**FACULTY OF BUSINESS AND MANAGEMENT**

**BACHELOR OF BUSINESS ADMINISTRATION (HONS.)**

**HUMAN RESOURCE MANAGEMENT (BA243)**

**INDUSTRIAL TRAINING  REPORT HRM666**



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|---|---|---|
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**INDUSTRIAL TRAINING PERIOD:**

**1st March 2023 – 15th August 2023**

**EXECUTIVE SUMMARY**

The entire 24 weeks of my industrial training at Administration Department UiTM Perlis, which began on March 1st and ended on August 15th, 2021, was exciting experience for me in order to finish the Industrial Training course (HRM666). The objective of this internship is to ensure that students obtain knowledge as well as real-world abilities that will benefit them in their careers afterwards. This report contains an overview history of Administration Department of UiTM Perlis as well as a reflection of my training in terms of knowledge and skills that I have obtained to overcome challenges throughout my industrial training. This report contains SWOT analysis of the organisation in order to learn about its strengths, weaknesses, opportunities, and threats during my internship. According to what I have discovered, internal forces influence Administration Department of UiTM Perlis strengths and weaknesses, while external forces influence its opportunities and threats. This report discusses the company's SWOT analysis as well as recommendations regarding how to enhance the company's performance. On others hand, this report also analyses A PESTEL analysis for the organization external environment using the six criteria such as political, economic, sociological, technological, legal, and environmental. PESTEL analysis aims to provide the opportunities and threats that the organization faces. It should reveal future trends to keep an eye on. We can determine how to make organization to be the most competitive

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**Introduction**

Industrial Training is a required component of the curriculum that aims to expose students to the reality of the workplace and get them involved in real-world work environment. During the training, students learn about the most recent technologies and how they are currently applied in relevant and significant businesses. Industrial training allows students to gain practical knowledge in a realworld working environment while also improving their personal and professional development. Employers use this time to evaluate new employees for future positions. Take use of this opportunity to stand out as someone who could be beneficial to their organisation. In addition, input from participating organisations assists students in strengthening the graduate's character and professional skills. This report describes my internship at the University Teknologi Mara Campus Arau. Ialso had the opportunity to gain experience in carrying out several tasks in administrative offices. The administrative division's primary duty is to serve as the administrative secretariatand campus governance, as well as to manage all staff issues, including staffing, services, and employee welfare. Units Under the Administrative Division of UiTM Arau contributed by Administration Office, Human Resource Management Unit, Human Resource Development Unit, Vehicle Management Unit.

### 1.0 Company Background



Figure 1.0: Company building

Adminitrastion Division of UiTM Perlis establish on July 5, 1974, same as UiTM, Perlis was founded. It began operations with 15 academic lecturer and 31 administrative and support employee. The administrative division's main responsibility is to serve as the administrative secretariat and campus administration, as well as to manage all employment issues, including recruiting, services, and employee welfare. The administration division of UiTM Perlis has divided into four unit which are general administration unit, human resource management unit, human resourse development unit and Vehicle unit. Administration division handling all the employees welfare including the lecturer. The organization manage the process related to holidays, training application, travel claim, application to work outside the office, vehicle application, campus change application and relocation claim

**Vision**

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

**Mission**

To lead the development of agile, professional Bumiputera's through state-of-the-art curricula and impactful research

