



UNIVERSITI TEKNOLOGI MARA  
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:  
BAHAGIAN PENYELIDIKAN JARINGAN INDUSTRI & ALUMNI (BPJIA)  
UNIVERSITI TEKNOLOGI MARA (KELANTAN)  
BUKIT ILMU, 18500 MACHANG, KELANTAN

SPECIAL PROJECT:  
(FILLING RECORD MANAGEMENT)

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UNIVERSITI TEKNOLOGI MARA KELANTAN

01 FEBRUARY 2017 – 30 JUNE 2017

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**REPORT SUBMITTED IN FULFILLMENT OF THE  
REQUIREMENT FOR THE INDUSTRIAL TRAINING  
FACULTY OF INFORMATION MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA KELANTAN**

**01 FEBRUARY 2017 – 30 JUNE 2017**

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INDUSTRIAL TRAINING REPORT 1 FEBRUARY 2017 – 30 JUNE 2017

## DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

Signed by,

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Nor Badrul Aiman bin Hasan

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## ABSTRACT

*The industrial training report based on practical training by the trainee during five months start on February 2017 until June 2017. The training had been done in “Bahagian BPJIA UiTM Cawangan Kelantan, Machang, Kelantan”. Although the training had been done in Bahagian PJIA, besides the Special Project of the trainee focus on to ‘filling record management in BPJIA’. In five months, there are too much activities had been touch by the trainee include offcice activites and outside office activities. During intership program, the trainee had been supervised by Madam Khadijah Binti Abdul Rahman as Faculty Supervisor and Dr. Wan Fairos Binti Wan Yaacob as Organization Supervisor. The special project had been touch in Chapter 3 while Chapter 1 and Chapter 2 more on experience of the trainee during the intership in five months. The last chapter in Chapter 4 more on conclusion and recommendation of the special project and whole on intership time.*

*Keywords : Special Project, UiTM, filling record management, office activities, supervisor, intership*

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A long time I further my study I UiTM Kelantan, I teached everything in my life, and last, I can finish my study in IM245 with this last semester. In finishing this 'hardcore' semester, a big thank you I want give to my respected supervisor Madam Khadijah Binti Abdul Rahman for her guidance since I started this training industry until finish. She gives many good motivations to me about the industry and much guide me to show the truth concept how to make the task more interesting and valuable.

In finishing this training industry also, not forget to mention my supervisor in organization of BPJIA, UiTM Kelantan, Dr. Wan Fairos Binti Wan Yaacob, that always teach me how to be the best employee in organization, and her motivation I will use when I have the job later. A lot of experiences that I got in BPJIA UiTM started of practical training on February until June 2017.

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## CHAPTER 1

### INTRODUCTION



Figure 1: Logo of UiTM

#### 1.1 Background of the Organization

The practical place that had been choose is UiTM Machang, Kelantan. In UiTM Machang, I placed at BPJIA (Bahagian Penyelidikan & Jaringan Industri) or Department of Research & Network Industry.

#### 1.2 Background of UiTM Kelantan

Universiti Teknologi MARA Kelantan Machang campus formerly known as Institut Teknologi MARA branch campuses to 9 was officially launched on July 1, 1985 by YAB Tan Sri Dato 'Haji Mohamad bin Yaakob, Cheif Minister of Kelantan. After that, UiTM Kelantan officially moved to its permanent campus in Machang on January 1, 1996 and changed its university status on 26 August 1999. UiTM Kelantan grown rapidly to become a premier high school in Kelantan and strives to make UiTM as a World Class University UITMCK growing with the establishment of Kota Bharu Campus in July 2007.



**Figure 2 : UiTM Kelantan**

*i) Motto*

“Endeavour, Religious, Dignified”

*ii) Vision*

To establish UiTM as a premier university of outstanding scholarship and academic excellence capable of providing leadership to Bumiputeras’s dynamic involvement in all professional fields of world-class standards in order to produce globally competitive graduates of sound ethical standing.

*iii) Mission*

To enhance the knowledge and expertise of Bumiputeras in all fields of study through professional programmes, research work and community service based on moral values and professional ethics.

*iv) Philosophy*

Every individual has the ability to attain excellence through the transfer of knowledge and assimilation of moral values so as to become professional graduates capable of developing knowledge, self, society and nation.

v) *Objectives*

- To provide maximum opportunities for bumiputeras to pursue professionally-recognised programmes of study in science, technology, industry, business, arts and humanities.
- To provide quality and innovative programmes of study relevant to current market needs and customer demands, and in line with policies of national development.
- To establish a human resource development programme as a tool for the assimilation of a value system within the university community.
- To ensure that UiTM graduates are adequately prepared to join the local as well as the global workforce.
- To establish UiTM as a centre of excellence that is accountable for the effective and efficient management of its human resources, finances and assets in order to achieve its educational objectives, while playing its role as a catalyst in community development.

### **1.2.1 Background of Department Research & Network Industry**

In UiTM KELANTAN, it have three departments, Department of Academic, Department of Students, and Department Research & Network Industry. Department Research & Network Industry was officially established in 2009 and is responsible for managing the issues of entrepreneurship, research, consulting, intellectual property protection and commercialization. This department also entrusted to help academics in the field of writing to increase the added value of research results for publication in high-impact journals. In addition, Department Research & Network Industry also cooperates with government agencies, private organizations and communities to provide programs that can enhance the employability of graduates, generating opportunities for

research and provide community services to residents. The main office staff in this department is only five staffs, Deputy Rector, Executive Officer, Chief Clerk, Clerk Assistant and Operation Assistant. Since 2016, this department had been managed by Dr. Wan Fairos, she be the director of this. In this department, it's have several units. Among them are, URMI, MASMED, ICAN, PERC, and CREATIVE MEDIA HUB.

### 1.3 Organization Chart of Department

In this department, it's have several units. Among them are, URMI, MASMED, ICAN, PERC, and CREATIVE MEDIA HUB. URMI is stand for “Unit Research & Methodology”, MASMED stand for “Malaysian Academy of SME & Entrepreneurship Development”, ICAN stand for “ Industry, Community & Alumni Network”, PERC stand for , and CREATIVE MEDIA HUB is responsible to do the programs and activities that related to technology creative and media.

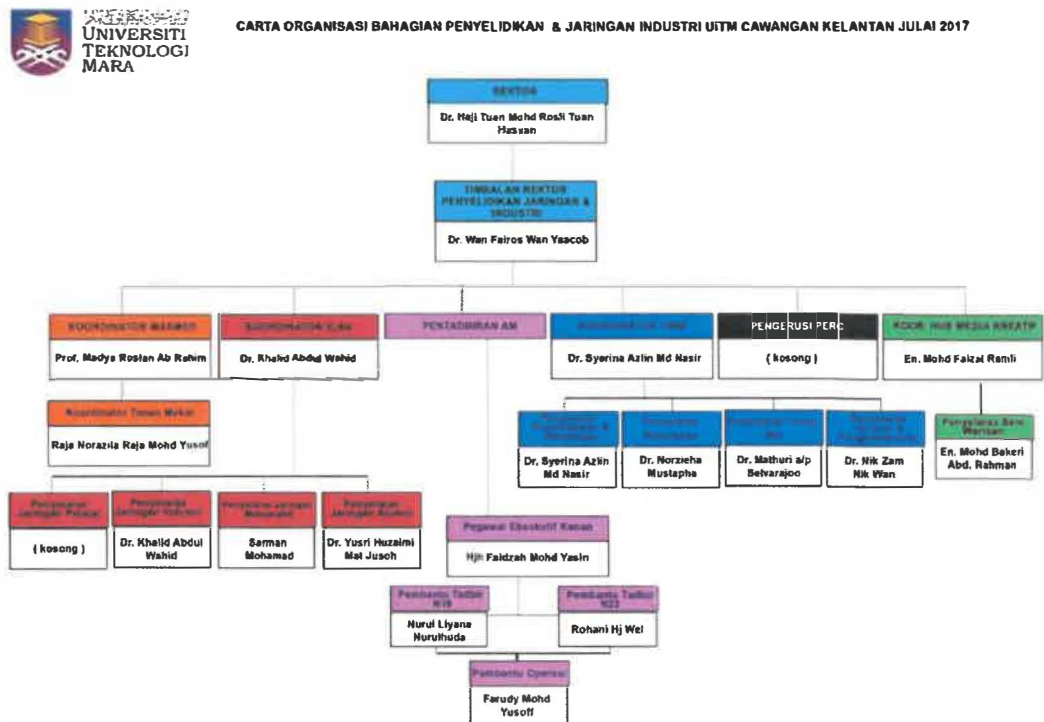


Figure 3 : Organization Chart of BPJIA

## CHAPTER 2

### ORGANIZATION INFORMATION

#### 2.1 Departmental Structure

In Department Research & Network Industry, (also know as “BPJIA”), it divided by several units. Among them are, URMI, MASMED, ICAN, PERC, and CREATIVE MEDIA HUB TECHNOLOGY. These units have own responsible to do the task given.

#### 2.2 Department Function

##### 2.2.1 URMI

In this department, the specific task is organize the small seminar and talks about the research and development that can be participating by UiTM’s members. The program of seminar and talks usually organized in small hall in BPJIA. In this five months, URMI was organizing several seminars that focus on how to do the best thesis’s writing. In URMI, practical students have not involved because there is no job to do but were allowed to see how the PhD presentation level.

##### 2.2.2 MASMED

MASMED, also known as Malaysian Academy of SME & Entrepreneurship Development previously known as “Pusat Pembangunan Usahawan Malaysia (Malaysian Entrepreneur Development Centre - MEDEC)”. For the center, MASMED is situated at Block 13, INTEKMA Resort & Convention Centre, UiTM Section 7, Shah Alam

MEDEC was established in 1975 to run academic programs, research activities and consultation services. The mission was to facilitate the growth of Bumiputera entrepreneurs in Malaysia. It was set up for the purpose of planning and implementing entrepreneurship development programs such as training, education, research and consultancy.

