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**UNIVERSITI
TEKNOLOGI
MARA**

FACULTY OF BUSINESS MANAGEMENT

BACHELOR OF BUSINESS ADMINISTRATION (HONS.)

HUMAN RESOURCE MANAGEMENT

INTERNSHIP REPORT 2023

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**CIVIL AVIATION AUTHORITY OF MALAYSIA
(CAAM)**

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EXECUTIVE SUMMARY

In the Human Resources Department of the Civil Aviation Authority of Malaysia (CAAM), I began my memorable and educational 6-month industrial training. This is my industrial training report based on the time that I worked at CAAM from 27 February 2023 to 15 August 2023 as a practical student. Because I was so new to the real world of the aviation industry, every minute I spent in the CAAM Human Resources Department brought me new knowledge and experience about the industry. These encounters are indescribable in words. All of it, nonetheless, helped my career.

In particular for Air Traffic Controllers, this report describes how the Human Resources Department manages the hiring, training, and evaluating processes. At CAAM, a capable human resources team is present. It successfully upholds the organization's obligation. The HR team is a well-respected, well-organized team. My own viewpoint and my contribution to this organisation are also included in the report. I tried to make this report as basic as I could given my limited knowledge and experience and my observations from the real world. Additionally, there are numerous obstacles to process improvement and sustaining ethical standards in the corporate context.

According to what I can deduce from the SWOT analysis, the company's strength is an efficient working environment where employees will produce work of higher quality. Employees' good interpersonal skills are one of their advantages since they improve workplace productivity and make it easier for everyone to function. Inadequate safety inspector training and subpar time management among employees are the company's weaknesses.

Because drone users are required to obtain a licence, the growth of aviation technology offers the corporation a chance to profit from the advancement of these drones. When businesses want to have urban air mobility, they should contact this organisation since they need to obtain flight authorization and other requirements. This market for urban/rural air mobility offers opportunities for businesses. As the US aviation regulator, the Federal Aviation Administration, downgrades the nation's aviation safety rating to its lowest level, stricter International Civil Aviation Organisation safety regulations may pose a threat to the corporation. Due to a workforce shortage that will disrupt business operations, there is another threat that raises the demand for skills in the aviation sector.

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COMPANY'S PROFILE



CAAM VISION

To be the world's leading aviation authority.

CAAM MISSION

To continuously enhance safety, security and efficiency for a sustainable aviation industry.

CAAM OBJECTIVES

To administer the country's aviation safety and regulatory programs and to provide systematic air traffic control services to air aircraft in its airspace.

In 1969, the Department of Civil Aviation was established and became Civil Aviation Authority of Malaysia (CAAM) by the Malaysian Ministry of Transport. On February 19, 2018, the Department of Civil Aviation and the statutory body were formally combined. The International Civil Aviation Organisation (ICAO) has mandated that contracting nations to the Chicago Convention establish a self-governing civil aviation authority in order to ensure efficient management of the safety and security of civil aviation. By incorporating CAAM, contracting nations are complying with this requirement. Technical matters in civil aviation are subject to CAAM regulation. The major duty of CAAM is to assist the development of Malaysia's civil aviation technical sector, and it must abide by ICAO standards to keep aviation safe, legal, and effective (Admin, 2023).

One of CAAM's primary duties is to oversee, facilitate, and promote the nation's aviation and aerospace industry as well as to ensure that Malaysia can fulfil its national and international commitments in aviation-related matters and that the industry's widely accepted safety and protection standards and requirements are implemented, followed, and properly maintained. The creation of CAAM is also meant to ensure compliance with the safety standards and recommendations provided by ICAO for activities involving Malaysia's civil aviation sector.

CAAM'S RESPONSIBILITIES



Malaysian civil aviation operations
are being protected.

Enforce safety regulations and
civil aviation control.



Control how Malaysian airport services and
infrastructure are run.

Provide air navigation services within the Flight
Information Regions of Kuala Lumpur and Kota
Kinabalu.



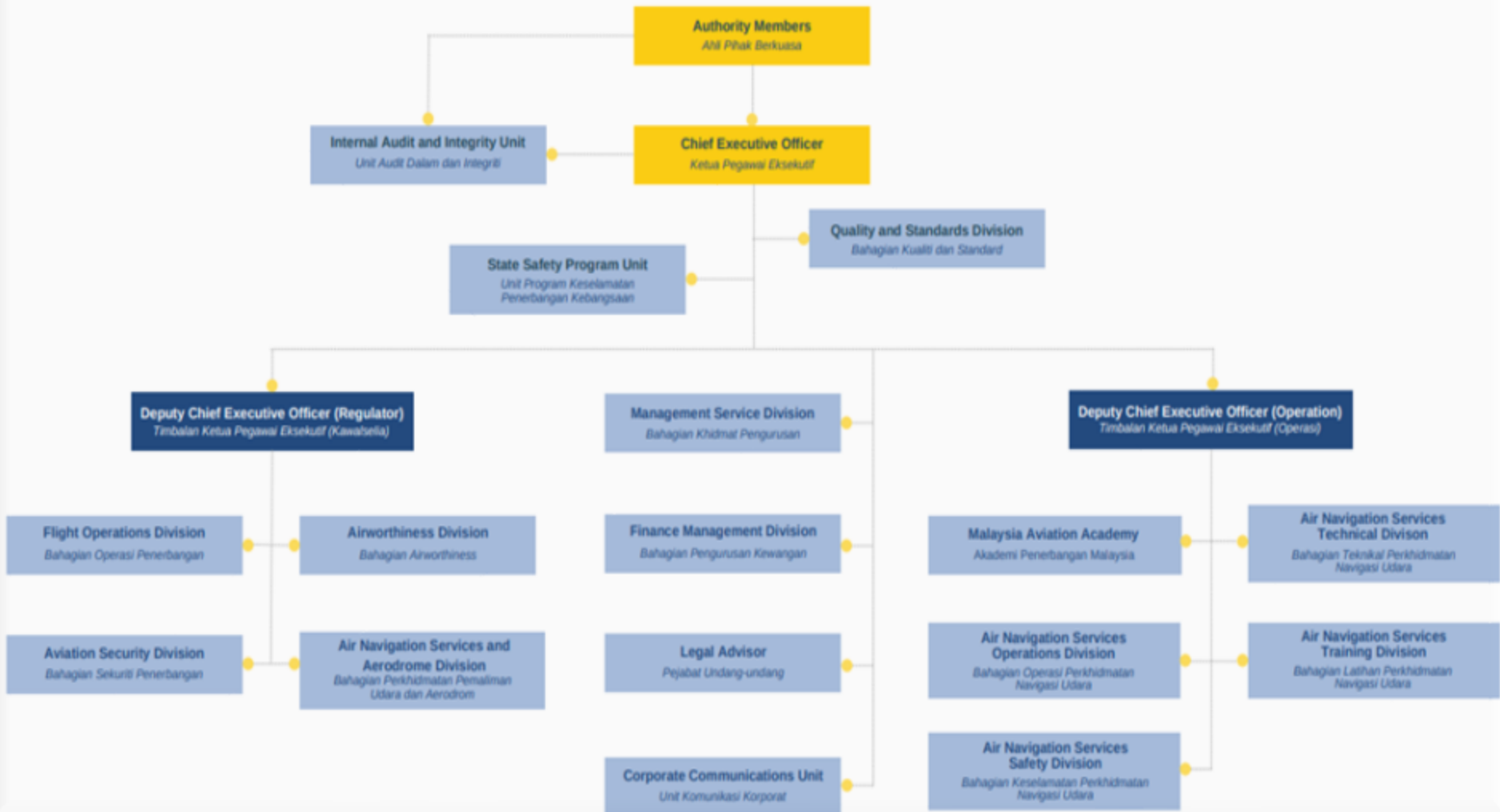
Organize search and rescue efforts.