## 1.1 Organizational Chart
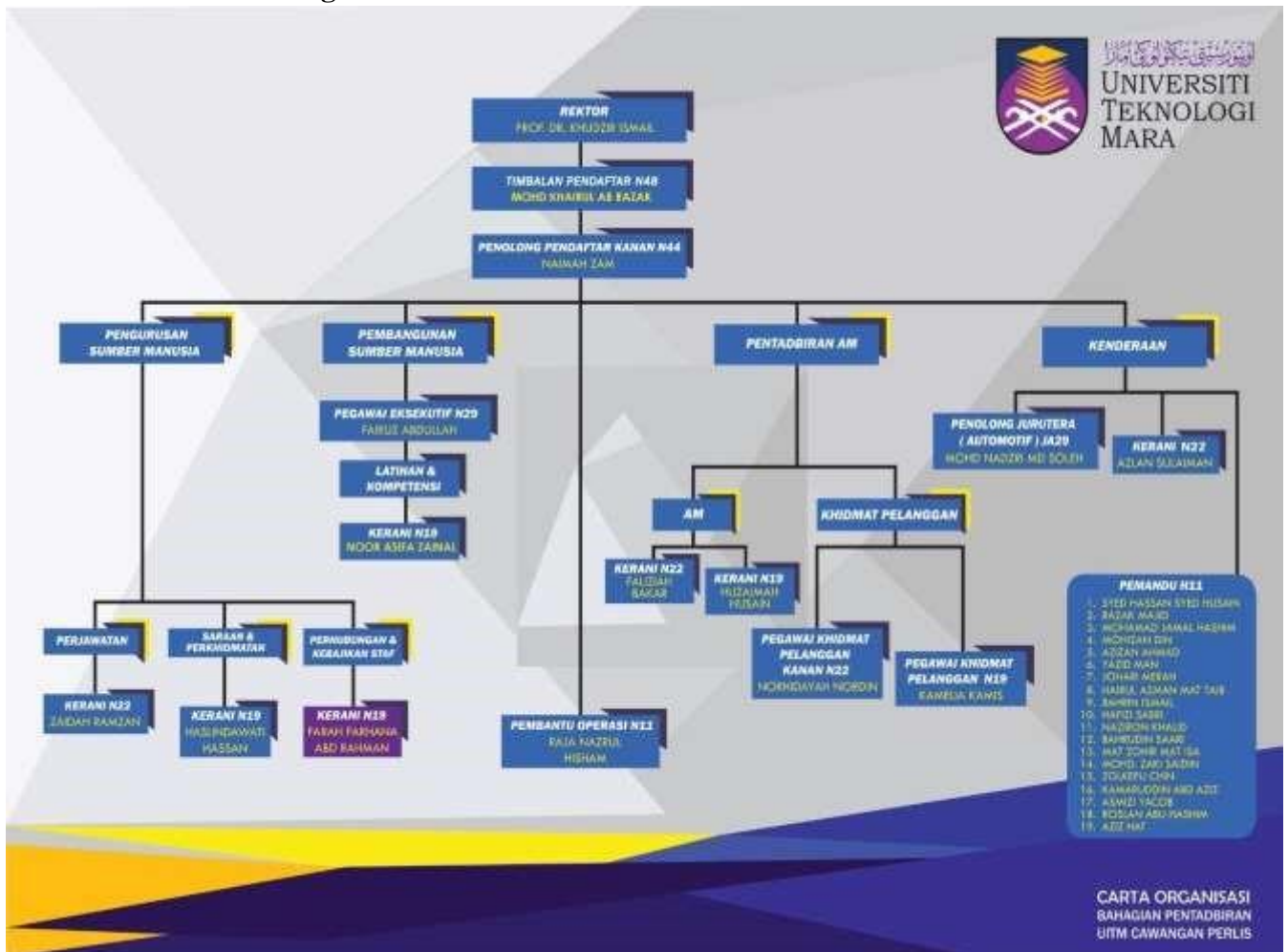
**Organizational Chart of Administration Division**



Figure1.1: Organization chart

1.2 Organizational Chart of Administration Officer

**Organizational Chart of Administration Officer**

| Staffs | Position |
|---|---|
| | **Mohd Khairul Bin Ab Razak**<br>Deputy Senior Registrar<br>Top management |
| | **Naimah Binti Zam (supervisor)**<br>Senior Assistant Registrar<br>Top management |
| | **Fairuz Binti Abdullah(supervisor)**<br>Executive Officer<br>Human Resource Development Unit ( Team development) |
| | **Noor Asifa Bt Zainal**<br>Clerk<br>Human Resource Development Unit (Training) |
| | **Zaidah Bt Ramzan**<br>Senior Clerk<br>Phone:<br>Human Resource Management Unit (Recruitment) |

| | |
|---|---|
| | **Haslindawati Binti Hassan**<br>Clerk<br>Phone:<br>Human Resource Management Unit (Retirement & service) |
| | **Fadlia Afida Binti Ghazali** Administrative Assistant<br>Phone:<br>Human Resource Management Unit ( Employees welfare) |
| | **Fauziah Bt Bakar** Administrative Assistant Phone:<br><br>General Adminitrative (Employees welfare ) |
| | **Huzaimah Binti Husain**<br>Clerk<br>Phone:<br>General Adminitrative ( Record and Files) |
| | **Azlan Bin Sulaiman**<br>Senior Clerk<br>Transportation Management Phone: |

1.3. Location of company

**Location of Pentadbiran**



Figure:1.2: location of company building

Administrative building located at Pejabat Pengarah Kampus Arau, Perlis, 02600 Arau, Perlis Behind the Perpustakaan Dato' Jaafar Hassan UiTm Perlis. Behind the main hall of UiTM Perlis which is Dewan Seri Semarak.



Figure 1.3: Map of Administaration Division

Address: Level 3, Bangunan Pentadbiran, UiTM Cawangan Perlis 02600 Arau,Perlis

1.4. Duration of work

Internship duration:

1st March 2023 until 15th August 2023

Operating hours:

| DAYS | LUNCH BREAK | OPERATING HOURS |
|---|---|---|
| Monday | 1:00p.m – 2:00p.m | 8:00a.m- 5:00p.m |
| Tuesday | 1:00p.m – 2:00p.m | 8:00a.m- 5:00p.m |
| Wednesday | 1:00p.m – 2:00p.m | 8:00a.m- 5:00p.m |
| Thursday | 1:00p.m – 2:00p.m | 8:00a.m- 5:00p.m |
| Friday | 12:15p.m - 2:45p.m | 8:00a.m- 5:00p.m |
| Saturday | Holiday | Holiday |
| Sunday | Holiday | Holiday |

## 2.0 Roles And Responsibility

1. Responsible for the process before meeting of "*Panel Pembangunan Sumber Manusia*"

    ☐ I was responsible to do a big sheet of the programs that will be in the meeting. The meeting is to estimate budget for every program that will be run for every months. I was responsible to key in the programs date, place, objectives, organizer and estimated budget. The information will send by email or by hand. The link of Google form will provided to generate the data of the applicant. I also must ensure all the information is complete. If the information is not complete, I need to get the information by contact them as soon as possible. The approval of the program must be by approval the Rector of UiTM Perlis. The application divided into three application program which are organizing programs, attending programs and conference.
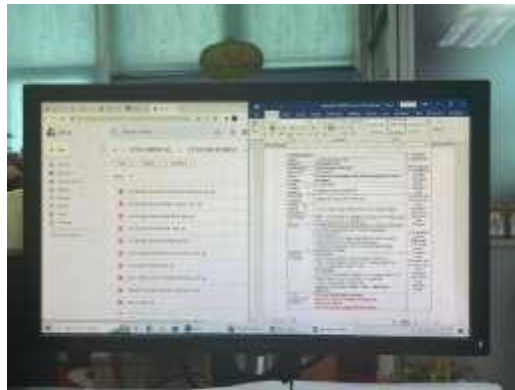


*Figure 3.0:Big sheet*

2. Be secretariat of Events

- I was responsible to be a secretariat a few events. Usually event that involves staffs and lecturer, Administration department staffs are responsible for the process of registration of the event such as prepare for the Qr Code for attendance and attendance list. Qr code will be distribute at the end of event finish or opening of event. I was responsible to ensure that everyone that attend the event sign for the attendance. Attendance list will give to staffs that have a problem to access the Qr code. Other than that, I was responsible to prepare for a souvenirs to the invited person and VIPs. The events that attended with VIPs, we responsible to escort them to the hall.

- The events that I involved includes:
  - *Amanat Rektor 2023*
  - *Majlis Penyampaian Sumbangan Ramadhan & Bakul Raya 2023*
  - *Anugerah Perkhidmatan Cemerlang 2023*
  - *Taklimat Pengurusan Kenderaan*
  - AUSTRALIA AND MALAYSIA: Firm Friends, Ready For Future
  - *Seminar Kepimpinan Altruistik UiTM Perlis*
  - *Bengkel Myportfolio*

3. Responsible for minute file

    I. Personal Files

- I was responsible to do a minute file for personal files of all staffs. The minutes must be jot down on the minute paper. The minute must be sorting according to the date which is the latest would be the last of the minute. The minute context must be the title of the letter and write by black or red pen color. The black pen use to write the letter published by administration department and red pen the letter use to the letter published by other department.
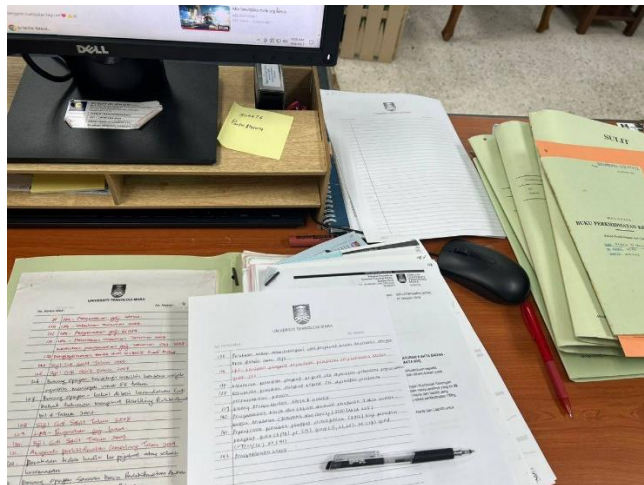


Figure 3.1: staffs' personal file

II. File of *"Panel Pembangunan Sumber Manusia"*

- I was responsible to do a minutes files for *"Panel Pembangunan Sumber Manusia"*. The files contents letter of approval of programs. The minute must be write into the minute paper. I must ensure that the file and the number of meeting is correct. The minute context must be the title of the program. The approval letter and meeting minutes must be in the different files. The big sheet must be in front for future references. Every number of meeting has different file and different approval letter. Every context of minute must include the date of the letter published.
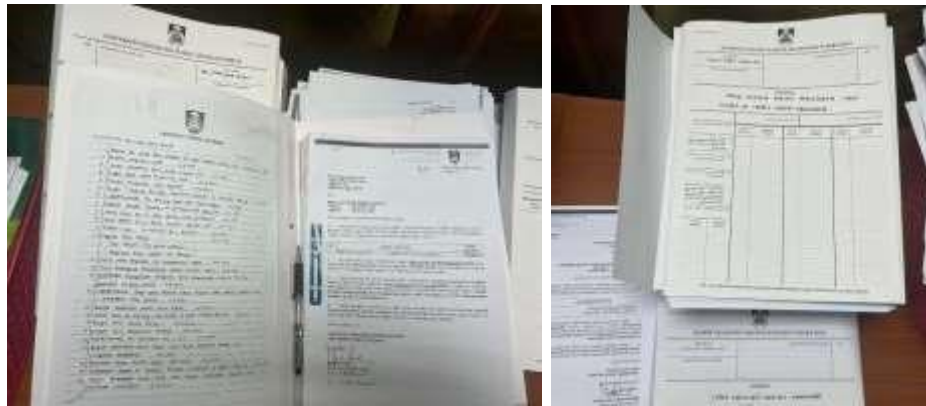


Figure 3.3: *Panel Pembangunan Sumber Manusia's* files

4. Responsible to be a moderator

- I was responsible to be a moderator in interview of part-time and full-time lecture. The interview was conducted on 16 March 2023. The interview consists 3 panels which is lecturers from faculty of Agriculture and 5 candidates. The interview is through Google meeting. I was responsible to create the link and invited the panels. I was responsible to ensure that all the candidates will be on the meeting on time. I contacted all the panels and candidates by phone call. I also solve the technical issue happen when one of the candidate could not access the meeting. The meeting run smoothly and all the candidates present it well. It not easy to handle people through online but I think I could manage it well.
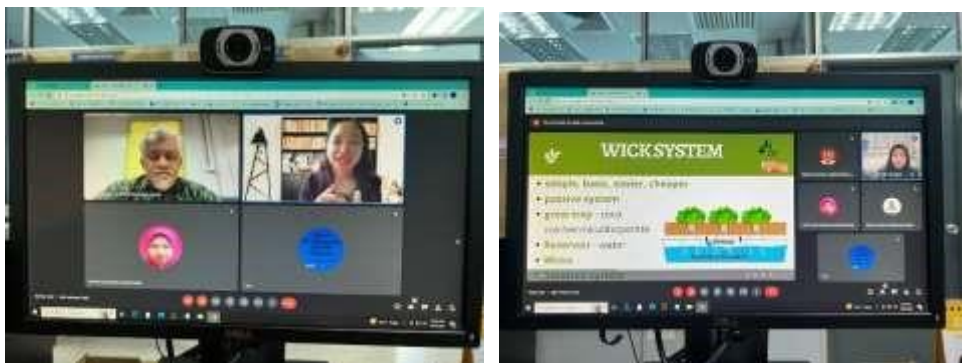


Figure 3.4: Interview session

5. Responsible for key in employees training log

- I was responsible to key in training hours of all the staffs including lecturers. All the staffs must complete at least 42 hours for training hours on their service throughout the year. Staffs can join any program that provide training hours and certificate. The program could be organize by Universiti Teknologi Mara or outside the organization. The hours log depending on the duration of the programs. I was responsible to key in the training hours of staffs that organize by the Universiti Teknologi MARA Perlis Branch. The list of staffs will give by the staff in charge. It will be through email or manual handed. The training hours will be log on the system. It must require the number of staf to key in the data.



Figures 3.5: System use for employees training log

6. Responsible for filling

    I. Personal file

- I was responsible to do filing for staff's personal file which I have to sorting a letter into the file of the staffs. The files arrange according to the gred of the position and according to alphabet. It is easier for people to find the files.



Figure 3.6: Filing room

    II. Medical Certificate

- I was responsible to sorting medical certification of staffs. The medication certification must be sorting according to the alphabet from a to z and years into the files. The files has different tagging to differentiate the letter and the years. The files was arrange according to years.



Figure 3.7: Medical certificate (MC) of staffs

7. Responsible for sorting resume

- I was responsible to print out resume of candidates that apply for part-time and full-time lecture. The application of the candidates will be through Google form. I must reach out to one by one application to ensure that the resume is complete as it required before print it out. The resume will be distributing to the faculty that they applied for. The rejected resume must be sorted to another folder. I must ensure that all the candidates is qualified to the position as it requirement provided.
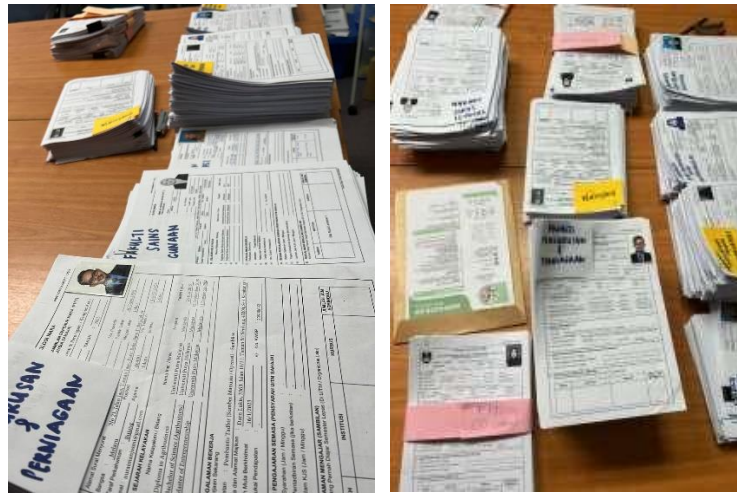


Figure 3.8: Resume

### 3.0 Training Reflection

Gains

1. Myself

I. Communicate skills

- During 24 weeks I been here, I could say that work life is very tough must mentally strong to handle the problem. However, I have develop my skills during the internship. I felt more confidence to communicate with people especially people from top management. Usually all the task given by my supervisor will involve myself directly with lecturers, managers and also rector. This make me develop my communication skills especially getting a phone call from the client.

II. Develop more skills

- Every day, I kept a logbook and recorded notes about task that given, comments from my supervisor, strengths and flaws that I identified, and topics I wanted to explore and learn more about. This helped me better understand myself and identify areas where I needed to improve in the future. Other than that, all the employees are highly meticulous in their job execution. It encourage me to be more precise with task given. Internship also develop critical thinking skill to solve the problem.

III. Gains more new friends

- There are interns from others University has started the intern before me. Communicating with them is a wonderful approach to give me a better understanding of how the organization operates and what it's like to work there. It really help me to adapt the work environment. I also can be friend with my colleagues that might be 10 to 20 years older than me.

2. Career development

- I gain so much work experiences that might help me to put the education into practice and develop my leadership skills. During internship, I implement practical experience and knowledge that I gained in college. It also open up my eyes to different to the real-workplace that completely different from student life. It also can build up my resume with experience that I gained. My resume are secure with the good reference and recommendation by my supervisor and advisors. It may help me to evaluate positions that suit to my personality and skills, as well as introduce you to people who can provide career advice and support. By working with a lot of people establish critical networking connections that will help in the future.

3. Organization

- The organization could discover new perspective from fresh graduate like me that will came with a fresh and innovative ideas. They can evaluate up-andcoming talent based on relevant perspective. Moreover, it will solve their work overload issue. It would be beneficial for the organization to hire me as intern because I had the basic knowledge about the Human Resource management. Lastly, it will also save the cost to hire permanent employees because there are no allowance for intern needed.

Loss

I. Physically and mentally exhausted

- Work life is new for me. To cope with work and the organization culture takes time. Sometimes I might feel mentally and physically exhausted due to work overload. Due to routine of screening at the office, it might causes of extremely burnout. At one time, I have no time for the lunch break due to the work overload. This internship really taught me for time management which I have to balance my time for my work and my assignment tasks. To cope with both at one time it really tough for me.

II. No family bonding

- Due to tiredness, I could not manage my time with my family. Even during weekend, I would prefer rest than going out with people. Due to our distance, it make me more difficult to meet my family even I have only weekend to get rest. There are no holiday provided for the intern exclude for public holidays. Usually, I would only contact them through phone call and video call. However, the staffs is very kind and treat me like their own children.

III. Loss of self- motivation

- Due to no allowance provided, it make me feel like what I work for it just nothing as just for experiences. I feel like my hard word is not worth. Due to the work overload, it is not fair for my hard work. I feel envious with my friends that experience allowance. However, I feel blessed that I work with kind employers and supervisors.

**4.0 SWOT Analysis**



Figure 4.1: SWOT analysis

4.1 Strengths

1) The employees is multi-skilling

- Multi-skilling is a highly valuable talent for organisations that must deal with fast-paced to this dynamic environment in the organization nowadays. Employees learn how to grow beyond their own function that will become adaptable and responsive to organisational needs, which is a major strength for the organisations. For example, human resource department of the organization can manage a few tasks at one time such handling program training, recruitment, and employee's welfare. The employees were skilled and come with the minimum qualification needed. They are experts at their job and improved productivity for the organization. They have advanced knowledge in both theory and practice and make it easier for them to overcome issues and highlight inconsistencies within the organization practices. They are confident enough to accomplish what is necessary, and their ability to deal with problems. Most of the employees are senior and has been working for more than 5 years even 10 years. They are really expecting with the job they work. They also have experience on other department because the organization develop job rotation to prevent monotony of work.

2) Transparency relationship

- This organization has built strong leadership which they have develop transparency relationship between employers and employees. They will open up their conflict and come up with their solution. If there are any conflict between them they will have a heart to heart conversation. Open communication between employer and employees can reduce employees harboring resentment. The employees also feel free to talk about their problem. There being honest toward each other's. Employees has respect to the leader since they are aware that the leader are always truthful and straightforward with them. The leader always provides constructive feedback for their employee's performance on the job they work on. It is to appreciate their employees' effort. The employees might feel appreciated and it will encourage them to improve their productivity. The organization always do a small ceremony to appreciate their hard work of their employees. There are also no biases behavior between the leader and employees. The organization also transparent with their organization performance which of there any bad review or conflict they open to talk about that and find their solution

4.2 Weaknesses

**1) Time management**

    I.    Punctuality

- Every employee reflects the organisation. When someone is consistently late, it reflects poorly on an organisation. It turns a bad impression about the organisation. From my observation, this organization has poor on punctuality. Some of the employees will not be on time in the office after the lunch break. On other hand, due to poor system of their software to clock in system make them being late to the office. When the person is habitually late, the flow of work is disturbed, and other team members must cover for delayed work. However, some of the employees take an advantage to coming late after the lunch break because there no need to "punch in" to the office.

    II.    Procrastination

- From my observation, the procrastination habit of some employees makes them delay of some work. It will lead to the work overload. When they delay of work, other department also effected make the work cannot be proceeding. For example, if the deputy registrar or assistant registrar not approve any formal letter such as promotion position the formal letter is invalid and the rector's office cannot approve the letter.

**2) Feedback performance**

I. One- sided employees performance appraisal

- It is necessary to review processes, diagnose problems, and provide appropriate actions for an organisation to function smoothly and successfully. There are many things that must be monitored and investigated. Performance evaluations can assist employees in enhancing their strengths and strengthening their weaknesses. However, One-sided performance evaluations may result in employees unmotivated and with a feeling that their ideas are being ignored. This method of conducting performance reviews is less efficient and may have negative effects on productivity. It must be both of employees and employers to ensure that will be fair and the employees can also evaluate their manager. One-sided performance appraisals provide both manager and employee only one side of their perspective. From my observation, the organization only allow the manager evaluate their employees. The performance appraisal by the organization is known as "penilaian prestasi". The *'penilaian prestasi'* will be result at end of the year. From the result, manager will decided the employees that can be awarded for '*Anugerah Perkhidmatan Cemerlang*' (APC).

### 3) Work management

I. Work overload

- From my observation, the organization is lack of their work management which they delayed on some work. Work in other departments is delayed due to procrastination of employees. Employees also handling too many responsibilities at one time such as the staff at human resource management must handling all the job scope with the unrealistic deadlines. Getting stuck with so many work can result to stress. The work overload can have a negative impact on mood and emotional well-being, as well as job performance. Moodiness can cause problems with employees, managers, colleagues, and family. Workload also ruminating raises anxiety and feelings of dissatisfaction with what their work. According to World Health Organization, work overload can contribute to burnout due to work stress, drains energy and reduces efficacy.

