



UNIVERSITI TEKNOLOGI MARA PERLIS BRANCH

**BACHELOR OF ADMINISTRATION (HONS.) HUMAN RESOURCE
MANAGEMENT**

INTERNSHIP REPORT

HRM666

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PEJABAT PENTADBIRAN AGAMA ISLAM DAERAH GERIK

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EXECUTIVE SUMMARY

Industrial training is held to provide early exposure to students related to real work situations. Therefore, UiTM students of Perlis branch Semester 6 for HRM666 subjects must undergo 24 weeks of industrial training at the chosen organization at the initial stage. During the 24 weeks we were given the task of scaring the departments and units entrusted to us. I have undergone industrial training at the Pejabat Agama Daerah Gerik. Part of the content of the report we need to provide is about SWOT analysis of the organization. We need to analyze the strengths of opportunity vulnerabilities and organizational threats. Throughout my industry training in this organization, there are several advantages that I can record which are Comprehensive knowledge and skills, Close co-worker relationships and Systematic recruitment. I have also given a number of suggestions to ensure that the strength gained is sustainable and can also be developed. In addition, the weaknesses I can record are Lack of Facilities for the disabled, Lack of staff in the office and Lack of disclosure to the public. Several recommendations I have given to reduce the impact on the organization due to this vulnerability. The opportunities are Continuous employee training, Internet and social media use and Online training while for threats are Systems and technology that are increasingly sophisticated and the training carried out requires high costs. Several recommendations have been given to take advantage of the opportunities available as well as measures to counter the threats faced by the organization.

2.0 COMPANY PROFILE

2.1 BACKGROUND COMPANY

Jabatan Hal Ehwal Agama Islam Perak was established on 2 August 1949. The original role of this department created at that time was to provide education and guidance related to Islam to the community. Pejabat Agama Islam Daerah Gerik is an institution under management of Jabatan Agama Islam Negeri Perak. Jabatan Agama Islam Perak functions as the Department responsible for the management of the Perak Islamic Religion and the implementation of the policy by the Majlis Agama Islam dan Adat Melayu Perak, MAIPk and Pejabat Agama Gerik is an institution and is entrusted to implement the matter in the Gerik district.

2.2 COMPANY LOCATION

There are 18 Pejabat Agama Islam Daerah (PAD) managed by the Perak State Islamic Religious Department namely:

1. PAD Kuala Kangsar Jalan Raja Chulan, 33000 Kuala Kangsar, Perak	5. PAD Muallim Jalan Rumah Rehat, 35800 Slim River, Perak.
2. PAD Parit Buntar JKR 1540N, Jalan Persiaran Permai, Taman Kerian Permai, 34200 Parit Buntar, Perak.	6. PAD Tapah Jalan Raja, 35000 Tapah, Perak.
3. PAD Seri Manjung Kompleks Pentadbiran Daerah Manjung, 32040 Seri Manjung, Perak.	7. PAD Teluk Intan Kompleks Tadbiran Agama Islam, Jalan Raja Muda Musa, 36000 Teluk Intan, Perak.
4. PAD Gerik Jalan Intan, 33300 Gerik, Perak.	8. PAD Bagan Serai Jalan Matang Buluh, 34300 Bagan Serai, Perak

9. PAD Lenggong
Jalan Alang Iskandar,
33400 Lenggong, Perak

10. PAD Pengkalan Hulu
JalanTasek,
33100 Pengkalan Hulu, Perak.

11. PAD Seri Iskandar
Pejabat Pentadbiran Agama Islam
Daerah,
32610 Seri Iskandar, Perak.

12. PAD Taiping
Jalan Muzium Hulu,
34000 Taiping, Perak.

13. PAD Kampong Gajah
Jalan Tanjong Tualang,
36800 Kampong Gajah, Perak.

14. PAD Ipoh
Jalan Khoo Chong Kong,
30000 Ipoh, Perak.

15. PAD Batu Gajah
No.20, Jalan Haji Abdul Wahab,
31000 Batu Gajah, Perak.

16. PAD Selama
JKR 492, Jalan Menteri,
34100 Selama, Perak

17. PAD Kampar
No.5, Jalan Kampar Permai,
31900 Kampar, Perak.

18. PAD Bagan Datuk
Lot 81 Pekan Selekoh,
36200 Selekoh, Perak

2.3 ROLE OF THE DEPARTMENT/OFFICE

PAD Gerik also plays a role in:

- Implementation of da'wah programs and Islamic education management Providing education to the community so that they adhere firmly to the teachings of Islam through da'wah programs while also calling the community towards unity. Apart from that, JAIPK opens formal education space to the community from pre-school level to degree level

- Management of marriage, divorce and ruju' as well as Islamic family development Strengthen the role of Islamic family institutions through guidance before marriage and ensure that a family is built according to Sharia In addition to that. The community can always refer to the department for family-related advice.

- Management and philanthropy of mosques and suraus Ensure that all administrative affairs of mosques and suraus in Negeri Perak run smoothly while implementing programs that can foster community love to philanthropy mosques and suraus and strengthen ummah unity.

- Research and study of creed and shariah Conducting research related to current issues in the field of creed and shariah and informing the community of the results of the research as an effort to curb the spread of the practice of teachings that are contrary to Islamic shariah. Besides. JAIPK also conducts research on products and services to avoid doubts among the Muslim community.

- Sharia law enforcement and prosecution Implement the enforcement of Sharia law in force in the State of Perak This enforcement is not just in the form of punishment but also provides information and understanding to the community related to Islam

2.4 VISION, MISSION AND MOTTO OF THE DEPARTMENT

➤ VISION

- Becoming an Efficient and Superior Islamic Affairs Management Institution in Malaysia by 2016
- The Department of Islamic Religion Perak Will Become the best institutional model for all institutions managing Islamic Affairs in Malaysia

➤ MISSION

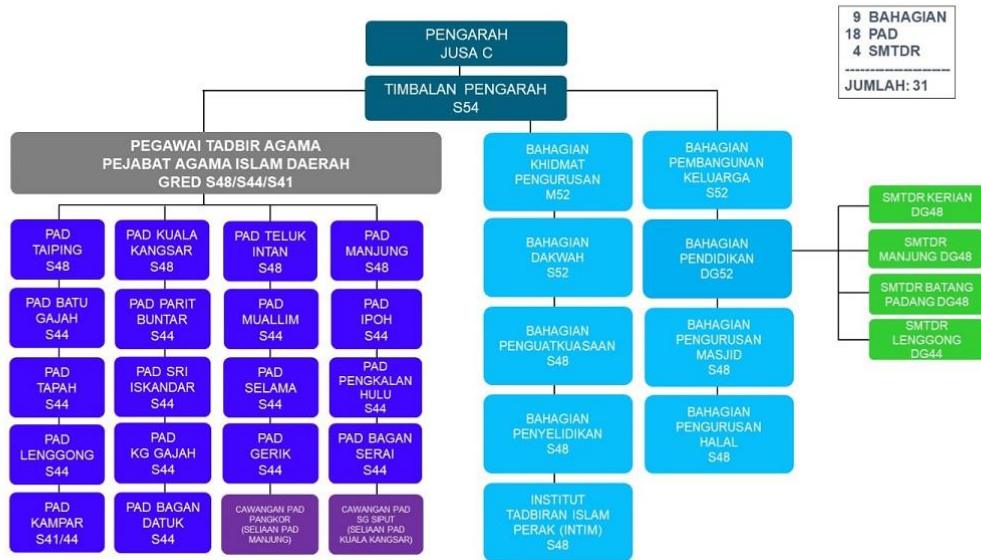
- Strengthening Islamic Affairs Services by Taking Care of Sharia Goals Through Education, Cultivation, Supervision in The State of Perak to Create a Khaira Ummah Society
- Strengthening of Islamic affairs services through planning, management, practice, education and culturalization of the Islamic work system
- Maqasid Syariah is the basis for strengthening Islamic Affairs services
- Aiming to create a community of Khaira Ummah (Best Ummah)