In UiTM Kelantan, MASMED is one of the branch from the center that sub under BPJIA. The main activity MASMED in UiTM Kelantan is to introduce the entrepreneur to the true bussiness. The student that want to get advice about the bussiness, he/she can make appointment with Ass. Prof. Roslan that conduct MASMED in UiTM Kelantan.

In MASMED organization, it have one unit named as Tunas Mekar. Tunas Mekar is the unit that have to make the program and selection for the entrepreneur that want to try to make bussiness from their services or things. For this five months, Tunas Mekar was organizing an audition to select the best participant for the Entrepreneur Program. From 18 participants, Tunas Mekar only select 10 the best to follow the following steps of the Entrepreneur Program.

### **2.2.3 ICAN**

ICAN stand for Industry, Community & Alumni Network. This is one of the unit in PJI UiTM Kelantan. ICAN had been incharge by Dr. Khalid Bin Abdul Wahid. Before Dr. Khalid, Dr. Zuriani was incharged as the coordinator of ICAN. There are a lot of program was held under the ICAN such as “Sehari Bersama Suruhanjaya Syarikat Malaysia”.



#### **2.2.4 PERC**

It responsible on value added product research and improvement of socio economic project. There are many product was produced under the PERC. PERC had a lot give the benefits to student through their production of product.

#### **2.2.5 CMT**

The last, Creative Media Hub Technology, or CMT is the new one. CMT Hub was established in May 2015 and is the brainchild of the YB Dato 'Seri Idris Jusoh, Minister of Higher Education and the Director General of Higher Education, Ministry of Higher Education namely. Dato 'Prof Dr Asma Binti Ismail.

Establishment of a Creative Hub Media & Technology (CMT) is the aspiration of the Ministry of Education to make Universiti Teknologi MARA UiTM as the development of creative media and technology policy in line with the regional creative industry. For this five months, CMT was organizing one big program in UiTM Shah Alam, and UiTM Kelantan was involved as the participant of fashion show. The program was launched by the Yb Dato' Seri Idris Jusoh, Minister of Higher Education of Malaysia. The program was on 22 until 23 September 2016.

## CHAPTER 3

### INDUSTRIAL TRAINING ACTIVITIES

#### 3.1 Training Activities

For the activities, I have done much work since in BPJIA UiTM Kelantan. Based on schedule, the date of practical training start on February 2017. Since five months, a lot of experiences got by doing many tasks including physical task and soft task, computerizing task and manual task, inside organization and outside outside organization. For the physical task, the practical student from male members had been tasked to complete the EKSA Project. There are a lot of activities and work can do in BPJIA. For five months of trainee, many experience that student can get and learn something new. In this office, we cannot expect what we are going to do within course that trainee learn or not.

##### 3.1.1 Office Task

Basically office task assigned to internship student is the normal tasks given by the staff or office worker for example who require technical help such as helping setup UPMet room for colloquia, photocopying documents, make a certificate for an event, answering phone calls, helpdesk, helping staff to do office documentation, create template for SIIDCOM2017. From the task that was given, it can help trainee to gain some experience, and make them understand the management and workflow in the office environment. Besides, usually the staff ask trainee to help lecturers to do their documentation or do photocopying paper/ document. This task was given by Hajah Faidzah, as a Executive Officier in BPJIA. In BPJIA, The changing of staffs always occur every year, so that, the charts must be update almost every year. This is the small

activity that be done in PJI during industrial training. For 5 months in BPJIA, two organization charts was created.

### 3.1.2 Event at MRSM Jeli

On 5 March 2017, I was assigned the task by my organizational supervisor, Dr. Wan Fairos to help the PERC Unit to introduce several product of under UiTM such as “Graviola, “Baja Organik”, “Nicotine” and etc at the MRSM Jeli, Kelantan. MRSM had invited UiTM to introduce the product so their student can learn the innovation that had been make by UiTM. There are many others organization that invited at the event such as Jabatan Perkhidmatan Awam Malaysia (JPAM), Giat Mara Jeli and others organization.



Figure 4 : Representative from Uitm Cawangan Kelantan

### **3.1.3 SIIDCOM Project**

SIIDCOM stand for Student Invention, Innovation & Design Competition. This program is making for the staff in UITM to improve the confidence level. The trainee had been appointed as committee in SIIDCOM2017 program by Dr Mazlina Binti Mamat. The trainee was assign to take care of the registration and gift. The program starts on 9a.m until 1p.m. The program has three categories which are innovation, invention and design. Each category had been held in different room and different judges. The main judge is Dr Mazlina Binti Mamat. The trainee been asked to distribute souvenir to the staff that participate. By doing this task, it help trainee to communicate with the staff or professionals that require trainee working with lecturers. Besides, the trainee also gain experience from this task to handling a program as committee.

During this program, the trainee can increase the confidence level in term of communicate with people that higher level from them. SIIDCOM2017 program also gives trainee task that related to the practical training objectives such as using Photoshop cs6 to do the certificate for SIID2017 participant, design the name tag for jury and committee and more. More than that, Dr Mazlina Binti Mamat ask me to do certificate to the participant who won the award and the best participant that participate in the SIIDCOM2017.

For this SIIDCOM, I had join for this competition. Our team proposed one project to be to be contested. The project that proposed is, Catan Lut Sinar (CLS) and my task is make the poster for my team. We got the medal on that contest for “Best Poster”.



Figure 5 : Poster for Catan Lut Sinar

### 3.1.4 Convocation Day

This semester is the date of convocation day of diploma and degree student of UiTM Kelantan. The task given to ensure the program success, is manage the scroll in the cabinet. The scroll after that will be given to the student by Vice Chancellor or UiTM. The convocation day take place on two days, 26 and 27 April 2017. On convocation days, the trainee was divide by two groups, when one group for male students and one group more from females students. The trainee in BPJIA Department had been assigned as the secretariat. The task had been divided by two groups. First team which two male trainee has assigned to the UiTM Hall and the other two trainees in Block D. This is a big opportunity for the trainee to train themselves to get a lot of knowledge and experience on how to handle a situation and such a big event for them. For the trainee that handles at Blok D, they need to explain to the student or people that want to get the

robe, they need to complete four stamps which are from the alumni, financial department and more two department. Before the event, Puan Nani Hartina was given a task to photocopying 1400 form to give out another day. She also explains what the trainee needs to do on the event. The trainee needs to ensure the form complete before take it from student. The other two trainee at the Hall, need to arrange the holder at stage and ensure the stage convocation smooth. The student that came to get stamp is over 1200 people.

### **3.1.5 Managing the Pusat Pembangunan dan Pemasaran UCMT**

UCMT had make many program and project that our team follow during the practical training. UCMT was launched by YB Dato' Seri Idris Jusoh, Minister of High Education Malaysia. The director of UCMT is Ass. Prof Sulaiman. Many task that given for me under the UCMT. I was given task to handle the Pusat Pembangunan dan Pemasaran UCMT. Pusat Pembangunan dan Pemasaran UCMT was located beside the Department of Student and in front of the BPJIA office. To ensure the program succeed, our team ready with well-prepared planning. En. Faizal as the Coordinator of UCMT was assigned as our project manager. Many items that from UiTM Kelantan and "Sahabat Strategik" which is the "Pusat Pemulihan Akhlak Machang" brought there. UCMT Program including Fashion Show, Batik Show, Jewellery Show, and Contest was display at the Pusat Pembangunan dan Pemasaran UCMT for sale. The program of UCMT teached the trainee to think out of the box. From the trainer's observation, there are full in inputs during program held and all of the team members felt proud of the program. Pusat Pembangunan dan Pemasaran UCMT was target the staff of UiTM Cawangan Kelantan. It was opened at 11.00 am until 3.00 pm.

### 3.1.6 ICAN COOPERATION WITH SURUHANJAYA SYARIKAT MALAYSIA (SSM)

ICAN stand for Industry, Community & Alumni Network. This is one of the unit in PJI UiTM Kelantan. ICAN had been incharge by Dr. Khalid Bin Abdul Wahid. Before Dr. Khalid, Dr. Zuriani was incharged as the coordinator of ICAN. There are a lot of program was held under the ICAN such as “Sehari Bersama Suruhanjaya Syarikat Malaysia”. ICAN is a unit that responsible on industrial student, industrial network, society network, and alumni. It also functions by creating collaboration between universities, community, and alumni. Then, increase the availability of entrepreneurial graduates from student. I had be assigned to make the banner of the program “Sehari Bersama Suruhanjaya Syarikat Malaysia”. The program was held on 10 April 2017 at the block D, UiTM Machang. I also make the preparation of the place of registration for student who want to make the registration of this program.



Figure 6 : Banner Program Sehari Bersama SSM

### 3.1.7 AiFW 2017 (ASIAN ISLAMIC FASHION WEEK)

Asia Islamic Fashion Week is a 4 day event being held from 30th March to 2nd April 2017 at the Kuala Lumpur, Malaysia in Kuala Lumpur, Malaysia. This event showcases products like most influential Islamic fashion & lifestyle marketplace, islamic-inspired apparel, accessories, cosmetics and resources etc. in the Fashion, Lifestyle & Fashion industries. This program was directly by Mr Bakeri. Besides, as representantive from UiTM Cawangan Kelantan. This showcase was joined by many famous selebrity and designer of Malaysia. AIFW 2017 present an exciting line-up of Islamic-inspired fashion collections from around the world to Asia's key retailers, agents, distributors, e-commerce partners and media. The annual AIFW 2017 is aspired to be Asia's most influential Islamic fashion & lifestyle marketplace, offering three main elements which is fashion trade, fashion shows and fashion seminars.