II. Poor document management

- Due to the poor technology of document management of the organization, important documents might be lost or misplaced. Document loss may lead to delays, mistakes, misunderstanding, and dissatisfaction among the employees and clients. It may also subject to legal and financial penalties if they fail to satisfy deadlines, duties, or requirements. Physical damage for the document such as office burning down would be happen. Even while it's a good idea to have a physical backup of any important documents, but it cannot be a main method of storage. The issue of stealing the information such as personal files, sensitive information and company data would be happen. Failure to secure the sensitive document from unauthorized access breaches regulations and could place the board of directors and company in legal action.

4.3 Opportunities

    1. Provide job opportunities

- Due to job overload facing by the organization, they can provide job opportunities to people and open up others position. This can help to reduce unemployment rate in Malaysia. There are so many fresh grads are still struggling looking for a job. This is the big opportunities for the organization to dedicate to the local community. According to William Baumol, author of "Macroeconomics," the employment rate and economic growth are connected. This is due to the fact that employment helps to economic growth when the workers generate goods and services in exchange for an income that they may use to purchase the goods and service. The higher of employment rate the higher of economic growth.

    2. Increase diversity in workforce

- This will help the organization to make decisions that appeal to a wider audience. By promoting job opportunities it can develop diversity in workforce which are the employees is come from differ education level, background, experiences, and perspectives. The diverse of employees will generate new ideas and lead to unique approaches for the problem solving solution. Diverse views allow for a more understanding of problems and consideration of many points of view. Different perspectives and experiences provide different ways to problem solving approach leading to more efficient solutions. Moreover, diverse workplaces expose employees to a variety of cultures, backgrounds, experiences, and opinions. This exposure develops cultural competency while also broadening employees' awareness of international markets and boosting the collaboration.

4.4 Threat

1.  Budget constraint- economic recession

    •   Due to a lot of going project and program the organization need a lot of budgets to carry on the project. They need to cut off the budget to ensure that all the programs and project can be ran. Due to the economic recession, the budget provided to run the program is decrease. To run the program the organizer must has approval from head of department to claim their spending. From my observation, I could see that the food allowance for program is decrease from RM8.00per person for lunch to RM6.00 per person. They also might cut off the all foods allowance for breakfast if the program run less than 6 hours. Other than that, the travel claims for the staffs also decrease. To ensure the program can be run they must have other financial source other than depending on '*tabung latihan. Tabung latihan'* is use to the budget of the program.

2.  Increase employees' turnover – Rapid evolution of delivery industry

    •   Due to rapid evolution of delivery industry, Perlis also effected. As for people, they tend to work as food rider rather than work in the office. It is because the job much more flexible and there is no qualification required. They also no need to attend the interview to get the job. They do not have to stay at the office from 8. 00a.m to 5. 00p.m for the earnings. They can get the income the same days as their work day difference to work as officer they must waiting until at the end of the month. As now many branches for famous fast food opened in Perlis, it might be beneficial to the rider. Also, Perlis has a lot of institution the demand for the food delivery from the students are increase. It will affect the organization where people with high education level tend to work as a rider because they think the income much more worth than work for 9 hours per days. Due to the work overload make people leave the organization and choose to job that require flexibilily.
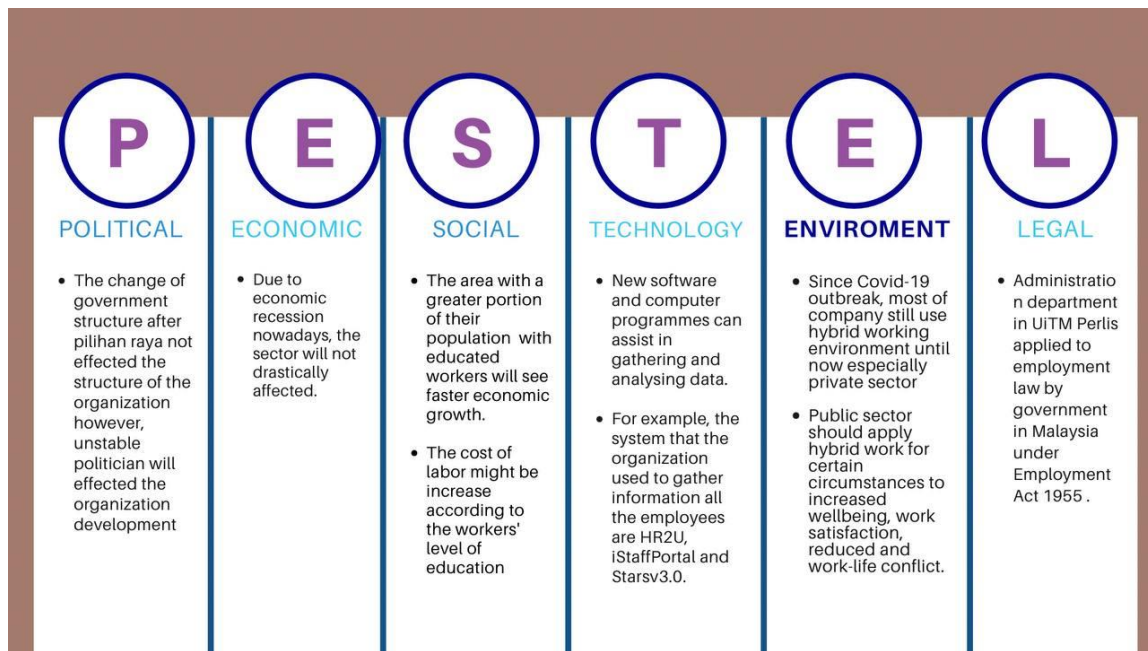
### 5.0 PASTEL Analysis