➤ DEPARTMENT MOTTO

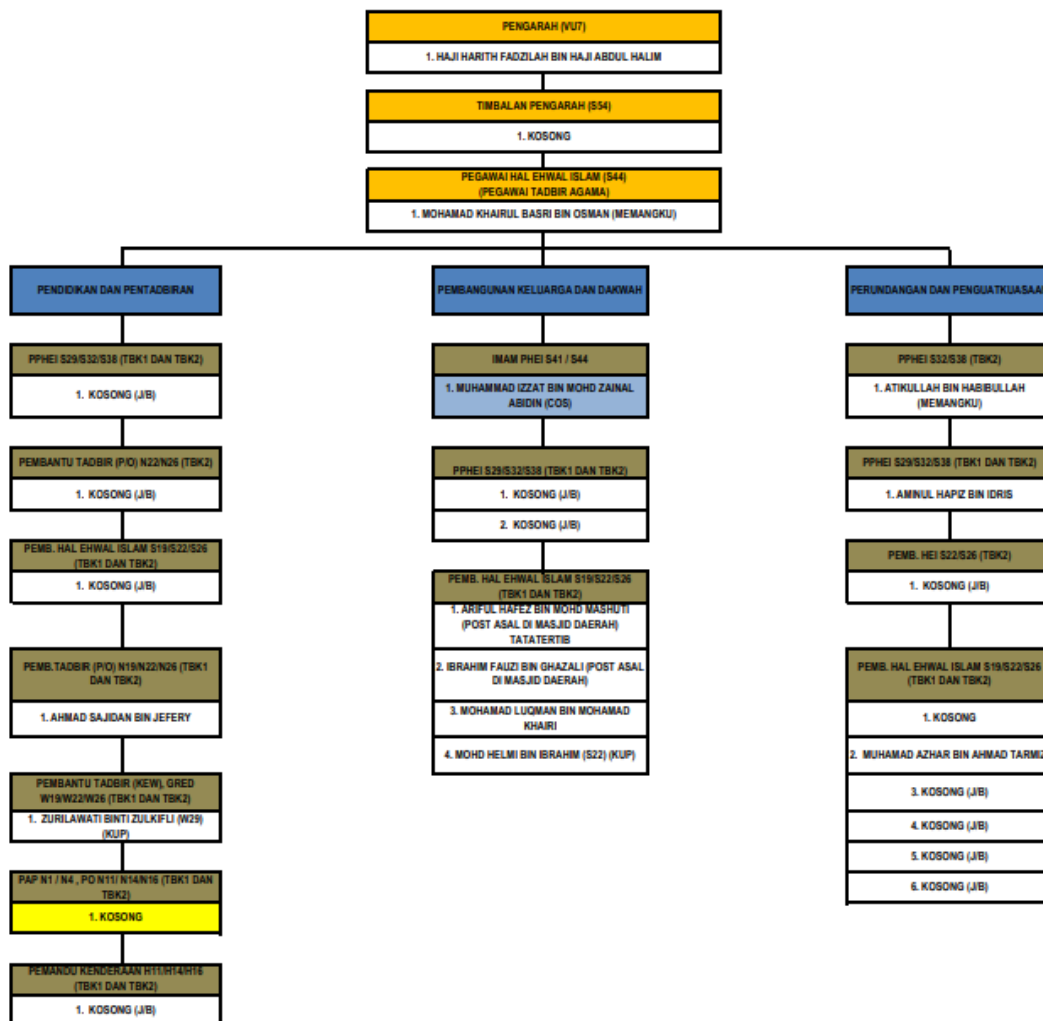
- Pioneering the Glory of the Ummah
- JAIPk with all its functions and roles strives to raise dignity towards glory

