



اَوْنُو تِكْنُوْلُوجِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka

FACULTY OF BUSINESS AND MANAGEMENT

BACHELOR OF OFFICE SYSTEMS MANAGEMENT (HONS.)

OFFICE SYSTEM MANAGEMENT (BA232)

ASSIGNMENT TITLE:

INDUSTRIAL TRAINING REPORT

(SWOT ANALYSIS OF JABATAN IMIGRESEN MALAYSIA NEGERI JOHOR DARUL
TA'ZIM)

SUBJECT:

INTERNSHIP (MGT 666)

PREPARED FOR:

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Tajuk Laporan	SWOT ANALYSIS OF JABATAN IMIGRESEN MALAYSIA NEGERI JOHOR	Nama Syarikat	JABATAN IMIGRESEN MALAYSIA NEGERI JOHOR

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Bahagian Khidmat Pengurusan
Jabatan Imigresen Malaysia Negeri Johor

Cop jabatan/organisasi:



EXECUTIVE SUMMARY

The Jabatan Imigresen Malaysia Negeri Johor is responsible for administering immigration affairs in one of Malaysia's most strategically significant states. The immigration department holds a major responsible in charge of border control, visa processing, and foreign worker management in Johor. It handles millions of border crossings each year, primarily at the busiest Johor-Singapore borders. The key priorities of the Johor immigration can include expediting immigration procedures, combatting human trafficking, and adjusting to the changing requirements of Johor's expanding economy and tourist industry. In addition, this report will focus on the perspectives of the human resources department since during my internship, I was assigned to this department.

Other than that, this industrial training report will also focus on the SWOT analysis of Jabatan Imigresen Malaysia Negeri Johor. This segment will help to identify the significance that is within the Jabatan Imigresen Malaysia Negeri Johor. As one of the company's strengths is its implementation of technological advancements, which help the department to operate efficiently and have no more delays. Meanwhile, the weakness that I have observed in the human resource department is limited space and storage, which increases the chance of document misplacement. On the other hand, the external factors, discussions, and recommendations are highlighted in this report to conclude the findings.

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First of all, I would like to express my highest gratitude towards Allah SWT for giving me the blessing and the opportunity as well as overcoming all difficulties to finish up this Industrial Training Report. I also would like to express my gratitude and appreciation to all those who have supported me throughout my internship and towards my lecturer in the past semesters. It is through their assistance and encouragement that I have been able to complete my industrial training.

First and foremost, I would like to thank my advisor, Sir Farhi bin Razali, for the guidance, expertise, and unwavering support throughout in completing this report. Besides that, I would like to give a big gratitude to my family for their endless support, whether emotional or physical. Their prayer also helped me to sustain this far and to complete this journey successfully. Special shout-out to my friends as they mutually encouraged me during my internship period.

I would also like to extend my heartfelt thanks to my supervisor, Puan Siti Aminah Binti Ishak, and to all of the employees for engaging in valuable discussions and sharing their perspectives, which enriched my understanding as a human resource intern. Their collaborative spirit was a source of motivation and inspiration.

Lastly, this industrial training report would not have been possible to finish without the support of these individuals, and I am truly grateful for their help and guidance. Your support played a pivotal role in helping me meet the criteria and achieve the goals in this report. I genuinely value every assistance and time. And not to forget, I would like to thank myself for being able to finish up this internship, staying strong upon many ups and downs, and never giving up. I am very proud on how I managed to bring myself at the workplace and really proud of all my hard work.

1.0 STUDENT'S PROFILE



FARZANA AFRINA BINTI MOHD SAR

Dedicated and detailed oriented student from the University Technology Mara (UiTM) Kampus Bandaraya Melaka in Bachelor Of Office System Management (Hons). A reliable team player with a strong ethic work, able to adapt quickly with any changes and passionate about learning. Aiming to achieve both personal and organizational objectives by applying academic knowledge, gaining practical insights, and developing professionally in a dynamic work environment. Seeking an internship placement available in Business administration or any department that related with my course for 24 weeks starting from 12 August 2024 to 24 January 2025.

EDUCATION BACKGROUND

University Teknologi Mara (UiTM)
Bandaraya Melaka
Bachelor Degree of Office System Management
(Hons.)