Figure: 5.1: PESTEL Analysis

5.1 Political factor

- The political factors are associated with the organization environment includes all the rules and regulations, laws, and the involvement of government in every operation of organisations. Politic is about government authorities to the law. Employment laws are designed to protect employees' rights and cover every facet of the employer and employee relationship. The employment law has been entitle the the term of paid maternity leave has been increased from60 to 98 days and also employees are now entitled to have 60 days of paid sick leave under the Amendment Act, in addition to 14 to 22 days (depending on their period of service) if hospitalization is not required. This position issue affected the whole organization and might be beneficial for all the employees. The stability of political in Malaysia also give an impact to the organization. If stability in politic in Malaysia fails to occur, there will always be disruptions and unequal work patterns.

5.2 Economic factor

- As economic recession, government sector including this sector is not drastically affected. As the economic is in a crisis, the income of the employees still same. The commission received also not affected.

5.3 Technology factor

- The way people live their daily lives may be impacted by technological advancements. This applies to the way they perform their tasks at work. Technology can increase productivity for employees who are quick to learn new technology. Instant messaging can help employees interact more efficiently and receive responses and help more quickly. This enables them to solve problems and resolve concerns in the workplace quickly. Communications technology may also improve response times to requests, comments, and concerns, which can benefit to all the department. The messages can be delivered quickly to them. New software and computer programmes can assist in gathering and analysing data. For example, the system that the organization used to gather information all the employees such as HR2U, iStaffPortal and Starv3.0 really help them save their time. Other than that, they use new system for clock in to the office rather than use the physical card to punch. It shows that technology really help the organization to work more efficiently.

5.4 Social factor

- The education level of people in the area influence to the quality of the employees in the organization. Arau is the Centre of institution industry in Perlis. As our organization build it here, it is increasing the level of qualification require of job recruitment. The area with a greater portion of their population with the educated workers will growth the economic. However, the cost of labor might be increasing according the worker's level of education. As nowadays people are aware to be educated, the requirement for job position must be increase to the level of their qualification. People surrounding will influence the environment of the industry. It will be hard for people with low education level to compete in the industry.

## 5.5 Environment factor

- On March 2020, both the public and private sectors had to adopt a work-fromhome policy due to the outbreak of the Covid-19 virus. Employee performance was impacted by difficulties with the work from home policy including the organization. According to Prihadi et. al. (2020), Malaysia Employees may work from home are less productive and experience social isolation as a result of the lockdown policy's restrictions. However, because it enabled them to connect with staff members, the growth of digitalization may allow them to overcome their disconnection. It would be extremely difficult for employees to complete their task during the work from home phase if they lack help and information from their company and colleagues (Murugesan, 2020). The employees will adapt with new norm of working environment which they had online meeting through video call such as google meeting, Microsoft Teams and Webex.

## 5.6 Legal factor

- Legal aspects of an organisation comprise all regulatory and legal elements that might influence the outcomes of operation and management. Examples of important legal factors include employment laws, health and safety regulations, discrimination laws, and antitrust laws. Employee rights protection refers to laws and rules that guarantee secure and equitable working conditions for all employees. For administration department in UiTM Perlis applied to employment law by government in Malaysia under Employment Act 1955. The Employment Act of 1955 primarily governs Malaysia's labour laws. The Law regulates the terms and conditions of employment, including the working hours, breaks, overtime pay, and other job conditions. According to the Employment Act, The Employment Act establishes statutory minimum benefits and entitlements. The Employment Act will apply to all employees ("any person who has entered into a contract of service") beginning January 1, 2023, except for the provisions relating to overtime compensation and termination benefits, which will not apply to employees whose monthly salary above RM4,000.

**6.0 Recommendation**

Weakness 1- time management

I.  Punctuality – Provide clock in system after the lunch break

- • I would suggest that the organization should require "punch in" after the lunch break. It is to ensure that employees will be on time in the office after the lunch break. It will boost punctuality and encourage discipline among employees. It is to ensure the existence of the staff after the lunch. Usually the staffs after the break they will take a chance to be late to the office. It will delay the work that supposed to done earlier. According to indeed (2023), punctuality of individual will boost efficiency of work performance.

II. Procrastination- Job simplification

- • Job simplification is one of the job design technique. It is to allow employees to develop skill, increase motivation and productivity. To get rid of the procrastination, they must simplify their task. Job simplification is creating simple processes that are simple to understand, use, and learn. One or more difficult tasks may be converted into simple processes, potentially and reducing the workload strain. Job simplification can encourage employees work more efficiently and effectively. Procrastination is a habit that can't be break it overnight because it the feel of unproductive, laziness and ineffectual. By implement job simplification it can increase productivity of individual. The habit can lead to anxiety and guilty because the delayed of the work.

Weakness 2- Performance review

1. One- sided employee's performance review- Apply to 2-way performance review.

- From my observation, the organization use to evaluate the employee's performance only in one-sided. Performance appraisals is performance management system for employers to ensure employees are meeting the organization's goals. This performance appraisal will give dissatisfaction on employees because they cannot give their feedback to the manager performance. By implementation of 2-way performance review between employees and employers can ensure work efficiency. 2-way performance review evaluate the employee from manager's perspective as well as from employees. With a two-way appraisal, the management may express their opinions and learn about performance from the viewpoint of the employee. The performance appraisal software such Bambee, Leapsome and, Performyard are the software that conducting two-way performance review. It will create transparency and recognition along with the feedback and it will develop employee's engagement. This software can replace the traditional method that used by the organization.

Weakness 3- Work management

1. Work overload – hire more intern

      •     During my internship here, the organization just hired only one intern student. Due to the work overload, more intern is needed to complete the task. . By support from intern students, employees can concentrate more on complicated organizatonal tasks with the help of administrative work and other entry-level tasks. Hiring more intern is save the cost of the labour rather than hire more new permanent employees. This can keeps current employees from facing work overload Intern student usually work very hard to show off their talent and it will increase the productivity. Other than that, they can also bring new fresh idea to the organization which organization can develop relevant perspective from the new graduate. Intern may give a positive effect to the permanent employees. Recent graduates are well-positioned to influence marketing strategy since they are often expert in technology and using social media platforms. According to indeed (2023), hiring interns will encourage support for the organization and its existing employees and also enables the organization to growth by discovering their new talents and future leaders.

2. Poor document management – Apply Document Management System (DMS)

      •     By switching from manual paper-based system to DMS will reduces all of these one-time costs. It will minimizes the need to print physical copies of papers and purchase expensive filing cabinets. DMS allocated all documents in stored of centralized place. Keeping documents organized enhances productivity since employees spend less time looking for the documents. Using a document management system allows you to manage work collaboration and document control among your team members while keeping track of any file changes. A DMS system significantly enhances and supports business processes. According to Kang Eng Thye1, Kang Chye Mei (2014), an effectively designed information file and its documentation have important components in assisting the proper information reaching the right top management for decision making.

## 7.0 Conclusion

In conclusion, industrial training exposes students to the real-world working environment. Students who had been learning theories in class are now ready to apply their knowledge in practice. During my six months of industrial training an Administration Division, I've learned a lot from the organization, and that experience cannot be experience in a classroom. I think I was placed in the right place to develop my skills and knowledge as human resource intern. I could say that working at Administration Division was a very amazing experience. The friendly staffs and the environment they established for an intern provided me with several opportunity to develop my skills and comprehend myself as a worker. This interaction develop my strength and also the areas in which I needed to improve. I think my biggest responsible in this organization that I was in charge to carry out the staffs responsibilities during her maternity leave. Moreover, in the SWOT analysis, the organization consists talented employees and strong on their leadership but has poor of the work management. The external factor like society and environment really effect the organizational structure. My hope is that the management of the organization need to be improve in the future to increase the employee's productivity. My hope for myself is that I hope with the experiences and the skills I gained I could apply it in my future jobs and achieve my dream to become a Human Recourse manager in the future.

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**Appendices**

My workplace







Others tasks:
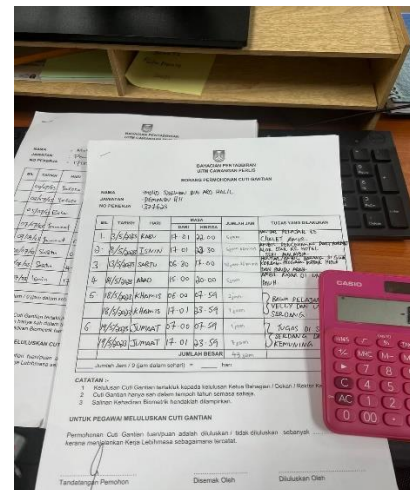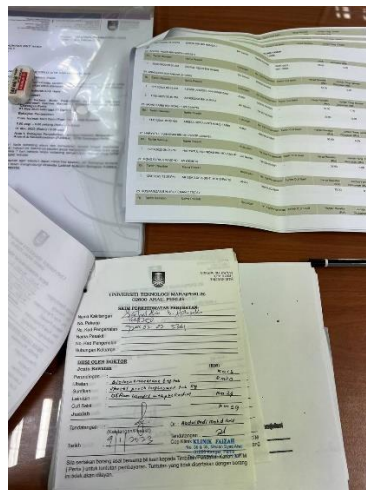
<u>Events</u>
1. *Amanat Rektor 2023*



2. *Majlis Penyampaian Sumbangan Ramadan & Bakul Raya*

3. *Sesi Khas Bersama Rektor:  Anugerah Perkhidmatan Cemerlang 2023*



4. AUSTRALIA AND MALAYSIA: Firm Friends, Ready For Future



5. *Seminar Kepimpinan Altruistik UiTM Perlis*



6. *Bengkel Myportfolio:*

*7) BUBUQ @ UiTM Perlis*



*8 )Semarak Raya AidilFitri 2023*

Ceremony celebration:

*1) Hari Raya Aidilfitri celebration*



*2)* Getting *sampul raya* from Administration Division staffs