2.5 ORGANIZATION CHART

CARTA ORGANISASI JABATAN AGAMA ISLAM PERAK



**CARTA ORGANISASI PEJABAT AGAMA DAERAH GERIK
JABATAN AGAMA ISLAM PERAK DARUL RIDZUAN TAHUN 2023**



3.0 TRAINING REFLECTION

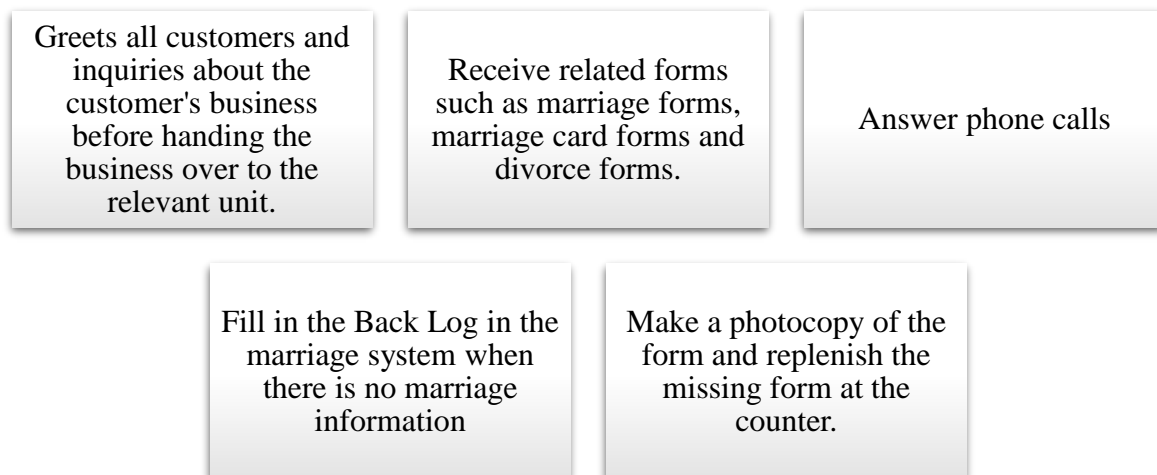
3.1 DURATION

This industrial training runs for 5 and a half months starting on 1 March 2023 to 15 August. My working hours throughout this internship program are Monday to Friday from 8 am to 5 pm. The allocated break time is from 1 to 2 pm on Monday to Thursday and from 12.15 pm to 2.45 pm on Friday. Holidays given are on Saturdays and Sundays.

3.2 DETAILS

Pejabat Agama Daerah Gerik has various units such as the administrative unit, preaching unit, enforcement unit and KAFA unit. On the first day, I was assigned to the office administration unit. During the period I underwent industrial training I was assigned to take care of the front desk of the office.

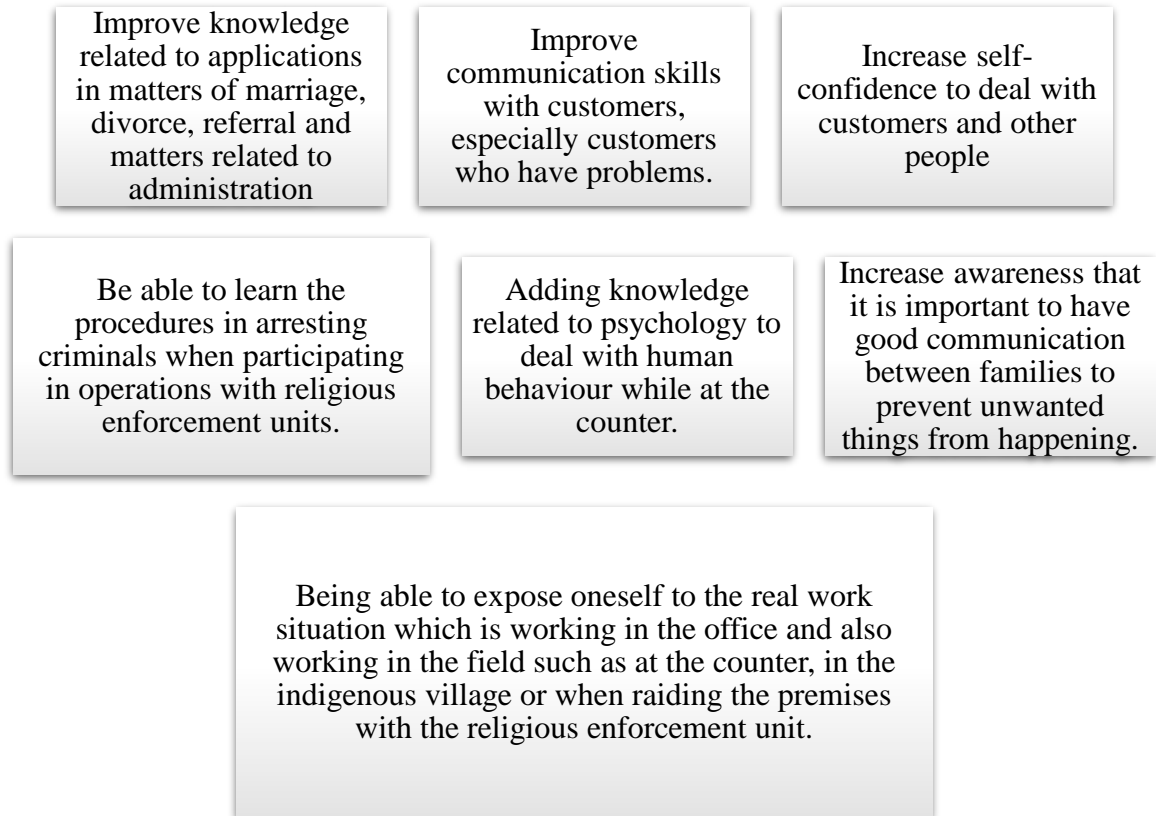
My roles and responsibilities at the counter are:



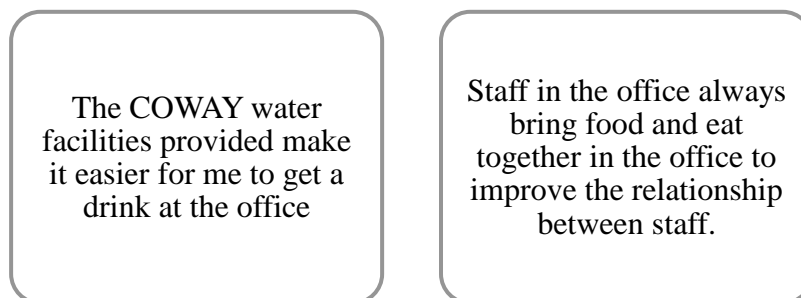
3.3 GAINS

Throughout the period of this industry training, I have gained a lot including related to intrinsic and extrinsic benefits. Among the advantages I can get during this industry training are:

1. Intrinsic Benefits.



2. Extrinsic Benefits



4.0 SWOT ANALYSIS

STRENGTH

- Comprehensive knowledge and skills
- Close co-worker relationships
- Systematic recruitment

WEAKNESS

- Lack of Facilities for the disabled
- Lack of staff in the office.
- Lack of disclosure to the public

OPPORTUNITIES

- Continuous employee training
- Internet and social media use
- Online training

THREAT

- Systems and technology that are increasingly sophisticated
- The training carried out requires high costs and does not achieve the objective

5.0 DISCUSSION AND RECOMMENDATION

Strength

- Comprehensive knowledge and skills

Pejabat Agama Daerah Gerik is the office responsible for the registration of marriages, divorces and so on. Having employees with high knowledge and high skills is essential to meet the needs of customers who come. This is because when a customer comes to a Pejabat Agama for marriage arrangements, employees can use their skills and knowledge to help the customer. For example, the skills and knowledge of employees to know the information required for marriage registration need to be mastered to ensure that the registration process that is to be done runs smoothly. This will cause the registration process to be easier and faster to implement because the information obtained is sufficient. Not only that, but when the employee's knowledge is high, he will be able to help the customer to answer questions that confuse the customer.

There are things that can be done to ensure that this strength will continue to grow. A suggestion that can be given is to find opportunities for learning to increase knowledge. This is because the knowledge gained can be used in the future. The knowledge that has been mastered needs to be further improved to further increase one's potential. This will have a positive effect on the workers and also on the organization. Skilled workers can attend courses or training to increase their knowledge and develop skills to improve their skills. This will make the employee more efficient in performing his duties at the same time can help the employee to add new knowledge. This is also very important to further strengthen the position of employees and become a guarantee in an organization. (Focacci, 2020)