2022 - Present
• Current CGPA : 3.19

Politeknik Melaka
Diploma in International Business
2017 - 2020

• CGPA : 3.06

Smk Tun Syed Nasir Ismail
2012 - 2016
Sijil Pelajaran Malaysia (SPM)

SKILLS & PROFICIENCIES

- Fluent in Malay, Intermediate in English
- A good work ethic and work well in a team
- Adaptability, Perseverance
- Able to communicate effectively with others
- Open to new ideas and willing to learn new ways of doing things
- Microsoft Words, Powerpoint, Excel, Canva and Capcut

VOLUNTEER WORK & CERTIFICATION

T.r.u.e Beauty webinar enhance student development
Participant, 2022

Webinar "Pengaruh Perspektif di Malaysia dan Indonesia"
Participant, 2022

Homeless Programme in collaboration with NGO Pertiwi Soup
Participant, 2019

Politeknik Melaka Convocation Ceremony
Receptionist and protocol, 2019

Voice Against Violence Programme by United Nations Women
Committee, 2017

WORK EXPERIENCES

Sales Associates

Sopan Warisan Boutique - Part time
March 2022 - May 2022

- Greeting customers, responding to questions and providing excellent customer service
- Keep sales floor organized and well stocked
- Operating cash registers, managing financial transactions, and balancing drawers

Sales Assistant

Nayraa Boutique - Part time
October 2020 - January 2022

- Ensure high level of customer satisfaction through excellent services. Handled sales event and entertain customer's need and wants

Customer Service Department

Ranhill S&A Sdn Bhd - Internship
December 2019 - March 2020

- Assisting in the overall operations of the customer service department, which may include administrative tasks and direct customer interactions
- Ensuring accurate and timely updates to customer accounts related to billing and payments

CIRCULAR ACTIVITIES

Turtle Tots Programme
Secretary
2023

Talk Programme : Self-Confidence
External Relations Bureau
2023

Innovation competition UTeMEX "Humanizing technologies in digital era"
Bronze Awards
2019

C&A Social Innovation TVET Programme
Smk Bukit Rambai
Facilitator, 2019

REFERENCES

NUR HAZWANI BINTI MOHAMAD ROSELI
Lecturer

2.0 COMPANY'S PROFILE

2.1 COMPANY'S NAME

JABATAN IMIGRESEN MALAYSIA NEGERI JOHOR DARUL TA'ZIM

2.2 COMPANY'S LOGO



2.3 COMPANY'S LOCATION

Blok 1, Kompleks Kementerian Dalam Negeri, Taman Setia Tropika, Kempas,
81200 Johor Bahru

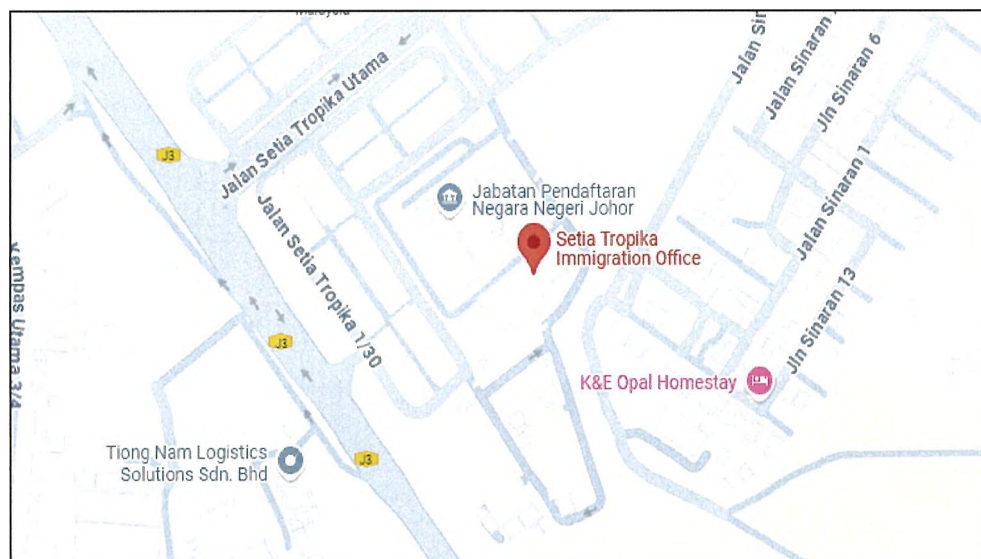





Figure 1: Location of Jabatan Imigresen Malaysia Negeri Johor (Google Maps)



