



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Perlis
Kampus Arau



INDUSTRIAL TRAINING REPORT

HRM666

FACULTY OF BUSINESS AND MANAGEMENT

**BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE
MANAGEMENT (BA243)**

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INDUSTRIAL TRAINING PERIOD:

1ST MARCH 2023 - 15TH AUGUST 2023

1.0 EXECUTIVE SUMMARY

The internship report that I have prepared is based on my internship period from 1st March 2023 until 15th August 2023 which I have successfully completed under the Rector Office, Universiti Teknologi Mara Perlis. Universiti Teknologi Mara Perlis is a university located in Perlis that has become one of the universities that top in Perlis. Most courses that are provided here are in degree and there are certain courses in diploma. The Rector Office was established in July 1974. During 1974, it was located at Kangar, Perlis. In 1980, Universiti Teknologi MARA (UiTM) moved to Arau, Perlis. When UiTM was first established, the Rector Office was once named as Chairman Office. Then, they changed the name to Provos. After that, they changed again to Rector Office until now. In the first month, I was in the learning process in how to record the incoming and outgoing letters, how to answer a formal call and how to distribute the letters. In this report, I have to analyze SWOT and PESTEL of the Rector Office of UiTM Perlis. This SWOT Analysis makes me observe what is their strengths, weaknesses, opportunities and threats. I have given some recommendation that may can improve their weaknesses that I have been observed during my internship. The report ends with conclusion of this industrial training report.

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3.0 COMPANY'S PROFILE

NAME

Rector Office, Universiti Teknologi MARA Cawangan Perlis

LOCATION

Level 2, Bangunan Pentadbiran, UiTM Cawangan Perlis, 02600 Arau, Perlis.



BACKGROUND

Rector Office was established in July 1974. During 1974, it was located at Kangar, Perlis. In 1980, Universiti Teknologi MARA (UiTM) moved to Arau, Perlis until now. When UiTM was first established, Rector Office was once named as Chairman Office. Then, they changed the name to Provos. After that, they changed again to Rector Office until now.

DURATION

Date	:	1st March 2023 – 15th August 2023
Working day	:	Monday – Friday
Working hours	:	8.00 a.m. – 5.00 p.m.
Lunch Break	:	1.00 p.m. – 2.00 p.m. (Monday – Thursday) 12.15 p.m. – 2.45 p.m. (Friday)

VISION & MISSION

VISION

To establish UiTM as a Globally Renowned University of Science, Technology, Humanities & Entrepreneurship

MISSION

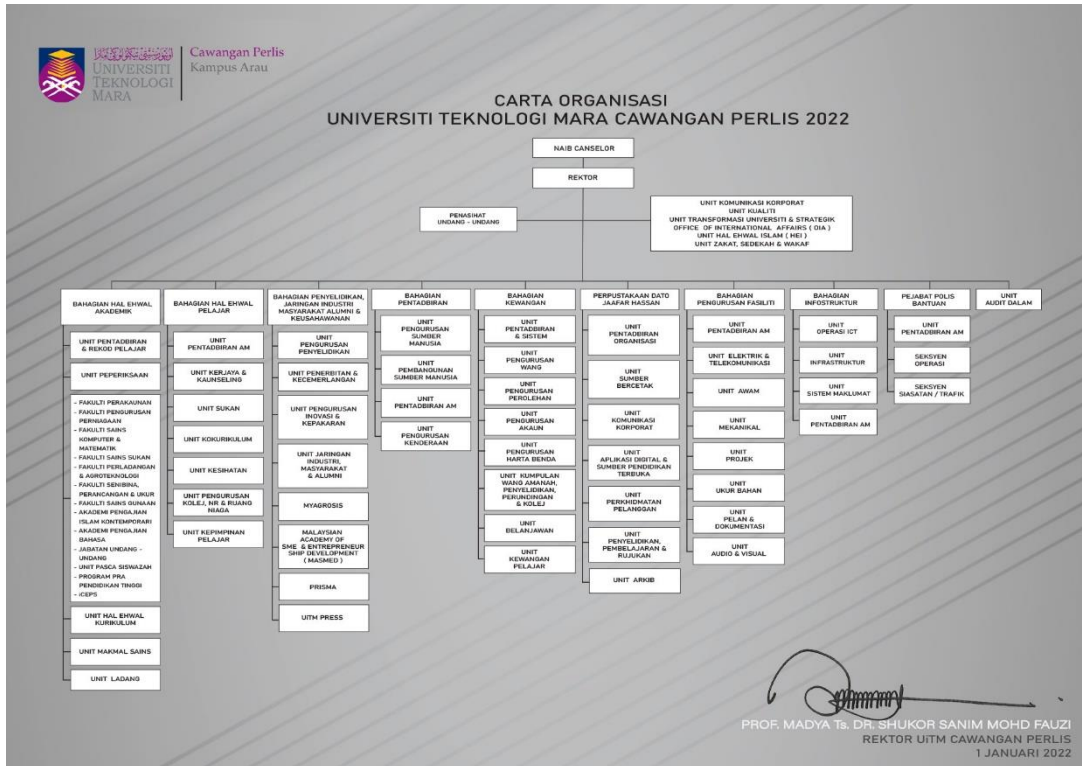
To lead the development of agile, Professional bumiputras through state-of-the-art curricular and impactful research

