

اَوْنُوْزِ سَيِّتِي تَيَكُوْ لُوْ كِي مَارَا
UNIVERSITI TEKNOLOGI MARA



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INDUSTRIAL TRAINING REPORT AT JABATAN AGAMA ISLAM WILAYAH PERSEKUTUAN (JAWI)

1 March - 15 August 2023



1.0 EXECUTIVE SUMMARY

Industrial training is a platform or place for students getting the opportunities to gain knowledge about the job scope in an organization. Industrial training also helps students to be exposed to professional work experience where they can feel the work atmosphere in reality. Students need to finish their industrial training for six months as their last semester of studies.

In this report, it has been divided into several parts. The parts include student's profile, company's profile, training's reflection, SWOT analysis, discussion and recommendation, conclusion, references, and appendices. In this report also explained more details about my industrial training journey for six months at organization that I have been chose.

I got offered by Jabatan Agama Islam Wilayah Persekutuan Kuala Lumpur (JAWI) to undergo my industrial training for six months. JAWI is an agency where operates under Majlis Agama Islam Wilayah Persekutuan (MAIWP) to help promote and manage Islamic affairs that occurred.

Further, the most important part in this report is SWOT analysis where I am responsible for observing, analyzing, and explaining all internal and external factors that occurred at JAWI. After observing the SWOT analysis at JAWI, I have to explain in detail about it and give recommendations to solve the problems occurred at JAWI.



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3.0 ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful.

All praises be to God and His blessings on the completion of this report. Alhamdulillah, I was given the opportunity and strength to complete the writing of this report. As I completed the writing of this report, there were various challenges I faced. But, with the encouragement of everyone who has helped me and given me guidance I was able to complete the writing of this report.

First of all, I would like to thanks to my advisor, Puan Hasmi Binti Mokhlas who always giving her guidance and advises on how to do this wonderful report. She has helped me with positive encouragement and warm enthusiasm to complete this project. As such, it is a pleasure and an honor for me to take this course.

Secondly, I would also like to thank my parents and friends who have been with me all this time and strongly supported me to complete the writing of this report on time.

Lastly, I am humbled and grateful to all those who have helped me and provided all the ideas in this report and thanks to myself too for being healthy so that I can complete this report on time. This report is from me to me.



4.0 STUDENT'S PROFILE



SITI NUR JANNAH BINTI ADNAN

Student of Business Office Management

EDUCATION

2020

Universiti Teknologi MARA
(Bandaraya Melaka)
Bachelor of Business
Administrative in Office
System Management (Hons.)
• Current CGPA: 3.68

2018- 2020

SMK Tinggi Setapak KL
Sijil Tinggi Pelajaran Malaysia
(STPM)
• Graduated with CGPA: 3.12

2017

SMK Wangsa Maju Seksyen 2, KL
• Sijil Pelajaran Malaysia
(SPM)
• 2A 2B 2C 1D 2E

SKILLS

- Editing
- Microsoft Office
(Word, PowerPoint & Excel)

LANGUAGES

MALAY (FLUENT)
ENGLISH (INTERMEDIATE)

ABOUT ME

Spiritual and ambitious university students endeavor to pursue Bachelor of Business Administrative in Office System Management. In every circumstances, I'm ready to learn and gain knowledge from the senior staffs with respect and dedicate. Prepared to apply knowledges and skills acquired in real-world experiences in the workplace.

WORK EXPERIENCE

Pusat Bimbingan Huffaz, 2019-2020
Taman Sri Rampai

Assistant & Kindergarten Teacher

- Instructed approximately 20+ students ranging from 2 - 3 years old about Tauhid, Sirah and Akhlak.
- Employed a variety of materials for children to explore and manipulate in learning activities and imaginative play.
- Provided support to lead teacher and reinforced planned activities to help enhance the academic, emotional and physical development of students.
- Developed a good rapport with children in order to cultivate a safe and encouraging class room atmosphere.
- Collaborated in team settings to plan and teach Common Core Standards in a Title I school to students including English language, Science, Mathematics and Bahasa Melayu.
- Conducted daily classroom observations, assessments and curriculum implementations in a Kindergarten setting of 18 children as a lead classroom educator.

REFERENCES

Mrs Nur Hazwani
Mohamed Roseli
Coordinator of Industrial
Training
UiTM Bandaraya Melaka

Mr Lokman Hakim
Bin Abdul Rahim
Penolong Pengarah kanan M44
Jabatan Agama Islam Wilayah
Persekutuan



5.0 COMPANY'S PROFILE

5.1 Company's Overview

5.1.1 Company's Logo



Logo Code
Always Exemplary

Slogan words

"JAWI" in red means an organization that is always brave, firm, and respected.

"ALWAYS AN EXAMPLE" The position at the edge of the corner as a necessity to maintain morals and complement the entire Imam in addition to JAWI moving as a follower organization and always being at the front moving together with other organizations.

"THE DEPARTMENT OF ISLAMIC RELIGION OF THE FEDERAL TERRITORY" The position in the sheet means the strength and steadfastness of JAWI as the main Islamic organization.



5.1.2 Vision and Mission

i) Vision

- The Leader of Islamic Affairs Management Towards the Well-Being of the Ummah Based on Shariah Objectives

ii) Mission

- Empowering the Management of Islamic Affairs Through the Delivery of Comprehensive Services Towards the Well-Being of the Ummah

5.1.3 Objective

- Increase the understanding of Islam among the community.
- Provide welfare services to the Muslim community.
- Maintaining the purity of Islam by preventing immorality a heresy.
- Taking care of family and community institutions and helping couples with problems in the household through counselling services.

5.2 Background of Establishments

The Federal Territories Islamic Religious Department (JAWI) was established initially under the name “Council Secretariat” for the purpose of initiating the journey of the Federal Territories Islamic Religious Council (MAIWP). The Federal Territories Islamic Religious Council (MAIWP) was established on February 1, 1974. JAWI has been placed under the administration of the Malaysian Islamic Development Department (JAKIM) and since then JAWI consists of few units which are Administrative Unit, Enforcement & Prosecution Unit, Zakat & Baitulmal Unit, Mosque Management Unit, Unit of Marriage, Divorce and Consultation and Lastly Fatwa Unit. JAWI has continued to grow until now with the existence of two branches which are Putrajaya Branch and Labuan Branch. Putrajaya branch was established on 1st August 2001 and Labuan branch was established on 16th April 1984. Currently, the role of the Federal Territories Islamic Religious Affairs Authority (JAWI) covers several areas, including research, preaching and outreach, administration of zakat, waqf and Baitulmal, more systematic administration of family law, enforcement, and prosecution. is expanded to Counseling and fatwa studies for troubled couples and many more that related to Islamic issues.



5.3 Organizational Chart





5.4 Services Offered

At JAWI Kuala Lumpur, there are many services offered to the community not only in Islamic affairs but also general knowledge.

Firstly, JAWI offered *Taska JAWI* to the staff. *Taska JAWI* is a childcare and early childhood education services at the workplace for the convenience of JAWI' staff and also for nearby agencies. This will help the staff to reduce the burden of thinking about their children while working.

Next, JAWI also offers *Tanah Perkuburan Raudhatul Sakinah* services where it is one of JAWI's initiatives to develop a cemetery project with the concept of a grave in a garden equipped with a system of grave lots and its own reference number in a systematic and orderly manner.. JAWI also has a *Pasukan Pengurusan Jenazah JAWI* that carries out the mandate and responsibility of *fardu kifayah* mortuary management involving the death of Muslims for free of charge in the Federal Territories.

Apart from that, JAWI also offers a *Program Pengimarahkan Masjid* where religious programs include education, social, economic, and environmental. These programs are organized to ensure that the mosque really plays a role as a center for the unification of the ummah. These programs can also be done face-to-face or online. In addition, JAWI also have *Masjid Pusat Transit Mangsa Keganasan Rumahtangga*. This is an initiative where the mosque is also a transit center for victims of domestic violence, where two mosques have been selected as shelter transit centers, namely the *Masjid Wilayah Persekutuan* and the *Masjid Al-Ghufran Taman Tun Dr. Ismail* while 12 other mosques serve as complaint and counseling centers for victims of domestic violence. Moreover, JAWI also offers *Pusat Khidmat Keluarga, Sosial dan Komuniti (PKKSK)*. This center provides facilities for the community to obtain free counseling services related to Islamic social and family issues at UTC Pudu Sentral, UTC Mini Keramat, Masjid Usamah bin Zaid Wangsa Maju, Surau Al-Iman Presint 9 Putrajaya and Surau Al-Furqan Presint 11 Putrajaya.



Moreover, JAWI also have JAWI Food Bank where this is also an initiative JAWI together with strategic partners who provide aid distribution of essential goods to the target groups in need in the Federal Territories and extended to disaster victims throughout the country so that more people can benefit from it.

Furthermore, JAWI offers a service that can dispose of damaged Quran through machine's *Relau Pelupusan Al-Quran (R-PAQ)*. This machine is a green technology project created specifically to facilitate the process of disposing of damaged Qurans. This center is operated at Darul Kalam, Raudhatul Sakinah, Taman Selasih Kuala Lumpur. Also, there is a center namely Kompleks Darul Hidayah at Jalan Sentul Kuala Lumpur. This complex is a temporary shelter as well as continuous guidance for converts covering aspects of welfare and education. This complex is equipped with facilities such as dormitories, halls and lecture rooms that can accommodate up to 200 people at a time.

Lastly, JAWI also provides a wedding platform service for brides and grooms to enjoy the wedding throne, especially for couples who are holding a wedding ceremony at JAWI.



6.0 TRAINING'S REFLECTION

In this semester which is 6th semester where I have to undergo industrial training for six months. I was accepted to undergo my industrial training at Jabatan Agama Islam Wilayah Persekutuan Kuala Lumpur (JAWI). I have started my industrial training from 1st March 2023 to 15th August 2023. During my industrial training at JAWI for six months, I have been placed in Administration Department under *Bahagian Khidmat Pengurusan*. I was monitored by my supervisor which is Encik Lokman Hakim. Even though Encik Lokman is my supervisor, he put me under Puan Anis Rohayu which she is *Penolong Pegawai Tadbir Kanan* and also is the leader to other staffs. Throughout my industrial training, Puan Anis will give main instructions and the opportunity to me to gain work experience and practice work discipline in the world of work. Other than Puan Anis, all the *Pegawai Tadbir* also give me the opportunities to learn and help them according to their job scope.

As the beginning of my industrial internship, I was able to learn with Cik Suhaila on how to arrange all the files according to their own series number, how to record the memos and letters in files from other departments and learn how to record letters through *fail timbul*. Other than recording all the letters, I also able to learn with Puan Liyana on how to record usage rates of Touch 'n Go card and fuel usage in every car that have been used for any occasions that related to work. Moreover, I also learnt from Cik Raihan on how to record the attendance of staffs through biometric e-Jari 2.0 system. Not only recording the attendance of the staffs but also recording the attendance of security and cleaning workers. Apart from that, I was also given the opportunity to join a meeting namely *Mesyuarat Pengurusan JAWI Bil.4 Tahun 2023* with Director of JAWI and all Heads of Department in JAWI. I able to learn on how to prepare the meeting such as the agendas, minutes of last meeting, the attendance, and slides. Since all these is the first time for me, I always get help from Puan Eliza since she is the person who in charge in every meeting's preparation. The meeting was held to discuss all the management in JAWI including the issues happened, landscapes and activities held in JAWI and Masjid Wilayah since Masjid Wilayah is under the management of JAWI. Additionally, I was able to join *Kursus Pengurusan Kenderaan Siri 1 Tahun 2023* at Kuantan, Pahang. This course is made specially to all the drivers and the vehicle officers to increase their knowledge on how to handle and manage vehicles before and



after it used. It also teaches on how to key in journey's info and data in logbook. They also learnt about the components and parts of the vehicle, how to drive properly and the importance of service the vehicle on time. Moreover, every month, all staff of JAWI have to attend *Perhimpunan Bulanan* where everyone needs to gather with the Director for him to give his mandate and speech to everyone. Also, I was assigned to be a secretariat to help *Cawangan Perolehan* to manage a talk about *Perkhidmatan Pembersihan dan Kawalan Keselamatan di Tanah Perkuburan Islam Raudhatul Sakinah Wilayah Persekutuan Kuala Lumpur*.

During Syawal, I was assigned to make an invitation card to VIPs such as Prime Minister and his wife for *Sambutan Aidilfitri @ Dataran Merdeka Tahun 2023*. This event was organized by JAWI along with mosques under JAWI and DBKL. The purpose of this event was for gathering all community with different races and religion to enjoy and experienced the celebration of *Hari Raya Aidilfitri* with various of foods and drinks. Other than that, this event will help to strengthen the relationship with all communities even though they have different races and religion.

Lastly, for my last task during my industrial training was to prepare tagging name of VIP for *Sambutan Maal Hijrah Peringkat Wilayah Tahun 2023*. I also was assigned to be a secretariat of this event. Not only that, I also get the opportunity to join a contingent of JAWI for *Sambutan Maal Hijrah Kebangsaan Tahun 1445 Hijrah/2023 Masihi*.

After all, during my industrial training at JAWI, I have learnt many things and also, I could apply communication skills while dealing or interacting with officers and other staff. Even though I was not able to experience to be placed at other departments, I able to gain an amazing experience and knowledge at my current department which is Administration Department, and it also relates to my courses. To sum, I was happy that I have been placed in this department because other than gaining experience and knowledge, I also able to be friends with the female staff which make feel sad to end my industrial training here.



7.0 SWOT ANALYSIS

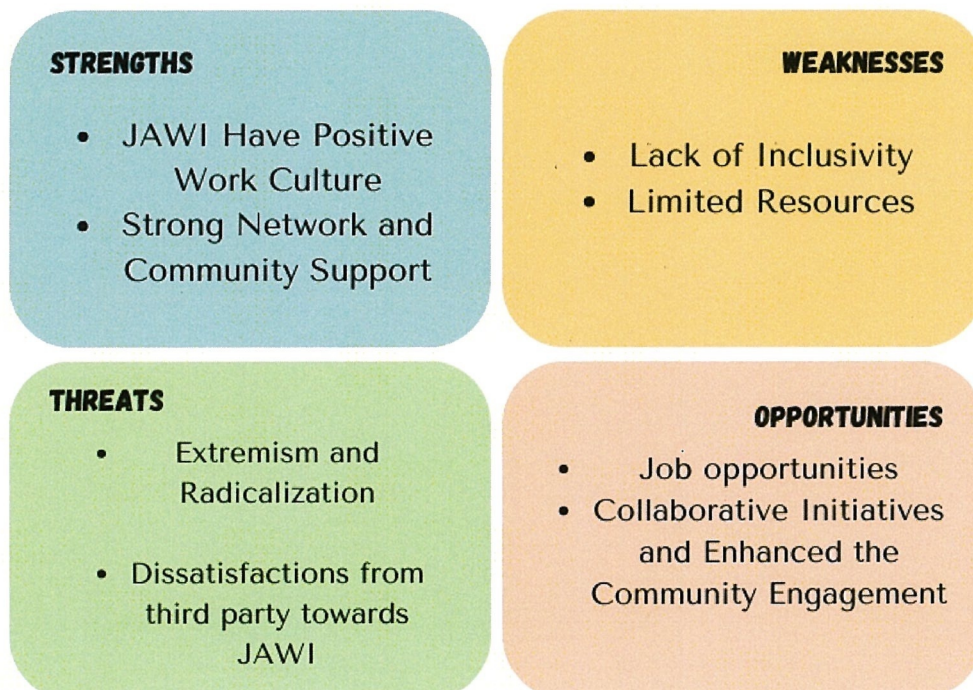
7.1 Background of Topic

The Challenges of Managing and Promoting Islamic Affairs Effectively.