Figure 2: Jabatan Imigresen Malaysia Negeri Johor (Setia Tropika) building

2.4 WORKING HOURS

 DAY	 OPERATING HOURS	 BREAK TIME
Monday to Friday	8.00 a.m. - 5:00 p.m	1:00 pm - 2:00 pm (Friday: 12:15 pm - 2:45 pm)

2.5 HISTORY OF COMPANY

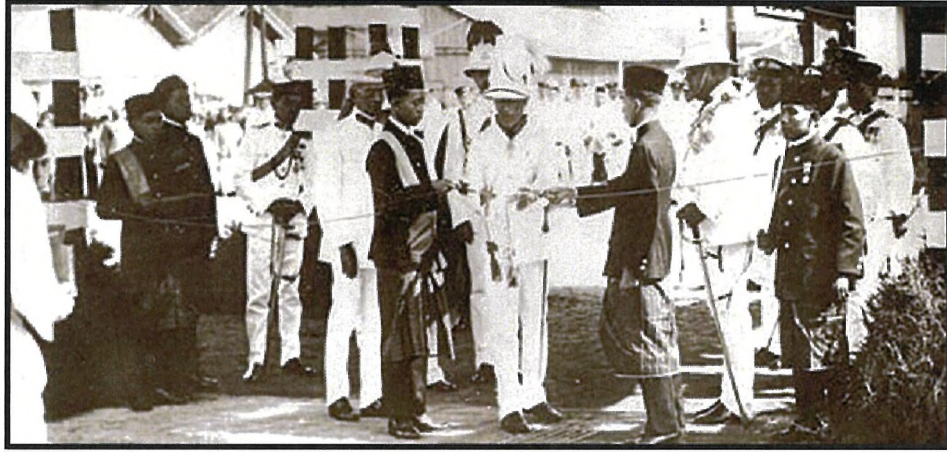


Figure 3: Inauguration of the Johor Embankment by Sultan Ibrahim—28 June 1923

The History of Jabatan Imigresen Malaysia Negeri Johor began on 28 June 1923, when the Johor Causeway connecting Malaya and Singapore was inaugurated by Sultan Ibrahim Iskandar Al-Masyur Ibni Sultan Abu Bakar, the Sultan of Johor at that time. Several branch offices have been established in the 1960s, including the Muar Immigration Office, the Tanjung Pengelih Immigration POS and the Batu Pahat Immigration Office. In May 1967, the Johor Malaysian Immigration Office moved into the State Government Office building in Bukit Timbalan. Then in 1979, the Johor Malaysian Immigration Office moved to the Federal Guest House Building, Jalan Air Molek, until 2010.

Moreover, on 16 December 2008, the Malaysian Immigration Department of the State of Johor made a new history when the Sultan Iskandar Building (BSI) began its operations to replace the Johor Embankment's main land entrance route. Then, in 2011, the Immigration Office moved from the Wisma Federal Building to the Setia Tropika Ministry of Home Affairs Complex. This shows that the Johor Malaysian Immigration Office extends its branches because the department is becoming more prominent in handling Johor's border control and immigration services.

Furthermore, until now, the Johor State Immigration Department plays a very important role in providing services to Malaysian citizens, permanent residents, and foreigners visiting Malaysia. Its core services include issuing a passport or travel document, visa, passes, and permits, regulating the movement of people in and out at border checkpoints; enforcing the Immigration Act of 1959/63 and providing quality support services to all the people. Not only that, the department is also responsible for addressing issues related to illegal immigration and ensuring national security through strict immigration control measures. Besides that, The slogan of the Johor State Immigration Department is **“Integrity, Professionalism, and Friendliness.”**