OBJECTIVE

- a. To expedite accessibility to higher education
- b. To provide world-class education
- c. To offer competitive academic programs that fulfill market needs, spearhead national development, and promote global prosperity
- d. To produce well-balanced, entrepreneurial graduates who are globally competent
- e. To strengthen the internationalization of values via enhancement programs
- f. To sustain organizational excellence through effective and efficient governance
- g. To champion impactful research through stronger research ecosystem
- h. To strengthen strategic alliance with alumni and industries
- i. To provide cutting edge ecosystem conducive for academic advancements
- j. To regulate cost-effective financial practices towards organizational sustainability





ORGANIZATION CHART

OF UITM PERLIS



ORGANIZATION CHART

OF THE RECTOR OFFICE OFFICER

Staffs	Position
	<p>Shukor Sanim Bin Mohd Fauzi (Prof Madya Ts. Dr.) Rector of UiTM Perlis Phone:</p>
	<p>Azmira Sharina binti Azmi Secretary of Rector UiTM Perlis Phone:</p>
	<p>Mohd Zaini bin Zainal Executive Officer Phone:</p>
	<p>Karia Haji Nor Operation Assistant Phone:</p>

4.0 INDUSTRIAL TRAINING ACTIVITIES

4.1. JOB DESCRIPTION

- Recording the incoming and outgoing letters

All letters and documents will be recorded in a Google Sheet after being received by UiTM employees or outside organisations, making it simpler for them to request updates on their letters and documents in the future.

- Sorting out the letter and document

After recording the letters and documents, I then have to sort out the letters and documents accordingly so there will be no letter that sends to the wrong person.

- Checking whether the letters and documents have been signed by the Rector of UiTM Perlis.

I then have to check if all the outgoing letters and documents have been signed by the Rector of UiTM Perlis.

- Distribute the letters and documents to Administration Unit

After sorting out and checking whether the Rector of UiTM Perlis has signed the letters and documents, I will distribute the letters and documents to the Administration Unit.

4.2. TRAINING REFLECTION

My internship starts at 1st March 2023 and end by 15th August 2023. During my internship, I have learned a lot of things as intern under the secretary of the Rector of UiTM Perlis. During my internship at the Rector Office of UiTM Perlis, I will work from Monday to Friday at 8.00 a.m. until 5.00 p.m. At the first month of my internship, I still in the learning process on how to record the incoming and outgoing letters, how to answer a formal calling and how to distribute the letters to the Administration Unit.

For 5 months I intern here, I gain and loss a lot of things. What I gain for myself is an experienced that I will never forget since this is my first time for working at the Rector Office and the value of that experience is very precious for me. However, during my 5 months undergo internship here, I feel loss motivated since I am the only practical student that interning at the Rector Office of UiTM Perlis.