Collaborate with any authority in responsible for the
investigation of a plane crash or a major incident.



CIVIL AVIATION AUTHORITY OF MALAYSIA ORGANIZATIONAL CHART

CARTA ORGANISASI PIHAK BERKUASA PENERBANGAN AWAM MALAYSIA



TRAINING'S REFLECTION

On 27th of February 2023, I began my internship at Civil Aviation Authority of Malaysia (CAAM). My internship will last six months, beginning on 27th of February 2023, and ending on 15th of August 2023. Working days at CAAM are from Monday through Friday, and employees can choose when to start working, as long as they are only working a total of nine hours per day, including lunch breaks. The employee may begin to arrive at the office between 7.30 and 9.00 a.m. As an example, I typically arrive at the office at 8.00 a.m. and leave at 5.00 p.m. Additionally, flexible working hours can lower absenteeism rates and enable staff to manage disability and long-term health issues, as well as their stress levels and mental wellness. I was assigned to work in the CAAM Human Resources Division under the direction of the Air Traffic Controller Human Resources department. I was given the first duty, which was to update the employee transfer information. Several people who work away from home sufficiently so it has an impact on family relations have submitted applications. Many of the hardworking employees of CAAM in Malaysia had to spend several years apart from their loved ones. Some are newlyweds, while others haven't seen their spouse or children in five years since commuting by transportation becomes so expensive. The majority of them requested a move to a location nearer to their homes. Based on the position available and the candidate's level of course or training completion, their application will be approved.

Once employed by the government, every employee will have a Buku Perkhidmatan Kerajaan. This book includes information on the pay of employees, the training they received, their annual leave, and their medical leave as well. I intend to write the annual compensation increase for Air Traffic Controllers in Grades A29 to A41. Employees will receive an annual salary increase once a year, with the amount depending on their grade. The amount they will be paid increases along with the grade. In addition to preparing the yearly pay increase, I was given the additional task of double-checking the annual leave statements for retired employees from the first day they began working for the company until their last day of employment in the HRMIS system to see if they matched Buku Perkhidmatan Kerajaan or not. The HR team must ensure that they enter information about salary and leave into this book each year so they have it for reference and to make things easier for themselves in the event of an emergency. According to the public sector, the organisation must adhere to Pekeliling Perkhidmatan in all aspects of its operations, including pay, vacation time, maternity leave, promotions, and training. I understand that if they make something different than usual, the officer should use Pekeliling Perkhidmatan for a reference and keep everything close to the original. My objective was to uncover the evidence in the Pekeliling Perkhidmatan statement that I just quoted when something doubtful and uncertain happens.

I was assigned with evaluating the list of applicants for promotion interviews in Grade A52 for the following week of my training term. I assisted in the editing of the interview evaluation form for this promotion interview in the meantime. Based on the candidate's LNPT level, competency, academic success, and seniority, the evaluation form needs to be revised. Every requirement must adhere to the established proportion. To make it simpler for the applicant to complete and locate each attachment that the interviewer requests based on the grade applied for, the form must be made compact and straightforward. The HR team is in charge of making sure everything runs smoothly the day before the interview session because we spend the day setting up the interview room, checking that GoogleMeet's projector is functioning properly, and preparing each candidate's file, which includes the interview assessment form. Actually, the candidates are from different stations, such as from Sabah, Sarawak, and Peninsular Malaysia, which is why there is an online interview. This therefore makes it simpler for each applicant to go through this interview process and also saves their time and money by avoiding having them physically attend. In addition, despite the fact that we are already in the endemic stage, the outbreak of extremely hazardous diseases impacting the world today requires constant vigilance. All of the applicants arrive at the interview on time and follow the schedule that was provided the day before the interview session.

The Local Order (LO) application form for the Departmental Joint Council, which recently took place on 12th of June 2023, was the next task I was given. I was needed to receive a quote for a meeting package comprising at least three hotels from each neighbouring hotel before releasing the application form. After requesting quotes from each hotel, a fair pricing comparison based on legal requirements must be made. In order to visit the conference room and finalise the reservation, I must then get in touch with the chosen hotel, The Everly Putrajaya Hotel. We were also given the opportunity to sample every meal that was served throughout the ceremony by the hotel. For the Departmental Pre-Council conference, which was held in the conference room of the Civil Aviation Authority of Malaysia in Putrajaya, I was also required to produce food reservation applications and invitation letters for each CAAM member involved. To make sure that everything went properly throughout the meeting, I was given the responsibility of selecting the food menu and creating the schedule for the whole day. Before being fully accepted, each form must first be approved by the Chief Executive Officer, Captain Norazman Mahmud, then given to procurement for a final review.

I was chosen to take part in a proving flight on board Batik Air's A330 aircraft, which took 2 hours and 40 minutes to reach its destination, from Kuala Lumpur International Airport 2 (KLIA 2) to Kota Kinabalu International Airport (KKIA). It was an event I will never forget. Pre-flight (phase 1), flight (phase 2), post-flight (phase 3), and report (phase 4), make up the

four phases of the test. All of the ensuing procedures will be followed by all parties involved. Each participant will be split into two groups which are operational crew for the flight crew and cabin crew chosen for duty, and inspectors and observers for the entire CAAM team. Everyone engaged must be present at the KLIA 2 counter at Kuala Lumpur International Airport and check in no later than 1 hour and 30 minutes prior to departure by presenting an identification card and obtaining a boarding pass. The MAHB will conduct the security inspection as usual. Before boarding the aircraft, we attended an instruction session regarding the trip. Before repeating phase 2 on the return trip from BKI to KUL, all participants and observers are permitted to take off at the airport area after arriving at the destination (KKIA). The trip takes around two hours, but we were ordered to stay on the airport for six hours since the aircraft encountered a few problems.