**Figure 7 : AiFW 2017 Poster**



### **3.1.8 UiEA 2017 (UiTM ENTREPRENEURIAL AWARD)**

The Ministry of Higher Education Malaysia has embarked on an initiative in introducing the Ministry of Higher Education Entrepreneurial Awards (MEA) competition beginning in 2012. UiTM as one of the public universities in Malaysia has entered this competition and has been named as the ultimate winner of the Entrepreneurship University for the past three years. As a continuous effort in empowering UiTM's entrepreneurial agenda, the Malaysian Academy of SME Entrepreneurship Development (MASMED) continued its university-level entrepreneurship competition initiative, namely 'UiTM ENTREPRENEURIAL AWARDS (UiEA 2016/2017)'. It is UiTM's wish that all campuses and faculties take the opportunity to participate in entrepreneurship culture in the institutional environment and to open the minds of students that entrepreneurship is a career choice nowadays. A total of 8 faculties and 13 UiTM campuses have participated in the 2017 UiEA competition according to categories contested such as 'Institutional Award', 'Best Student/Graduate Enterprise', 'Best Entrepreneurship Project' and 'Best Entrepreneurship Coach/Mentor'. MASMED UiTM Cawangan Kelantan had won the 'Best Student/Graduate Enterprise'. I was design the cover page of the book of the all categories. I also make the montage that was showed to the auditor of the UiEA.

### **3.1.9 EKSA Program**

EKSA stand for "Ekosistem Kondusif Sektor Awam". The aim of the EKSA is something like 5S, and its organized under administration of UiTM. Since EKSA's program, our team-mate have to full-fill the needs of EKSA. Meeting of EKSA done on 5 June 2017 with our Executive Officer of BPJIA, Hajjah Faidzah. By the meeting, we had divided into 3 sections which are video maker, signage and clean, and make new

space for recycle activity. From EKSA Program, BPJIA looks more interesting and attractive. The cabinet inside meeting room was placed outside with new looking. The arrangement of cabinet and other thing much got advised from En. Bakeri, the coordinator of CMT. They also mention about the re-signage, re-paint the meeting room and more. During the implementation lead by En. Bakeri, he gives a lot of experience to the trainee to do from their area as IM student such as paint the metal, lift closet of meeting and more. All the signage's in BPJIA department change into scientist name such as Archimedes, da Vinci and Edison.



**Figure 8 : EKSA activity**

### **3.2 Special Project (Filling Record Management)**

The trainee required to develop a special project during five months of internship. Based on the practical training objectives and requirement to the organization, the trainee has to develop any system or project that required by the organization. Considering that the record management at BPJIA does not organised well, I have assigned that to do the filling record management at the BPJIA as my special project. The speacial project was

initiated from Madam Kamariah binti Chik, as advisor of record keeping in UiTM Kelantan. The purpose of special project is want to ensure the process record filling were run smoothly. It will easy to the staff to find the file that the want by the process of record filling.

### **3.2.1 Problem Statement**

Everyday, the room of record and BPJIA UiTM Kelantan received much file. The method of record keeping of filling is by using manual form, the are several problems occur during the management of record:

- i. Difficult of storing the file
- ii. Limited space for storing the file
- iii. Limited of equipment
- iv. Overlapping/repeating of file

### **3.2.2 Project Developing**

The duration of developing the system, 5 months, start from the first day of practical training February 2017 until the last month of training, June 2017. In developing the project, there are several phases to be done by the trainee to ensure the filling record management is finished. The record or documents in file room at PJIA department are not organized well and not follow the record keeping procedures. Systematic recording and file management can help increase productivity effectiveness in an office on various issues involved in managing records and files on a regular basis. National Archive of Malaysia (NAM) has identified the classification of file based functions as the most appropriate method to be practiced by public offices in Malaysia. This method can provide uniformity across the public sector in the way records are created, stored and used as well as facilitating information and information sharing.

### **3.2.2.1 Planning**

A good filing system is developed through a basic file plan. Planning is important because it establishes direction and control, ensures that everyone involved has a common understanding of purpose and goals, provides guidelines, and identifies the elements of a project. The first meeting was held on March 2017. Hajah Faidzah is the person who incharge the record room before. Considering that the filling record room not organized well, I had assigned that my special project to develop and improve the filling record management. I assigned the responsibility for developing and coordinating the new filing record management based on what I have learnt before. This task actually falls to the Records Coordinator of UiTM Machang which is Madam Kamariah Chik. But I have got the advised from her to make the filling record as my special project. The first step in developing or improving a filing system is to gain the support of both the administration and BPJIA staff. Administrative support legitimizes the project and ensures the cooperation of all members of the office. Every member of the office understand the purpose and scope of the project. Everyone involved in the process which can help determine which features or aspects of the present system work well and should be retained, help identify specific problems within the present system that must be changed. Most importantly, involving others in the process makes them more amenable to using the system once it is implemented.

### **3.2.2.2 Rearrangement of File and Document**

Any changes to a filing system must begin with an inventory. An inventory is a detailed, checking and rearrange of all existing files in an office. Without information gained through an inventory, it would be impossible to develop or make changes to a filing system. The inventory is the foundation of a filing system. Before beginning, it is very useful to create a map of room to be inventoried. The map should identify individual filing cabinets, shelves, desks and other areas where information may be stored. For

future reference, the files listed on the inventory should correspond to file locations identified on the map. An inventory should list the title and dates of each file created within the office. Within each room, inventory the files in a systematic manner. Start at one end of the room and work around of the room. Do not forget to inventory files on top of and under file cabinets, desks, shelves and other furniture.

### 3.2.2.3 Reference How To Make the Right Classification of File and Document

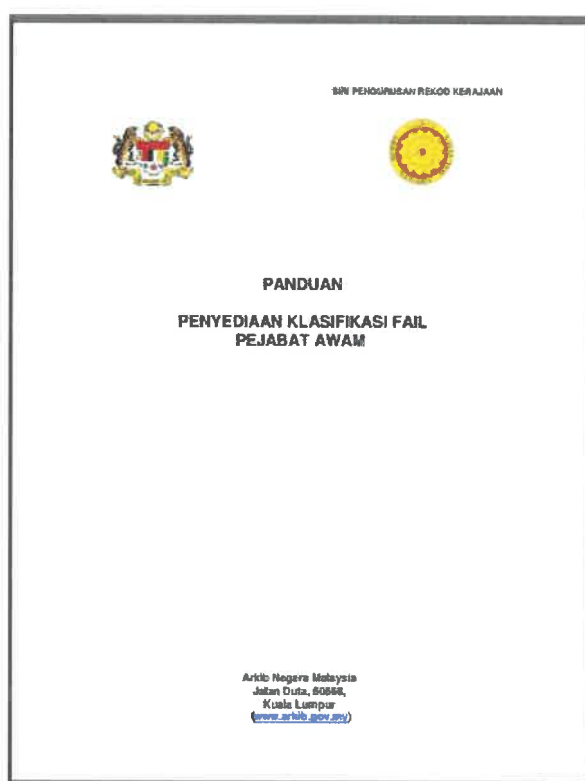


Figure 9 : References of Classification of File

Records are important in the administration of government. It provides Information for planning, decision making and also the basis for Government accountability. Currently, public offices in Malaysia are practicing various types of file classifications to keep their records. The National Archives of Malaysia has identified the classification of files based on functionality as the most appropriate method to be practiced by public offices in Malaysia. This method can provide uniformity across the public sector in a way

records are created, stored and used in addition to facilitating achievements information and information sharing. Providing the classification of this functional file as well is one of the pre-requisites for the implementation of application usage electronic record management. The National Archives of Malaysia has developed a General Managed Record Classification template to be used by public offices in the development of the file classification of the Business General as well as help improve understanding in developing Classification of Functional Affairs. This guide is provided as a reference and guide to the BPJIA during the development of the classification.

### 3.2.3 Steps to Register Document into File

1.

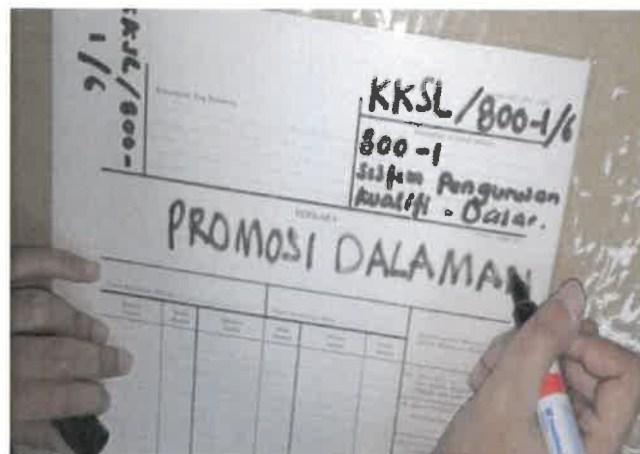


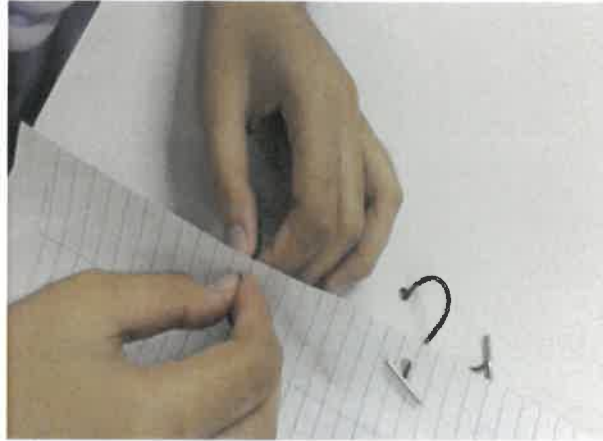
Figure 10 : Write the details on the file covers

2.