Other than that, I gain a new skill which is skill management. In the scope of my job, skill management is important to manage all the documents and letters very well so there is no loss documents and additional problem happen. In addition, I also get to improve my communication skills since being an intern student at the Rector Office of UiTM Perlis, I have to interact a lot of new people every day. Additionally, communication skill is very important in Human Resource.

Furthermore, despite there being no allowance, UiTM Perlis provided a residential college for their internship students so there is no need for the intern students to rent a house outside from UiTM Perlis and it more conventional for them to go to the work since it is inside of UiTM Perlis. UiTM Perlis also provided medical facilities for their intern students and the cost is free so if they get sick such as fever, they can just check their health at the Medical Unit.

5.0 COMPANY ANALYSIS

5.1 SWOT ANALYSIS

SWOT that stands for Strength, Weakness, Opportunities and Threats is a method for evaluating these four components of the company. SWOT analysis is a tool which can assist employer and employees in identifying their company's strengths so they can develop a winning future strategy. SWOT can also reveal the business areas that are restricting the growth of the company or if left unchecked, their competitors may exploit.

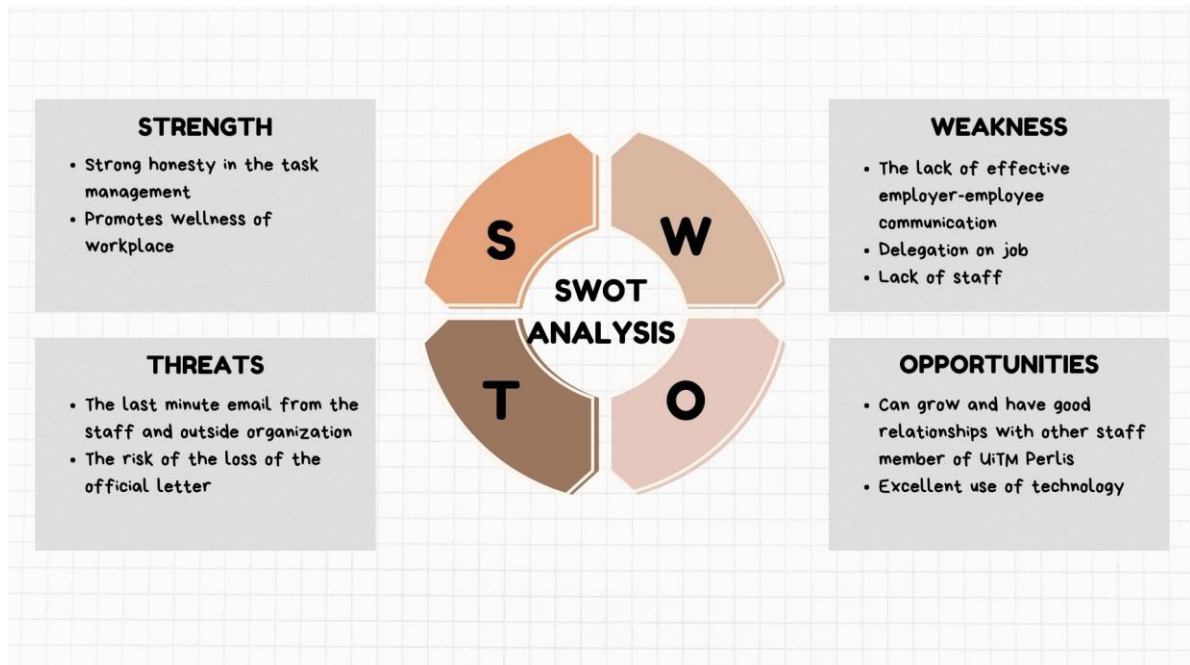


Figure 4.0: SWOT Analysis

5.2 PESTEL ANALYSIS

An acronym for a tool used to identify the macro, or external factors, that are confronting an organization is PESTEL analysis (Barrington, 2016). Political, Economic, Social, Environmental, and Legal are represented by the letters.

