



اَبُو سَيِّدِي تَسْكُو لَوْ كُنِي مَبَارَا
UNIVERSITI
TEKNOLOGI
MARA

INDUSTRIAL TRAINING REPORT AT RICAEN

1 MARCH-15 AUGUST 2023

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1.0 EXECUTIVE SUMMARY

RICAEN is a Research, Industry, Community, Alumni, and Entrepreneurship & Network. It is the company located in UiTM Perlis that assists all faculty members with research funding applications, publications, intellectual property, consultation services, and commercialization. RICAEN have their own vision, mission and the objective that they want to achieve.

There are 8 members of staffs at RICAEN and 2 members of Research Management Unit, RICAEN manage 6 units which are Research Management Unit, Publishing & Excellence Unit, Innovation Management & Expertise Unit, Industry, Community & Alumni Network (ICAN) Unit, Malaysian Academy of SME & Entrepreneurship Development (MASMED) and UiTM Press.

RICAEN also has its own SWOT which is strength, weaknesses, opportunities and threats. The strength of RICAEN is that RICAEN staff are too friendly with their clients, RICAEN staff are responsible and professional in completing their tasks and also RICAEN staff have good teamwork. The weaknesses are poor time management skill, workload work during events and poor thinking skill. The opportunities for RICAEN are expansion in technology usage and establishing relationships with universities abroad. Last but not least, the threats of RICAEN are community issues and lack of funds for activities and events. There are a few recommendations in this report that I provided for RICAEN weaknesses.

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3.0 COMPANY PROFILE



Research, Industry, Community, Alumni, Entrepreneurship & Network (RICAEN)

Contact

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My company is under the unit Research, Industry, Community, Alumni, Entrepreneurship & Network and known as (RICAEN). It is located at Bangunan PJIM&A, UiTM Cawangan Perlis, 02600 Arau Perlis. RICAEN assists all faculty members with research funding applications, publications, intellectual property, consultation services, and commercialization. RICAEN also build new connections and strengthen existing partnerships with industry, communities, alumni, and other universities. Our operation day is from Monday until Friday and operation hour for RICAEN is from 8.00 a.m. until 5.00 p.m.

3.1 VISION AND MISSION OF RICAEN

RICAEN Vision

The RICEAN vision is to become a world-class researcher, innovation, consulting, and publication management center and to establish a relationship between UiTM Perlis and industry, government, private sector and society for mutual benefit.

RICAEN Mission

RICAEN mission are strengthen UiTM's scholarship and innovation capabilities through quality services, establish a good, harmonious and effective relationship between UiTM Perlis and industry, government, private sector and community, distribute and provide research training, consultation and writing to UiTM Perlis residents, focus on strategic relationships with stakeholders that will bring positive results to UiTM Perlis and the stakeholders and to ensure the relationship between industry, government, private sector and community will bring a positive impact on UiTM Perlis's image.

3.2 OBJECTIVE OF RICAEN

The objectives of RICAEN are to expedite accessibility to higher education, to provide world-class education, to offer competitive academic programmers that fulfil market needs, spearhead national development and promote global prosperity, to produce well-balanced, entrepreneurial graduates who are globally competent, to strengthen the internationalisation of values via enhancement programmers, to sustain organisational excellence through effective and efficient governance, to champion impactful research through stronger research ecosystem, to strengthen strategic alliance with alumni and industries, to provide cutting edge ecosystem conducive for academic advancements and to regulate cost-effective financial practices towards organisational sustainability.

3.2.0 Objective of Research Management Unit (RMU)

In my company it is divided into six units which are Research Management Unit, Publishing & Excellence Unit, Innovation Management & Expertise Unit, Industry, Community & Alumni Network (ICAN) Unit, Malaysian Academy of SME & Entrepreneurship Development (MASMED) and UiTM Press.

In RICAEN, I worked under a research management unit. The coordinator for this unit is Dr Wan Izhan Nawawi Wan Ismail and administrative staff is Madam Zurita Jaafar. The research management unit is responsible for coordinating and disseminating information regarding research-related activities in UiTM Perlis.