3.0 VISION, MISSION, OBJECTIVE, GOAL



Figure 4: Vision, Mission, Objectives and Goals of JIM JOHOR

4.0 ORGANIZATIONAL STRUCTURE

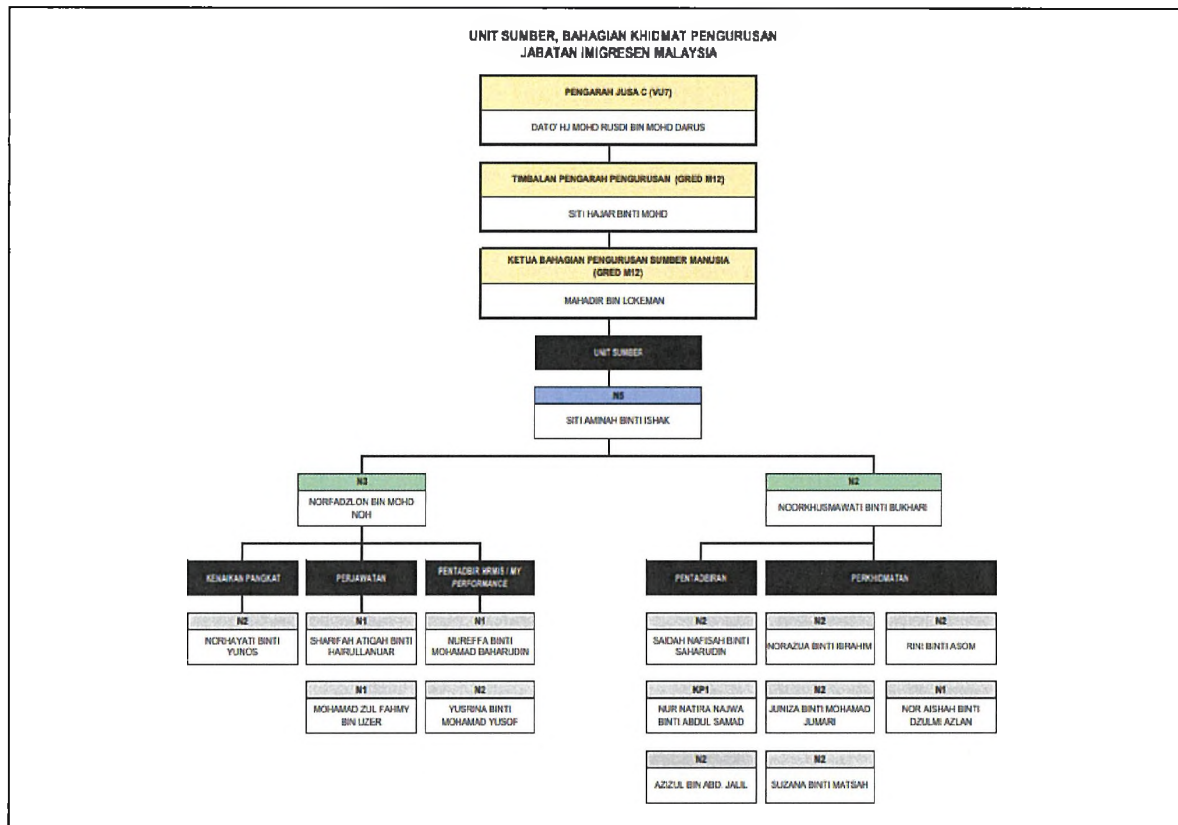


Figure 5: Organizational Structure of Human Resource Department JIM JOHOR

5.0 PRODUCT AND SERVICES COMPANY

- **Passport and travel document**

The Jabatan Imigresen Malaysia Negeri Johor has offered passport services for all Malaysian citizens, this include with for the renewal of passports and first-time applications. In this case, for the new passport, the citizen needs to pay RM 200 for 5 years of validity; this is the price for an adult, while for a child, the total price is only RM 100. Besides that, passport is an important travel document for people to travel internationally



Figure 6: Passport

- **Visa and Pass Services**

These services are for foreign nationals who are entering or staying in Malaysia. There are various types of visas that the department processed, including tourist visas, business visas, student visas, and employment visas. Organisations that have foreign employees in the office must apply for these services to avoid future problems.



Figure 7: Visa and pass services

- **Foreign worker management**

This service is one of the important parts of the department, it focuses solely on the businesses and individuals employing foreign workers. For example, managing the documentation for Malaysian households to employ foreign domestic helpers for their houses (Indonesian, Vietnamese, Thai, or Filipino helpers). Not only that, this department has introduced e-PLKS (Extended Application for Temporary Work Visit Pass online) and also MAID Online to facilitate and speed up the employer's work affairs through the JIM website.