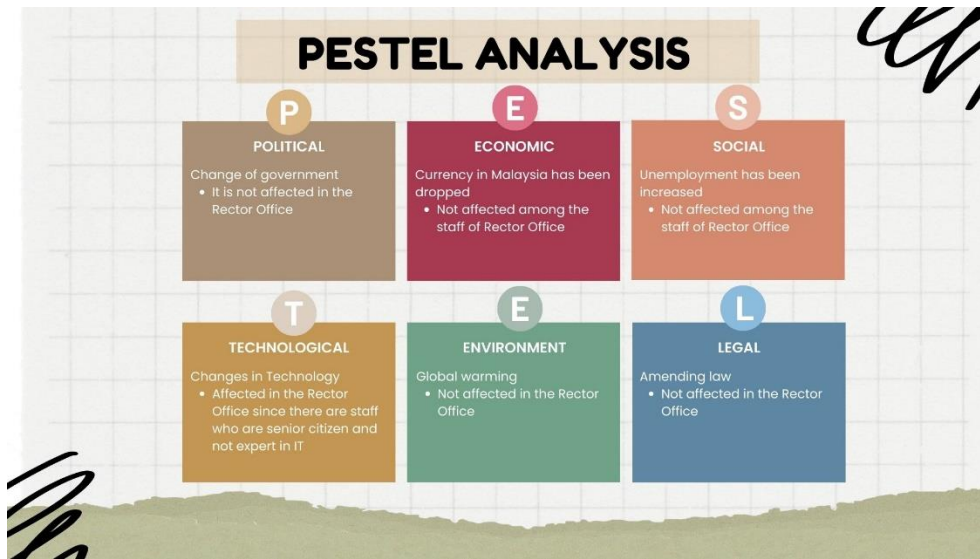


Figure 5.2: PESTEL Analysis

6.0 DISCUSSION AND RECOMMENDATION

6.1 SWOT ANALYSIS

STRENGTH

i) Strong Honesty in the Task Management

When a SWOT analysis was conducted, the company's employees shown strong honesty in their task management, which has been one of the company's strengths. Some letters and documents are confidential and should not be revealed with anybody. As a result, they would place the letters and documents in the envelope and give it to the appropriate staff members.

ii) Promotes wellness of workplace

The Rector's Office appears to have a workplace that promotes wellness, from what I can tell. It is crucial to have a comfortable workplace so there is no strain that can cause the workers to become stressed. Without being pressured, the Rector Office staff is free to perform their jobs to the best of their abilities.

WEAKNESS

i. The Lack of Effective Employer-Employee Communication

The next area of weakness that I may identify is the lack of effective employer-employee communication. Even though the employees in the department work directly to the Rector of UiTM Perlis, a number of issues have arisen due to insufficient communication. Because of the lack of communication, the staff at the Rector Office, for instance, is never aware when the employer will enter the office when an urgent document needs to be signed. Since the document needs to be signed immediately and is in an urgent situation, this would cause additional issue.

ii. Delegation of Work

My observations of their weaknesses led me to conclude that the Rector's Office's delegation of work is a significant issue. Most workers are late most of the time, which is the source of this. Additionally, the employer consistently put off tasks that resulted in his staff having to do too much work. The majority of the UiTM Perlis staff members who send letters and documents always call to inquire about updates when work-related issues arise. As a result, the Rector Office now has one of these as a weakness due to the way they manage their time.

iii. Lack of staff

Other than that, lack of staff is also one of the weaknesses that I have been observed. There are certain employees that have to complete an excessive number of tasks. Due of unfinished work, some of them must return home later than planned. As there was no one at home, they were forced to drive their sons or daughters to work.

OPPORTUNITY

i. Expand Good Relationships with other Universities

The Rector Office of UiTM Perlis can expand positive relationships with other universities, according to the prospects I have seen. There will be letters from other universities inviting the rector of UiTM Perlis to their event when the letters and documents arrive at the rector office. This is an opportunity for UiTM Perlis to strengthen its connections with other universities.

ii. Excellent Use of Technology

The excellent use of technology is another opportunity I have noticed. According to Simplilearn, over the past few decades, technology has undergone impressive progress, which has revolutionised our lives and enabled us to keep up with it. (What Is the Importance of Technology? | Simplilearn, 2022). Technology has risen to significance in our work in the modern period. The technology is constantly getting better, whether it be for emails the documents and letters. The staff members in the rector office have made extensive use of the technology provided. The letters and documents have been saved in a Google Sheet, so if any other UiTM Perlis employees inquire about the status of their letters and documents, the staff member in charge of that area will look for the information there.