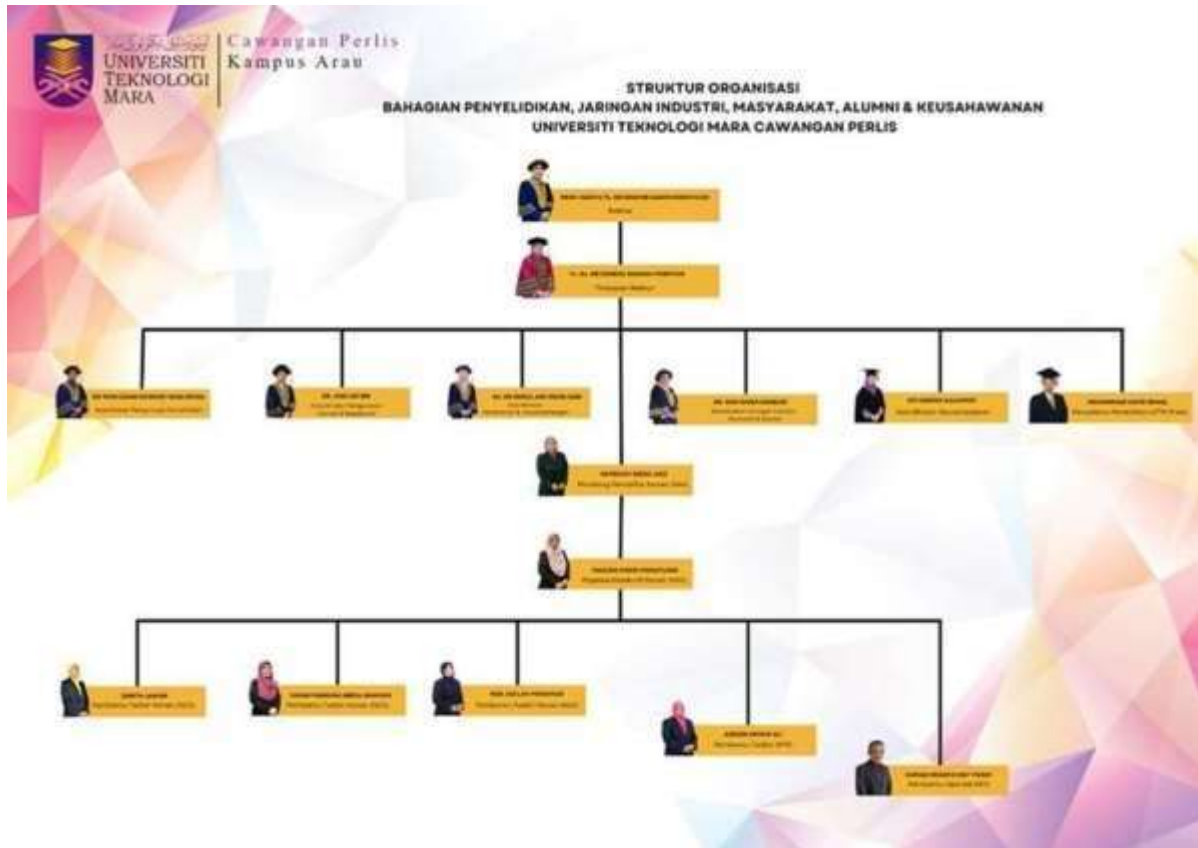
This unit acts as coordinating and monitoring researcher research projects (General Grants (National) - FRGS, ERGS, e-Science, RAGS, RACE, Excellence Fund, and International Grants). Next is to encourage lecturers to engage in high-profile research activities such as LRGS and PRGS. Then, this unit also acts as mobilise Research Interest Group (RIG) research activities that assist in the establishment of the CoE. Besides that, this unit also encourages lecturers to participate in research-related workshops and organise programs related to innovation either at the national or international level. Next is briefing and training staff who will represent UiTM Perlis at the innovation competition. Then, help coordinate the commercialization of research/innovation products with RIBU, UiTM Shah Alam. Last but not least, organise workshops and consultation awareness campaigns.

3.3 COMPANY SERVICE




RICAEN provided 6 units which are Research Management Unit that its responsible for coordinating and disseminating information regarding research-related activities in UiTM Perlis. Next is Publishing & Excellence Unit that responsible for coordinating and disseminating information regarding publication related activities in UiTM Perlis. The unit is also responsible in managing Research Interests Group (RIG) in UiTM Campus Perlis. Besides that, Innovation Management & Expertise Unit, Industry, Community & Alumni Network (ICAN) Unit that responsible for coordinating community projects as well as industrial-linkage activities within UiTM Campus Perlis. Then, Malaysian Academy of SME & Entrepreneurship Development (MASMED) that share our expertise in making your entrepreneurial journey meaningful and successful so that they will be able to contribute towards the greater good. Last but not least is UiTM Press.

3.4 ORGANISATIONAL STRUCTURE OF RICAEN




This is the organisational structure Of RICAEN:



3.4.0 Members of Research Management Unit (RMU)

PROFILE	POSITION
 <p data-bbox="236 819 758 898">Wan Izhan Nawawi Bin Wan Ismail (Dr)</p>	<p data-bbox="1002 600 1166 633">Coordinator</p>
 <p data-bbox="360 1308 635 1344">Zurita Binti Jaafar</p>	<p data-bbox="999 1173 1174 1207">Senior Clerk</p>
 <p data-bbox="304 1771 694 1807">Yusra Damia Binti Mazlan</p>	<p data-bbox="900 1653 1270 1688">Student Industrial Training</p>

3.4.1 Department of RICAEN

PROFILE	POSITION
 <p data-bbox="256 792 743 831">Ernieza Suhana Mokhtar (Sr Dr)</p>	<p data-bbox="979 600 1190 638">Deputy Rector</p>
 <p data-bbox="284 1240 715 1279">Hafidzah Binti Hj Abdul Aziz</p>	<p data-bbox="967 1057 1203 1133">Senior Assistant Registrar</p>
 <p data-bbox="268 1711 730 1749">Mazura Binti Mohd Mohayudin</p>	<p data-bbox="967 1482 1209 1559">Senior Executive Officer</p>



**Farah Farhana Binti Abdul
Rahman**

Senior Clerk





Zurita Binti Jaafar

Senior Clerk



Nur Jazillah Binti Mohamad

Senior Clerk

 Azreen Binti Arman Ali	Clerk
 Ahmad Rozaifiz Mat Yusof	Operation Assistant

There are 8 members at RICAEN. The first is Dr Ernieza Suhana Mokhtar as a deputy rector. Next, Hafidzah Binti Hj Abdul Aziz as a Senior Assistant Registrar. Then, Mazura Binti Mohd Mohayudin as a Senior Executive Officer. Besides that, Farah Farhana Binti Abdul Rahman was a Senior Clerk. Then, Zurita Binti Jaafar as senior clerk, Nur Jazillah Binti Mohamad as a senior clerk. After that, Azreen Binti Arman Ali as a clerk and Ahmad Rozaifiz Mat Yusof as an Operation Assistant.

4.0 SWOT ANALYSIS

A SWOT analysis is a useful framework that can assist us in assessing your company from several perspectives. It also looks for fresh approaches to advance. A SWOT analysis allows us to distinguish ourselves from our rivals, play to our strengths, recognize our shortcomings before they cause us harm, discover and seize fresh chances and also get ready for threats and steer clear of them.

4.1 Swot Analysis Table:

<p><u>STRENGTH</u></p> <ul style="list-style-type: none"> • RICAEN staffs are too friendly with their clients • RICAEN staffs are responsible and professional in completing their tasks • RICEAN staff have good teamwork. 	<p><u>WEAKNESSES</u></p> <ul style="list-style-type: none"> • Poor Time Management Skill • Workload Work During Events • Poor Thinking Skill
<p><u>OPPORTUNITIES</u></p> <ul style="list-style-type: none"> • Expansion in technology usage • Establish relationship with abroad University 	<p><u>THREATS</u></p> <ul style="list-style-type: none"> • Community Issues • Lack of funds for activities and events

4.2 Strengths

The first strength of RICEAN is the staff being too friendly with their clients. Every staff treats their clients well. The client who has a problem can discuss well with RICEAN staff and the staff can help efficiently to solve their problem. Besides that, every staff member at RICAEN is good at managing their emotions even when they have a personal problem. They are professional in handling personal problems and their work. For example, when a staff member has a family problem, she still can treat her client well and not be emotional.

Last but not least, RICEAN staff have good teamwork. They can cooperate no matter what the unit it is in doing tasks or handling the events and programmers. For example, in the I-iDeA event and Anugerah Semarak Sanjung programmed, they cooperate together to make the events successful. **Gul et al., 2018** claimed, satisfaction to have a positive relationship with opportunities of employees at the work.

4.3 Weaknesses

The first weakness is poor time management skills. Time management is very important to all employees at work. If they do not have time management, they cannot do their job well. At the RICAEN, one of the staffs does not always have enough time to complete their job because of a client's interruption. This is because the staff do not have a proper schedule to deal with clients and do the job. So, she always needs to do overtime to complete her tasks.

Next is workload during events. At RICAEN, there are a lot of activities and events that I have joined at RICEAN such as Anugerah Semarak Sanjung, i-IDEA2023, AI-Ikhsan Sports and others. In my observations, RICAEN do the last-minute jobs and tasks. So, the workload during events will happen. RICAEN staff will easily get stressed and not professional in preparation for the events. The workload not only can affect the staff's mental health but also physical health like heart disease, strokes and others. A poor workplace is most likely one of the fundamental reasons for the high staff turnover rate and poor satisfaction and performance, **(Mustafa & Ali, 2019)**.

Lastly is poor creative thinking skill. Since RICAEN staffs is old, they not up to date. The way they think like old people. They are not creative in solving problems. For example, in solving problems at office. They need to ask other opinions to solve a problem and mostly they cannot solve the problem by herself.

4.4 Opportunities

The first opportunities for RICAEN is expansion in technology usage. As we know, modern technology is more advanced. By using the existing system and any platform, RICAEN can be more advanced and famous. For example, RICAEN can introduce its company on social media platforms such as Facebook, Tiktok, Youtube and others platforms. It is because people nowadays use a social media platform to know the updated news. According to **Ra.2018**, the second key finding from the literature is that technology will change the nature of work. New jobs are more likely to be concentrated in the nonroutine and cognitive category requiring higher-order cognitive and soft skills that are less susceptible to automation.

Second opportunity is to establish relationships with universities abroad. RICEAN will be more advanced if it has a good relationship with outside universities. Other universities will know RICAEN and at the same time be able to raise the name of UiTM Perlis. For example, the ongoing i-IDEA ceremony involving other Universities.

Second is, all the staff responsible and professional in completing their tasks. Each of RICEAN staff has their own roles. They are always professional in doing their tasks. They complete their tasks on time and can allocate their time well. To provide the company with consistency and security, RICAEN has the responsible staff.

4.5 Threats

First threat is community issues. Community Issues are problems or concerns that a community which are town, neighborhood, or others. This will be a threat to RICAEN because RICAEN is not known by many local communities. They don't know about the existence of RICAEN at UiTM Perlis. This is because RICAEN is not widely known. Therefore, this will make RICAEN less advanced. **Stuart 2022** highlighted “the importance of community collaboration and engagement as central to community organization practice.”

Next threat is lack of funds for activities and events. Since UiTM gave a limited budget for each event, RICAEN had to limit the use of the budget in the activities of each event. With this low budget, the events become not attractive. This also can be a threat to the RICAEN because every event, RICAEN needs support from outside parties.

5.0 PESTEL

PESTEL is P for political, E for economic, S for social, T for technological, L for legal and E for environmental analysis. There are a few PESTEL for RICAEN. In my observation, there are no effect for RICAEN in politics because changing in prime minister of Malaysia did not affect RICAEN. Next is economic. There is also no effect to the RICAEN staff salary because their staffs are government servants. Its same as in 2020 during Coving19, RICAEN staffs still get their same salary even work from home. Then, social. At RICAEN, I have studied that unemployment graduates can affect RICAEN manage the alumni students' data and if there are more unemployed graduates, people's perception towards UiTM students become low. Besides that, for technology, RICAEN change in recording "submission of research documents" from manual log book to the computer systems. Before this, clients have to record their submission document to the manual log book which are they need to write their information to the log book. But now, they only can record the form in computer system. This also can make the RICAEN staff easier do their work because they only can drag the client's information to the Microsoft Excel to process client's documents. After that, there are no effect to the RICAEN for environment and legal.

6.0 TRAINING'S REFLECTION

6.1 Job Descriptions

Specific Date:

1 March 2023 - 15 August 2023 (6 Months)

Working Days & Hours:

Monday to Friday

8.00 a.m. - 5.00 p.m.

Roles and Responsibilities

At RICAEN, my roles and responsibilities are managing the "submission research documents", transferring data from paper format to Microsoft Excel, make various invitation letters to the lecturers, record a "Daftar Rekod Masuk (RKM)" for each document before sending it to the Finance office, sorting the databases, do the paperwork before a program and checking the list of GRA salary recipients every month.

6.2 Gains

I am doing my internship training at RICAEN for 6 months which is from 1 March 2023 until 15 August 2023. There are many things that I have learned at RICAEN such as I can improve my soft skills and confidence levels. Not only that, I also can improve knowledge and gain new experience at RICAEN. I really enjoy working with all the staff here.

For the first 3 months, I can improve my soft skills in software. For instance, I can apply my software skills such as Microsoft Word, Microsoft Excel and also PowerPoint in completing tasks. This is because, at RICAEN, I am responsible to do work such as managing research documents by using the system. Furthermore, I am able to manage GRA's salary efficiently by using Microsoft Excel. Besides, I can learn how to use electronic machines well such as photostat machines, laminator machines, shredder machines and others.

In addition, I can see my communication skills better when I communicate and deal with all staff and my supervisor. When my communication skills have improved, I feel very confident when dealing with other people. Not only that, I can also work in a group with my staff and friends. This is because RICEAN organises various programs such as the I-iDeA event, "Anugerah Semarak Sanjung" event and other programs that we need to manage

together. With this program, I was able to learn how to manage events and work well with my teams.

Then, while I worked at RICAEN, I was able to add new knowledge and be more open-minded. This is because, when we have any problem, we will exchange ideas to solve the problem. Then, we conclude our opinion to solve the problem. With this, I can learn the best decision to solve a problem. Not only that, I can also add new knowledge when listening to other people's opinions. Next, I was able to discipline myself while working at RICAEN. This is because I always come to work on time and dress well while working. I am also more professional when doing my tasks and complete my tasks on time. This is because I have emulated RICAEN staff who do their tasks professionally.

Besides that, I learn about coaching and mentorship. When RICAEN staff teach me how to do the job, I feel that I have learned the new things from them and at the same time it helps me to improve my new knowledge. According to **Clardy,2018**, “the workplace learning literature also emphasizes the potential efficacy of combining informal learning with formal learning on the provision of proper organizational support. Last but not least, strong teamwork. RICAEN have a strong teamwork. Usually, they will work together if the events happen. They work in team and always exchange opinions how to make the event success.”

6.3 Lost

During my internship, I have lost my family time. My workplace is so far from my hometown. My hometown at Terengganu while my workplace at Perlis. It so hard to go back to my home since I only get leave in weekend. I will go back to my hometown when public holidays such as Hari Raya Aidilfitri, Hari Raya Aidiladha and so on. Besides that, lack of income. Since my hometown is so far from my workplace, I need to staying at collage. I need to paid RM214 for six months. Not only that, I also need to covered my daily expenses such as my food and drink.

6.4 My Contributions to RICAEN

For the first contribution for RICAEN is make it easier for RICAEN staff to manage their work. At RICAEN, I always help the staff to handling the documents and key in the data to the sheets. I also write the invitation letter to the lecturers, madam and students. So, I think I have made the work of the staff easier. Next is I also share a various opinion such as using new systems through the current technology to RICAEN. I also contribute many opinions about how-to handling work and time to dealing with clients and so on.

7.0 RECOMMENDATIONS

There are a few recommendations to be suggested in my observation towards RICAEN. Firstly, the weakness of poor time management is that one of the staffs does not always have enough time to complete their task due to interruption from clients. According to **Kumar & Aithal, 2019**, “in this competitive era, for high performance, the organizations and directors emphasize on searching time management tools”. So, for the suggestion can be made in this weakness is by arranging a schedule for work and time to deal with clients. By an example, that staff can set time to deal with clients in the morning around 8 am until 12 pm while time to complete their work in the evening around 2 pm until 5 pm. This will help that staff to have a proper schedule during working. So, she can complete her task on time. In addition, the clients need to make an appointment one day in advance. This also helps the staff to arrange her schedule before work. She also knows who needs to deal with clients on that day.