Figure 8: Foreign worker management

6.0 TRAINING'S REFLECTION

To complete my study, I have been given an opportunity to undergo a 24-week internship from 12th August 2024 until 24th January 2025 at Jabatan Imigresen Malaysia Negeri Johor Darul T'azim to fulfill my university requirement to graduate. On the first day of the internship, I have to formally report to the Blok 1, level 12, Human Resources department at Jabatan Imigresen Malaysia Negeri Johor, Setia Tropika before 8.00 a.m. Then, I was given a punch card by the staff, and they instructed me to write my name and punch in the card to the time recorder punch card machine. The working hours at this department are flexible, starting from 7:30 a.m to 4:30 p.m and 8:00 a.m to 5:00 p.m from every Monday to Friday. But before that, in 2024, my working hours will be from 7:30 am to 4:30 p.m from every Monday to Thursday and 7:30 am to 3:00 p.m on Friday. The working hours change in 2025 because the Johor state government decided to align the official weekend from Friday-Saturday to Saturday-Sunday, the same as the private sector.

Other than that, during my internship, I have been assigned to the Human Resources Department, and upon designation to the team, I am responsible for handling documents and filing, including maintaining employee records. With this, i have been exposed to how they manage all the documentation and learn how to make sure that all documents are organised neatly. For example, all documents must be put in one place that can be easily accessed, and the document must be followed with numbering. I can say that most of the documents that require filing are only documents that involve the personal matters of officers and staff at the Johor State Immigration Department. For example, statement of changes in salary income for an employee.

Besides that, I was also being taught how to use a system that needs to be used for updating employee information, which is called the "HRMIS System.". During this time, it was when I was given a responsibility to manage the Public Service Remuneration System (SSPA), where all the changes in salary income needed to be updated in the system, and the change must be the same as their salary income in the book service record. While handling the public service remuneration system (SSPA), I was given an opportunity to visit other branches to Assist in managing the submission of public service remuneration system option offer letters (SSPA) at Kompleks Sultan Abu Bakar (KSAB) and Depot Imigresen Pekan Nenas. I also assisted in

updating the officer's service book, which records their annual leave. For your information, the service book is a confidential document and needs to be kept in a safe place. Only the person in charge of the service book knows the contained information.

Not only that, I am responsible for managing and opening a new document for newly appointed officers. During this time, I was taught what documents are needed to be prepared for newly appointed officers. For instance, I need to prepare their personal details information form and also an application form for selection of regional housing allowance (EPW)/permanent housing allowance (only applicable for officers that are from Sabah and Sarawak). Then, after their orientation finishes, I need to review the newly appointed officer's form to make sure all the required documents are complete. Throughout this task, I can say that this is the first time that i have had to manage a total of 190 newly appointed officers. Hence, I managed to handle it properly even though there were some documents that i still have not received yet.

Other than that, I am responsible for assisting in organizing staff events and engagement activities. During my journey here, there are a lot of events in the Human Resource Department that need to be handled. One of the events is Majlis Anugerah Perkhidmatan Cemerlang (APC) at KSL Resort Johor Bahru City. I was assigned to be the one who held ‘bunga pahar’ as the path opener for VVIP. Then, I also assign to be registration secretariat for officers and staff who attended the event. Besides that, I was also assigned to tag the names of the officers and staff on their seats by following the set sequence. Thus, this does help to enhance my skills more on organizing events like the way i have learnt throughout my study at university.