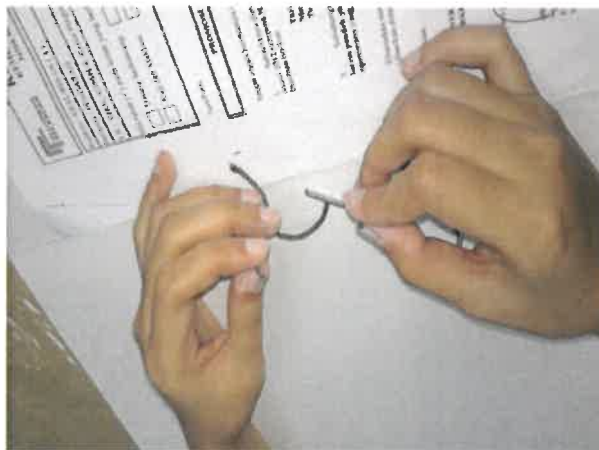
Figure 11 : Punching holes in the middle of file cover

3.



**Figure 12: Put the 'Kertas Minit' on the left in the file**

4.



**Figure 13 : Put the document that delivered on the right in the file**

5.



**Figure 14 : Stamp in 'Kertas Minit'**

6.



**Figure 15 : Documents were recorded into the 'Kertas Minit'**

7.



**Figure 16 : Register the document into 'Register Book'**

8.



**Figure 17 : Place the file into the right shelve and rack file**



### **3.2.4 “Simpanan Dalam Perhatian” (SDP)**

Every staff member or employee who receives the letter for which the action should be taken at a given time, it is necessary to ask the File Assistant to file the letter into the relevant dial and SDP the file up to the time specified. File Assistant needs to keep the list of required file dates and require that list every day. The files and letters required by the officer shall be delivered to him on such day and date as may be prescribed. The list of SDP files can be created in the Official Daily Book of Administrative Assistant File by recording file reference numbers on the date it is intended to take action. Officers themselves may record in the respective Daily Book of the respective reference number applicable on the appointed date for action. This is useful as a cross check to File Administrative Assistant.

Any files released for action after the date of execution of the new system, must be converted to a new reference number by closing the old file and opening a new file as specified in the procedure of opening the connection file and registering the file using the new system and reference number. All subsequent messages received should be included in the new file. Transfers can be made overtime or when an Administrative Assistant has a free time by defining the target of the total file that must be converted within a week or month. If this action is to be made immediately for all existing files, the program must be made to enable all files to be converted within a specified timeframe where all of the involved Power of Administrative Assistant Managers are devoted to this purpose. If BPJIA is too busy or short of staff to convert existing files to a new system, conversion to a new system can be made gradually by simply opening a new file for newly accepted letters only. Older files that are not active should be isolated and sent to the National Archives or destroyed if not required upon approval by the Director General of the National Archives.

### 3.2.5 Operation of Closed File

File that consist 100 document or the thick 4cm should be closed and new file will be open. On the file cover of the closed file should be bar with the red ink and write the word 'DITUTUP-JILID 2 DIBUKA' with the blue or black ink use the permanent ink. On the file cover of new file must be write same title and references number and write 'Jilid 2' (Jld. 2).



Figure 18 : Closed File Operation

#### 3.2.5.1 The procedure of closing file:

- ✓ Separated from active files
- ✓ Labelling closed file
- ✓ Easy to search
- ✓ Sorted by order of file reference number
- ✓ Store in different shelves or in boxes
- ✓ Bundled bundles
- ✓ Listed and lists pasted on the box
- ✓ The action to take if the closed file has been over five years

### **3.2.6 The Benefits of Special Project (Filing Records Management)**

Records management programs must manage organizational information so that it is timely, accurate, complete, cost-effective, accessible and useable. Better information, at the right time, makes better business.

Records management programs are not generally an organization's primary business, and even though RM programs don't usually generate income, the following are the most important reasons to address records management solutions for organization.

#### **3.2.6.1 Control the Creation and Growth of Records**

Despite decades of using various non-paper storage media, the amount of paper in our offices continues to escalate. An effective records management solution addresses records retention as a system for destroying useless records or retiring inactive records, thus stabilizing the growth of records in all formats.

#### **3.2.6.2 Reduce Operating Costs**

Record keeping requires administrative dollars for filing equipment, space in offices, and staffing to maintain an organized filing system or to search for lost records when there is no organized system.

#### **3.2.6.3 Improve Efficiency and Productivity**

Time spent searching for missing records is non-productive. A good records management solution can help organization upgrade its recordkeeping systems so that information retrieval is enhanced, with corresponding improvements in office efficiency and productivity. A well designed and operated filing system with an effective index can facilitate retrieval and deliver information to users as quickly as they need it.

#### **3.2.6.4 Safeguard Vital Information**

Every organization, public or private, needs a comprehensive program for protecting its vital records and information from catastrophe or disaster, because every organization is vulnerable to loss. Operated as part of the overall records management program, vital records programs preserve the integrity and confidentiality of the most important records and safeguard the vital information assets according to a “Plan” to protect the records.

#### **3.2.6.5 Support Better Management Decision Making**

In today’s organization environment, the officier that has the relevant data first often wins, either by making the decision ahead of the competition, or by making a better, more informed decision. A records management program can help ensure that managers and executives have the information they need when they need it.environment, the manager that has the relevant data first often wins, either by making the decision ahead of the competition, or by making a better, more informed decision. A records management program can help ensure that managers and executives have the information they need when they need it.

#### **3.2.6.6 Minimize Litigation Risks**

Every organizations implement records management programs in order to reduce the risks associated with litigation and potential penalties. A consistently applied records management program can reduce the liabilities associated with document disposal by providing for their systematic, routine disposal in the normal course of business.

## CHAPTER 4: CONCLUSIONS

As a conclusion, as long I was in BPJIA, I had learned in BPJIA is that the trainee can be seen how it is been implemented in a real life situation. At the same time, the trainee can learn how to deal with customer or client during internship program with their special project. Within the exposure that was implemented to the trainee at the office task and training activities gives trainee an unexpected experience that grow their management skills, soft skills and communication skill that cannot be learned during class lesson. Other than that, the internship program one of the subject which required the student expose to the real working environment profession and its gives an opportunity to the student they get an experience when they apply all their knowledge's when its need to be used for the work purpose. Besides, they also will able to increase their productivity on their soft skills and communication.

### **4.1 Application of knowledge, skills and experience in undertaking the task.**

In doing the task of activities in organization and special project, there is much application of knowledge. In doing the mock consultancy, the trainee and other team members were apply the knowledge of verbal communication, and in doing other office task inside, the trainee was applying the knowledge of non-verbal communication. In study information management, the trainee studied about the human communication that can help the trainee to consult with others and office members during the practical training and face up the public.

The trainee also got the task of making organization chart and designed the poster. By the task given, the trainee had apply the study of Adobe Photoshop and Microsoft Office that had been learn on IM245 during study time. To make the record keeping, there are too much use of knowledge of information record management. In ensure the project to be done, the trainee had apply all of the knowledge of subject of record

management system had been pass semester 5 and semester 6 of degree. When the trainee first comes is they need to rearrange the file room that need more care. The trainee can practices more on what they learn during class lesson about the record management system. Apart from that, the trainee also gaining more experiences in managing the records life cycle process that they need to use as reference to work on the file room. They can apply all the knowledge and information during the subject they had taking before. Then, as for the skills, the trainee are also using their expertise in using the system management course especially using Adobe Photoshop and PHP coding to complete the task. By giving responsibilities to the trainees to be the leader, they can enhance and improve their communication skills and leadership skills that they learnt during industrial training that can be apply whenever they need while start working in the future soon.

In addition, all the knowledge and experience can be most beneficial to the trainee when they working in the new environment and actual new working place. So when they were working in future, it will be easier for them to approach and to complete the task given by superior or top management. Lastly, the industrial program is very important to every course and program because it can gives very good input and output to the student to enhance their critical thinking to be easier.

Somehow, industrial training program also is very beneficial to student by providing the great knowledge, skills, and experience when communicate with other people. Besides, one of the biggest experiences was SIIDCOM2017. The trainee can apply the entire lesson that they learnt in class by joining the competition. Then, as for the skills, the trainee are also using their expertise in using the system management course especially using Adobe Photoshop and PHP coding to complete the task.

## **4.2 Personal thoughts and opinion**

The trainee feels that the organization provides a lot of opportunities and supportive environment. The supervisor, the staff, and even the top management are friendly and easy to deal with them. The environment in organization also is very suitable for coming practical students of information management field. The task given is much related to the subject and follows the needs of academic schedule of Information Management. In every task that given, the trainee can relate with the theory that had been learn in class, so that the theory become reality in this organization. By the way, it can look more interesting if the special project of developing the system can be done in a group. This is because other projects the trainee was doing in grouping, and its can build more teamwork opportunity if the special project also can be done and develop in team members, it can prevent of stress, can avoid the less of time and it can give opportunity to the students to develop system more smart and interactive.

Other opinion that trainee can list is, it more affect to the effort of student if the system that had been develop, launched in UiTM server, but it just several systems only that had been launched, other than that, just develop system to fulfil the academic needed. Industrial training gives trainee a new knowledge and new thoughts and opinion towards working in an organization.

During the internship, the trainee able to communicate well with different level using their communication skills those they learn at university. Basically, in the class the trainee only focused on the theories and reading. But with practical training, they can apply their skills that they learn in the class that can improve their ability in knowledge management and communication skills.

Besides that, in PJI always gives the trainee task to make sure they train themselves to work and gives them advantaged to perform in future in other organization.

In addition, the experience during industrial training can make the trainee more confidence and matured to be better in doing job or task in the future. This programmed of internship also gives the trainee advantages in order to help them improve their soft skill and communication skill and also to make them understand what is work environment that they will face the real working.

Apart from that, the trainee also gaining more experiences in managing the records life cycle process that they need to use as reference to work on the file room. They can apply all the knowledge and information during the internships. The trainee also sharing the knowledge with the staff if they ask the trainee helps them. In addition, the trainee get to know the workflow in the office while working process such as they know the function work process that related to their field and knowing the scope of job. The trainee can boost their skills in communication and developing a great system to the organization.

In my opinion, the trainee needs to have more awareness in order follow the rules such as punctuality. In BPJIA, many staff and lecturer asking the trainee to help them such Dr Wan Fairos ask practical training to help PERC to introduce the product of UiTM at MRSM Jeli. UiTM product was introduce to the student to give them an idea to make an innovation. After that, they also ask trainee to key in data of student that will convo. Other than that, the trainee also gets to experience the real working life situation in new environment. Besides, they also will develop new skills and knowledge to increase their efficiency and credibility in work process.



### **4.3 Lesson learnt**

During practical training in Bahagian PJIA UiTM Machang, there are too much lesson learnt that the trainee got. Among the lesson learnt are, the punctuality of time. During the practical training, the trainee has to punch in the card into the system to check the time. The trainee learnt how to manage the time correctively, how to do the plan and how to make the task on last-minute. By this way, it can motivate the trainee that time management is too important because anything happen with the time. And if the trainee comes late to the office, the trainee got advised by the supervisor, Dr Wan Fairos Binti Yaacob about the time. From the advised, the trainee learnt something, that the concerned by the boss to the employee, it also can motivate the trainee to be honest in everything and respect to the elder.

In this organization also, there are several tasks that need to the physical activity such as using of electrical machine, drill, and others. From the task given, the trainee learnt one important thing in true life, which we have to be ready of full package of human. In this organization also, the trainee learn how to work in busy surrounding with multiple task in one time. All of the activities above, the important thing is, the trainee feel very happy in having practical training in organization of Bahagian PJIA UiTM Machang. In addition, the trainee get to know the workflow in the office while working process such as they know the function work process that related to their field and knowing the scope of job. The trainee can boost their skills in communication and developing a great system to the organization.

Meanwhile, the trainee got new experience and skill by doing a task that they never apply in the university or classes. In my opinion, the trainee needs to have more awareness in order follow the rules such as punctuality.

#### **4.4 Limitations and Recommendations**

During having practical training in Bahagian PJIA UiTM Machang, there is no limitation and the trainee feel proud of being practical training in Bahagian PJIA. The limitation outside of the organization is, the trainee have to shuttle from hometown Rantau Panjang to Machang on every day during practical training. It looks more interesting if the students of industrial training be provided to stay in hostel during the practical training period.

More suggestion that can give is, the design of the system look more adventure and interesting if there have the contest. It is because, by the contest, the student will study more to develop the best system before end the practical training.

By the practical training, it also occur the student that low capability to develop the system, and to overcome this problem, the management or organization have to provide the seminar or one period class focus on system developing to ensure the student have the best knowledge and skills to develop the system that had been task by the organization. The trainee can conclude that during the practical training, the trainee be able to use machine and physical task, added knowledge about Art & Design environment, experience of being an event manager program, learn how to work in a team, think of the box of create the new environment, give the good preparation before having the true life in job

## REFERENCES / BIBLIOGRAPHY

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# APPENDICES

**APPENDIX 1**  
**INDUSTRIAL TRAINING STUDENT'S CHECKLIST**

### INDUSTRIAL TRAINING STUDENT'S CHECKLIST

**Student's Name** : NOR BADRUL ATMAN BIN HATIAN  
**Student's Id** : 2013166055  
**Unit / Department** : BPJTA  
**Organization** : UTM CAWANGAN KELANTAN  
**Semester** : Mac - July 2017

NO.	DESCRIPTION	APPENDICES IN REPORT	TICK (√)	DATE
1.	Receive, read and understand the documents;			28/12/16
	1. Industrial Training Handbook			10-14/7/2017
	2. IMC690 Assessment			
	3. Definition of Special Project (IM225/245 Only)			
	4. Insurance Letter (UiTM)			
	5. Industrial Training Report Overall Contents			
	6. Cover & Title Page Guideline			
	7. Declaration Guideline			
2.	Receive, read and understand the rubrics;			
	1. Rubric – Industrial Evaluation			
	2. Rubric - Individual Presentation			
	3. Rubric - Industrial Training Report (Overall)			
3.	Receive, read and understand all the forms			
	4. Report duty to organization and submit report duty form to the Industrial Training Coordinator ('Borang Report Duty') within the first week of internship Email : nurul1217@kelantan.uitm.edu.my OR Fax : 09-9762156 – HEA (please put a note : "U.P : Puan Nurulannisa Binti Abdullah")			1-10/2/2017
5.	Understand that students are <b>NOT ALLOWED</b> to take any leave during internship, unless for emergency leave / MC / special case (not more than 6 days in 5 months); or else the internship status is automatically <b>FAIL</b> . Get the permission from Organizational Supervisor before taking any leave. <b>**Any extra leave provided by organization is not counted under this clause. Organization may provide extra leave / benefits to students, if necessary**</b>	YES (MC / Letter)		
6.	Understand that <b>NO</b> semester break during internship.			

7.	Understand that public holidays/special leaves/weekend are different between states; follow current state during internship / organization's policy. (put remark in the logbook)		✓	
8.	Record every attendance in the form ('Borang Kedatangan Latihan Industri') or use any method provided by organization (thumbprint or punch card).	<b>YES (Copy of attendance)</b>	✓	
9.	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily <b>OR</b> weekly <b>OR</b> monthly basis.	<b>YES (Copy of logbook entries)</b>	✓	
10.	Fill up Organizational Supervisor's details ('Template Maklumat Penyelia') and submit to the Industrial Training Coordinator once the supervisor has been assigned. (**You may include the topic for Special Project, if you already have it**) Email : nurul1217@kelantan.uitm.edu.my		✓	<b>28/2/2017</b>
11.	Discuss with Organizational Supervisor regarding Special Project (must be ISM <b>OR</b> IM related tasks).		✓	
12.	Plan and strategize all the tasks given during internship (discuss with the Organizational Supervisor regarding duration for the tasks, especially Special Project). You may use the planner ('Jadual Perancangan Latihan Industri') <b>OR</b> make your own custom planner using MS Office / MS Project <b>OR</b> use the planner provided by the organization (if any).	<b>YES</b>	✓	
13.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least <b>3 TIMES</b> , via face-to-face <b>OR</b> email <b>OR</b> phone calls <b>OR</b> any types of communication medium, which necessary.		✓	
14.	Hand over the industrial evaluation form (Rubric – Industrial Evaluation) to the Organizational Supervisor (softcopy or hardcopy, any way preferable by the supervisor). The Organizational Supervisor will make an evaluation on the student's performance.		✓	
15.	<b>PAY</b> your fees (semester Mac – July 2017) Refer Academic Calendar for the date.		✓	<b>BEFORE 26/3/2017</b>
16.	<b>REGISTER</b> for IMC690 (Industrial Training) course– Refer Academic Calendar for the date.		✓	<b>27/2– 12/3/2017</b>
17.	<b>VALIDATE</b> for IMC690 (Industrial Training) course.– Refer Academic Calendar for the date.		✓	<b>13–26/3/2017 GUGUR TARAF 30/3/ 2017</b>
18.	Update your MUET status to the HEA (to those who not yet submitted the result/status).		✓	
19.	Have a visit from the Visiting Supervisor (from nearest campus / faculty) during internship. Prepare the evaluation form ('Borang Penilaian		✓	

	Visiting Supervisor"). Students may discuss or seek for opinions from the Visiting Supervisor. But approval for the tasks (especially Special Project) may only be done by the Organizational Supervisor & Faculty Supervisor.		✓	
20.	Submit the evaluation form (Rubric – Industrial Evaluation) to Industrial Training Coordinator <b>OR</b> Faculty Supervisor within the last week of internship		✓	<b>BEFORE / ON 30/6/2017</b>
21.	Attend the presentation (viva) at the faculty *subject to change. Bring along the evaluation form ('Borang Penilaian Pelajar') during the presentation.		✓	<b>10-14/7/2017</b>
22.	Submit the Industrial Training Report (hard cover bind, dark blue)		✓	<b>10-14/7/2017</b>
23.	Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	<b>YES</b>	✓	
24.	Attach this checklist in <b>Appendices</b> section.	<b>YES</b>	✓	
25.	Attach any other necessary documents which related to your tasks in Appendices section (i.e. : user manual, photos of activities, forms, sketches of storyboard, sample of interface, etc.).	<b>YES</b>	✓	

**NOTES :**

1. Organizational Supervisor – supervisor assigned by the industry / organization.
2. Faculty Supervisor – supervisor (lecturer) assigned by the faculty / campus, of which students come from. (i.e.: A faculty supervisor from Kelantan campus will be assigned for students from Kelantan campus).
3. Visiting Supervisor – supervisor (lecturer / staff) assigned by the faculty / campus, from the nearest campus/state to the organization. (i.e.: A visiting supervisor from Shah Alam will be assigned for students who undergo the internship in Selangor / Kuala Lumpur).



**APPENDIX 2**  
**PHOTOCOPY OF LOGBOOK**

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1/2	Registration for the industrial training at the administrative department of UTM Cawangan Kelantan. Fill the form of entering to the PSI department and get the punch card. Registration at the PSI department and was introduced to the PSI department. Supervisor of Industrial, Dr Wan Fairus give me the desk to be a student practical student.	DR. WAN FAIROS WAN YAACOB Timbalan Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.
2/2	Dr. Wan Fairus, as my supervisor told me the detail of my job. She was introduced me to the staff of PSI department. There are three staff at the PSI department which is Haigh Fairdrah as the Senior Executive Officer, Pn. Rohani Wel as Chief Clerk and En. Farudiy Yusof as the Operation Assistant. Dr. Wan Fairus has given to Haigh Fairdrah to handle me as a practical student.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
5/2	Haigh Fairdrah give explanation for the overall of PSI department. She showed the every part in the PSI department such as pantry room, store room, and upnet room. She briefly explain about the unit that was in the department PSI department such as ICAN, MASMED, UPMS, PERC and CMT which is under PSI department. She also explain what the truly workflow at the PSI department.	DR. WAN FAIROS WAN YAACOB Timbalan Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.
7/2	I was introduced to the all the coordinator of Unit in PSI department. Haigh Fairdrah was handed the first desk to me which make the 'workflow chart' at PSI.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
8/12	Haqih Faizrah introduced me to the Coordinator of ISAN, MAMMED, URMJ, PERL and CMT. Everyone greeting to me and told a little about their departments.	
9/12	En. Bakari which is the Assistant Coordinator of CMI ask me to help him to tidying the room of URMJ. En. Faizal, Coordinator of URMJ direct me.	DR. WAN FAIBOS WAN YAACOB Imbuan Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.
12/12	I was assing by Haqih Faizrah to tidying the record filling room.	
13/12	Meet the supervisor of organization which is Dr. Wan Faibos. Dr. Wan Faibos told the whole workflow at the PJI department.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
14/12	En. Farudy teach me how to use the printed machine. I was do the trying of using the printed machine card.	
15/12	I have been given task to design the logo of SSPCOM 2017 by Dr. Mazliza Manaf. Several logos proposed by me and one have been accepted.	DR. WAN FAIBOS WAN YAACOB Imbuan Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.
16/12	En. Farudy ask help to me to send the document of using vehicle of URMJ to the 'Unit Kenderaan'. At the evening, En. Farudy teach me how to set up projector.	
20/12	I was set up the projector in the meeting room. Tolso	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
21/12	Today, I was assigned to tidying up the store room of PPK.	
22/12	Dr. Marhana Mamat assigned me to design the banner, poster, photo-plot and certificate for the SSICom 2017 event.	
23/12	Dr. Marhana Mamat asked me to redesign the poster for the SSICom 2017 event.	DR. WAN FAIROUS WAN YACOB Timbalan Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.
26/12	Go to the 'House of Finding' at Machang town to take the banner of 'SSICom 2017'.	
27/12	Dr. Wan Fairos was assigned me and my partner to go to MRS M Jeli under PERC.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1/13	Pn. Zeila Sani ask me and my partner to pack the things that will bring to the MRS M Jeli. Pn. Zeila also give the detail information about how to introduce UTM product.	
2/13	Go to MRS M Jeli under order from Dr. Wan Fairos under with PERC. I with Pn. Zeila Sani representative from UTM Camangan Kelantan.	DR. WAN FAIROUS WAN YACOB Timbalan Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.
5/13	I was assigned to go to block D of UTM to do the preparation for the SSICom 2017 event.	
8/13	"SSICom 2017"	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
9/3	- I assigned to diding up the events place of SPPCOM. - Every thing that had been use were deliver to the original place.	
12/3	- Meeting with Hajah Faizrah about the "Record Room" - I have made make request to make the improving and developing of filling record management.	DR. WAN FAROS WAN YAACOB Timbalan Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.
13/3	- Hajah Faizrah ask us to do the set up projector in the 'Kolekium Room'. - I was invited to listen participate the presentation.	
14/3	- I was assigned to make photocopying of letter <del>before</del> before send it to the file in the filling record room of PSC.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
19/3	- I have been given a task to make the design of <del>story signature</del> of name tag of every unit in PSS by Hajah Faizrah.	
20/3	- Get the visiting from Faculty Supervisor, Madan Khadijah Abdul Rahman - Discussion with her about my special project. - I get the advise and consultation about my special project which is "Filling Record Management" in PSS UTM.	DR. WAN FAROS WAN YAACOB Timbalan Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.
22/3	- I do the scanning document and box to the 'Penjara Penyelidikan chepa'.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
26/3	Dr. Zulfari asking to find the file which related to FRGS file in the file. - The file was handed to Dr. Zulfari at the evening.	
27/3	- En Faizal, the coordinator of <del>us</del> ask me and my partner to make the arrangement of the thing that joined the competition of AIFW 2017.	DR. WAN FAIROZ WAN YACOB Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN
28/3	"Asian Islamic Fashion week" AIFW 2017	
29/3	"Asian Islamic Fashion week" AIFW 2017	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2/4	Dr. Zulfari as the Coordinator of SCAN assigned me to make the banner of 'Sahari Bersama Suruhajaya Syiahhat Malaysia' program	
3/4	I have the job to do the tidging the room of record filling room in PST. Every file arrange to enter to the right shelf.	DR. WAN FAIROZ WAN YACOB Tribalon Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN
4/4	Dr. Nik Kamaruzzaman, ex-Deputy Rector of PST asked me to help him to format his laptop. His laptop was hacked by virus and cannot be opened.	
5/4	I give back the Dr. Nik Kamaruzzaman laptop after settle the do the format. He also ask me to install the new window of his laptop.	



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/1	- Go to the 'House of Printing' to take the banner of program 'Sehari Bersama Suruhannya Syarikat Malaysia' Malaya.	
9/1	- I was assigned to hang up the banner of program 'Sehari Bersama Suruhannya Syarikat Malaysia' at the front of gate of UTM Cawangan Kelantan.	DR. WAN FAROS WAN YACOB Timbalan Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.
10/1	Program "Sehari Bersama Syarikat Suruhannya Malaysia"	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/1	- Pn. Rahani Wel asked me to send the book of payment to the 'Unit Kawangan'. - I was assigned to do the certificate of for the presenter for 'Kolokium'.	
13/1	- Dr. Wan Faros asking the trainee if they can do a corporate video for PJJ. - The duration of the video only 5 to 7 minutes.	DR. WAN FAROS WAN YACOB Timbalan Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.
16/1	- Hajah Faidrah asking me to do the layout of PJJ office - I using the Microsoft Excell to do the layout - At the evening, I have gave <del>do the complete layout to</del> Hajah Faidrah.	
17/1	- Enik Fandy asked help to send the letter of asking using vehicle to the 'Unit Kawangan'.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
18/4	Dr. Khalid <del>was</del> was officially be the new coordinator of SCAN replace Pr. Zuriyani. Dr. Wan Fairus ask me to tidy up the place for the Dr. Khalid.	
19/4	Celebration for Dr. Zuriyani for farewell of her duty. <del>The celebration was</del> Dr. Zuriyani ask me to bring her thing back to her room at Block D.	DR. WAN FAIRUS WAN YAQOB Imblian Reka Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN
20/4	Dr. Wan Fairus asked me to book the meeting room in P32 for the meeting of week P32.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
25/4	- Make the preparation for the convocation day's. - Setting the place at the Block D.	
26/4	"Convocation Day"	
30/4	Tidying up the place that had been use for the convocation day	DR. WAN FAIRUS WAN YAQOB Imblian Reka Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2/5	- Pn Rahani Wel asked me to make the new book of booking meeting room of PJS	
3/5	High Faizrah asked me to email the slide that she asked me to do it for someone, the details & get from others coordinator.	DR. WAN FAIROOS WAN YAACOB Tembelan Rekor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.
4/5	- Pn. Rejia Norazila asked me to photocopying the pamphlets. - At the evening I was asked to send the letter at the pigeon hole of UTM Kelantan.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
7/5	En. Faizal invite me and my partner to talk about the project of UEMT. I was assigned to manage and handle 'Pusat Pembangunan dan Pemasaran UEMT' which is sell the product cooperation with 'Pusat Perumahan Ahlak' Machang. I was assigned to take care the place every 11.00 am to 3.00 pm	DR. WAN FAIROOS WAN YAACOB Tembelan Rekor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.
8/5	Tidying up the 'Pusat Pembangunan dan Pemasaran UEMT'. Get the thing from the 'Pusat Perumahan Ahlak' Machang	
9/5	Open the 'Pusat Pembangunan dan Pemasaran UEMT'. Keep the room like the shop of properly.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
14/5	Hajjah Faizrah asked me to do the slide for CMT meeting. - Hajjah Faizrah compile all information and she give all information into the slide.	
15/5	- Get the visiting from the Faculty Supervisor, Madam Khudijah Abdul Rahman. - Madam Khudijah <sup>gives explanation</sup> <del>attend</del> about progress of the special project.	DR. WAN FAIROSWAN YAACOB Timbalan Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.
17/5	- Do the arrangement of the filling record room. - Assisted by my partner - Every file <del>is</del> located to the right side. - Each file that not necessary <del>to</del> put into	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
21/5	Hajjah Faizrah give the practical student an evaluation form to evaluate the office environment for incoming EKSA. She ask to the practical student to discuss about the evaluation on how to improve productivity.	
22/5	I arranging files according to housekeeping number which codes 100 for administrative and so on. All file that more than five years will disposal and the files are not follow the arrangement will separate from other files.	DR. WAN FAIROSWAN YAACOB Timbalan Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.
24/5	Dr. Syerina ask me to setting her PC because her PC cannot make the print.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28/5	Enish Baheti asking me to set up the frame and after done it, sent to the 'unit Korporat'.	
29/5	Had discussion with Dr. Wan Faizal and consultation about the special project. She ask me and my partner what will we do after finish the study.	DR. WAN FAIROSWAN YACOB Timbalan Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.
30/5	Going to the 'Pusat Pemuliharaan Aekleik' Mecheng to take their product. After get the product, put in the stock into the UMT room.	
31/5	Give Helping En. Faizal to photocopying the document and give it to Dr. Wan Faizal.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1/6	Pn Norazila asked me to help her handle the program of under 'Jurnal' bukhaw.	
4/6	I have been assigned to make the changing of the photocopying room. Every old equipment were replace by new.	DR. WAN FAIROSWAN YACOB Timbalan Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN
5/6	Open the 'Pusat Pemuliharaan and Pemuliharaan UMT'.	
6/6	Make the scanning and fax to the 'Pusat Pemuliharaan Aekleik' Mecheng.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
7/6	Take the picture for Hajah Fairuz pre-Eid 2017.	
11/6	Meeting of EKSA program. Hajah Fairuz give the briefing about the EKSA activity. I was assigned with my partner to do the EKSA' to make PJI more interesting.	DR. WAN FAIRUS WAN YAQOB Timbalan Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.
13/6	Start the EKSA activity by doing the latest organizational chart of PJI. Besides that, make the org chart of the EKSA activity.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/6	Make the photocopying for Hajah Fairuz for the document that had been asked from Dr. Wan Fairuz.	
18/6	Dr. Wan Fairuz asked me practical student to make the slide presentation for 'Laporan Bahagian Penyelidikan Sarung Industri'. Dr. Wan Fairuz gives me a talk that need to communicate to other lecturer to find the their award on upcoming project, just for incouraging meeting. Besides in the meeting briefly gives me a point to start the slide. She gives me four day to do the slide and call coordinator to ask their project and achievement.	DR. WAN FAIRUS WAN YAQOB Timbalan Rektor Penyelidikan & Jaring Industri UTM CAWANGAN KELANTAN.

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
21/6	- Dr. Wan Fairus re-visit for the presentation of pre-visit on 3 July. - Dr. Wan Fairus meet me and asked the progress of my special project.	
22/6	- Make the last part of my special project which is the final check of the falling record management in falling record at PST.	DR. WAN FAIROS WAN YACOB Imbrian Rektor Penyelidikan & Jariingan Industri UTM CAWANGAN KELANTAN.



DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2/7	- The celebration of Eid al-Fitr at the PST department - I was assigned to make the photocopying document of by Pr. Rohani wal.	
3/7	- Do the presentation for the organization supervisor which is Dr. Wan Fairus about what I have done at the PST department. - Dr. Wan Fairus sign the evaluation form of my internship.	DR. WAN FAIROS WAN YACOB Imbrian Rektor Penyelidikan & Jariingan Industri UTM CAWANGAN KELANTAN.
4/7	- Finish my task that not finish yet. - Dr. Wan Fairus make the celebration to say goodbye to me and my partner. - I was requested to make the farewell speech to every staff and Coordinator of PST. - My <del>interday</del> <del>training</del> last-day industrial training.	



**APPENDIX 3**  
**CERTIFICATES**

# AIFW2017 CERTIFICATE



Certificate of

## **PARTICIPATION**

This certificate is presented to

**NOR BADRUL AIMAN BIN HASAN**

**931017-03-5361**

for the participation and commitment for

**ASIA ISLAMIC FASHION WEEK 2017**

# **AIFW 2017**

30 MARCH - 2 APRIL 2017

EXHIBITION HALL 1 & 2

KUALA LUMPUR CONVENTION CENTRE

**Prof. Dr. Faridah Hj Hassan**

**DIRECTOR**

**iHalal Management and Science (iHALALMAS)**

**Universiti Teknologi MARA**

# **SIIDCOM2017 CERTIFICATE**



UNIVERSITI  
TEKNOLOGI  
MARA



SOARING STUDENTS' EXCELLENCE THROUGH INNOVATION

## **SIIDCOM2017**

### Certificate of **PARTICIPATION**

This certificate is presented to

for the invention/innovation/ design of

**STUDENT INVENTION, INNOVATION & DESIGN  
COMPETITION 2017**


8 MARCH 2017  
UNIVERSITI TEKNOLOGI MARA  
CAWANGAN KELANTAN

**Dr. Wan Fairos Wan Yaacob**  
**DEPUTY RECTOR**  
**Research & Industries Linkages**  
**UiTM Cawangan Kelantan**




**APPENDIX 4**  
**PHOTOCOPY OF ATTENDANCE PUNCH CARD**


NO:		NAME: NOK BADRUL ADMAN 2 BIN HASAN					
DEPT: BPSI				EPF: FEB			
I/C:		AGE:		SEX:			
HOURS:		DATE:		AMOUNT:			
ORDINARY TIME							
OVERTIME							
LESS							
		NET WAGES					
Date	MORNING		AFTERNOON		OVERTIME		Daily Total
	IN	OUT	IN	OUT	IN	OUT	
16	80804			1605			
17							
18							
19					cuti peristawa		
20	80802			1727			
21	80753						
22	80758			1738			
23	80756			1839			
24							
25							
26	80759			1721			
27	80752			1728			
28	80804			1724			
29							
30							
31							


**UNIVERSITI  
TEKNOLOGI  
MARA**

NO:		NAME: NOK BADRUL ADMAN 1 BIN HASAN					
DEPT: BPSI				SECT: FEB			
HOURS:		DATE:		AMOUNT:			
ORDINARY TIME							
OVERTIME							
LESS							
		NET WAGES					
FOR THE MONTH OF ..... YEARS .....							
Date	MORNING		AFTERNOON		OVERTIME		Daily Total
	IN	OUT	IN	OUT	IN	OUT	
1	80852			1719	daftar		
2	80754			1611			
3							
4							
5	80756			1730			
6	80754			1732			
7	80754			1717			
8	80754						
9	80754			1556			
10							
11							
12	80754			1757			
13	80756			1719			
14	80756			1715			
15	80757			1729			


**UNIVERSITI  
TEKNOLOGI  
MARA**

NO:		NAME: NOR BADRUL AIDMAN 2 BIN HASAN					
DEPT: BPSS		EPF: MAC					
I/C:		AGE:	SEX:				
HOURS:		DATE	AMOUNT				
ORDINARY TIME							
OVERTIME							
LESS							
NET WAGES							
Date	MORNING		AFTERNOON		OVERTIME		Daily Total
	IN	OUT	IN	OUT	IN	OUT	
16	80810		81554				
17							
18							
19	80759		81727				
20	80812		81741				
21	80802		81801				
22	80804		81743				
23	80750		81629				
24							
25							
26	80746		81749				
27	80745		81722				
28	80800		81749				
29	80810		81743				
30	80748		81635				
31							


**UNIVERSITI  
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MARA**

DR. WAN FAIROZ WAN YAKOUB  
 Timbalan Rektor  
 Penyelidikan & Jaringan Industri  
 UTM CAWANGAN KELANTAN

NO:		NAME: NOR BADRUL AIDMAN 1 BIN HASAN					
DEPT: BPSS		SECT: MAC					
FOR THE MONTH OF ..... YEARS .....							
Date	MORNING		AFTERNOON		OVERTIME		Daily
	IN	OUT	IN	OUT	IN	OUT	
1	80800		81740				
2	80757		81624				
3							
4							
5	80718		81710				
6	80756		81719				
7	80757		81955				
8	80751		81740				
9	80753		81601				
10							
11							
12	80756		81709				
13	80800		81722				
14	80809		81719				
15	80801		81710				

DR. WAN FAIROZ WAN YAKOUB  
 Timbalan Rektor  
 Penyelidikan & Jaringan Industri  
 UTM CAWANGAN KELANTAN

NO: NAME: **NOR BADRUL ADMAN 1**  
BIN HASAN

DEPT: **BPSS** SECT: ~~APRIL~~  
**APRIL**

FOR THE MONTH OF ..... YEARS .....

Date	MORNING		AFTERNOON		OVERTIME		Daily Total
	IN	OUT	IN	OUT	IN	OUT	
1							
2				81737			
3	80748			81751			
4	80738			81751			
5	80751			81731			
6	80758			81742			
7							
8							
9	80751			81728			
10	80741			81718			
11	80738			81712			
12	80826			81804			
13	80751			81818			
14							
15							

DR. WAN YAKUB WAN YAKUB  
Timbalan Rektor  
Penyelidikan & Jarangan Industri  
UTM CAWANGAN KELANTAN

NO: NAME: **NOR BADRUL ADMAN 2**  
BIN HASAN

DEPT: **BPSS** EPF: ~~APRIL~~  
**APRIL**

I/C: AGE: SEX:  
HOURS: DATE AMOUNT  
ORDINARY TIME  
OVERTIME  
LESS


NET WAGES

Date	MORNING		AFTERNOON		OVERTIME		Daily Total
	IN	OUT	IN	OUT	IN	OUT	
16	80752			81724			
17	80757			81714			
18	80753			81720			
19	80758			81722			
20	80749			81732			
21							
22							
23							
24							
25	80752			81821			
26	80716			81803			
27							
28							
29							
30	80755			81723			
31							

DR. WAN YAKUB WAN YAKUB  
Timbalan Rektor  
Penyelidikan & Jarangan Industri  
UTM CAWANGAN KELANTAN



NO:		NAME:		<b>2</b>			
DEPT:			EPF:				
I/C:		AGE:		SEX:			
HOURS:		DATE:		AMOUNT			
ORDINARY TIME							
OVERTIME							
LESS							
NET WAGES							
Date	MORNING		AFTERNOON		OVERTIME		Daily Total
	IN	OUT	IN	OUT	IN	OUT	
16							
17	80803			81726			
18	80759			81557			
19							
20							
21	80757			81718			
22	80739			81727			
23	80745			81756			
24	80751			81727			
25	80749			81605			
26							
27							
28	80827			81711			
29	80740			81653			
30	80739			81655			
31	80746			81653			



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**DR. WAN FAIROUS WAN YAA'QOB**  
*Timbalan Rektor*  
 Penyelidikan & Jaringan Industri  
 UTM CAWANGAN KELANTAN.

NO:		NAME: NOR BADRUL KIMAN KSN HAJAN		<b>1</b>			
DEPT: BPT1			SECT: APRIL MET				
FOR THE MONTH OF ..... YEARS .....							
Date	MORNING		AFTERNOON		OVERTIME		Daily Total
	IN	OUT	IN	OUT	IN	OUT	
1							
2	80747			81737			
3	80757			81722			
4	80907			81607			
5							
6							
7	80749			81758			
8	80747			81736			
9	80747			81737			
10							
11	80747			111615			
12							
13							
14	80757			141718			
15	80807			151818			

**DR. WAN FAIROUS WAN YAA'QOB**  
*Timbalan Rektor*  
 Penyelidikan & Jaringan Industri  
 UTM CAWANGAN KELANTAN.

NO:		NAME: NOR BADRUL AIMAN 1 BIN HASAN					
DEPT: BPTI				SECT: JUNE			
FOR THE MONTH OF ..... YEARS .....							
Date	MORNING		AFTERNOON		OVERTIME		Daily Total
	IN	OUT	IN	OUT	IN	OUT	
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3							
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6	8:07:5			8:18:38			
7	8:07:5			8:17:08			
8	8:07:4			8:18:10			
9							
10							
11	8:07:5			8:17:01			
12							
13	8:07:5			8:16:43			
14	8:07:5			8:17:03			
15	8:07:5			8:18:19			

DR. WAN FAIROZ WAN YACOR  
 Tribunal Rector  
 Penyelidikan & Latihan Industri  
 UTM CAWANGAN KELANTAN

NO:		NAME: NOR BADRUL AIMAN 2 BIN HASAN					
DEPT: BPTI				EPF:			
I/C:		AGE:		SEX:			
ORDINARY TIME		HOURS:		DATE		AMOUNT	
OVERTIME							
LESS							
NET WAGES							
Date	MORNING		AFTERNOON		OVERTIME		Daily Total
	IN	OUT	IN	OUT	IN	OUT	
16							
17							
18	8:07:51						
19	8:07:59						
20	8:07:55						
21	8:08:01						
22	8:07:59						
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 8:18:49

DR. WAN FAIROZ WAN YACOR  
 Tribunal Rector  
 Penyelidikan & Latihan Industri  
 UTM CAWANGAN KELANTAN





NO: NAME: **1**  
 NOR BADRUL AZMAN

DEPT: **BPJA** SECT: **MONIA**  
**JULY**

FOR THE MONTH OF ..... YEARS .....

Date	MORNING		AFTERNOON		OVERTIME		Daily Total
	IN	OUT	IN	OUT	IN	OUT	
1							
2	80311			81803			
3	80809			81806			
4	80840			81705			
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							

DR. WAN FAIRDS WAN YAACOB  
 Director  
 Penyelidikan & Jariingan Industri  
 LUTM, CAWANGAN KELANTAN

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**APPENDIX 5**  
**PICTURES OF ACTIVITIES**



## FILLING RECORD MANAGEMENT PROJECT



## EVENT AT MRSM JELI



## EKSA PROJECT



## MEETING WITH STAFF PJI





## ICAN EVENT WITH SSM



**SSM**  
SURUHANJAYA SYARIKAT MALAYSIA  
CONFEDERATION OF MALAYSIAN COMPANIES

**UNIVERSITI TEKNOLOGI MARA**

**PROGRAM SEHARI BERSAMA SURUHANJAYA SYARIKAT MALAYSIA (SSM)**

**TARIKH: 10 APRIL 2017**  
Waktu: 8:30 PG - 12:30 TGH  
Hari: Isnin  
Tempat: AU300  
UiTM Cawangan Kelantan

*\* Jom daftar dan miliki perniagaan anda secara sah*

# PENDAFTARAN PERNIAGAAN SECARA PERCUMA  
# KHIDMAT NASIHAT DARI SSM

**datanglah beramai-ramai**

## POSTER PROJEK KEMASYARAKATAN FSKM




**"PROJEK KEMASYARAKATAN FSKM"**

**SUMBANGAN RAMADHAN 1438H**  
11 JUN - 20 JUN 2017

*\* Sedekah yang paling utama adalah sedekah pada bulan Ramadhan. \**  
(Riwayat al-Tirmidzi)

**BERSAMA-SAMALAH KITA MEMBANTU DIBULAN RAMADHAN**

SUMBANGAN BOLEH DISALURKAN KEPADA  
1) DR ZURIANI (019 9126545)  
2) CIK ASMA (013 9470741)




**UNIVERSITI  
TEKNOLOGI  
MARA**

**IMC690**

**INDUSTRIAL TRAINING PRESENTATION**

Prepared by:  
**NOR BADRULAIMAN BIN HASAN**  
2013166055

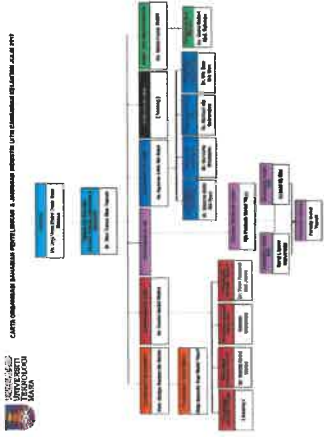
## Introduction Organization



## Background of Organization

- Department Research & Network Industry was officially established in 2009
- Responsible for managing the issues of entrepreneurship, research, consulting, intellectual property protection and commercialization
- The main office staff in this department is only four staffs, Executive Officer, Chief Clerk, Clerk Assistant and Operation Assistant
- Have several units which is URMI, MASMED, ICAN, PERC, and CREATIVE MEDIA HUB

## Organizational Structure



## List of Unit's

- URMI** ( Unit Research Management & Innovation)
- CMT** ( Creative Media Technology)
- MASMED** ( Malaysian Academic of SME & Entrepreneurship Development)
- PERC** ( Poverty Eradication Research Centre)
- ICAN** (Industrial Community & Alumni Network)

## Training Activities

- ❖ Office task
- ❖ Joined event at MRSM Jeli
- ❖ SIIDCOM2017
- ❖ Convocation Secretariat
- ❖ Manage the 'Pusat Pembangunan & Pemasaran CMT'
- ❖ Involved with ICAN event with Suruhanjaya Syarikat Malaysia (SSM)
- ❖ AIFW 2017 (Asian Islamic Fashion Week)
- ❖ UIEA 2017 (UITM Entrepreneurial Award)
- ❖ EKSA (Ekosistem Kondusif Sektor Awam)

## Office Task

- Setup the projector in Kolokium Room and Meeting room
- Do the organizational chart of PjIA, Designing poster, pamphlet, flyers by using (Adobe Photoshop, Microsoft Publisher, and Adobe Illustration)
- Photocopying and scanning documents
- Help the staff problem involved the pc problem

## Event at MRSM Jeli



# SIIDCOM2017



- ▲ Catan Lut Sinar
- ▲ Got the bronze medal
- ▲ Get experience by the competition

# Convocation Assistant



# 'Pusat Pembangunan & Pemasaran UCMT'



# ICAN event with (SSM)





## AiFW 2017 (Asian Islamic Fashion Week)



## UiEA 2017 (UiTM Entrepreneurial Award)

## EKSA




## Special Project: File/Record Management

- The record or documents in file room at PJJ department are not organized well and not follow the record keeping procedures
- Systematic recording & file management can help increase productivity effectiveness in an office on various issues involved in managing records and files on a regular basis
- NAM has identified the classification of file-based functions as the most appropriate method to be practiced by public offices in Malaysia
- This method can provide uniformity across the public sector in the way records are created, stored and used as well as facilitating information and information sharing

### Planning


- Meeting with the staff of PJJJ that handle the record keeping room
- Assign the project as a special project
- Get the advised from the Record Coordinator of UiTM Cawangan Kelantan

### Rearrangement of files/document

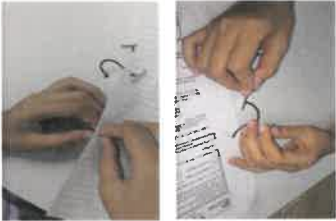


This guideline is provided as a reference and guidance during the development of the classification


### Steps to Register Document into File



- Write the details on the file covers
- Punching holes in the middle of file cover



- Put the 'Kertas Minit' on the left in the file
- Put the document that delivered on the right in the file



- Cop on 'Kertas Minit'
- Documents were recorded into the 'Kertas Minit'
- Register the document into 'Register Book'



- Place the file into the right box and rack file

### File Storage and Movement

- ❖ Open file must store in record file room use suitable rack
- ❖ Each rack should label to easy for file detection
- ❖ File movement should be recorded to easy for file control and detection

## Close File

- File that consist 100 document or the thick 4cm should be closed and new file will be open
- On the file cover of the closed file should be bar with the red ink and write the word 'DITUTUP-JILID 2 DIBUKA' with the blue or black ink use the permanent ink
- On the file cover of new file must be write same title and references number and write 'jilid 2' (Jld. 2)

## Operation Closed File



- Separated from active files
- Labeling closed file
- Easy to search
- Sorted by order of file reference number
- Store in different shelves or in boxes
- Bundled bundles
- Listed and lists pasted on the box
- The action to take if the closed file has been over five years

## Lesson learnt in organization

- Provide exposure for real employment
- Can relate with the management of file and record that had been learn in class
- Learnt how to manage the time correctively
- Developing and improving the new skill and gained knowledge
- Get the experience on how the workflow and new environment and experience
- Learn to communicate

## Conclusion

As a conclusion, as long as I was in PjJA, I had learned in PjJA is that the trainee can be seen how it is been implemented in a real life situation. Doing the industrial training at PjJA has give the good preparation before having the true life in job. Within the exposure that was implemented to the trainee at the office task and training activities gives trainee an unexpected experience that grow their management skills, soft skills and communication skill that cannot be learned during class lesson.