7.1.1 Problem Statement

The Federal Territories Department of Islamic Religion (JAWI) faces the challenges on managing and promoting Islamic affairs nowadays since we live in a country that have many types of races and religion. There are many challenges that includes lack of resources, limited community involvement and the need to adapt to changing societal needs and expectations. All these challenges will affect JAWI's ability to promote religious values, ensure the harmonious of religious and provide comprehensive and effective services that meet the changing religious needs of the community.

7.2 SWOT Analysis Diagram





8.0 DISCUSSIONS AND RECOMMENDATIONS

A SWOT analysis is a framework for identifying and analyzing an organization's strengths, weaknesses, opportunities, and threats. A SWOT analysis is created to raise awareness of the factors involved in making business decisions and setting business strategy. It also helps to analyze internal and external environments and factors that may affect the feasibility of decision making (Stephen J. Bigelow, n.d.).

After all the SWOT factors had identified in JAWI, it will be discussed in detail below.

8.1 Discussions

8.1.1 Strengths

i) JAWI Have Positive Work Culture

One of the positive work cultures I have noticed at JAWI is they practices open communication, where everyone may express their thoughts and opinions in any situation. According to Riya Gangwar (2018), work culture or positive work environment is very important in bringing out the best from the employees even in adverse conditions. Other than that, working environment has a positive impact on the job satisfaction of the employees. In JAWI, many work processes must be adjusted and discussed therefore, they need to make everyone to give their opinions. Other than that, they often share ideas together before deciding. By doing this, they will get the best results to solve the problems.

ii) Strong Network and Community Support

JAWI has a well-established network of mosques, Islamic institutions, and religious scholars, which provides a solid foundation for its activities and outreach programs. Other than that, JAWI also provides many activities such as forums, workshops and Islamic courses that will enlighten people about Islam. According to Maggie Wooll (2021), a strong support by the community will help an organization growth well and well-known among the communities. It also will make the organization trusted and safe to work with. By doing these activities, many people will get involved in each activity. By that, JAWI



enjoys significant support and cooperation from the local Muslim community, which helps in implementing various programs and initiatives successfully.

8.1.2 Weaknesses

i) Lack of Inclusivity

Nowadays, there are many kinds of entertainment that can be found in this era such as music, dancing, actors and many more. All these can be the reason why people are not interested into Islamic program. Other than that, it also can be that JAWI is not promoting their programs very well. It may happen when they only use one platform to promote or advertise the programs. Promoting and advertising programs, products and services can help the organization trust (Indeed Editorial Team, 2022). This is because promoting and advertising is very important since it is a powerful tool that can attract people to join in. also, there may be a perception that the department focuses primarily on the needs of the Muslim community, potentially leading to a lack of inclusivity and outreach towards other religious groups.

ii) Limited Resources

JAWI is the department that manages Islamic affairs. However, there are some issues that cannot be resolved immediately. Most of the resources used by JAWI are based on the *Quran* and *As-Sunnah*. Also, before answering questions from the public, the consensus, and opinions of scholars familiar with Islamic issues are required. By this, it will make the opinions stronger that can no longer be questioned.



8.1.3 Opportunities

i) Job Opportunities

Since JAWI is one of the biggest agencies that manage Islamic affairs, JAWI offered a job opportunity to those who are searching for job through MySTEP. MySTEP is one of the initiatives from the government to give the opportunities to work at public sector or Government Linked Company (GLC) (Malaysian Government, 2023). MySTEP also give more opportunities to Malaysian to gain more knowledge and work experience to increase the marketability of workers in Malaysia. By that, JAWI opening up for people to get jobs through MySTEP. This job opportunity will help the department who needs more staff to handle some work. Moreover, JAWI also has a place to accept the students who are doing their internship according to their duration given. They also provide a generous allowance for the students.

ii) Collaborative Initiatives and Enhanced the Community Engagement

JAWI has the opportunity to partner with local government agencies, non-governmental organizations, and community leaders to jointly address social issues, promote social welfare programs, and advocate for the rights and well-being of Muslims in Kuala Lumpur. Collaboration is important to some parties but for an organization, it is very crucial for them because it can increase the number of clients served and leveraging resources (Groundworks New Mexico, 2016). Other than that, by doing collaboration with other agencies or organizations, it can increase the potential to drive innovation and achieve a successful outcome. JAWI has strengthen community engagement through interactive programs, workshops, and initiatives can help address the evolving needs of the Muslim community and build stronger ties with the public. All the programs are not only for the Muslim community but also for who want to learn about Islamic affairs.



8.1.4 Threats

i) Extremism and Radicalization

Extremist ideology on Islamic issues is very common today. This can happen when extremist groups do not endorse the statements of religious groups. Usually, extremists are eager to defend their ideas and do not need others' opinions, even if they are wrong (North Yorkshire Safeguarding Children Partnership, 2021). So, this could also be used as a threat to religious groups, especially for JAWI. By that, JAWI must actively monitor and counteract such influences through effective education, counseling, and community engagement programs.

ii) Dissatisfactions from Third Party Towards JAWI

Since JAWI is a department that manages various religious affairs, JAWI receives a lot of criticism and dissatisfaction from the surrounding community, especially when dealing with cases involving Islamic laws.



8.2 Recommendations

As I have identified all the SWOT analysis, I would like to recommend a few things to JAWI so that they can improve their performance. After analyzing and observing the issues towards JAWI, it can show that JAWI faced challenges to promote Islamic affairs to people and also, they faced a great criticism and dissatisfaction from people.

For promoting Islamic affairs, JAWI can improve their ways to show and promote the services they have to social media. As we know, social media is a large platform to promote our own services (Peterson, 2019). JAWI can use Twitter, YouTube, Facebook and TikTok by posting videos and photos that related to Islamic affairs such as sharing about “Daily Doas”, a reminder to smile or *sedekah*, and share about the context of *khutbah Jumaat* every Friday. Even though people are more likely towards entertainments now, but there still some people want to do their own self-reflection with Islamic contents.

Other than that, since JAWI always organized talks, activities, classes, and forums, they can expand their audience not only for Muslims but for non-Muslims too. This will make them know about Islam and make Islam as their role model to be a better person in life.

In addition, to solve the criticism and dissatisfaction issue from people towards JAWI is JAWI need to have a strong resource that anyone cannot fight it. For example, JAWI can use Quran, As-Sunnah, and Hadis as their main resources even though that is the only resource that they have to against the criticism and dissatisfaction towards JAWI.



9.0 CONCLUSION

To conclude my industrial training's journey of six months, I would like to say that I gained more knowledge than beyond my thoughts and abilities. I also discovered that I could learn quickly about the job scope that I have been given. Not only that, but I also had an opportunity to interact and communicate with many people while working at JAWI.

I also was able to practice some of my skills such as editing skills. This is because some of the staffs are not very well-known about IT. Other than that, I am also able to improve my skills in teamwork. I am able to give my ideas and opinions to some work given where needed to be done in a group to get a better result.

To sum up, I believe that through industrial training, I was able to work professionally in the real world of work. I also believe that with all the knowledge and experiences throughout industrial training, I can encounter workplace challenges in future.

Last but not least, I hope that I can be a better and expert employee in the workplace or in any job scopes that I will work with.



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11.0 APPENDICES



*Team Cawangan Pentadbiran
Jabatan Agama Islam Wilayah Persekutuan
(JAWI)*



*Sambutan Maal Hijrah Peringkat
Kebangsaan Tahun 1445 Hijrah/2023 Masihi*



Me with my supervisor Pn Nurul Syahmi at Sambutan Maal Hijrah Peringkat Wilayah 2023



Mesyuarat Pengurusan JAWI Bil.4 Tahun 2023 with Director of JAWI and all Heads of Department in JAWI.



Secretariat of *Kursus Pengurusan Kenderaan Siri 1 Tahun 2023* at Kuantan, Pahang.

Sambutan Hari Raya Aidilfitri JAWI 2023





*Secretariat of Taklimat
Perkhidmatan Pembersihan dan
Kawalan Keselamatan di Tanah
Perkuburan Islam Raudhatul
Sakinah Wilayah Persekutuan
Kuala Lumpur.*



*Perhimpunan Bulanan with
the Director of JAWI*