THREATS

i. The Last-Minute Email from the Staff and Outside Organization

According to what I observed, the threat of the Rector Office is when it receives a last-minute email from the staff or an outside organisation. Since there are more than fifty emails sent each day, it is difficult to figure out when they send a last-minute email. When such occurs, the connection between UiTM Perlis and outside organisations can damage, leading to various issues.

ii. The risk of losing the official letter

The second threat to the Rector Office is the risk of the loss of the official letter. Most of the letters and documents that send to the Rector Office are important. When they lost, the Rector Office has to be responsible for it. And at that point, the relationship UiTM Perlis has been building will be lost as a result, which could have a negative impact on political issues.

6.2 PESTEL ANALYSIS

POLITICAL FACTORS

Politics influenced how much the government could impact an organization or a certain sector of the economy (Villegas, 2022). Political policy, stability, and trade are all included in the political factors, if we understand them. Currently, Malaysia has changed the government and the prime minister also changed from Dato' Sri Ismail Sabri Yaakob to Dato' Seri Anwar Ibrahim. However, this political factor has not affected in the Rector Office.

ECONOMIC FACTORS

Economic factors refers as a direct impact on how well the economy is performing, which has a direct impact on how profitable the organization is (Villegas, 2022). As all of us are aware, the currency in Malaysia has been dropped. However, this case does not affect among the staff in the Rector Office since they get the same amount of salary for every month.

SOCIAL FACTORS

Social factors can be defined as where companies can analyze the socioeconomic context of the market to gain insight into how customer requirements are developed and what drives them to make purchases. According to the Department of Statistics, the unemployment rate in Malaysia has been decreased 3.9% to 3.5% in May 2023 (Malaysia Unemployment Rate - June 2023 Data - 1998-2022 Historical - July Forecast, 2023). Furthermore, if we look at the amount of unemployment in Malaysia, it is quite a lot and government need to do something to handle these issues. However, these issues do not affect the Rector Office of UiTM Perlis.

TECHNOLOGICAL FACTORS

According to the Villegas, Technology is vital to business since it can have both positive and negative effects. When new products, technologies, and services are introduced, some markets may find it difficult to adapt, so it is crucial to consider all of the potential effects. (Villegas, 2022). The technology nowadays always makes some changes. We can see from how phone can just touch screen and now can flip and touch screen at the same time. This factor is affected in the Rector Office of UiTM Perlis since there are staff who are senior citizen and there also have staff who not expert in technology.

ENVIRONMENT FACTORS

According to the Peterdy, as the business community started to understand that changes to our physical environment might create material dangers and possibilities for organisations, environmental factors started to make sense as an addition to the original PEST framework (Peterdy, 2022). As all of us have been informed, Malaysia will be hit by prolonged global warming. However, this is not affected the staff in the Rector Office of UiTM Perlis.

LEGAL FACTORS.

According to Peterdy, legal factor can be defined as one that results from changes in the regulatory environment and may have an impact on the overall economy, a particular industry, or even a single business within a given sector (Peterdy, 2022). There are many laws that has been amended in Malaysia. For example, in August 2022, Malaysian government announced that it will defer the implementation of the amended Employment Act 1955, hence, start 2023, employers will now be breaking the Employment Act 1955 if they terminate (or give notice of a termination to) this category of employees expect for the breach of contraction, misconduct and closure of business (Employment Act 1955: Must-Know 2023 Amendments for HR Managers in Malaysia | AltHR Blog, 2023). However, this not affected in the Rector Office.