Next, workload to the staff during an event because of poor management in handling events. Normally, they do last minute preparation for the event. **Amponsah-Tawiah et al. (2018)** found in their cross-sectional study that in Ghana, many employees have poor time management skills and consequently their productivity was low. In other words, to improve productivity in the industrial sector of Ghana, employees must pay attention on how they use their time in the workplace. A suitable recommendation for this weakness is RICAEN staff have to do the preparation early within one month before and avoid doing last minute work. With this, the work or the task given will become organized and effective. Other than that, RICAEN can create a team and appoint a responsible leader to avoid various mistakes during the events. Leader in the teams is very important because she or he will give the instructions to the group members what they need to do. RICAEN staffs also can ask an opinion and use the energy of industrial training students to make work easier and to achieve program objective. According to **Shuman and Twombly (2010)**, “note that these network relationships are maintained through a leadership role they call the “network choreographer,” who organizes participants and develops and maintains network relationships”.

Lastly is poor creative thinking skill. In this situation, I think RICAEN need to ask other opinions during work, so that, RICAEN staff will get many opinions to solve their problems or do their work easily. It can help the staff to think what the best choices opinions from others is. Next, RICAEN should do more research on the internet to increase knowledge, so that thinking skills can improve effectively. According **Mauno & Kinnunen, 2021**, employees are increasingly required to constantly update their job-relevant knowledge and competencies and adjust their skills in order to be able to accomplish their work.

8.0 CONCLUSION

In conclusion, during my internship training at RICAEN, I can add new knowledge and improve my skills. For example, I improved my soft skills, and communication skills. I also can improve my confidence levels. Besides that, every company has its SWOT analysis which is strengths, weaknesses, opportunities, and threats. There are 3 strengths which are that RICAEN staff are too friendly with their clients, RICAEN staff are responsible and professional in completing their tasks and also RICEAN staff have good teamwork. The weaknesses are poor time management skill, workload work during events and poor thinking skill. The opportunities for RICAEN are expansion in technology usage and establishing relationships with universities abroad. Last but not least, the threats of RICAEN are community issues and lack of funds for activities and events. In my opinion, RICAEN can develop further because RICAEN's weaknesses can still be controlled and I provided a few recommendations to overcome the weaknesses.

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APPENDICES



Figure 1: Photo with Advisor



Figure 2: Photo with Advisor



Figure 3: Photo with Supervisor



Figure 4: Photo with Supervisor



Figure 5: Photo with RICAEN Staff



Figure 6: Photo with RICAEN Staffs



Figure 7: Photo with RICAEN Staff



Figure 8: Photo with RICAEN Staffs



Figure 9: Program Kotak Kebaikan & Projek Kurma 2023



Figure 10: Program Kotak Kebaikan & Projek Kurma 2023



Figure 11: Program Kotak Kebaikan & Projek Kurma 2023



Figure 12: Program Kotak Kebaikan & Projek Kurma 2023



Figure 13: Program Santapan Nurani Masjid An Nur



Figure 14: Program Santapan Nurani Masjid An Nur



Figure 15: Program Santapan Nurani Masjid An Nur



Figure 16: i-IDEA 2023



Figure 17: i-IDEA 2023



Figure 18: i-IDEA 2023



Figure 19: Anugerah Semarak Sanjung



Figure 20: Anugerah Semarak Sanjung



Figure 21: Anugerah Semarak Sanjung



Figure 22: Anugerah Semarak Sanjung



Figure 23: Program Ceo@Fakulti: Peluang Kerjaya Bersama Al Ikhsan Sports Sdn Bhd



Figure 24: Program Ceo@Fakulti: Peluang Kerjaya Bersama Al Ikhsan Sports Sdn Bhd



Figure 25: Talk Event: Sarawak Business



Figure 26: Talk Event: Sarawak Business



Figure 27: Carnival Semarak Community



Figure 28: Carnival Semarak Community



Figure 29: Carnival Semarak Community



Figure 30: Carnival Semarak Community