According to the Circular Letter of the Director General of Public Services (KPPA) dated 6th of September 2019 regarding the Regulation of Allowance Payments to Students of Higher Education Institutions Following Practical/Practical Training in the Public Sector, I received an RM 40 daily allowance for the duration of my internship. This allowance is valid for 90 working days. The company will only count the days I have work each month and pay me based on the number of hours I put in. I am not permitted to take a leave of absence because the government sector only allows for medical leave and does not provide leave for interns. During my internship, I learned a lot of new things. In particular, the lesson on air traffic control expanded my knowledge of the aviation sector. I learned from this training that the HR department is crucial to the management of the workforce. Throughout my internship, I improved my communication abilities and cultivated relationships with colleagues. I discovered methods for introducing myself and speaking with officials about my objectives, expertise, and abilities. Overall, this procedure demonstrated the importance of networking and assisted me in growing my professional network.

Every company and organisation, I discovered as an intern, has a unique culture that influences communication. It's crucial to observe others to learn how they interact with their staff, engage with them in projects and duties, and communicate with them. When something is unclear to me, I am quick to ask for explanation. In order to learn and ask questions, I believe it's crucial to be eager, open to picking up new abilities, asking for more work, and being excited about everything. This mindset will demonstrate my desire to assist and love of teamwork. Working as an intern will better suit my inquisitive and motivated self and open up a lot of options. I've learned that it's crucial to get in touch with my supervisor by phone or email if I have any queries or need help completing an assignment. Asking for assistance and clarification is preferable to constantly assuming that you know what has to be done. For trainee development, competence, performance, and engagement, effective communication

is crucial. It is crucial to ask for and receive expert feedback. It's crucial to consider both the good and the negative in order to advance and succeed in my work. While giving or accepting feedback is a big deal and calls for a lot of confidence, I've discovered that doing so will have a significant impact on my life and career going forward.



SWOT ANALYSIS OF CIVIL AVIATION AUTHORITY MALAYSIA



STRENGTHS



Employee has Strong Personal Skills



S

WEAKNESSES



Inadequate Training for Safety Inspector

Employee Has Poor Time Management Skill



W

OPPORTUNITIES



Aviation Technology Advancement

Urban/Rural Air Mobility Market



O

THREATS

The Stricter Safety Standards of The International Civil Aviation Organization



Increasing Demand for Talents in Aviation Industry

T



DISCUSSION AND RECOMMENDATION

Strength 1: Positive Work Environment

A motivating workplace is one where employees are inspired to perform to their maximum potential and are constantly propelled by their surroundings. Within, there is free collaboration and communication between coworkers as well as respect for one another. Organizations that prioritize the well-being of employees by offering flexible working hours, opportunities for self-development, and fair treatment. A positive work environment also includes the affirmation of job performance and an inclusive workplace culture. The productivity and output of the organization will increase when people feel valued and motivated to give their best effort. Working in a positive work environment is great. There is a quote from Zig Zigler that says, "Positive thinking will let you do everything better than negative thinking will." That can be applied to the workplace: A positive work environment will let you do everything better (University, n.d.)!

1.1 How does it impact the business?

The organization is greatly impacted by the pleasant workplace. Employees are an organization's most valuable and significant asset since they help determine the organization's direction and objectives, as is common knowledge. Workers often work better in a setting that is safe and free of harmful components. An unfavorable work environment hinders an employee's ability to do their job well. Employees are more motivated and willing to perform their duties more effectively when they feel respected and supported. The quality of the job performed also increases when there is a sense of fulfillment and joy at work. Workers are also able to exchange information and find more effective solutions to problems because of improved teamwork and open communication in a pleasant environment. Your company career will benefit from this rise in productivity as it produces better and quicker results.

The performance of employees as well as the recruitment of new talent into the company can both be improved by a favorable work environment. When employees are content with their workplace, they are more likely to stick around for longer stretches of time, use more creativity, and be more productive at work. Indirectly, this can lessen the need to hire new employees to replace departing ones. A company's reputation for having a good work environment will attract more creative and productive employees who are looking for a place of employment that offers a work-life balance as well as prospects for professional advancement. A great company culture, which emphasizes ethical work ideals, teamwork, and social responsibility, is also aided by

a favorable environment. In addition to boosting employee satisfaction, a positive work environment is crucial for attaining long-term corporate success.

1.2 Recommend how can the organization sustain or expand this strength?

A healthy working relationship between managers and employees is crucial for a company. Employers must prioritize employee wellbeing by offering pertinent initiatives and assistance. A corporation should constantly prioritize employee openness as one of the crucial steps. Strive to keep a healthy balance between your personal and professional lives. A business can adopt and retain a culture that encourages the flexible scheduling espoused by CAAM culture. Additionally, it's critical to offer comprehensive wellness initiatives, including access to health services, fitness activities, and mental wellness support. Because employees are essential to the growth of a firm, managers are therefore conscious of their physical and mental health. Companies can assist individuals enhance their skills and talents by offering self-development opportunities through career-related training and education.

The organization is also crucial in maintaining a flat hierarchy where senior and junior employees are treated equally. This inadvertently encourages employees to address issues without regard to their rank and to share fresh concepts. Companies that value family relationships not only foster relationships among their employees but also give them the confidence to attempt new things without worrying about being criticized. Therefore, a workplace where employees participate in organizational decision-making, have flexible work schedules, have less work to accomplish, are encouraged to work in teams, and have supportive top management has a good impact on employee performance. Employee job satisfaction increases, employee commitment to the company rises, employees are more motivated to work hard, and organizations tend to achieve higher levels of production, all of which are beneficial to their long-term success. business.

Strength 2: Employee has Strong Personal Skill

Personal skills are human aptitudes that have to do with how people relate to one another and their surroundings. Personal abilities have a significant role in separating one person's self-esteem from another's. Effective communication is one of the abilities that must be learned in order to support organizations. Ability to interact effectively with a variety of people, including peers, managers, superiors, and outsiders. In addition to fostering improved employee collaboration, effective communication ensures that instructions and information are conveyed clearly. Additionally, a firm places a lot of emphasis on developing employees' ability to interact with large groups of people and work well in teams. In order to accomplish a goal, a large group of team members from CAAM must collaborate. These abilities rely on others' ability to work effectively with others and contribute positively to group achievement. Every talent a person is born with has the potential to greatly assist every area of a company like CAAM. It inadvertently improves staff performance, fosters stronger working connections, and makes a significant contribution to the organization as a whole (Doyle, 2022).

2.1 How does it impact the business?

Personal qualities are generally key in influencing the company. An employee's outstanding personal skills can lead to remarkable productivity in the workplace. Productivity has a crucial role in the organization's success. High personal talents including creativity, time management, and problem-solving abilities can boost employee and organizational productivity. For instance, a worker with strong problem-solving abilities can overcome challenges more effectively, finish a task faster, and produce better results. For instance, CAAM mandates that every department deal with a problem that affects their organization because problems typically involve numerous parties and take a while to resolve. Therefore, a worker must possess excellent problem-solving skills. In order to maximize the requirement to generate more efficient work, excellent time management skills are crucial for the workforce. These abilities also help employees plan their work more efficiently.

Strong interpersonal skills can benefit the firm by boosting employee satisfaction in addition to productivity. Employees who are happy in their jobs are more driven, passionate, and committed to completing their tasks. Communication abilities, effective leadership, and interdepartmental cooperation are examples of personal traits that affect employee happiness. To minimize misunderstandings, foster teamwork, and reinforce a great work culture, a talented leader may establish strong bonds with their team members, motivate them, and deliver clear instructions as soon as feasible. Additionally, when a business recognizes and values an employee's work, it can

increase employee happiness. Praise, prizes, or bonuses that are appropriate for the outcomes of their work throughout service might be used to show appreciation.

2.2 Recommend how can the organization sustain or expand this strength?

The personal skills of employees can be strengthened and maintained by organizations for a very long time. Companies can provide training programs to help their employees' abilities grow. This includes giving them the chance to take courses, attend seminars, or participate in workshops related to their individual fields of employment. For instance, CAAM sends and involves its staff in every program related to the aviation industry, such as "proving flight," and also dispatches staff to other CAAM branches to gain knowledge of more in-depth flight elements. Organizations give employees the chance to continuously develop their own talents and preserve their competence in a quickly changing workplace by giving continuous access and assistance.

Additionally, it's crucial for firms to promote a culture of growth and learning. This can be done through encouraging information sharing and collaboration among staff members, whether through team projects, experience sharing meetings, or online discussion boards. Maintaining and refining an employee's personal abilities can also be accomplished by implementing mentoring and assigning programs that go against general knowledge. Organizations can also design a fair and transparent system for reviewing employees' performance, offering them with constructive criticism and personal growth goals. Organizations encourage staff to develop their abilities and apply learning in the context of daily work by offering support and chances for growth.

Weakness 1: Inadequate Training for Safety Inspector

One of the biggest problems with CAAM's security inspection procedures is a lack of security inspector training. Low-quality inspections and evaluations of flight safety may be the result of insufficient training. Lack of adequate training for security inspectors may cause them to be less knowledgeable about current standards and practises in the aviation sector. The security inspector might not be able to recognise any hazards or security issues that might arise during aircraft operations without the necessary information. The development of professional safety inspectors may also be hampered by a lack of continual training, making it difficult for them to stay current with changes in aviation safety technology and legislation. In order for security inspectors to efficiently perform their jobs and uphold high flight safety standards, it is crucial that CAAM establish a thorough and continuing training programme.

1.1 How does it impact to the business?

Lack of security inspector training is one of CAAM's biggest weaknesses and might have a big influence on this company. A variety of major problems can result from inadequate safety inspector training, including a lowering of aviation safety standards, an increase in accident risk, and a deterioration of CAAM's standing in the eyes of the general public and aviation industry.

First, a drop-in aviation safety standard may result from a lack of training for safety inspectors. Security inspectors are crucial in ensuring that all airlines and associated organisations follow the CAAM flight safety regulations. A security inspector might not be able to spot any infractions or flaws if they lack the necessary information, expertise, or experience. This may result in problems going unaddressed, raise the possibility of accidents, and jeopardise the safety of passengers and aviation staff.

Additionally, the absence of training for security inspectors may harm CAAM's credibility. As the governing body in charge of maintaining aviation safety, CAAM has a duty to uphold the industry's and public's faith in its competence and dependability in doing so. If a mishap or incident involving a deficient security check occurs, CAAM's reputation could suffer significantly. The organization's adopted rules and regulations may suffer if the aviation industry and industry begin to doubt CAAM's integrity. Additionally, the tarnished reputation might make it more difficult for CAAM to cooperate with foreign airlines and international aviation authorities.

Overall, a significant drawback for CAAM is the absence of security inspector training. The danger of accidents may rise as a result, and aviation safety standards

may deteriorate. In addition, the absence of sufficient security measures can harm CAAM's reputation. It is crucial that CAAM solve these issues in order to improve aviation security and restore public and industry confidence. This will be done by prioritising the competence and integrity of the security inspector and improving the training programme.

1.2 Recommend what the organization need to do to overcome this weakness or lessen it impacts?

CAAM can take several significant actions to rectify flaws in safety inspection training. First, CAAM can enhance security inspector training and certification programmes. This can be achieved by modernising the training material, adding components pertinent to the most recent advancements in the aviation sector, and combining cutting-edge technologies utilised in safety inspections. Additionally, CAAM must make sure that all security inspectors regularly refresh their knowledge and abilities in compliance with global standards.

In order to guarantee the calibre and consistency of security checks, CAAM can also increase monitoring and audit measures. This can be accomplished by expanding the scope of audits carried out by CAAM to include ad hoc and ad hoc inspections of field safety inspectors. In order to study the best practises in this field, CAAM should also improve its collaboration with global security organisations and share expertise and experience. The CAAM is able to pinpoint holes and keep up with efficient repair programmes to guarantee consistent and high-quality security inspections.

These steps will help CAAM strengthen security inspectors' abilities to maintain aviation safety by addressing training issues. This will increase public and industry confidence that safety assessments are properly regulated and adhere to global standards.

Weakness 2: Workers Have Poor Time Management Skills

There are some employees who do not adequately utilise the flexible work cultures that CAAM organisations practise, which allow employees to modify their schedules to arrive at the office. Time management issues can cause workers to put off starting a job. For instance, some employees go back for breakfast outside of the office for a considerable amount of time even though they arrive at the office within the designated hour. They will consequently arrive at work slowly, which will make them begin their duties or responsibilities slowly. Employees that have a lot of work to perform in a short amount of time should use proper time management techniques. This is because flexible employment arrangements can lower workplace stress and result in the production of quality workers for a company.

2.1 How does it impact the business?

The organisation may suffer as a result of poor time management. We all know that poor time management on the part of employees can cause delays in finishing jobs and projects. This will have an impact on the organization's productivity and general performance. Organisations may experience issues like client loss, delays in the release of new products, or a reduction in the quality of goods and services when a project that is scheduled to be finished within a specific timeframe is delayed because of shortcomings in the time management of some personnel. Workers who are indirectly delayed at work experience depression, feel overburdened with tasks, and become difficult to manage (Sharma, 2022).

Ineffective time management can also have a negative effect on an employee's personal life and ability to balance work and family. In addition to putting more strain on themselves, they will grow weary of carrying out their regular tasks at home or even at work. As a result of not having enough time to rest or unwind, someone who is working excessively and on projects that are past due may get physically and mentally exhausted. This exhaustion may impair their capacity for rational thought, sound judgement, and effective communication. Long-term weariness can result in subpar performance, unruly behaviour at work, and higher turnover rates for new hires within the company.

2.2 Recommend what the organization need to do to overcome this weakness or lessen it impacts?

The Civil Aviation Authority of Malaysia (CAAM) organisation needs to take action to solve the issue of staff time management deficiencies. First and foremost, it's crucial to give all staff members time management instruction and training. These

consist of specific classes or workshops that give employee better methods and techniques for time management. Employees' capacity to organise and complete work more successfully will benefit from this training, which will also help them understand how crucial time management is to accomplishing organisational objectives.

Building an organisational culture that appreciates effective time management is also crucial. CAAM can encourage good time management habits by putting into practise strategies like showing instances of effective managers and supervisors, praising and rewarding staff members who manage their time well, and encouraging workplace adaptability so that staff members can better plan their schedules. With this strategy, CAAM will foster an environment where staff members understand the significance of effective time management and are motivated to put it into practise. By using these measures, CAAM can help staff members handle time management issues and enhance the organization's general productivity and performance.

Opportunity 1: Aviation Technology Advancement

The development of aviation technology, including the usage of drones or known as a Small Unmanned Aerial Vehicles (SUAV), might present CAAM groups with opportunities to diversify their offerings. Drones that are used in flight have a wide range of applications, including area monitoring, delivery of commodities, mapping, weather monitoring, and maintenance and inspection of aviation facilities. CAAM can play a significant role in overseeing and organizing drone use activities in Malaysia, ensuring safety and compliance with aviation laws, and encouraging effective and creative use of this technology by taking the initiative and acquiring the knowledge and skills necessary to manage drone use and operations. In addition, CAAM may assist in the creation and application of international standards-compliant drone flight policies and guidelines, as well as consultation and training services for drone operators (I, 2022).

1.1 How does it impact to the business?

The field of monitoring and surveillance has benefited greatly from the usage of drones. Drones can be used by CAAM to undertake air monitoring in order to keep an eye on non-flying areas, deal with forest fire problems, or keep an eye on hazardous locations like airports. Because drones can carry cameras and other sensors, CAAM can collect real-time and continuous data without using a lot of staff or running the danger of an accident. To maintain aircraft safety, CAAM must also establish precise regulations and standards for the use of drones that guarantee adherence to legal and safety requirements for aviation.

The usage of drones also has promise for applications in the fields of research and rescue. Drones can be used for search and rescue, for instance in bad weather or in hard-to-reach places. They can assist in gathering pertinent information and identifying victims more quickly and effectively. Drones can also be employed in the field of study to gather proof or visual data from a human perspective. This may help CAAM carry out investigations into aviation-related incidents or violations more quickly. Additionally, tight standards and procedures are needed to prevent collisions with airplanes and forbidden zones. Drone operators should also receive adequate education and information to ensure that they are aware of the regulations and morals around drone use. By doing this, CAAM may increase operational effectiveness and flight safety overall while securely utilizing drone technology.

1.2 Recommend how can the organization take advantage of this opportunity? What potential outcome can the company gain?

The development of aviation technology, including the use of drones as Small Driverless Air Vehicles (SUAV), presents potential for CAAM. First, CAAM can propose suitable regulations and standards for drone use in Malaysia. CAAM promotes aviation safety, privacy protection, and legal compliance by effectively regulating and controlling the usage of drones. They can create protocols for registering drones, provide operators credentials, and establish boundaries or limitations on where drones can fly. The CAAM will be able to take advantage of drone technology for a variety of use, including environmental monitoring, security surveillance, shipping, and other uses that can enhance the effectiveness and sustainability of operations in the aviation sector.

By offering certification and training for qualified drone operators, CAAM may also benefit from the development of drone technology. They can offer verification systems for drone operators that check for technical proficiency, communication during flight, and knowledge of rules and safety. This will guarantee that Malaysian drone operators follow strict security guidelines and are skilled in drone handling. Additionally, CAAM can collaborate with academic institutions to offer training courses and programs tailored to the requirements of drones. A center of excellence in the field of drone use, CAAM will be able to provide nationally and internationally recognized verification services by educating and preparing skilled drone operators.

Opportunity 2: Urban/Rural Air Mobility Market (team, 2023)

The air mobility industry offers considerable prospects to CAAM groups, whether they are in an urban or rural setting. In the market for urban air mobility, CAAM can have a significant impact on the supervision and regulation of commercial aviation operations in significant Malaysian cities including Kuala Lumpur, Penang, and Johor Bahru. The demand for air travel in these cities is rising as a result of a growing population and steady economic growth, providing CAAM with chances to advance safety, legal compliance, and operational effectiveness in commercial aviation. In order to develop innovation in aviation services and infrastructure and to create a market with significant room for growth, CAAM can work with aviation partners and industry stakeholders.

2.1 How does it impact to the business?

CAAM organizations have a lot of prospects in the urban or rural air mobility market. Urban flights are becoming more popular because of the city's fast urbanization and rising traffic congestion. In order to provide effective and efficient urban aviation services, CAAM can take advantage of this opportunity by enhancing and extending urban aviation infrastructure, such as helipads or tiny airports. By boosting service fees and operating costs, as well as by strengthening CAAM's position as a security and aviation security guard in crowded urban areas, this will benefit CAAM.

On the other side, CAAM is significantly impacted by opportunities in rural air travel. In Malaysia, there are lots of remote places that can't be reached by car or public transportation. When it comes to linking the region with essential locations and easing access to vital services like healthcare, economic development, and tourism, air mobility can be a significant alternative. To construct tiny airports or airports in rural areas, CAAM can collaborate with other stakeholders including airlines and local governments. Along with improving accessibility and connectivity, this will benefit the people socioeconomically and advance the region's overall development.

2.2 Recommend how can the organization take advantage of this opportunity?

What potential outcome can the company gain?

By taking advantage of opportunities in the urban and rural air mobility markets, CAAM groups may lead the way in the future. The ability of CAAM to work with regional and international airlines to improve domestic aviation services in rural areas is the first advantage. By facilitating improved accessibility and convenience for flights to remote or remote places, CAAM is able to expand its network of aviation services, which in

turn will support local economic growth. Additionally, CAAM can support a number of programs, such as air travel packages, to encourage locals to travel domestically and beyond. The domestic tourist market may be developed and expanded with the assistance of the tourism sector and other stakeholders, which will significantly benefit less urban and rural areas economically.

Secondly, CAAM can introduce and promote the use of drones and small aircraft in urban air mobility by utilizing the technical advancements in the aviation sector. CAAM can take use of the advantages of more effective and adaptable air mobility by expanding the use of light aircraft or drones to transport cargo or carry out surveillance missions. This will not only increase the effectiveness of how goods and services are delivered in metropolitan areas, but it will also create new opportunities for the transportation and logistics industry. In addition to encouraging business, academia, and the government to create suitable frameworks and norms, CAAM can play a significant role in regulating and controlling the operations of small and drone aircraft.

Threat 1: The Stricter Safety Standards of The International Civil Aviation Organization

After the US aviation regulator, the Federal Aviation Administration (FAA), lowered the national aviation safety assessment to the lowest level, the more stringent Safety Standards of the International Civil Aviation Organization (ICAO) posed a serious danger to CAAM groups in 2019. This decrease highlights a vulnerability in the ICAO's requirements for aviation safety compliance and execution. These dangers could significantly harm CAAM's reputation and the confidence of domestic and international flights to Malaysia. To ensure recovery and progress in national aviation safety assessments, CAAM must take prompt action to enhance and improve the system of surveillance, compliance, and application of safety standards. These include enhancing the standard of training and instruction given to CAAM workers, monitoring and assessing the effectiveness of aviation surveillance, and enhancing collaboration with the ICAO and other stakeholders in order to satisfy globally established security requirements.

1.1 How does it impact the business?

In order to assure compliance and safety in aviation operations, CAAM must adhere to higher criteria as a result of the ICAO's raising of safety standards. Procedures, training, infrastructure, and legal compliance adjustments may be necessary to achieve this. In order to fulfill the essential criteria, CAAM should thoroughly review all of its rules and practices, increase training, and more closely monitor compliance. To make sure that their security systems adhere to global standards established by the ICAO, this may force enterprises to make considerable financial and personal sacrifices. It is not hard for them to improve their aviation security system and guarantee the viability of the aviation sector in Malaysia with a strong commitment and the right actions.

Second, the credibility and prestige of CAAM have been severely harmed by the fall in the FAA's national aviation safety assessment. This assessment's deterioration suggests that CAAM's system for monitoring and compliance with international security standards does not uphold the required criteria. As a result, CAAM's ability to oversee and guarantee aviation safety in Malaysia is losing support from the worldwide aviation community. Relationships with international airlines, business leaders, and other regulatory organizations may suffer as a result. Through internal validation, improved collaboration with the FAA and ICAO, as well as open and transparent contacts with key stakeholders, CAAM must make a significant effort to improve and restore their security assessments. CAAM needs to put in a lot of effort to adhere to stricter criteria and standards as well as rebuild its credibility and trust.

2. Recommend what can company do to deal with the threat? Should they avoid it? How can they lessen the impact? Or should they retain it and accept full responsibility?

By implementing some strategic measures, CAAM firms can mitigate this vulnerability. They must first thoroughly evaluate the flaws and vulnerabilities noted by the ICAO and take the necessary steps to fix them. These include enhancing safety monitoring and evaluation systems, tightening up employee and regulatory training programs, and reinforcing aviation safety regulations and practices. The CAAM is able to reestablish trust in the aviation industry and repair the national security reputation because it is dedicated to fulfilling ICAO standards and boosting compliance with international aviation safety standards.

In order to forge solid ties, CAAM must also collaborate and interact with other stakeholders like the ICAO, the US Federal Aviation Administration, and the aviation sector. In order to resolve issues and show their dedication to aviation safety, they must actively participate in discourse and consultation. In this regard, CAAM can show the development of the security system and the efforts put out in this direction, as well as take action to rectify the problems raised by the ICAO and the US aviation authority. CAAM can rebuild their credibility and confidence in the global aviation community by forging strong ties and displaying their seriousness.

Overall, CAAM enterprises can mitigate the risk of receiving low security ratings by implementing the required changes in compliance with ICAO regulations. CAAM may enhance national aviation security and rebuild confidence in the global aviation industry by tightening rules, adopting more rigorous training, enhancing monitoring and assessment systems, and collaborating with stakeholders.

Threat 2: Availability of Qualified Human Resources

The greatest threat to the availability of qualified human resources is CAAM. The need for skilled labour is growing in the aviation industry, which is constantly developing. However, CAAM might have trouble finding candidates who match these requirements. The fierce competition among other airlines domestic and foreign can lessen CAAM's appeal as a good place to work. Inadequate incentive programmes and a disregard for career development can also make it difficult to keep trained employees. In order to attract and keep qualified human resources, CAAM should concentrate on efficient recruitment strategies, solid training programmes, and increased attention to career development.

2.1 How does it impact the business?

The most significant threat to CAAM's ability to provide enough human resources has a big effect on the company. The fundamental responsibilities of CAAM in performing security, monitoring, and inspection tasks in the aviation industry may be hampered by a lack of qualified and skilled labour. There are several ways that the influence is felt. First, fewer security inspectors on hand may cause the inspection process to drag out and impair CAAM's capacity to guarantee adherence to aviation safety requirements. The lack of adequate human resources can have an impact on the effectiveness of inspection and monitoring of aviation airlines and aviation service providers. In the event of a workforce shortfall, CAAM may struggle to create and update pertinent and efficient training programmes to make sure its personnel have the abilities and information they require. This can make it more difficult for CAAM to adopt the most recent techniques and technologies in the aviation sector.

In addition, CAAM may find it difficult to react swiftly and effectively to changes in international regulatory requirements and standards due to a lack of qualified human resources. As a result, this may jeopardise CAAM's standing as a knowledgeable and trustworthy aviation regulator and may have a detrimental effect on aviation safety in general. In order to meet the demand for qualified human resources in the aviation industry, CAAM must identify and address labour shortages by taking strategic actions like stepping up recruitment and retention efforts, enhancing training programmes, and collaborating with agencies from the education and business sectors.

2.2 Recommend what can company do to deal with the threat? Should they avoid it? How can they lessen the impact? Or should they retain it and accept full responsibility?

CAAM has a number of tactical options when dealing with the biggest challenge to human resource sufficiency. First, by making the organisation more appealing in terms of pay, benefits, and career chances, CAAM may improve its recruitment efforts. The aviation business can benefit from effective branding as a desirable workplace and outstanding career development prospects in luring top people.

In addition, to solve the labour deficit, CAAM should concentrate on comprehensive training and development programmes. In order to provide training programmes that meet the needs of the aviation industry and prepare future employees, CAAM can collaborate with organisations in the education and industry sectors. This could involve internship programmes, teaming up with educational institutions, and honing particular talents in line with CAAM's requirements. In the long run, CAAM may also think about spending money on internal education and training to improve the skills and competencies of the workforce as it is.

By implementing these actions, CAAM may address the issue of human resource sufficiency and make sure that they have a qualified, trained workforce that is competent to carry out regulatory and oversight responsibilities in the aviation business. By doing this, CAAM will be able to uphold high standards for safety and compliance and establish a solid reputation as a strong regulatory agency both inside and outside of Malaysia.



1. POLITICAL

Political analysis shows that CAAM organizations are influenced by political factors that impact their functioning and decision-making processes. First, CAAM is influenced by the policies and directives of the Malaysian government. This policy can cover many aspects, including the development of aviation infrastructure, tariff arrangements, and economic policies related to the aviation industry. This policy may affect CAAM's resources, priorities, and strategies in carrying out its duties as regulator. Second, CAAM is also bound by the regulatory framework set by the government. The rules and laws governing the aviation industry must be followed by CAAM in conducting its oversight functions. In addition, CAAM is also in contact with international aviation regulatory bodies and foreign governments. Collaboration with these bodies can be influenced by political dynamics, disputes of interest, and changes in foreign policy. CAAM's reliance on international cooperation in terms of standard harmonization and mutual consent can also be influenced by political factors. Although government policies have frequently targeted the aviation sector, the COVID-19 issue has led to a new wave of loans, loan guarantees, wage subsidies, and equity infusions, raising questions about both competition and the effective use of public funds, (COVID-19 and the aviation industry: Impact and policy responses, 2020).

2. ECONOMIC

Economic difficulties, the expansion of the aviation sector, and governmental economic policies can all have an impact on the CAAM's budget, resources, and regulatory priorities. For instance, the current COVID-19 pandemic's effects on the aviation sector have significant economic ramifications for CAAM. Resources and revenues for CAAM have been damaged by the steep reduction in passenger counts, the end of masculinity operations, and the decline in revenue from security inspection and license and certification expenses. Airlines weren't doing well before the COVID-19 epidemic, even though it affected them more severely than any other aviation subsector. Airlines lost an average of \$17 billion in economic profit annually from 2012 to 2019 despite a favourable environment of rapid economic expansion and low fuel prices (Jaap Bouwer, 2022). CAAM may be directly impacted by infrastructure growth, aviation sector investment, or general economic regulation.

3. SOCIAL

The necessity to adapt airline management procedures to social change is one of the key effects. The policies and criteria of CAAM may be impacted by technological advancements, travel patterns, and consumer preferences. For instance, the COVID-19 epidemic recently had a significant societal impact on the aviation sector. Changes in passenger behaviour, such as more attention to personal hygiene and health, have an impact on the requirement for the strict cleaning procedures required in aviation. In order to maintain social distance between seated passengers, several airlines restrict the middle seats on their aircraft, according to the report. In this context, we propose six novel boarding techniques and evaluate their effectiveness in comparison to the two most effective boarding techniques with social distance already in use. Utilizing three passenger health-related performance indicators and one operational metric (boarding time for a one-door aircraft), we compare the eight boarding techniques (R. John Milne, 2020). By considering societal changes brought on by the pandemic, CAAM should create policies and rules to safeguard the safety of travellers and the general public.

4. TECHNOLOGICAL

Technology advancements in the aviation sector have the ability to alter CAAM's operation, boost effectiveness, and increase aviation security. An example of a recent change that has significantly impacted CAAM operations is the use of unmanned drone or aircraft technology for the monitoring and inspection of airspace areas. Drones have been utilized for damage assessment, construction monitoring, runway inspections, and civic infrastructure monitoring. CAAM can access places that are challenging to access or more effectively and securely thanks to the usage of drone. Dron is equipped with a camera and sensor that may give the CAAM inspection team visual data and crucial information. The capacity of drones to increase efficiency in commercial aviation is one of their most important advantages. Drones can dramatically save the time and labour needed to conduct tasks like inspections, maintenance, and cargo delivery by utilizing automated flight routes and on-board sensors, resulting in a quicker and more effective operation (Frąckiewicz, 2023). As a result, CAAM may carry out more thorough monitoring and act swiftly to address any shortcomings or safety risks. Additionally, CAAM may use algorithms and predictive models to assess air traffic data, aircraft behaviour, and other aspects that affect aviation safety and efficiency thanks to other technologies like data analytics and artificial intelligence.

5. ENVIRONMENTAL

Political, economic, social, technological, environmental, and legal aspects of the environment are analysed. Changes in aviation regulations and government policies that have an impact on CAAM operations are recent examples that illustrate this notion. For instance, the ICAO study (International Civil Aviation Organization) which reveals flaws in the Malaysian security inspection system would have a significant influence on CAAM by 2020. Due to this, the Federal Aviation Administration (FAA) United States withdrew the "Category 1" category, which prevents Malaysian airlines from expanding their capacity or adding new routes to the US (Commission, 2020). This choice indicates political influences that have an impact on CAAM's credibility and image and has a major economic impact on Malaysian airlines. The distribution of CAAM resources can also be impacted by political and economic reasons. For instance, adjustments to national development priorities, public budgets, or government policy may have an impact on the funding allotted to CAAM and the resources it receives to properly conduct its obligations. The policy and strategic stance of CAAM may also change as a result of political changes in the administration.

6. LEGAL

The upkeep of conformity with Malaysian aviation laws and regulations is the responsibility of CAAM. Many facets of the aviation sector are governed by aviation law, including safety, security, certification, and monitoring. The implementation of the Malaysian Civil Aviation Regulations (MCAIR) 2016 by CAAM serves as the most recent illustration in support of this claim. Various facets of aviation in Malaysia are governed by this law, including licenses, certifications, aviation operations, and safety standards. MCAIR 2016 offers a defined framework for CAAM to undertake safety surveillance and inspections while acting as an operational manual for aviation operators. The rules and regulations of other countries that may affect CAAM's operations should also be taken into account. Examples include adhering to the rules and regulations established by the International Civil Aviation Organization (ICAO), a unit of the UN that establishes international norms for the civil aviation sector.

CONCLUSION

I learned a lot about CAAM's duty for upholding safety and compliance in the aviation sector while practice at the CAAM organization. This activity offers a chance to learn more about Malaysia's aviation regulatory framework and the role that CAAM plays as a key regulatory agency. I participated in a variety of events and initiatives during my practical years that deepened my awareness of CAAM operations. I have had the chance to participate in security inspections, watch over aviation companies, and verify that national laws and standards are being followed. I also communicate with a variety of relevant stakeholders, such as airline, academic, and regulatory representatives. Throughout this practical experience, I have observed the difficulties CAAM has had, particularly regarding the need for more adequate human resources and better training and development. However, I am also aware of the professionals' devotion and passion to securing aviation through stringent oversight and inspection at CAAM.

My interest in the aviation sector has been piqued by my practical experience at CAAM, which has also highlighted the significance of regulators in upholding safety and compliance. I recognize that CAAM has a significant duty to safeguard the public's interests and uphold the aviation sector's exacting standards. In my future profession, whether it is in the aviation sector or as a public safety advocate, I look forward to using the information and skills I have acquired over my practical career. I am appreciative of this worthwhile opportunity and will never forget my time at CAAM. I participated in a variety of events and initiatives during my practical years that deepened my awareness of CAAM operations. I've had the chance to participate in security inspections, watch over aviation companies, and verify that national laws and standards are being followed. I also communicate with a variety of relevant stakeholders, such as airline, academic, and regulatory representatives.