6.3 RECOMMENDATION

WEAKNESS: The lack of effective employer-employee communication

RECOMMENDATION:

Practice 360-degree feedback. 360-degree feedback is tools to assist staff in enhancing performance utilizing data on performance acquired from a variety of sources (MindTools | Home, 2023). 360-degree feedback is fairer than the conventional techniques where you ask each person individually and is no longer just one person's opinion regarding another. This method only requires the worker at that company to provide an anonymous assessment of the person. The reason for using this technique is because, while employing this technique, the employer will be aware of the areas in which his employees are not satisfied and will enhance those areas.

WEAKNESS: Delegation in job

RECOMMENDATION:

The next recommendation is using a disciplinary process method. Management uses a corrective action method during the disciplinary process to modify performance-poor behaviors (UMBC, 2023). This approach is based on the adult learning theory, which emphasizes one's own responsibility. Since there are many opportunities for the employee to overcome that weakness, the employer should support the employee if they wanted to change their problem attitude. This method should not surprise the employee if a good performance management system is in place. In order to help the Rector Office staff who habitually arrives late for work improve their performance, coaching should come first, followed by constructive feedback.

WEAKNESS: The lack of staff

RECOMMENDATION:

The final suggestion is to enroll more practical students. Since there is no allowance here, the Rector Office can hire practical students when there is a staffing need. Since they have practical students to assist them, having a lack of employees may be filled and the amount of work that needs to be done can be decreased. Furthermore, when recruit more intern students, the staff can decrease their overload work due to the lack of staff. The intern students can get additional knowledge and experience while working and use it to their future careers.

7.0 CONCLUSION

In conclusion, every business has its own strengths, weaknesses, opportunities and threats. In order for them to grow their business more, it is important for them to identify and address their weaknesses. Every business definitely has some weaknesses, but in order to improve those weaknesses, the organization must have excellent solutions. The business must also have excellent performance management in order to significantly enhance the working environment and communication for its employees. Furthermore, for the organization to succeed, seizing chances and turn the threats into strategies might be difficult, thus it is advised to have a great strategic planning for the company's future.

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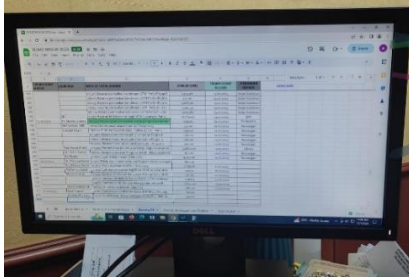
APPENDICES

My Workplace:

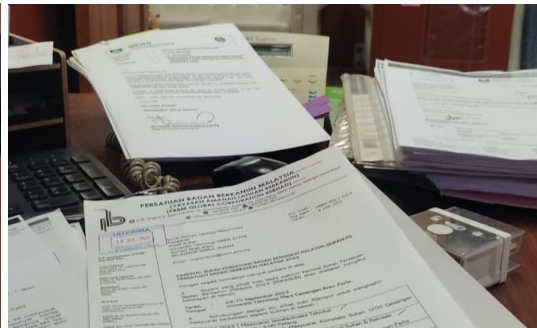
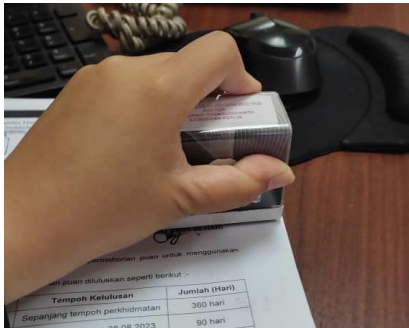


My industrial activities:

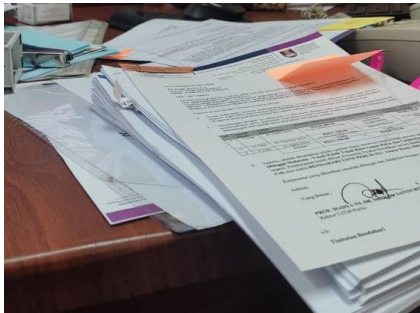
Recording the letters and documents



Sort out the letters and documents



Checking whether the letters and documents have been signed by the Rector of UiTM Perlis



Distribute the letters and documents to Administration Units



Joining some programs



Hari Raya Celebration:



Pictures with Advisor and Intern Students in UiTM Perlis:

