions about what the leader expects from each task given to the employee. This little bit can help employees understand the goals and targets more clearly and identify what needs to be changed to achieve those goals. Don't forget, if the leader always gives feedback, it can maintain

professional relationships because there is a strong interaction with the employees. (Indeed Canada Corp, 2022)

#### **4.2.1.2 Arrange post-training follow-up sessions.**

After the employee attends the training session that the company provides to advance their skills and knowledge, the company undoubtedly wants a return. Therefore, training employees in training sessions is not enough without them applying what they have learned to the work they are doing now and retaining it for the long term. (Linkedin, n.d.) So, to strengthen and maintain the retention of learning after training, organize a follow-up session after training. This post-training follow-up session is an effective way to reinforce knowledge and identify training gaps and barriers to strong learning transfer. In my opinion, the Unit at HPTP that implements this training course should send a follow-up email to the trainees involved after one month of the training session. HPTP can hold a meeting for all trainees by looking at their self-learning to ensure that the trainees have used or applied the knowledge and skills that they have acquired at work or in their daily lives. By using the available opportunities, the HPTP can also allow trainees to practice their skills by seeing how they work or discussing their experiences as they try to apply the knowledge that they have acquired at their unit. When there is a follow-up after this training, for a little bit, we can know whether the objective of the training was achieved or not (Cohen, n.d.).

### **4.2.2 Weaknesses**

#### **4.2.2.1 Improvement in term of organizational structure**

The lack of employees in an organization can be a serious problem that affects the performance and productivity of the entire organization. So, to overcome this problem, I suggest that HPTP needs to strengthen and improve the organizational structure itself. HPTP needs to ensure that the

department has an optimal and flexible organizational and staffing structure for employees, and when wanting to divide tasks, it is necessary to ensure that the tasks given are compatible with the function and role of an employee so that employees do not feel burdened in doing the tasks given. Before dividing tasks, superiors need to analyze the needs and the design of the organization. HPTP needs to analyze comprehensively and in detail the needs of the organization and identify the tasks that the employees need to do. In addition, HPTP needs to establish a clear organizational structure with clear roles and responsibilities for each position in HPTP and ensure that the division of tasks is based on the skills and strengths of the employees themselves. When tasks are given equally and according to the employee's role, the problem of a lack of employees can be easily overcome, employees are more productive, and employees will accept work with an open heart without complaining.

#### **4.2.2.2 Hire permanent and qualified worker.**

Every company definitely wants employees who have a complete package in terms of experience, knowledge, skills, and so on. If the organization wants to hire less experienced employees, it may require more resources and time to train them from A to Z, but if the organization hires more experienced employees with a wealth of knowledge and skills, the employee can offer sufficient and good benefits to the organization (Indeed Canada Corp., 2022). With relevant skills like that, employees will definitely work more efficiently and effectively and be able to complete tasks quickly and accurately without working carelessly. So, to avoid getting employees who lack knowledge and skills, HPTP needs to appoint existing employees who are sufficient in terms of experience, skills, abilities and knowledge, as well as hire the permanent employees, so that it facilitates the process of organizational development without high turnover. In addition, when HPTP hires experienced employees, it can overcome the weaknesses of the organization itself, which are employees who lack

knowledge and skills. Therefore, when knowledgeable and experienced employees are chosen to work, they will be versatile or easy to adapt towards changes in the organization with little guidance from their supervisors, and they will be able to do work as usual and be able to achieve the objectives that have been set by the organization.

### **4.2.3 Opportunities**

#### **4.2.3.1 Create a special HPTP website for the convenience of online booking by customers.**

In this world of advanced technology, we need to adapt and master in various new technologies so that they make it easier for us to do tasks. A website is also a form of digital media that consists of a group of web pages that are connected electronically and can be accessed via the Internet. Websites can be used for various purposes, such as marketing tools, e-commerce, creating services, providing services, and so on. So, based on my observation, HPTP needs to prepare or create a website specifically for customers who want to make reservations at shared facilities instead of making reservations face-to-face at HPTP. If there is a website, it can make it easier for customers to make bookings slots and also make it easier for officials to take note of the booking, and this website can also provide opportunities for customers to place orders at any time, even outside of working hours (Linkedin, 2023). This can provide flexibility to customers who are busy or are far away from the HPTP area to make a reservation. So, on the website, HPTP needs to provide information about all available facilities, prices, dates, times, and so on. With a website like this, it makes things easier for the officers who are in charge of taking reservations. As far as I am aware, if there is such a website, it will continue to automatically write about the customer's booking's date, location, and time. So, the possibility of not clashing with other agencies is very high.

## **4.2.4 Threats**

### **4.2.4.1 Develop and build intrusion prevention system (IPS)**

When an intrusion occurs, someone who is an expert in the field of IT in an organization or department plays an important role in finding a way to ensure the security of the website is guaranteed from intrusion by outside parties. As a recommendation, I suggest that HPTP have an intrusion prevention system (IPS). This system is a cyber security tool that examines network traffic to identify potential threats and will automatically take action against those who are not responsible (Gillis, n.d.). In addition, this system can also recognize and block any malicious software that wants to break in and take important information from the organization. This IPS tool constantly monitors and logs network activity in real-time. So, with the existence of this system, it can make it easier for HPTP to deal with this threat. Many benefits can be obtained from this intrusion system, one of which is being able to reduce the risk of a successful attack, provide better protection against threats, and so on. (Gillis, n.d.)

### **4.2.4.2 Do the implementation of the corporate social responsibility (CSR) program.**

In general, we know that CSR is a concept that combines philanthropy, ethics, and efforts into business practices that can benefit the community and the organization (Webber, 2023). This CSR is a commitment to enhancing human welfare and can boost the organization's reputation and gain public recognition. Not only that but through this program, the organization can build better and closer relationships with employees and the community. Therefore, the organization needs to find other alternatives to make itself known outside, even though the development process is slow due to political changes. So, my recommendation for HPTP is to plan to do a CSR program as a backup for the progress of the development of HPTP. HPTP can do volunteer work to

help victims after the flood, help clean the mosque, help clean the houses of Asnaf, donate to those in need, and so on. When an organization did a program like this, little by little, it can improve the organization's reputation by being recognized by outsiders due to the giving of help, making sacrifices to help the people who are in trouble out there, and so on. In addition, when we run this CSR program correctly and transparently, it can attract external sponsors or agencies to invest in various activities carried out by the organization even though it is not an easy thing.

## 5.0 CONCLUSION

In conclusion, this internship is a good and very necessary program for the students and me before finishing the degree year. It is very helpful in improving and developing the skills, abilities, and knowledge that we have acquired as a student while studying in the real world of work. Not only that, but it was also a very good experience that can be kept as a memory that is difficult to forget because I have many friends and staff who are very kind and never stop smiling and joking with me. In addition, HPTP is a very good place for me to do practical training because many benefits are provided, even though I didn't get any allowance. They just provide computers, Wi-Fi, access cards, and accommodation, and I can use all the facilities that they provide. Their treatment of me is very professional and equitable. They never complained about teaching me, and they taught me well. I am very grateful because I was able to undergo practical training under the Management Services Unit. Although at the beginning it was quite challenging to get along, with the flood barrier when I started to undergo practical training, I could not even undergo practical training for a week due to the route to work being disconnected, but I was able to overcome it well, and my person in charge, Mr. Halim helped me a lot and understood my situation during the internship.

Not forgetting Mrs. Ros, because of her teachings, I gained new knowledge about the way the government works, the scope of human resources, and how to make meeting minutes. For me, Mrs. Ros is a very gentle and caring person and will ensure that I learn a lot during my internship. She taught me a lot about how to handle my weaknesses and was ready to give me advice when I needed it. Mrs. Ros also introduced me to great people and encouraged me when I wanted to make a presentation in front of high officials of the Ministry of Higher Education. I gained a lot of knowledge, skills, and experience at HPTP until I fell in love with the place where I did my internship. For me, practical training for 6 months is not enough. When we have gained comfort, definitely wanting to finish the practical training is very difficult. For my vision, I will try to make sure that I can achieve what I want, even if I have to go through all the bumps and thorns. "A winner never stops trying". In shaa Allah, I will make sure that for the next five years, I can work as a human resources manager at a government workplace. I am trying to start from the bottom and will go up as well as achieve what I want with God's permission. Last but not least, even



though I faced many challenges during the practical training, I am very happy because I managed to finish my internship successfully and was able to create a lot of memories together with the HPTP staff.

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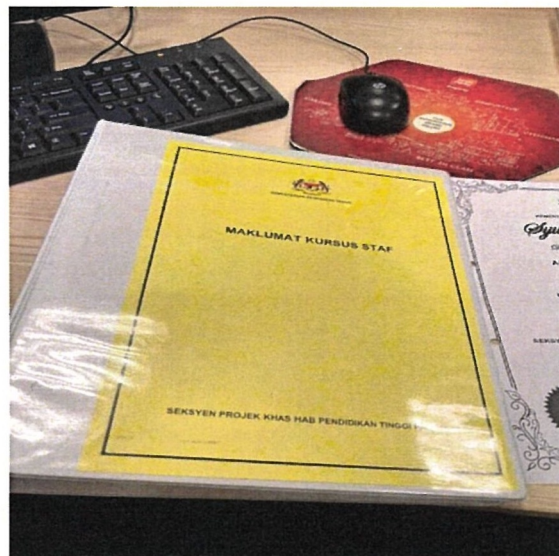
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## 7.0 APPENDICES



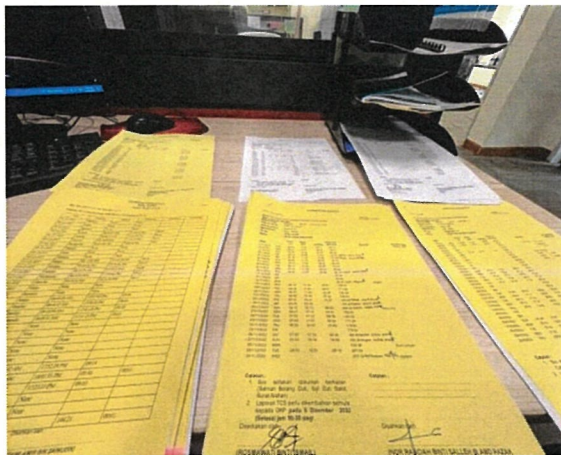
Preparation for courses of meeting management at auditorium 2 HPTP.



Staff course information which includes staff certificates



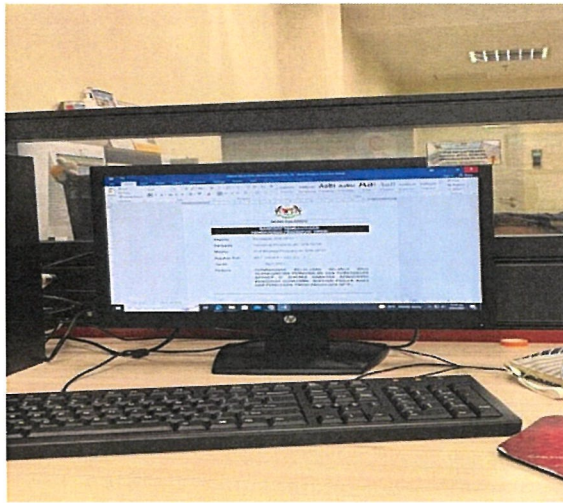
Preparation for talk program by lecturer from UIA.



*Check document total timecard.*



*Meeting with Mrs. Ros regarding Human resources at HPTP.*



*Prepare the paperwork for the installation of the banner.*



*Attended meeting of carnival "Jom Selangkah ke Universiti" at Ibnu Khaldun*



*Attended the Khatam Al-Quran program at surau.*



*Attended Al-Quran program every Thursday.*



*Attended the Hi-Tea ceremony organized by HPTP Club.*



*Attended Eid Mubarak program at Ministry of Higher Education, Putrajaya.*



*Attended human library program that organized by USMR.*





*Attended course in writing official government documents (official letters, memos, and emails)*



*The design that I created from Canva for course program.*



*The design pamphlet that I created for En Halim*



KEMENTERIAN PENDIDIKAN TINGGI

## *Sijil Penghargaan*

*Ataslah dengan ini dipersembahkan kepada*

**NURUL HUSNA BINTI SALIMIN**

*sebab menyempurnakan tugas sebagai*

**URUS SETIA BAGI MAJLIS AMANAT SETIAUSAHA BAHAGIAN  
PEMBANGUNAN 2023**

*berprestasi di*

**KEMENTERIAN PENDIDIKAN TINGGI, PUTRAJAYA**

*pada*

**19 MEI 2023**

  
Huzaim Amir bin Zainudin  
Pegawai  
SPK Jab Pendidikan Tinggi Pahang  
Bahagian Pembangunan  
Kementerian Pendidikan Tinggi

*My first certificate*