



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka

JHEAINS

INDUSTRIAL TRAINING REPORT - MGT 666



JABATAN HAL EHWAL AGAMA ISLAM NEGERI SEMBILAN (JHEAINS)



1 MARCH 2023 - 15 AUGUST 2023



**FACULTY OF BUSINESS AND MANAGEMENT
BACHELOR OF OFFICE SYSTEM MANAGEMENT
(HONS)**



NUR NATRAH BINTI RAMLI

(2020897368)



EXECUTIVE SUMMARY

First and foremost, in this report I will write about the place where I had pursue my industrial training for a 6-months starting from 1st March 2023 until 15th August 2023 which is Pejabat Agama Islam Daerah Rembau, Negeri Sembilan. Basically, Pejabat Agama Islam Daerah Rembau is under Jabatan Hal Ehwal Agama Islam Negeri Sembilan (JHEAINS) which is located 6km from my house. Besides that, in this report I will explain a few things about the company such as background, vision and mission, swot analysis and recommendation to get the better future. Thus, all of the content was written in a qualitative style, with no primary data collected.

The objective of this report is to compile a comprehensive internship reflection journal that requires me to learn about the company and industry where I received my industrial training. It is essential for me to complete this project paper because it is one of the most commonly used basic analysis and monitoring tools for studying an organization's macro environment. They are frequently used in conjunction to decorate a visual image and its associated internal and external factors. Finally, all of my participation and contribution during the training, will be included in the appendices section.

TABLE OF CONTENTS

CONTENT	PAGES
COVER PAGE	i
EXERCUTIVE SUMMARY	ii
TABLE OF CONTENTS	iii
ACKNOWLEDGEMENT	iv
1.0 STUDENT'S PROFILE	1-2
2.0 COMPANY'S PROFILE	3-10
3.0 TRAINING'S REFLECTION	11-13
4.0 SWOT ANALYSIS	14-15
5.0 DISCUSSION AND RECOMMENDATION	16-24
6.0 CONCLUSION	25-26
REFERENCES	27-29
APPENDICES	30-36

ACKNOWLEDGMENT

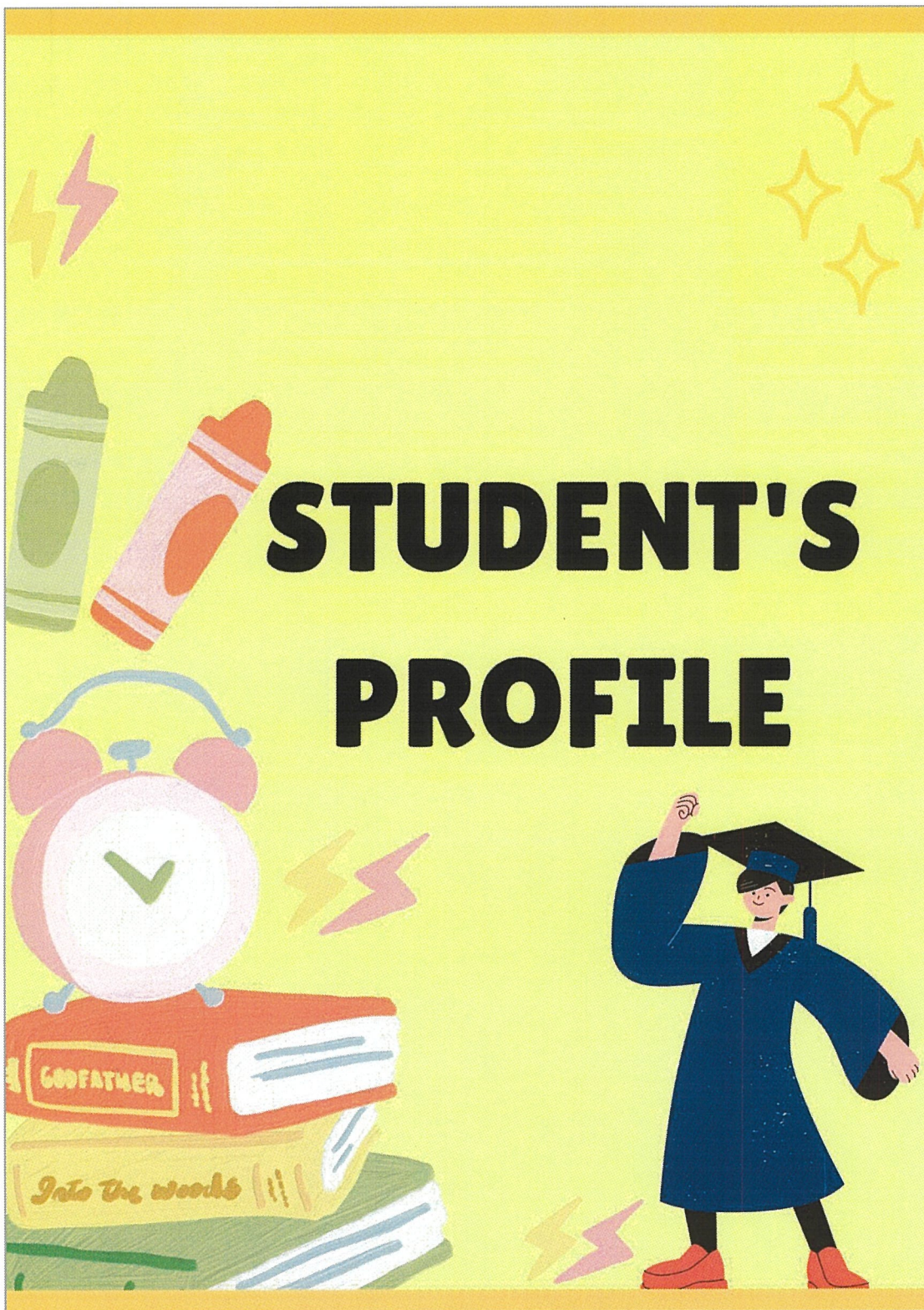


First and foremost, Praise be to Allah, I am blessed that I have managed to put an end to my internship journey successfully with His blessings. I would like to thank Him for giving me a good health and the ability to go through my internship very well. The internship opportunity I had with Jabatan Hal Ehwal Agama Islam Negeri Sembilan (JHEAINS) Rembau was a great chance for me in process of learning and professional development. Apart from that, I consider myself such a lucky person in this world as I was given the opportunity to be a part of the company. I had finally managed to end my internship with great enthusiasm and determination.

Next, I would like to express my deepest and sincere gratitude to Mrs. Marzila Binti Abdul Ghapar, my lovely supervisor for entrusting me in the first place to undergo my internship with Jabatan Hal Ehwal Agama Islam Negeri Sembilan (JHEAINS) Rembau. I am very thankful with her useful advices, constructive critics and suggestions. Because of her guidance, I am able to complete my industrial training appropriately. In addition, I am very grateful to have a kind-hearted and considerate superior to guide and take a good care of me during the six-month of internship plus I am so glad for the knowledge that has been shared.

Moreover, my deepest gratitude to my family who tried their best to give their support by giving me a lot of encouragement to complete my industrial training. Afterwards, I would like to thank to all my friends for giving suggestions, and opinions. Lastly, I would also like to expand my deepest gratitude to everyone who had involved and contributed directly or indirectly during my internship as they have been show their effort and initiative until I am able to complete my internship successfully.

Above all, I thank Allah S.W.T., the Almighty God, for his boundless love, which has given me the strength to complete this task.



1.0 STUDENT PROFILE



CONTACT



EDUCATION

Bachelor in Office Systems Management (Hons)

at Universiti Teknologi Mara (UiTM)
Kampus Bandaraya Melaka
Currently Studying.

Areas of concentration:
Office Management
CGPA: 3.55
GPA: 3.80

Sijil Tinggi Pelajaran Malaysia (STPM) CGPA: 3.25

at SMK Dato' Sedia Raja Rembau, Negeri Sembilan (2018-2019)

Sijil Pelajaran Malaysia (SPM)

at SMK Dato' Sedia Raja Rembau, Negeri Sembilan (2013-2017)

LANGUAGE

- Malay ★★★★★
- English ★★★★★

NUR NATRAH BINTI RAMLI

Bachelor in Office Systems Management (Hons)

PERSONAL SUMMARY

I am Office System Management Degree student who is committed and talented person. I have also profound knowledge in other sectors that are related to this field. I manage to complete the assigned tasks according to the set time given. I can ensure you that your job will be done perfectly without any mistakes. Thus, client satisfaction will always be my priority.

INTERNSHIP

- Jabatan Hal Ehwal Agama Islam Negeri Sembilan (JHEAINS), Rembau.
- Office Administrative (6 Months)
(1 March until 15 August 2023)

WORKING EXPERIENCE

SPEEDMART WAREHOUSE Store Keeper	2022
NESTLE ICE CREAM MANUFACTURING SDN BHD Operator	2020
NESTLE ASEAN (MALAYSIA) SDN BHD (CEREAL PARTNERS) Operator	2019

ACTIVITIES AND LEADERSHIP POSITION

- Vice President of Bachelor Office System Society (BOSS) (2021)
- Project Leader Assistant of Positive Thinking & Effective Communication Skill (2021)
- Project Leader Assistant of Event Santai Talk
- Bureau of Participation Dean's Award Ceremony (2021)
- Sponsored Bureau of Breaking The Silence Physical and Mental Health Forum (2021)
- Invitation Bureau of Webinar Behind The Scene of Career (2021)

SKILLS

- Computer Literacy
- Project Management Tools
- Strong Communication
- Leadership
- Time Management

COMPANY'S PROFILE



2.0 COMPANY PROFILE

2.1 COMPANY'S NAME



COMPANY'S LOGO



Figure 1: Pejabat Agama Islam Daerah Rembau
(JHEAINS Rembau)

2.1.1 Name, Location and Background

First and foremost, Jabatan Hal Ehwal Agama Islam Negeri Sembilan (JHEAINS) was established on 1st January 1950 under a regulation called as the Religious Council Regulation 1950 aimed at managing the affairs of the Muslim community in Negeri Sembilan.

In order to meet the set objectives, the government amended the 1950 Religious Council regulations to the 1957 Islamic Religious Council Law. It was then amended again to the 1960 Syarak Law Administration Law which was later repealed with the entry into force of the 1991 Syarak Law Administration Enactment (Nine States). On March 1, 2004, the Islamic Religious Administration Enactment (Nine States) 2003 came into force and the previous enactment was null and void.

This department enforces other enactments including the Islamic Family Law (Sembilan State) 2003, Syariah Criminal Enactment (Sembilan State) 1992, Syariah Criminal Procedure Enactment (Sembilan State) 2003, Syariah Court Evidence Enactment (Sembilan State) 2003, Procedural Enactment Syariah Crimes (Nine States) 2003 and Syariah Courts Mal Procedure Enactment (Nine States) 2003.

Based on the proposal submitted by Y.B Tuan State Finance Officer Mr. Harun bin Baba when he assumed the position of Chairman of the Islamic Religious Affairs Department in 1976, a magnificent three-story building is located on a 1 ½ acre piece of land, in on the hill close to the buildings of the State Mosque on the south side, the Legislative Assembly on the west side and Felda on the north side, towards Jalan Lister and Taman Tasik Seremban, then the new building of the Department of Islamic Religious Affairs, Negeri Sembilan will be formed and the opening will be officiated by DYMM Tuanku Ja'afar Al-Haj Ibni Almarhum Tuanku Abdul Rahman Putra Al-Haj, Yang Dipertuan Besar of Negeri Sembilan, on the 10th of Syawal 1400 Hijrah corresponding to 21 August 1980.

Jabatan Hal Ehwal Agama Islam Negeri Sembilan (JHEAINS) has seven branches in Negeri Sembilan which at Port Dickson, Jempol, Rembau, Kuala Pilah, Tampin, Seremban and Jelebu. Following that, in 2023 director of Jabatan Hal Ehwal Agama Islam Negeri Sembilan (JHEAINS) Dato' Mohd Zaidi Bin Ramli has taken an initiative to standardize all the branches Pejabat Agama Islam in Negeri Sembilan to Jabatan Hal Ehwal Agama Islam Negeri Sembilan (JHEAINS) followed by the district. Regarding of that, Pejabat Agama Islam Daerah Rembau turned into (JHEAINS, Rembau).

2.1.2 COMPANY LAYOUT



Figure 2: JHEAINS Rembau Location

2.1.3 OPERATION HOUR

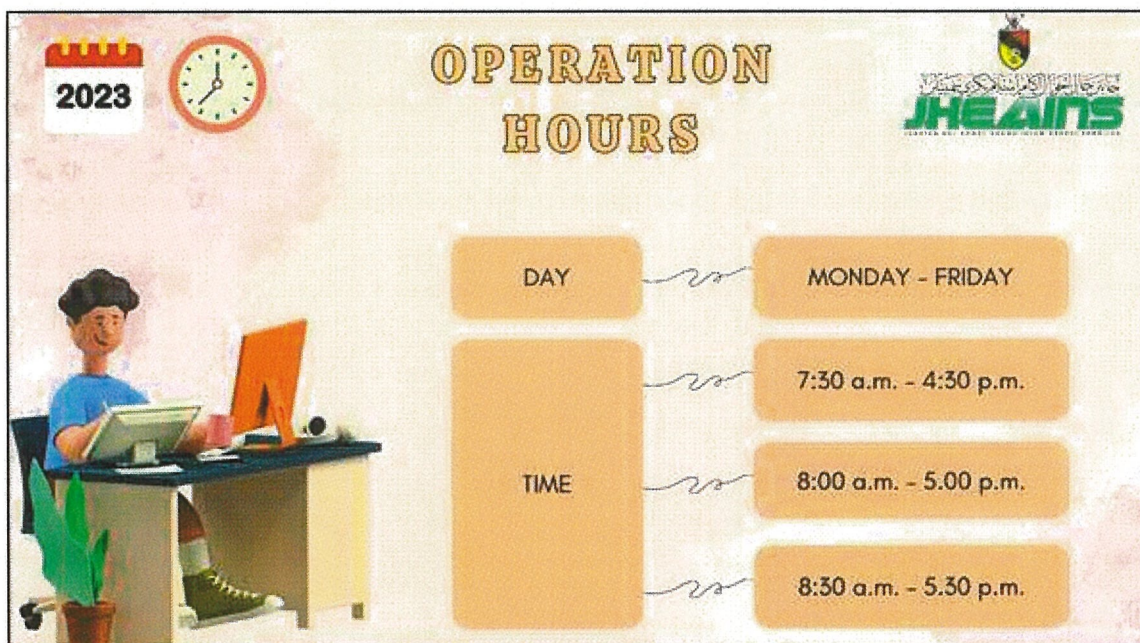


Figure 3: JHEAINS Rembau Operation Hours

2.2 VISSION, MISSION AND OBJECTIVES

- VISION AND MISSION

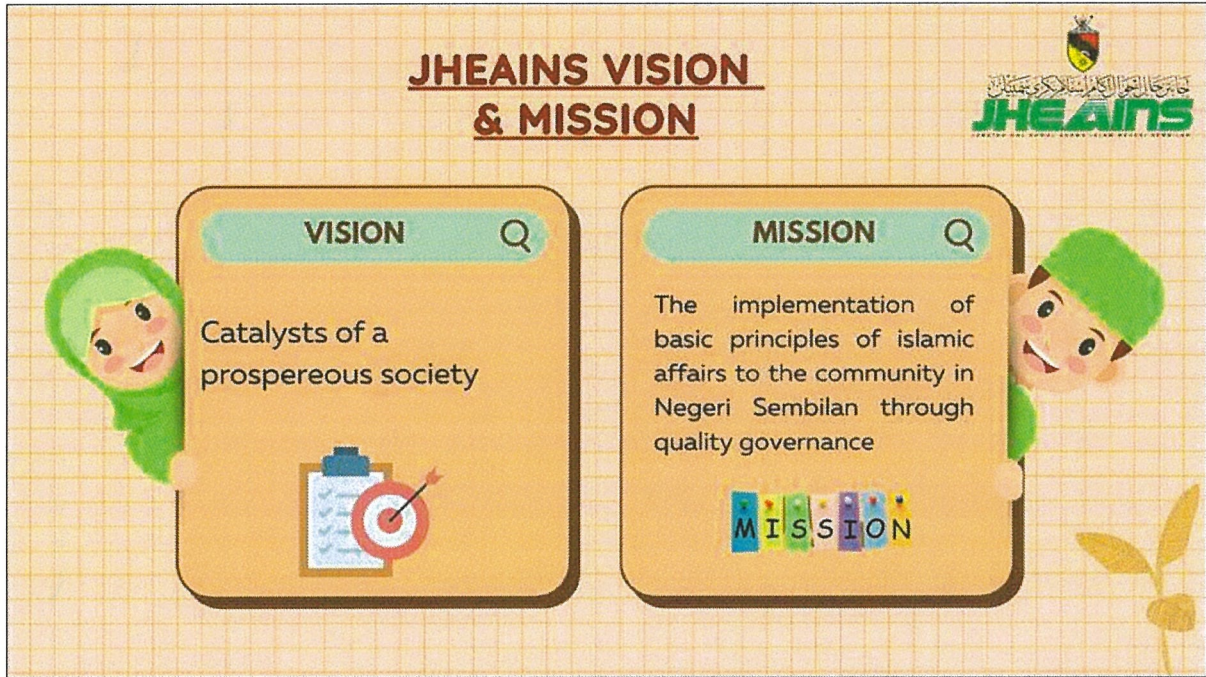


Figure 4: JHEAINS Vision and Mission

OBJECTIVES

JHEAINS OBJECTIVE

1. The expansion in dakwah.
2. Enhancement in reputation.
3. Cultivate shariah compliant life.
4. Improve the efficiency in service delivery.
5. Continuity for department achievement.
6. Empowerment of Bill Hal.
7. Missionary in Cadre/ Volunteer.

JHEAINS OBJECTIVE

8. Brand management.
9. Empowerment in research activities.
10. Strengthen the strategic cooperation.
11. JHEAINS digital service empowerment.
12. Increase the professionalism of JHEAINS citizens.
13. Infra religious empowerment.
14. Financial management skills.
15. Sustainable of finance management.

Figure 5: JHEAINS Objectives

2.3 ORGANIZATIONAL STRUCTURE



Figure 6: JHEAINS Organizational Chart

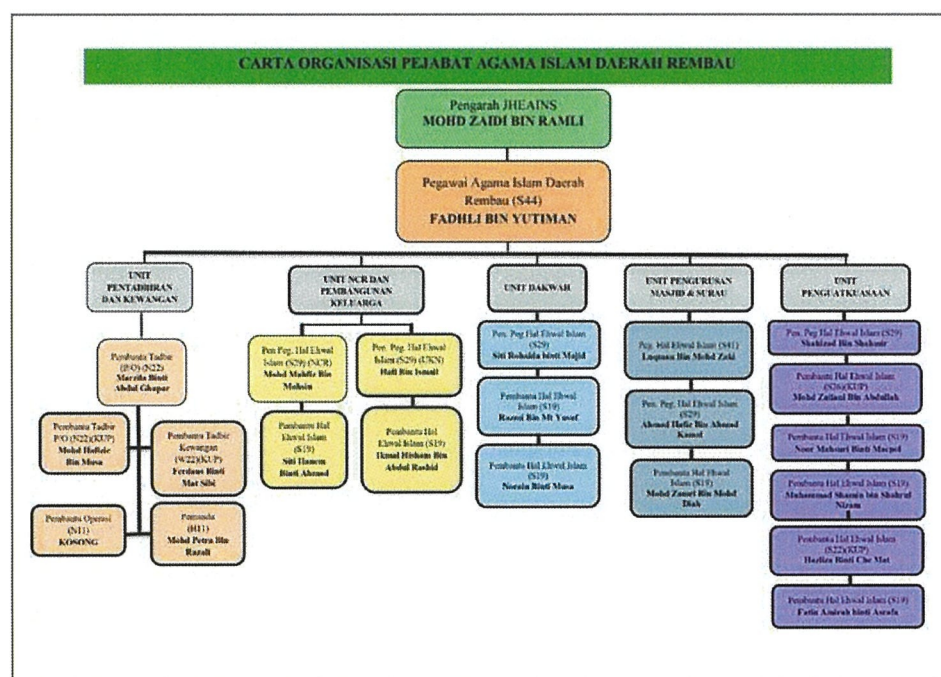


Figure 7: JHEAINS Rembau Organizational Chart

2.4 SERVICES

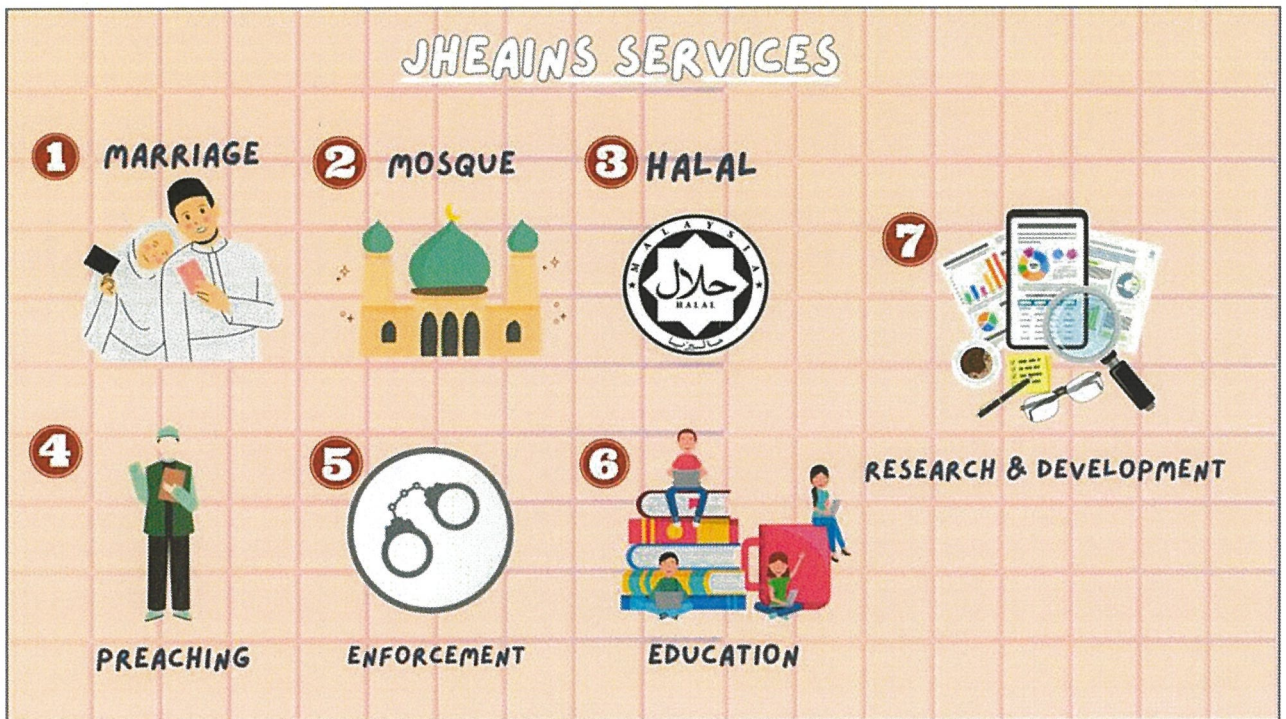
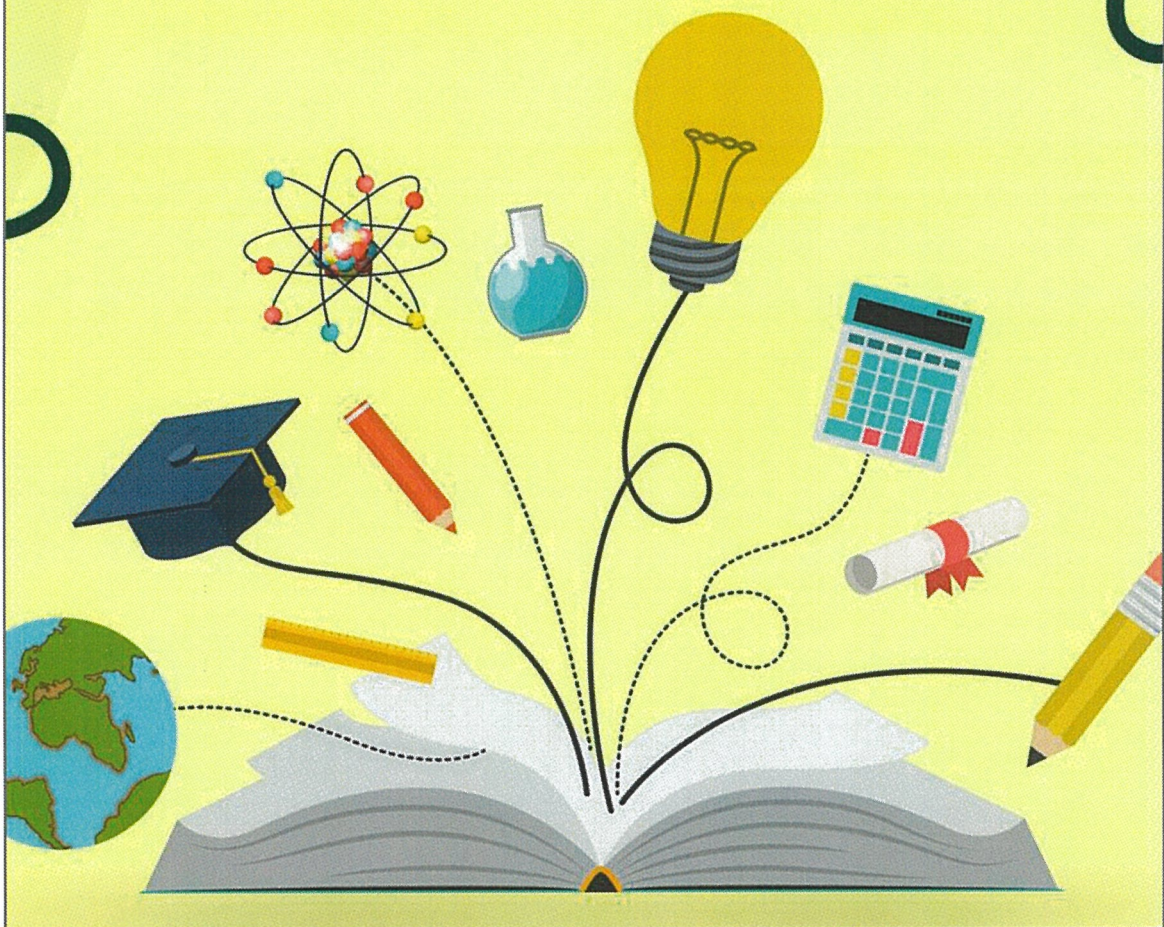


Figure 8: JHEAINS Services

TRAINING'S REFLECTION



3.0 TRAINING REFLECTION

Duration

The duration of industrial training at JHEAINS Rembau is approximately six months or 24 weeks. Trainee has started industrial training session on 1st March 2023 and ended on 15th August 2023. Over the six month of internship, it gives the trainee more in-depth exposure and allows trainee to get know about the real career world. Basically, JHEAINS Rembau implement the flexible working hours which is employees can choose when they wants to start and end their workday within certain guidelines set by the organization. There are three session for employees to choose which are 7:30 am until 4:30 pm, 8:00 am until 5:00 pm and the last session is at 8:30 am until 5:30 pm. Besides that, the lunch breaks hours for all the employees is at 1:00 pm until 2:00 pm for Monday to Thursday. However, the lunch break on Friday is earlier which is from 12:15 pm to 2:45 pm due to enable the Muslims to perform their Jumaat prayers.

Department

Apart from that, trainee had the privilege of working with JHEAINS Rembau and contributing to various projects and tasks within the administration department. Since trainee was place under administration department, trainee was responsible to complete the tasks given by the staff such as organizing files, preparing documents, assist the staff for the program and others. These roles often work together in a collaborative manner to ensure the administrative functions of an organization are effective, organized and well managed.

Roles, Responsibilities, Assignments, and Tasks

As an internship student at JHEAINS Rembau, trainee was responsible to serves as the first point of contact for visitors, managing incoming calls, directing visitors to the appropriate personnel, and handling general inquiries. Besides that, after the program conducted by JHEAINS Rembau is completed, trainees need to manage the data of participants by key in the data into the JHEAINS systems as the prospect of the organizations and ensuring the accuracy as well as the completeness of the information. In addition, trainee need to ensure data security and confidentiality during the process as there were many confidential information of the participant such as their identity card number, address, and others.

On top of that, trainee also performs general office duties such as filing physical documents in designated cabinets or folders, photocopying, scanning the documents, and providing support to the various departments. Hence, to complete the tasks given, trainee will follow the specific guidelines and instructions provided by supervisor to sort documents based on the categories, dates, and other relevant criteria.

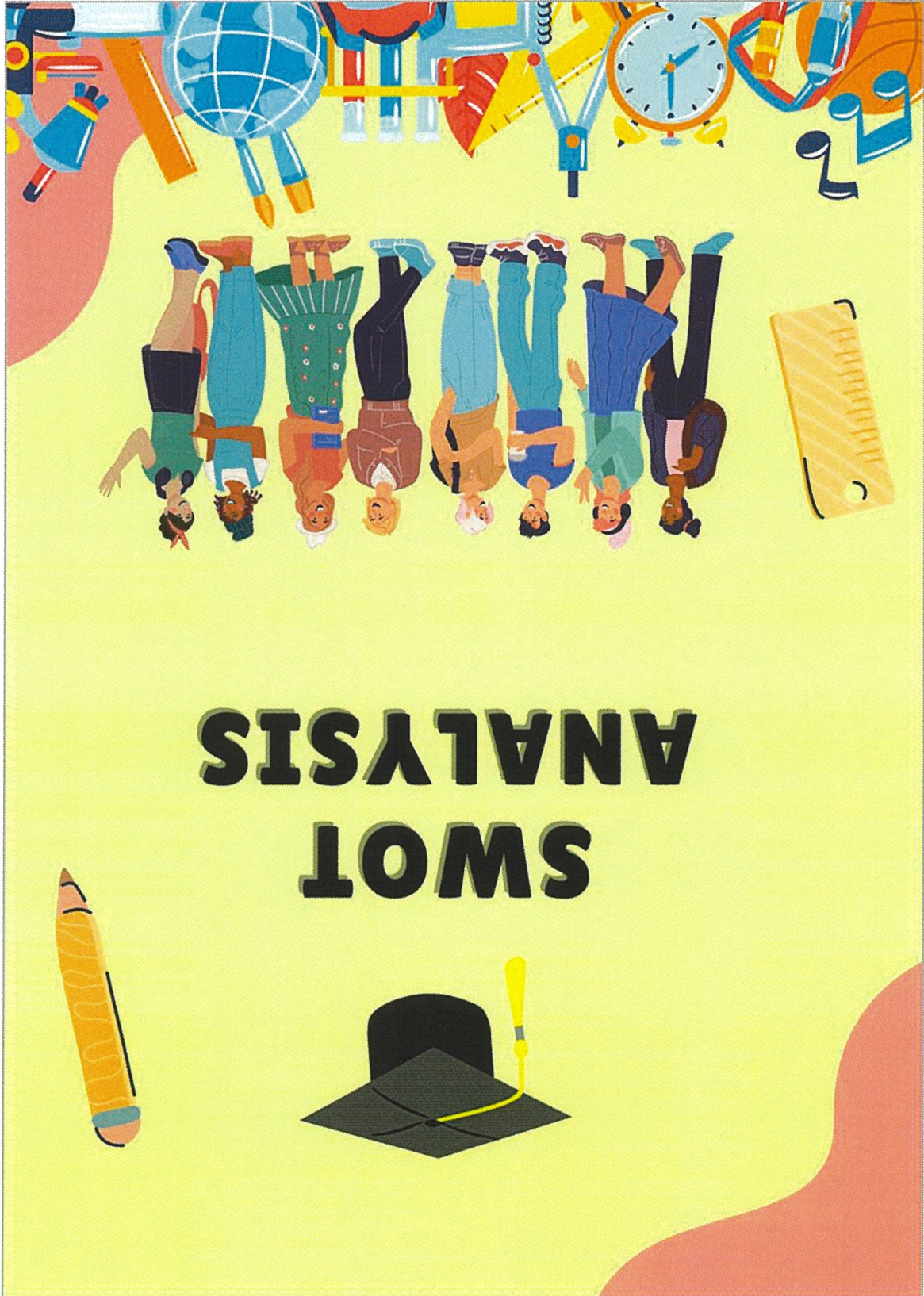
Additionally, trainee was also has been placed at the JHEAINS Rembau business counter for a few weeks. During that time, trainee was trained to serve the clients with a few steps such as greet with a smile, being approachable, actively listening, patience, and maintaining professionalism even if faced with challenging or irate clients. Apart from that, trainee need to always thank clients for their business and express appreciation for their time and if there are follow-up actions required, trainee must make sure to inform the client about the next steps and follow through promptly.

Benefits and gained

The opportunity that trainee had with JHEAINS Rembau during the industrial training session for a six months such a wonderful experiences ever had. Trainee was very grateful to be a part of JHEAINS Rembau as having a chance to meet such a great people and professionals who has guide trainee throughout the internship session.

Besides that, trainee has gained a new knowledge especially in terms of law in syarak as trainee have an experienced on handling counter such as law in terms of marriage, divorce, and others. Therefore, by having this experience it has given trainee a lot of new inputs and educate trainee to know better about law in syarak.

During six months of internship at JHEAINS Rembau, it also has provides trainee an opportunities to develop communication and interpersonal skills as trainee need to interact with the client with high professionalism. Hence, throughout the internship, trainee received feedback from supervisor and colleagues which this feedback and evaluation helps trainee to understand strengths area for an improvement and for better future. Lastly, hands-on learning involves encountering real challenges and problem-solving helps trainee to develop critical thinking and adaptability skills. Industry exposure internships expose trainee to the inner workings of a specific industry, and give the practical understanding of how things operate beyond what we have learn in a classroom.



4.0 SWOT ANALYSIS

The SWOT analysis framework is to examine the internal and external factors of the company. SWOT is referred to the Strengths, Weaknesses, Opportunities, and Threats. The SWOT analysis play a role as to identify and analyzing an organization's strength in order to meet their objective and to get the better future.

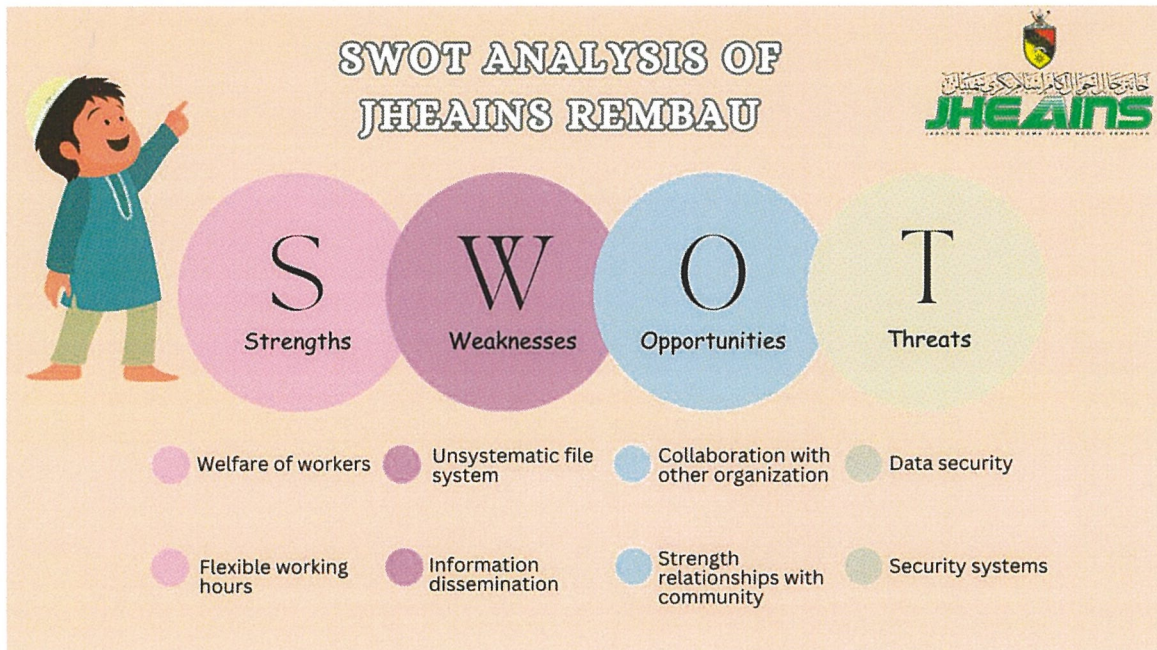


Figure 9: SWOT Analysis for JHEAINS Rembau

SWOT ANALYSIS

1. Welfare of workers

The welfare of workers refers to the overall well-being and fair treatment of employees in the workplace. It involves ensuring that workers physical, mental, and emotional needs are met, and they are treated with dignity, respect, and fairness. Thus, workers welfare is essential for creating a positive and productive work environment at the workplace (*Workplace Well-being*, 2009). Besides that, taking care of workers' welfare will boost their self-esteem, sort of motivation which is it has motivate them to have more passion for their job which helps to increase the productivity of the organizations. As concern, lack or inadequate welfare packages and other incentives at the workplace can lead to poor worker motivation which can greatly affect their outcomes and organization's productivity (Odeku & Odeku, 2014).

Following that, numerous benefits are offered for employees and the organization if the companies prioritize the well-being of their employees. Among the benefits of worker's welfare is fair compensation where the workers will receive fair and competitive wages align with the industry standards and reflect the value of their contributions. Offering comprehensive benefits such as health insurance, retirement plans, paid time off, and other perks like flexible work hours has also significantly contributed to workers' welfare. On top of that, work-life balance for employees is also included as one of the benefits in the worker's welfare where by promoting a healthy work-life balance, it helps the employees to manage their professional responsibilities more effectively and enables to reduce burnout among the workers. Therefore, as we can see here is company's success is not only measured by the margins and profits it declares but also by the state of well-being workers as they are the main drivers that ensure the growth and sustainability of any organization (Odeku & Odeku, 2015).

JHEAINS Rembau is one of the company that take a good care of their workers welfare. This is proven where JHEAINS Rembau staff received a variety of benefits such as salary, bonuses, incentives, medical treatment (panel), annual leave, emergency leave, family day, and others. As a result, this method has given a good impact to the JHEAINS Rembau staff as they feel motivated and boost their self-esteem to work harder and give the best performance which can leads to increase the productivity of JHEAINS organizations. Besides that, JHEAINS Rembau also value their staff by organizing a small cake birthday celebration at the workplace. Celebrating birthdays at the workplace is an excellent way to make workers

feel appreciated and valued. Recognizing an employee's birthday not only fosters a positive and inclusive work culture but also enhances employee morale and overall job satisfaction.

Recommendation

As for recommendations, JHEAINS Rembau needs to keep this strength which is take a good care of worker's welfare since it helps to enhance productivity of the organization. A happy and healthy workforce tends to be more productive since employees who feel cared are likely to go the extra mile to achieve company goals. Besides that, when workers' welfare becomes a priority, the turnover rates will be low as it can save the company time and resources associated with the new recruitment and training. Last but not least, a focus on workers' welfare, including promoting work-life balance and offering wellness programs, give some rewards can lead to reduced absenteeism due to illness or burnout in the workplace. Overall, taking care of workers' welfare is a win-win situation for both employees and the organization hence, a harmonious and productive work environment that can lead to better business outcomes and a more sustainable and successful company in the long run.

2. Flexible working hours

The term of flexible working hours refers to the adoption of a flexible work schedule in place of the traditional 40-hour, 9-5 work week. Employees with flexible work schedules have greater control over their time, have the option to work from home, or can choose a different type of workplace (Doyle, 2022). Thus, according to John (2017), as a result of the dramatic advancements in many technological fields, flexible working hours have drawn considerable interest from scholars and practitioners. From a social perspective, flexible work schedules enable a flexible organization of social activities for a happy existence. It might have a significant impact on a person's well-being and, subsequently, on the productivity of an organization. Additionally, an early flex-time study revealed that it had enhanced employee performance and attendance.

JHEAINS Rembau offers its staff flexible work schedule options to ensure they are able to arrive in and work for at least 9 hours per day. There are three session provided which are 7:30 am to 4:30 pm, 8:00 am to 5:00 pm and last session is 8:30 am to 5:30 pm. The staff was permitted to leave the office at 4.30 p.m. if they arrive at work at 7.30 a.m. and if an employee arrives at 8 a.m., employees are required to stay until 5 p.m. and lastly, they can also arrive at 8.30 a.m. and depart at 5.30 p.m. as a result, by implementing this method it can improve employee's mental health and reduce stress which can result in their work life balance.

Recommendation

Maintaining the strength of offering flexible working hours in an organization is essential for promoting a positive work environment and boost the productivity (Abid & Barech, 2017). Therefore, JHEAINS Rembau need to maintain this strength in implementing flexible working hours in their organization as flexible working hours bring convenience to the individual life. Flexible working hours can help employees avoid rush hour traffic and long commutes. Employees have the freedom to choose their working hours, as they can align their works at their productive time. This often results in higher levels of focus and efficiency, increased productivity and better-quality output. Thus, flexible working hours is desirable perk for many job seekers and can contribute to higher employee satisfaction. Satisfied employees are more likely to stay with the company, reducing turnover rates and associated hiring costs. As a result, this can positively impact their mental well-being and overall job satisfaction.

Weaknesses

1. Unsystematic file systems

According to Jiffar (2019), unsystematic file system is one of the major problem especially in the government sector where they failed to keep records systematically due to the lack of adequate and appropriate storage space. There were some company keep their records in the store until it had mixed with the office equipment. This situation should not happen as records is an important evidence for the facts in a historical context in all organizations.

Regarding Good Records Management Practices (2011), records management is the broad set of tasks that company should complete to maintain its records effectively. Records management in the government sector includes the planning, organizing, training, controlling, directing, reviewing and other managerial activities. Thus, records are valuable assets of organizations and good records management not only helps protect records but also enhances organizations' operational efficiency.

On top of that, JHEAINS Rembau is also not exempt from this problem where the file management system is not organized systematically. Basically, the problem occurs due to insufficient drawers and cabinets, and if the file is not correctly recorded it could lead to the loss of data. Losing important data can have severe consequences for organizations, individuals, and even entire projects. Hence, some JHEAINS Rembau file management are

only placed on the floor in a room which this situation can cause clients important data were leaks because there is no privacy. Thus, the data is also likely to be damaged if the corrective action do not taken immediately.

Recommendation

Records management is one of the support systems in an organization in order to make decisions to enhance operational efficiency. Therefore, JHEAINS Rembau can take a few initiatives to overcome this issue by implementing Electronic Documents Management System (EDMS). EDMS is a software program that manages the creation, storage, and control of documents electronically and at the same time it reduce the amount of paper documentation (Zdraveski et al., 2020). As JHEAINS Rembau weaknesses is insufficient drawer to keep all the document which lead them to just put the file on the floor therefore, EDMS is one of effective tools that JHEAINS Rembau can implement because EDMS provide secure back-up and disaster recovery compliance and no more need for multiple filing storage. Thus, it also helps to reduce the document access and retrieval times where the process of transactions are quicker, increase the productivity and improve customer services. In addition, EDMS allows easier searching of document compared to the traditional way of browsing through folders. Therefore, as we can see here that EDMS is more convenient and useful due to its functions which are accessible, secure, and manageable.

2. Information dissemination

The act of distributing information to a target audience or the general public is referred as information dissemination. This term involves making information available, accessible, and understandable to the intended receiver through various channels and methods. Effective information distribution is crucial for sharing knowledge, promoting awareness, and facilitating communication (Shonhe & Jain, 2017). According to the study conducted, JHEAINS Rembau facing some issue which is lack of information towards the community.

This situation occurs when clients who wants to get married will come to the JHEAINS Rembau counter and ask the staff for the marriage application form. Basically, the first step in order to proceed with the process of marriage is clients need to visit the Sistem Pengurusan Perkahwinan Islam Malaysia (SPPIM) website and fulfill the requirement needed. Generally, SPPIM website is one of the system that JHEAINS Rembau use to generate the process of marriage. After completing the process, the client need to print out and come to JHEAINS Rembau counter to submit the marriage application form to the staff for the

following process. So, as we can see here is lack of information dissemination regarding the step for the marriage process can affect the client satisfaction and time where actually they can save their time by complete the marriage application form without need to come to the counter first.

Recommendation

Regarding to the scenario, corrective action need to be taken to improve the services at the JHEAINS Rembau. Therefore, one of the best solution to overcome this situation is JHEAINS Rembau need to raise the information and awareness to the community regarding the marriage process by using social media platform. According to the study conducted, social media is one of the faster platform that can help us to spread the information with a large audience (Vos & Zhang, 2015). Since JHEAINS Rembau already have their social media platform which are Facebook and Tik Tok, so they can use that platform to spread the information as well as increase the awareness to the community. As a result, this method can give a positive impact where the community are more aware as each of us have our own social media that we use to scroll it every day and become convenient as it helps to save communities time.

Opportunities

1. Collaboration with other organizations

Generally, collaboration with other organizations can be highly beneficial, especially in businesses and institutions. Along with that, there are many benefits gained and one of the benefits is expanding the market reach. According to the study conducted, collaboration can provide access to the new markets and learning opportunities where it allows organizations learn from each other best practices, approaches, and experiences. By having collaboration with other organizations, it complementary strengths that enable them to leverage each other expertise for mutual benefits. However, the tip to have a successful collaboration with other organizations is we need to ensure that the organizations involved share similar values and have common vision for the collaboration where this alignment increases the likelihood of a successful collaboration (Kissimoto et al., 2019).

Basically, JHEAINS Rembau collaborates with many organizations in order to get the same output to increase the organization productivity and performance. Among of the companies are consists of Majlis Agama Islam Negeri Sembilan (MAINS), Institut Latihan Perindustrian (ILP), Qudwah Company, KKTM Rembau and many other NGOs. JHEAINS Rembau always believes that collaboration has become a key driver of progress and success where by working together it can raise employee morale and enable to achieve more outstanding outcomes thus create a positive change that can benefits the society (Tripathy, 2018).

Recommendation

One of the best opportunities for JHEAINS Rembau need to keep working on and improvise is collaboration with other organizations. According to the study conducted, working in a collaborative setting are 50 percent more effective than in a highly individualized one (Carr & Walton, 2014). Working in a company that encourages collaboration also helps them to become more engaged with others and their work. Therefore, as recommendation to improve this particular point is JHEAINS Rembau can provide some rewards as motivation tools to their staff. In a workplace that is undergoing significant change, having engaged employees is crucial for achieving not only increased performance but also for inspiring high performers to stay on board and increase productivity (Eshun & Duah, 2011).

By rewarding the team after they collaborate with another organization it can promote further cooperation since employees will begin to see the advantages of collaboration. Apart from that, collaboration also offers the opportunities to learn from each other through the feedback and sharing different points of view in a collaborative work environment. In order to boost productivity and meet key performance indicators (KPI) in line with the company's vision and goal, JHEAINS Rembau must seize these opportunities effectively.

2. Relationship with community

According to the study conducted, community is a group of people who interact and help one another and they are united by common interests (Cobigo et al., 2016). Basically, Malaysia is one of the countries that have multiracial, multireligious, and multinational nation. Therefore, numerous initiatives are implemented to integrate the community. Along with that, JHEAINS Rembau has organizes a variety of fun activities and events consists of door to door

programme, corporate social responsibility (CSR) program, gathering in the making of ‘bubur lambuk’ during fasting months, Eid Aidilfitri celebration, distribution of meat during Eid al-Adha and many other interesting programmes.

Additionally, JHEAINS Rembau staff always put 100 percent of their effort to have the best relationship with the community by always providing them with good services towards the community. The primary goals for all of the program that has been conducted are to strength the relationship with the community and present a positive image of JHEAINS Rembau as well as JHEAINS objectives which are strengthen the strategic cooperation and increase the professionalism of JHEAINS citizens.

Recommendations

As for recommendation, JHEAINS Rembau need to keep this opportunities as the platform to engage with the community in line with the JHEAINS Rembau tagline which is "Catalyst for a Prosperous Ummah". Besides that, JHEAINS Rembau also can conduct the feedback form to the community after the event has been conducted as one of the ways to improve the services for better future. By aligning JHEAINS Rembau services with the specific needs and aspirations of the community, it can create a meaningful and lasting impact. As cited in (Khadka & Maharjan, 2017) when the organization wins a community it helps to continue to build up a good relationship and become the successful company. Therefore, JHEAINS Rembau must continue to serve the community by deliver high quality services such as organizes more exciting programme or events and understand the community needs to have good relationship with the ‘Ummah’.

Threats

1. Data security

Data security is the practice of preventing digital data from being accessed by unauthorized parties, corrupted, or stolen at any point in its lifecycle. It is a term that covers almost every aspect of information security, including administrative and access controls, logical security of software programmes, and physical security of hardware and storage devices. Hence, organizational policies and procedures are also included (Herrera Montano et al., 2022).

Basically, JHEAINS Rembau staff use the systems to key in the important data such as client confidential information or details for the marriage or divorce process, and data of participant that have joined the programme as the records and prospect of the company. Therefore, the probability of data breach is high if the data security is not strengthen. According to the research conducted by Intel Security in 2017, internal personnel are responsible for 43 percent of business data leaks, and half of these leaks are accidental. Accidental leaks generally result from careless employee behavior or from accidents caused by poor corporate policies, including failing to put the required security and preventative measures in place (Cheng et al., 2017).

Regarding to this situation, JHEAINS Rembau branches need to take an action as a measure of prevention before this problem occurs. This is because JHEAINS Rembau is one of the companies that use the systems to produce numerous vital pieces of data, same goes like the other organizations. Apart from that, data security is one of the risks that most of the companies deal with, as there were numerous hackers that try to attempt and hack the confidential information of the company.

Recommendation

As the volume of data is growing exponentially and data breaches are happening more frequently than ever before, detecting and preventing data loss has become one of the most pressing security concerns for company (Cheng et al., 2017). Therefore, JHEAINS Rembau need to aware and need to take an alternative by strengthen the data security such as educate the employees on how to protect confidential information by creating strong passwords, installing centralized firewalls, proper back up data, securing the router and many more methods (Benjelloun & Lahcen, 2015). Strengthening the data security is important as the loss of sensitive information data can have a negative impact on an organization's long-term stability as well as cause serious reputational and financial damages.

2. Security systems

Essentially a security system is designed to help detect intrusion and prevent unauthorized access. These security threats are tracked by installing various security access doors and alarm systems. With the introduction of Global System for Mobile Communication (GSM) and mobile smart devices with high computing power, this research seizes the opportunity to increase the security of access control doors with multi-factor authentication using password, fingerprints and mobile phone call alert system (Nwogu et al., 2020).

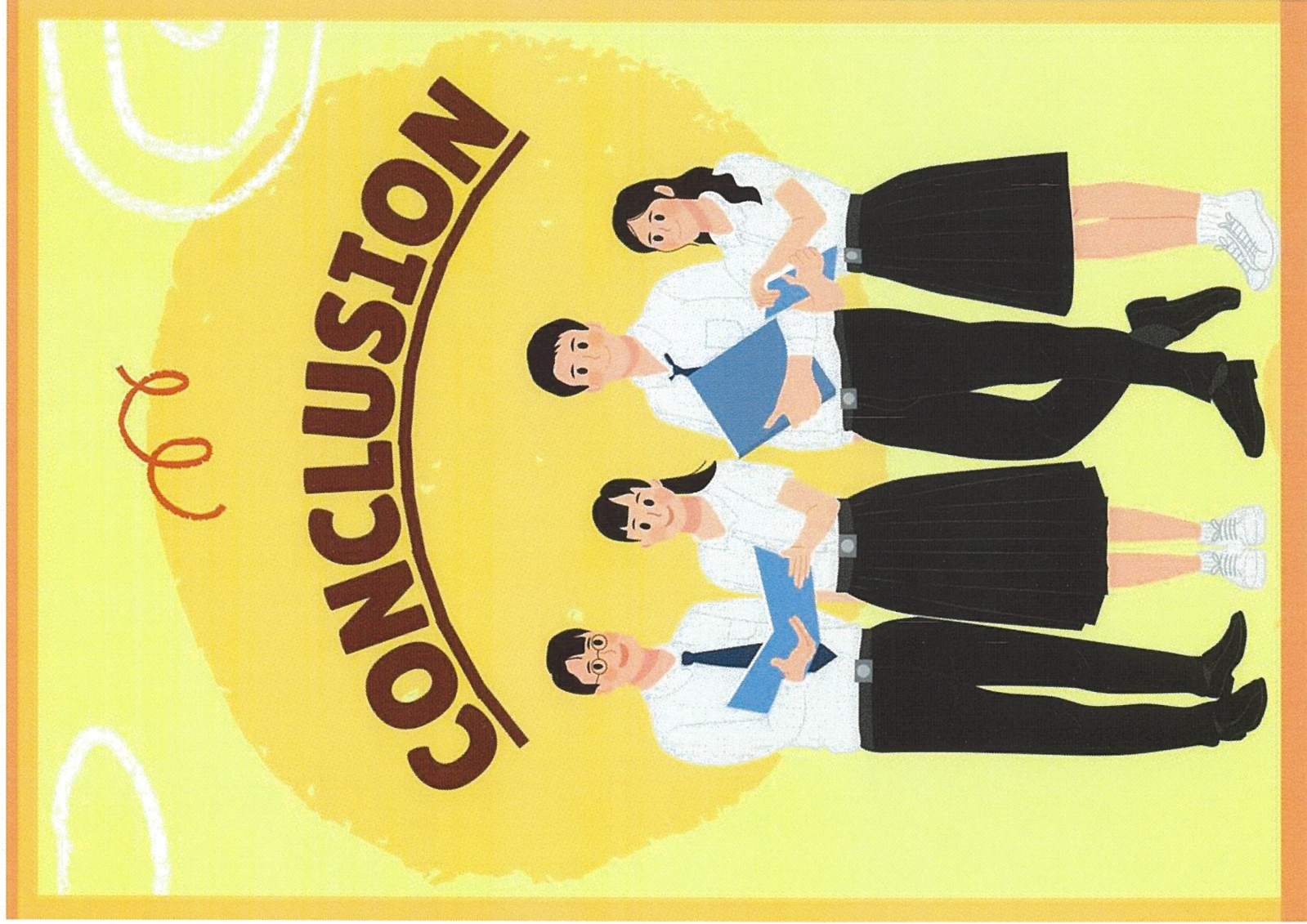
The essence of access control doors is to restrict unauthorized persons to enter the workplace or building. However there are many companies fail to priorities their security and do not take any security measures to protect their office premises. Unfortunate incidents are bound to occur at some point and while they cannot be predicted, luckily, they can be prevented (Nwogu et al., 2020)

Besides that, JHEAINS Rembau entrance door system is essentially still a traditional one, where it require the staff to push the door to enter the office. As a result, the staff's privacy is at risk since unexpected parties like criminals, intruders, and others can freely enter through the door. The staff are thus threatened by this circumstance because an attacks can happen at any time plus there is no close circuit television (CCTV) at this place.

Recommendation

A great and effective way to ensure JHEAINS Rembau office remains secured and protected at all times is to install an access control system and CCTV. The access control system is provides an access to only authorized personnel such as employees and the other staff members. Therefore, in order to generate quality work, it is important to have a safe and comfortable working environment. JHEAINS Rembau can take charge in this circumstance by using more secure security door, such as a security door system or also known as access control system. This access control system functions as a security door where employees must scan their access cards before entering the workplace. The access card only allows the employees and an authorized person to enter the work area.

Apart from that, the other alternative to enter the workplace is using a password or pin number to unlock the door where they password is only known by permanent staff and top management. In addition, JHEAINS Rembau also need to install the CCTV as the precaution if anything happen. The presence of visible CCTV cameras can act as a deterrent to potential criminals and significantly enhances the security. Plus CCTV footage also become a valuable evidence for investigations if anything happen. As a result, since only staff enable to unlock the access door and also the presence of CCTV help the workers safety is increased and they will feel more secured to work at the workplace.



6.0 CONCLUSION

In conclusion, trainee was very grateful for the wonderful experiences that trainee went through during the industrial training journey. Trainee extremely relieved that trainee have made a great decision to choose an internship place at JHEAINS Rembau which is significantly has contributes to trainee professional growth. Throughout the internship, trainee had the opportunity to work at the administration department, which allowed trainee to apply the theoretical knowledge gained during academic studies to real-world scenarios. This hands-on experience reinforced the relevance and practicality of trainee academic learnings.

One of the most rewarding aspects of this internship was the collaborative environment fostered by JHEAINS Rembau. Working alongside talented and dedicated colleagues taught trainee the significance of effective teamwork and communication in achieving common goals. The support and mentorship provided by trainee's supervisor and mentors have been instrumental in trainee's development, and feel grateful for their guidance throughout this journey. Additionally, during the internship, trainee has gained a new of knowledge in terms of law in syarak regarding to the marriage and divorce since trainee has been place at the JHEAINS Rembau business counter for a few weeks. Thus, all of the experience and knowledge that trainee had has boost trainee's self-confidence, communication skills and social skills.

Undoubtedly, trainee faced a few challenges during the internship, but these obstacles became opportunities for trainee's personal and professional growth. Hence, all of the experiences and knowledge that trainee had during internship at JHEAINS Rembau will be a memorable day and helps trainee to ready to the workforce in the future.

7.0 REFERENCES

- Abid, & Barech. (2017, July). International Journal of Economics, Commerce and Management. THE IMPACT OF FLEXIBLE WORKING HOURS ON THE EMPLOYEES PERFORMANCE, 7.
- Benjelloun, F. Z., & Lahcen, A. A. (2015). Big Data Security. Handbook of Research on Security Considerations in Cloud Computing, 301–313. <https://doi.org/10.4018/978-1-4666-8387-7.ch014>
- Carr, P. B., & Walton, G. M. (2014). Cues of working together fuel intrinsic motivation. *Journal of Experimental Social Psychology*, 53, 169–184. <https://doi.org/10.1016/j.jesp.2014.03.015>
- Cobigo, V., Martin, L., & Mcheimech, R. (2016, December 27). Understanding Community. *Canadian Journal of Disability Studies*, 5(4), 181. <https://doi.org/10.15353/cjds.v5i4.318>
- Cheng, L., Liu, F., & Yao, D. (2017). Enterprise data breach: causes, challenges, prevention, and future directions. *Wiley Interdisciplinary Reviews-Data Mining and Knowledge Discovery*, 7(5), e1211. <https://doi.org/10.1002/widm.1211>
- Doyle, A. (2022). What is a Flexible Work Schedule? *The Balance*. <https://www.thebalancemoney.com/what-is-a-flexible-work-schedule-2063677>
- Eshun, C., & Duah, F. K. (2011). Rewards as the motivation tool for employee performance. *Rewards*. <http://www.diva-portal.org/smash/get/diva2:832968/FULLTEXT01.pdf>
- Good Records Management Practices. (2011, October). WHAT IS RECORDS MANAGEMENT? [https://www.grs.gov.hk/pdf/grmp_\(Eng\).pdf](https://www.grs.gov.hk/pdf/grmp_(Eng).pdf)

- Jiffar, S. (2019, July 16). Penyimpanan rekod tidak sistematik. *Berita Harian*.
<https://www.bharian.com.my/berita/wilayah/2019/07/585582/penyimpanan-rekod-tidak-sistematik>
- John, W. (2017). FLEXIBLE WORKING HOURS AND ORGANIZATIONAL PRODUCTIVITY: EXPLORING THE POTENTIAL LINKAGE. *ResearchGate*.
https://www.researchgate.net/publication/321224841_FLEXIBLE_WORKING_HOURS_AND_ORGANIZATIONAL_PRODUCTIVITY_EXPLORING_THE_POTENTIAL_LINKAGE
- Khadka, & Maharjan. (2017, November). CUSTOMER SATISFACTION AND CUSTOMER LOYALTY. CENTRIA UNIVERSITY OF APPLIED SCIENCES.
<https://core.ac.uk/download/pdf/161421179.pdf>
- Kissimoto, K. O., Laurindo, F. J. B., & De Mattos, C. A. (2019b). The impact of collaboration in the Business Performance Perception: A study on the influencing factors. *ResearchGate*.
https://www.researchgate.net/publication/333583033_The_Impact_of_Collaboration_in_the_Business_Performance_Perception_A_Study_on_the_Influencing_Factors
- Montano, I. H., Aranda, J. L., Rodríguez, J. C., Cardín, S., De La Torre Díez, I., & Rodrigues, J. J. P. C. (2022). Survey of Techniques on Data Leakage Protection and Methods to address the Insider threat. *Cluster Computing*, 25(6), 4289–4302.
<https://doi.org/10.1007/s10586-022-03668-2>
- Nwogu, C., Eze, M., & Okunbor, C. (2020). Design and Implementation of Access Door Control with Mo-bile Alert. *International Journal of Engineering & Technology*.
<https://doi.org/10.14419/ijet.v9i2.30382>

- Odeku, O. F., & Odeku, K. O. (2014b). In pursuit of the employees' welfare in the workplace: Issues in Perspectives. *Mediterranean Journal of Social Sciences*.
<https://doi.org/10.5901/mjss.2014.v5n15p652>
- Odeku, O. F., & Odeku, K. O. (2015). IMPORTANCE OF THE WELFARE FACILITIES IN THE WORKPLACE: ISSUES IN PERSPECTIVES. *Socioeconomica: Scientific Journal for Theory and Practice of Socio-economic Development*, 4(7), 23–34.
<https://doi.org/10.12803/sjseco.4712315>
- Shonhe, L., & Jain, P. (2017b). Information Dissemination in the 21st Century: The Use of Mobile Technologies. *ResearchGate*.
https://www.researchgate.net/publication/328292638_Information_Dissemination_in_The_21st_Century_The_Use_Of_Mobile_Technologies
- Workplace well-being*. (2009, June 15). https://www.ilo.org/safework/areasofwork/workplace-health-promotion-and-well-being/WCMS_118396/lang--en/index.htm
- Zdraveski, D., Janeska, M., & Sotiroski, K. (2020). IMPLEMENTATION OF ELECTRONIC DOCUMENT MANAGEMENT SYSTEM (EDMS) IN MACEDONIAN COMPANIES. *ResearchGate*.
https://www.researchgate.net/publication/339302379_IMPLEMENTATION_OF_ELECTRONIC_DOCUMENT_MANAGEMENT_SYSTEM_EDMS_IN_MACEDONIAN_COMPANIES

8.0 APPENDICES



Appendices



JHEAINS Rembau office space and meeting room



JHEAINS counter for the process of marriage, divorce and others



Volley ball game with JHEAINS Rembau staff



Appendices



Door to door programme at Lenggong Jaya



Badminton game with JHEAINS Rembau staff



Attending programme at Masjid Jamek An-Nur



Appendices



Assist JHEAINS staff for the process of disposal religious books



Attending talk for Ramadhan programme



Joined CSR Programme at Masjid Tanjung Berangan

Appendices



Assist JHEAINS staff prepare the gift for Ramadan feast



Join JHEAINS staff and community prepare a porridge due to fasting month



Secretariat for ceremony of khatam Al- Quran and Iftar

Appendices



Assist JHEAINS staff for the wedding session



Join JHEAINS staff and community prepare a porridge due to fasting month



Iftar at JHEAINS Rembau

Appendices



PMc

Pelaksana Online

Dashboard

Profil

Urusan Program

Urusan Peserta

Urusan FOU

Log Keluar

Pengesahan Kehadiran Peserta

Kembali

Nama Kursus: PENYERAHAN SUMBANGAN ALAT TULIS

Tarikh Kursus: 2023-02-15

Tempat Kursus: SEKOLAH MENENGAH KEBANGSAAN AGAMA DATO' HAJI ABU HASSAN HAJI SAIL

Yuran Kursus (Jika Ada): TIADA

Permohonan Baru	Permohonan Ditolak	Tawaran	Setuju Terima	Tolak Tawaran	Sah Hadir	Tidak Hadir	Tamat	Jumlah Keseluruhan
0	0	0	0	0	179	0	0	179

Key in client data into JHEAINS system



PMc

Pelaksana Online

Dashboard

Profil

Urusan Program

Urusan Peserta

Urusan FOU

Log Keluar

Pengesahan Kehadiran Peserta

Kembali

Nama Kursus: PROGRAM SEMARAK MADANI

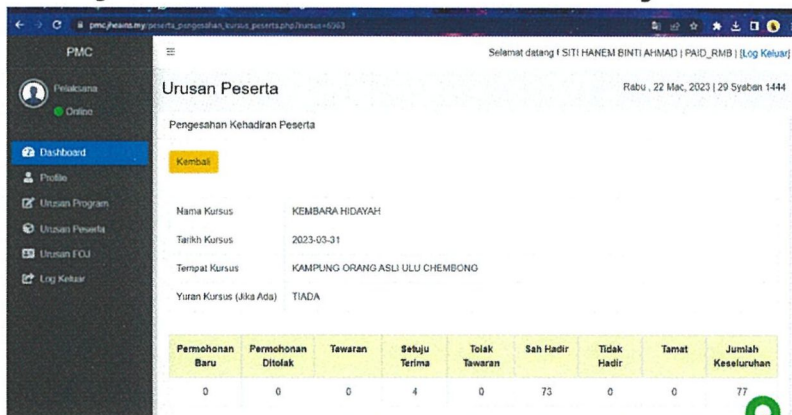
Tarikh Kursus: 2023-03-27

Tempat Kursus: MASJID JAMEKAN NUR

Yuran Kursus (Jika Ada): TIADA

Permohonan Baru	Permohonan Ditolak	Tawaran	Setuju Terima	Tolak Tawaran	Sah Hadir	Tidak Hadir	Tamat	Jumlah Keseluruhan
0	0	0	0	0	113	0	0	113

Key in client data into JHEAINS system



PMc

Pelaksana Online

Dashboard

Profil

Urusan Program

Urusan Peserta

Urusan FOU

Log Keluar

Selamat datang f SITI HANEM BINTI AHMAD | PAID_RMB | [Log Keluar]

Rabu, 22 Mac, 2023 | 29 Syaban 1444

Urusan Peserta

Pengesahan Kehadiran Peserta

Kembali

Nama Kursus: KEMBARA HIDAYAH

Tarikh Kursus: 2023-03-31

Tempat Kursus: KAMPUNG ORANG ASLI ULU CHEMBONG

Yuran Kursus (Jika Ada): TIADA

Permohonan Baru	Permohonan Ditolak	Tawaran	Setuju Terima	Tolak Tawaran	Sah Hadir	Tidak Hadir	Tamat	Jumlah Keseluruhan
0	0	0	4	0	73	0	0	77

Key in client data into JHEAINS system

Appendices

Google Spreadsheet: JHEAINS - PELAYANAN DATA PROSEKSI PROGRAM TAHUNAN 2023

PELAYANAN	NAMA PROGRAM	TARIKH PROGRAM	NAMA KETUA / KETUA HIMPUNAN	NO. KAD PENGESAHAN	JANTRA	BERLAGAK	KATEGORI PESERTA	PEKER
REMBAU	PROGRAM KUNJUNGAN MAHAABAH	14 MAC 2023	LOJANATHAN AL KARUPON	85022805495	LELAKI	5	SAHAJ	HILANG
REMBAU	PROGRAM KUNJUNGAN MAHAABAH	14 MAC 2023	LECHUMAH AL KARAPAN	49180005697	LELAKI	2	SAHAJ	TIDAK BEKE
REMBAU	PROGRAM KUNJUNGAN MAHAABAH	14 MAC 2023	CHENG THAYO BANG	47815105621	LELAKI	3	SAHAJ	TIDAK BEKE
REMBAU	PROGRAM KUNJUNGAN MAHAABAH	14 MAC 2023	YONG SENG	53113055293	LELAKI	1	SAHAJ	TIDAK BEKE
REMBAU	PROGRAM KUNJUNGAN MAHAABAH	14 MAC 2023	LAM SEK HON @ LAM SEK HON	46381405517	LELAKI	1	SAHAJ	TIDAK BEKE
REMBAU	PROGRAM KUNJUNGAN MAHAABAH	14 MAC 2023	CHAN AH LEE	51021881843	LELAKI	1	SAHAJ	TIDAK BEKE
REMBAU	PROGRAM KUNJUNGAN MAHAABAH	14 MAC 2023	HARY SAY SENG	371181915172	PEREMPUAN	1	SAHAJ	TIDAK BEKE
REMBAU	PROGRAM KUNJUNGAN MAHAABAH	14 MAC 2023	CHONG TUNG SENG	53011035325	LELAKI	1	SAHAJ	TIDAK BEKE
REMBAU	PROGRAM KUNJUNGAN MAHAABAH	14 MAC 2023	LOAH TEE	481103053272	PEREMPUAN	1	SAHAJ	TIDAK BEKE
REMBAU	PROGRAM KUNJUNGAN MAHAABAH	14 MAC 2023	NO PENG LOM	54091805213	LELAKI	2	SAHAJ	TIDAK BEKE
REMBAU	PROGRAM KUNJUNGAN MAHAABAH	14 MAC 2023	CHAM CHU NAM	521218055121	LELAKI	2	SAHAJ	TIDAK BEKE
REMBAU	PROGRAM KUNJUNGAN MAHAABAH	14 MAC 2023	EU YONG LOK	60381718583	LELAKI	8	SAHAJ	TIDAK BEKE

Key in client data into JHEAINS system

PMC - JHEAINS

PENDAFTARAN PROGRAM

Semakan Rekod

[Kembali](#)

Nama Program:
GERBANG CINTA SIRI 2

Tarikh Program:
2023-03-13

Tempat Program:
PEJABAT AGAMA ISLAM DAERAH REMBAU

Sila masukkan No. Kad Pengesahan (Tanpa simbol "-")

No. Kad Pengesahan [Hantar](#)

Key in client data into JHEAINS system

PMC

Urusan Peserta

Pengesahan Kehadiran Peserta

[Kembali](#)

Nama Kursus: MAULID SUMBAHAN HARI RAYA AIDIL FITRI 2/2023

Tarikh Kursus: 2023-04-05

Tempat Kursus: MASJID KARAH LEGUNG ULU

Yuran Kursus (Jika Ada): TIADA

Perseorotan Baru	Perseorotan Ditolak	Tawaran	Selagi Terima	Tolak Tawaran	Sah Hadir	Tidak Hadir	Tamat	Jumlah Keseluruhan
0	0	0	0	0	363	0	0	363

Key in client data into JHEAINS system