➤ Close co-worker relationships

It is a common thing at Pejabat Agama Daerah Gerik to have a very positive work environment. This is because the relationship between employees is very close and good, making it easier for all decisions and problems that arise to be solved very easily. For example, even from different departments such as the enforcement unit and the administrative unit, but the close relationship between employees can facilitate matters when cooperation between these two units is required. This causes the information to be conveyed to be obtained more accurately because communication between two different units can run smoothly. This is because an organization needs to be managed through good relationships and communication among individuals. (Tholia, et al., 2022)

My suggestion regarding this matter is to improve communication more effectively. This is because the main cause of disagreement is from mistakes in communication itself. This will cause losses to the organization itself apart from showing empathy and tolerance to other employees. This will help to maintain a close relationship with employees in the future. Not only that, but good communication can prevent us from making any mistakes. (VS, S, 2022) This is because the information to be conveyed can be well received without any misunderstanding. In addition, what can be done to maintain good relations between employees is to engage in office activities. This is because it helps employees in the office to share more time together. Among the things that can be done are joint social activities which are having lunch together and so on. This will build a high spirit of cooperation among colleagues in the office.

➤ Systematic recruitment

Pejabat Agama Daerah Gerik is one of the government offices under the Perak Islamic Religious Department. Each employee is appointed through the Public Service Commission or SPA. Therefore, the SPA will filter the applications given before being absorbed. Then the department from the headquarters will arrange and repatriate the staff who passed the interview to be placed to the designated place such as the Gerik Religious Office located in Gerik District. This can ensure that the hiring of employees will be more guaranteed because each employee has to go through all the interviews before being able to work on a contract for a while.

A suggestion that can be done is to conduct comprehensive testing and evaluation. This is because to ensure that the recruitment of employees through this SPA is always of good quality and meets the criteria of an employee for a position offered. This will ensure that employees can always be prepared when working in an organization. In addition, a suggestion that can be given to ensure that this systematic recruitment always goes well is to compile a job profile in more detail. Recruiters need to clearly define the minimum classification and community requirements, for example to find the most suitable candidates to be recruited into an organization. This is to ensure that the candidates recruited have the right classification to fill a vacancy in an organization.

Weakness

➤ Lack Of Facilities for The Disabled

Pejabat Agama Daerah Gerik and the Gerik Sharia Court are located in the same building. Pejabat Agama Gerik is located on the 2nd floor of the building while the sharia court is located on the ground floor. However, facilities for people with disabilities such as customers who are a little older will face problems because they have to climb stairs without any facilities. This will also happen to those who have chronic disease problems that will make it difficult for those who need them to attend Pejabat Agama s. For example, pregnant mothers or elderly customers have to climb the stairs to come to the office to complete their business. This will make it difficult for them to solve their problems because it is difficult to deal at the counter located on the 2nd floor.

A proposal to overcome this problem is to build a Pejabat Agama booth on the ground floor to ensure that matters that are not too heavy and specific to certain cases can only be dealt with at the mini counter. The access that can be achieved by them can help them to solve their problems more quickly and easily without them having to go upstairs to deal at the counter. In addition, the organisation should jointly discuss and make thorough observations to ensure that facilities for people with disabilities can be improved. This is to ensure that the welfare of the disabled can be taken care of. This is to ensure that the objective of the office can be achieved which is to be one of the offices that exemplifies other government offices. The same goes for other facilities such as toilet facilities which need to take into account the facilities of the disabled as well as to facilitate them when using toilet facilities in the organization. (Rashid, 2020)

➤ Lack of staff in the office.

Although Pejabat Agama Daerah Gerik has more than 30 employees in the office, most of the employees are from the preaching unit who are not always in the office. The reality is that the employees at the Gerik Pejabat Agama are not enough and cause an employee to have to do two or three jobs and sometimes not according to the scope of their own work. This is not good for the organization and also not good for the employees in the future. This is because the employee's health also needs to be taken into account, to do work beyond the ability will cause mistakes in the future. This should be avoided to ensure that the organization does not bear any risk related to errors due to work outside the scope of the assignment.