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APPENDICES

Document Information

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Similarity	1%
Analysis address	nikazlina.UiTM@analysis.ouriginal.com

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CAAM/BPMM/2019

BORANG PESANAN MINUMAN DAN MAKANAN PIHAK BERKUASA PENERBANGAN AWAM MALAYSIA

1. Makluman Pemohon

NAMA PEMOHON	NORAZIMAH BINTI MAT ZAIN
JAWATAN	PKTU A41
SEKTOR/ BAHAGIAN/SEKSYEN/UNIT	BKP, HR-ATC
NO. TELEFON	0177238505

2. Maklumat Mesyuarat :-

TAJUK MESYUARAT	SESI PRE-COUNCIL MBJ BIL 1/2023
TARIKH	25/5/2023
MASA	0930 AM - 0430 PM
BILANGAN AHLI MESYUARAT	10 ORANG
BILIK MESYUARAT/ARAS	BILIK MESYUARAT A380, LVL 3, HQ PUTRAJAYA
PENGERUSI MESYUARAT	PENGERUSI MBJ

3. Maklumat tempahan Minum dan Makan :-

MENU		CATATAN
MINUMAN	Sarapan: Nescafe Panas / Teh Tengah hari: Minuman Kordial / Jus Petang: Teh Tarik	
MAKANAN	Sarapan: 2 Jenis Kuih/ Bihun/ Mee Goreng Tengah hari: Nasi Briyani Ayam Petang: Agar-agar / Puding / Bubur Manis	Hidangan buffet

**sila sertakan lampiran menu sekiranya ruangan tidak mencukupi.*

INDAH PUTRAJAYA SDN BHD (421891-D)



(C/o The Everly Putrajaya Hotel)
 No. 1 Jalan Alamanda 2,
 Precint 1, 62000 Putrajaya.
 Tel: +603-8892 2929 Fax: +603-8892 2828
 TTX No: 171-2017-1000063
 SST No: W24-1808-32000193

Invoice

Invoice No: BQT0623/038

Invoice Date: 16/6/2023

PIHAK BERKUASA PENERBANGAN AWAM MALAYSIA
 ARAS 3, BLOK PODIUM A,
 62618 NO. 27, PERSIARAN PERDANA,
 PRESINT 4, PUTRAJAYA.

Attn To: _____

TEL

Email

Function Name:	P.O. Number:	Terms	Due Date:
			16/6/2023

Description	Check In Date	Check Out Date	Amount
PAKEJ MESYUARAT MAJLIS BERSAMA JABATAN INDUK BIL. 1/2023 PERKHIDMATAN KEMUDAHAN MESYUARAT SECARA PAKEJ BAGI MESYUARAT MAJLIS BERSAMA JABATAN (MBJ) INDUK BIL. 1 TAHUN 2023 PADA 12 JUN 2023 BERTEMPAT DI THE EVERLY PUTRAJAYA HOTEL. (HARGA ADALAH TERMASUK CUKAI)	12/6/2023	12/6/2023	7,500.00

Please make Cheque to INDAH PUTRAJAYA SDN BHD.
 Please quote the Invoice Number when making payment.
 Our bank account number AMB 234-202-200840-9

Total before SST	MYR 7500.00
Add SST (6%)	MYR 0.00
Total	MYR 7,500.00

for INDAH PUTRAJAYA SDN BHD (421891-D)	for INDAH PUTRAJAYA SDN BHD (421891-D)
	INDAH PUTRAJAYA SDN BHD (421891-D) The Everly Putrajaya Hotel, No. 1 Jalan Alamanda 2, Precint 1, 62000 Putrajaya
Sales Persons In Charge	Accounts Department

Received By:
 Name:
 Designation:
 Date:
 Signature:

*Please acknowledge and confirm this is correct when you have RECEIVED this Invoice by email to kirihana.anamugam@theeverlygroup.com or fax to 03 88922828 (attention to Ms Kirihana)

PENOLAKAN PREMIS KERAJAAN (ILA)

1. Kementerian Pembangunan Wanita, Keluarga Dan Masyarakat

myTC | Laman Utama | **Faciliti & Penginapan** | Soalan Lazim | Galeri | Log Masuk | Daftar Sekarang

Laman Utama | **Faciliti & Penginapan** | carian spesifik

Tempahan

Maklumat Carian: KEMENTERIAN PEMBANGUNAN WANITA, KELUARGA DAN MASYARAKAT

Daftar Mula: 12/06/2023

Daftar Khabir: 12/06/2023

Kapasiti: 1

BUKA KEDIRINGAN
BUKTI BAYARAN

Tempahan: Hotel

Faciliti / Penginapan Sedia Untuk Ditempah
Mula dari: 12 Jun 2023 Hingga: 12 Jun 2023 (0 Hari) **PISA-TEMPAHAN**

MAAF, tiada fasiliti yang sepadan dengan carian anda. Sila cuba sekali lagi.

Tip carian fasiliti:
- Mengurangkan bilangan kapasiti
- Tukar tarikh daftar masuk/tarikh daftar keluar

2. Kementerian Pendidikan

myTC | Laman Utama | **Faciliti & Penginapan** | Soalan Lazim | Galeri | Log Masuk | Daftar Sekarang

Laman Utama | **Faciliti & Penginapan** | carian spesifik

Tempahan

Maklumat Carian: KEMENTERIAN PENDIDIKAN

Daftar Mula: 12/06/2023

Daftar Khabir: 12/06/2023

Kapasiti: 1

BUKA KEDIRINGAN
BUKTI BAYARAN

Tempahan: Hotel

Faciliti / Penginapan Sedia Untuk Ditempah
Mula dari: 12 Jun 2023 Hingga: 12 Jun 2023 (0 Hari) **PISA-TEMPAHAN**

MAAF, tiada fasiliti yang sepadan dengan carian anda. Sila cuba sekali lagi.

Tip carian fasiliti:
- Mengurangkan bilangan kapasiti
- Tukar tarikh daftar masuk/tarikh daftar keluar

3. Kementerian Luar Negeri

myTC | Laman Utama | **Faciliti & Penginapan** | Soalan Lazim | Galeri | Log Masuk | Daftar Sekarang

Laman Utama | **Faciliti & Penginapan** | carian spesifik

Tempahan

Maklumat Carian: KEMENTERIAN LUAR NEGERI

Daftar Mula: 12/06/2023

Daftar Khabir: 12/06/2023

Kapasiti: 1

BUKA KEDIRINGAN
BUKTI BAYARAN

Tempahan: Hotel

Faciliti / Penginapan Sedia Untuk Ditempah
Mula dari: 12 Jun 2023 Hingga: 12 Jun 2023 (0 Hari) **PISA-TEMPAHAN**

MAAF, tiada fasiliti yang sepadan dengan carian anda. Sila cuba sekali lagi.

Tip carian fasiliti:
- Mengurangkan bilangan kapasiti
- Tukar tarikh daftar masuk/tarikh daftar keluar