Therefore, the superiors need to play a role by channelling money and increasing the recruitment of more employees to help the organization. Especially in the administrative department and the religious enforcement department that often have problems when there are employees who take leave which causes a shortage of employees so that things cannot be carried out more quickly. (Jacob, 2021). In addition, the organization or department can also use outsourcing methods to help overcome the problem of employee shortages. This will help the organization to continue to function well despite the shortage of employees in the office. This is also to reduce the workload of workers who are in the office and make work can be carried out more optimally.

➤ Lack Of Disclosure to The Public

Originally marriage-related affairs were at Pejabat Agama Daerah Gerik. Even so, many local residents are seen as not knowing the function of Pejabat Agama Gerik and some are confused about the function of Pejabat Agama Gerik with the function of the Perak Gerik District Islamic and Malay Religious Council (MAIPK). The religious council functions in relation to Islamic finance such as Baitulmal and the like. The same is the case with the Sharia Court which focuses on faraid and also divorce confirmation and consultation which needs to go through the process at the court level first before coming to deal with Pejabat Agama Gerik.

Among the things that can be done to prevent this from continuing to happen is to provide exposure to the general public regarding the function of this government office to avoid misunderstandings between the public in the future and facilitate matters related to this office. In addition, the organization can also conduct routine face-to-face meetings with customers. This can help customers to better understand the functions of an office, especially a government office. For example, an organization can hold a meeting day and meet with the public to provide a detailed description of the functions and methods used by the organization in dealing. This can prevent public misunderstanding of government offices from happening in the future.

Opportunities

➤ Continuous Employee Training

Pejabat Agama Daerah Gerik has very capable and skilled employees. The department always conducts Training and courses, whether mandatory or open for employees to increase their knowledge and experience. Training like this can not only improve the skills of employees but it can also help employees to relieve the pressure of work in the office because usually the Training will be conducted outside the District Area according to the decisions made by the department. For example, the department has held a financial course recently for every financial affairs assistant to give training to employees to manage the employee's salary. This not only benefits the employees but will benefit the organization as a whole in the future. This is because, continuous training to employees will result in an employee being able to achieve maximum self-potential from the Training obtained.

The organization needs to take a chance on this matter by ensuring that the organization uses the skills of employees who have received training and ensuring that the training obtained can be used optimally for the organization again. This will help the department to get feedback related to the Training that has been carried out to make an assessment of whether the Training has achieved the set objectives or otherwise. If the objectives of the Training can be obtained such Training should continue. Whereas if the Training receives negative feedback, perhaps improvements or a review should be done to ensure that the Training in the future can achieve its desired objectives.

➤ Internet and social media use

In the face of rapid technological progress, Pejabat Agama Gerik should also not lag behind in the use of modern media. This is to ensure that information can be delivered to the community more easily and quickly. For example, the use of social media such as Pejabat Agama Gerik's Facebook page can make it easier for outsiders to access the organization to see the latest updates related to the organization. This will help the community, especially in the local area, to know the activities planned by the organization in the future and make it easier for them to participate in those activities.

The potential that organizations can get from the internet and the use of media today is shorter. This is because the organization only needs to use internet facilities to connect with other parties. For example, the organization can communicate with other offices for the purpose of sending official letters via their respective offices' emails. This will not only save time but it will also save costs without having to make another physical delivery. In addition, through the use of the internet and social media, organizations can spread knowledge more quickly. This is because the organization no longer has to use the traditional method of using leaflets alone. Information can now be obtained more easily. Through the use of the internet, it can also help the organization to interact more actively with customers to exchange opinions or to disseminate information. This is because the dissemination of information over the internet cannot be limited by time as it is using traditional means alone. Through this, customers can get closer to the organization and eventually the organization can achieve the goals it wants to achieve.

➤ Online training

Among the problems faced by employees in undergoing training is not having This is because they need to take leave and leave the office for a period of time if they need to undergo training or courses. But nowadays online training is a solution for them. This is because they don't have to bother and just use the existing application to undergo the training which is conducted online. This will save training time to be done and at the same time improve the skills of employees in the organization.

Among the things that organizations can get from this online training is being able to save a lot of time and cost. In addition, employees will be easier to deal with because there is no need to travel to other places such as face-to-face training. This will further increase the flexibility of employees to undergo Training and will ultimately provide benefits to the organization and also to the employees themselves. In addition, due to the use of online training is without limitation. The organization can discuss with other organizations to exchange opinions and experiences related to problems that are usually faced in each respective region. This will give ideas and add experience to employees undergoing online training to deal with customers in the future. Then, by undergoing online training, accessibility and also high flexibility become one of the great potentials because the organization can provide training to employees using the high experience and education provided by speakers who may not exist in the organizational area. This access can be obtained without the need for the organization to send employees to conduct training in remote places which will ultimately benefit the organization itself.

Threat

➤ Systems and technology that are increasingly sophisticated

Systems and technology nowadays have a little problem for older workers to understand. This is because, employees need to familiarize themselves with new methods for office affairs. For example, for marriage registration matters, nowadays you only need to use the marriage registration system and not like in the past where 100 percent used the form from the office. This gives a little problem to the workers who are old enough to learn and keep up with the flow because it seems to be learning new things for them other than what was practiced before.

Among the things that the organization can do is to provide training and exposure to the use of technology as a whole to all employees. This will ensure that employees can keep up with the flow of technology and not be left behind. This is very important to ensure that the organization can continue business because every employee is skilled in using the system and technology introduced. Therefore, the organization needs to provide comprehensive disclosure and needs to face this threat wisely to ensure that employees get proper training. This will also help employees to build skills and knowledge in the organization if they get proper training. (Kuruppu, 2021). Therefore, Education and awareness to employees to provide awareness to employees on the importance of technology should be given attention. In addition, due to the lack of online access to the Religious Office, the organization needs to research and establish a cyber-related religious enforcement organization and prevent social media abuse related to religious activities and thus create awareness to the community on the matter.

➤ The Training Carried Out Requires High Costs

Many trainings have been carried out by organizations, but they threaten to use high costs. It is more negative if when the training that is conducted does not achieve the goals expected by the employer for the employee. The training conducted must have its own analysis and reference in addition to feedback from employees. (Osewe, 2021) It needs to be emphasized to ensure that the expected goals can be achieved after the training is given. For example, Training that is carried out related to communication, when the Training ends, feedback and evaluation can be done to analyse how far the Training has achieved its objectives. In addition, if the Training is carried out, of course, the expenditure of funds must be carried out by the department to finance the Exercise. This will lead to the possibility of theft and misuse of funds. The risk of this risk will harm the organization. This is very important because the organization is exposed to the threat of loss if the training carried out does not bear fruit and will ultimately harm the organization.

Among the Steps that need to be taken is an overall analysis and evaluation of the Training conducted with the employees undergoing the Training. Training can be increased if the analysis shows a positive effect on employees and the organization needs to review the Training that wants to be carried out in the future if there are courses and Training that want to be carried out in the future. In addition, among the improvement measures that can be made by the organization is to ensure that the management of the funds channelled is managed transparently by the person appointed to manage it. Then, the department also needs to train the staff who conduct the Training to raise awareness to them of the importance of conducting the Training and also to prevent the misuse of funds and ultimately to make the Training conducted pointless. Although online training is cost-effective, there are some types of skills that cannot be acquired and taught online and still require face-to-face training. (Gaudin, et al., 2022)

6.0 CONCLUSION

In conclusion, industrial training is a method to expose students to the real work environment. Throughout the period that I have been conducting industrial training at Pejabat Agama Daerah Gerik, I have gained a lot. The importance of communicating at work is very important to avoid misunderstandings. This is also to avoid the occurrence of misunderstanding of information which will ultimately have a bad effect on both sides, namely the organization, the students and the University itself. For every organization definitely has its own advantages and disadvantages, but it depends on the employees and the management themselves to use the advantages that exist such as using the advantages of the skills and knowledge of the great employees here and make every effort to cover and reduce all possible weaknesses such as lack of office staff and so on. There are many opportunities that can be obtained from the external environment such as online training that can save costs as well as many threats that organizations have to face such as having to ensure that employees can use increasingly advanced and sophisticated technology. Therefore, I hope that students who will undergo industrial training in the future will be better prepared to face the real work environment.

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APPENDICES