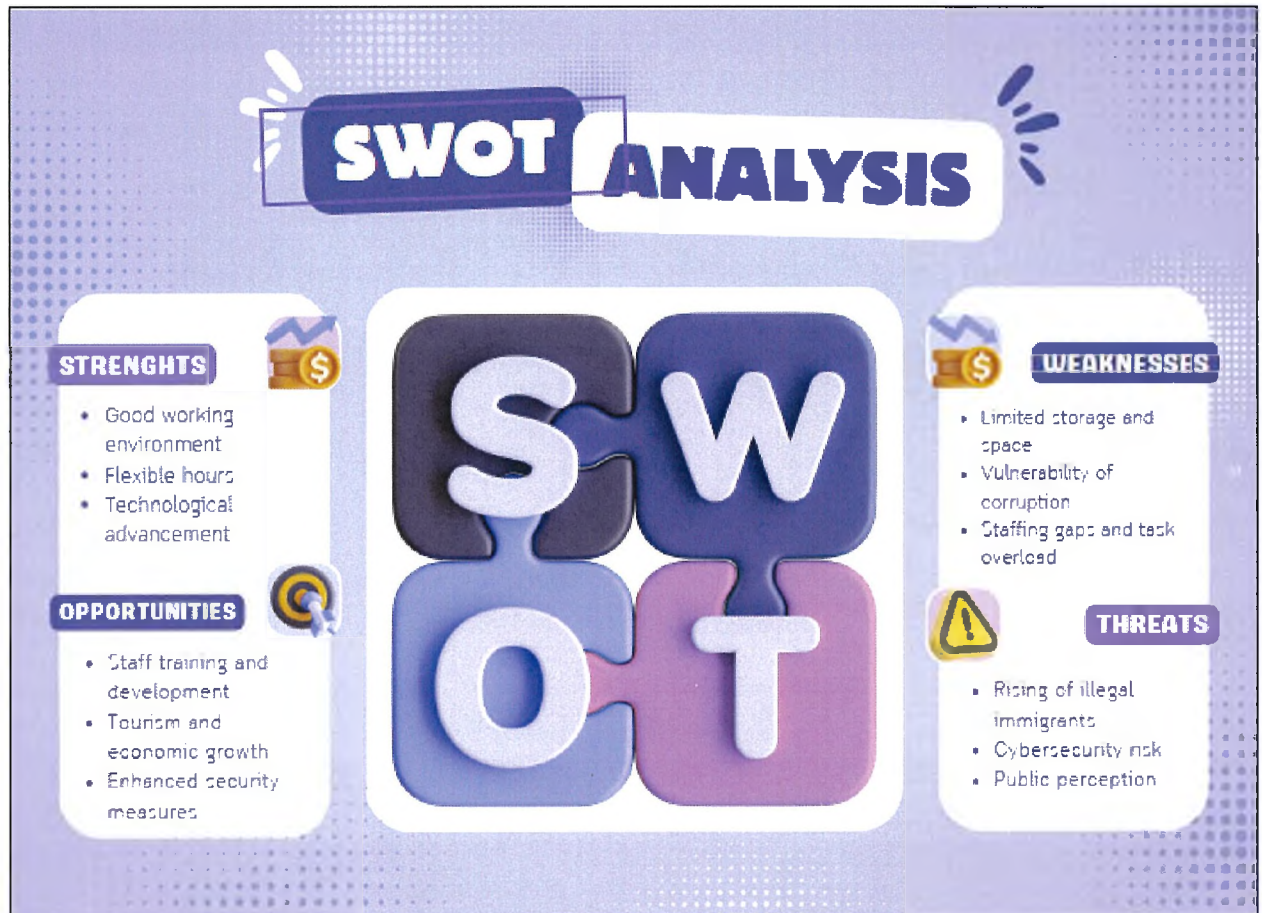
6.1 GAINS AND BENEFITS

Throughout my internship here, the allowances given to me are roughly around RM 800 per month. I was lucky enough to get allowances from the Johor State Malaysian Immigration Department because, from what i know not all government sectors give allowances to the intern. Other than that, in case of any emergency, MC, or need for a day off, I can just apply by fill out the leave application form and need to submit it to the supervisor 3 days before. Despite that, I am also grateful to be part of the department and give me a whole new experience about the real working environment.

In addition, during my internship here, i have accumulated countless experiences and new knowledge through the given tasks and activities that have been held in the department. I have learnt that no matter how much work you have, take a rest and don't focus too much on work. Rather than that, I had a huge opportunity to work together with all employees in the department where I was assigned. I can say that all the employees, including my supervisor, are very friendly, and they are never arrogant and always teach me new things and sharing new information.

Besides that, i was also learnt about the company's culture and environment. Every morning the department always has a roll call, gathering all the employees to sharing knowledge. The sharing session follows the predetermined name rotation, and the sharing subject is irrelevant, as long as it is not work-related. Based on my observation, this is such a new experience for me, since not all companies do roll call everyday, some of them do it just monthly. Thus, every department in Johor State Malaysian Immigration (Setia Tropika) would take turns managing the programming for reciting Yasin and Tahlil, which will take place every Friday.

7.0 SWOT ANALYSIS



8.0 DISCUSSION AND RECOMMENDATION

8.1 STRENGTH

8.1.1 Good working environment

Throughout my journey in the Human Resource Department, I can say that they have a good working environment, not only in terms of a friendly environment but also in how they manage their work together. A good work atmosphere has the potential to greatly increase employee task performance (Zhenjing et al.,2022). This means that by working in a good environment, it can lead to improved employee performance and lead to higher productivity and efficiency. Moreover, given that all the employees have their own working space and several accommodations such as workspace, pantry, free stationery, a photocopy machine, and a prayer room, it shows that the department has created a good working environment for all employees. In addition, the way the employees communicate with each other and social interaction also can have a huge impact on how people view their jobs and overall happiness (Zhenjing et al.,2022). Hence, by offering benefits to the employees, they can improve their work productivity and reduce stress levels.

8.1.2 Flexible hours

As we all know, in the government sector, the working hours are flexible. This is because flexible working hours have become increasingly important in modern workplaces, where they offer numerous benefits to all the employees. When employees have the flexibility to work from home or set their own work hours, they can manage their work time and personal time wisely, especially for those who are already married or have an emergency they need to attend. For example, family needs, scheduled appointments, or emergency cases. Besides that, this can improve work-life balance, which can lead to reduced stress and improved mental health, resulting in increased job satisfaction and higher employee retention rates (Ray & Cryan, 2021).

8.1.3 Technological advancement

Throughout the years, the Jabatan Imigresen Malaysia Negeri Johor has embraced technological advancement by using digital technology for various services. One of the most significant advances is the implementation of biometric technology for identity verification and border security (Low, 2024). By implementing biometric technology, people can now easily use facial recognition and fingerprint scanning whenever they want to go to Singapore. Not only that, the Jabatan Imigresen Malaysia Negeri Johor also has introduced a QR scanning system at the main entry points, which are at the Kompleks Sultan Abu Bakar (KSAB) and Bangunan Sultan Iskandar (BSI) (Nabil Luqman, 2024). This QR scanning system is to help the operation run smoothly and the public does not have to wait for a long time. For instance, the public can download the MyBorderPass, MyRentas, and MyTrip applications. Furthermore, this technological advancement indicates Jabatan Imigresen Malaysia Negeri Johor's dedication to strengthening border management efficiency and enhancing the travel experience for travellers, especially given the rising traffic during the holiday season (Izzah Aqilah, 2024).

8.2 WEAKNESSES

8.2.1 Limited storage and space

One of the main weaknesses of the Johor State Immigration Department, especially for the department where I was placed during my internship, is in the human resources department. Honestly, I can say that the workspace is limited and small for all employees, although there are not many employees in this department. The surrounding workspace is filled with the locker of the document, and it makes the space become small and a little bit narrow. According to Voordt and Jensen (2021), a proper workspace design includes the application of sit-stand desks and is very important for employee satisfaction. Thus, the inadequate space might have a detrimental impact on staff health and comfort. Ergonomic considerations are essential in workplace design, and a shortage of space often leads to concessions in this area. To improve, the department should consider restructuring the office space and fostering a more open, collaborative atmosphere. This might include deploying smart storage systems, digitising documents wherever feasible to decrease physical storage demands, and rearranging the workplace structure to maximise available space.

8.2.2 Vulnerability of Corruption

This is the most significant weakness within Jabatan Imigresen Malaysia Negeri Johor. To be honest, most of the immigration officers are highly accepting bribes, particularly those officers in charge of the counter. This issue is increased by the fact that the immigration sector manages sensitive procedures such as visa processing and border control, which could result in bribery and other practices. Moreover, corruption has the potential to negatively impact the department's credibility and destroy the public's trust, causing effective enforcement of immigration rules to be difficult. For example, the 'Counter Setting' scheme. In 2024, an immigration officer was charged with accepting bribes totaling from RM200 to RM2,500 per foreigner to facilitate the illegal entry of foreigners (BERNAMA, 2024) . The consequences of such corruption go beyond the immediate financial benefit of those implicated. It weakens the efficacy of immigration regulations, presents serious threats to national security, and damages Malaysia's worldwide image. This is why the implementation of anti-corruption is needed to enhance and strengthen integrity screening for officers, frequent rotation of workers in sensitive

positions, better monitoring and auditing systems, and the deployment of technology-driven solutions to limit human interference in sensitive procedures.

8.2.3 Staffing gaps and task overload

The third weakness is lack of staff and work overload. Based on my observation, in the human resources department, they have only 17 workers. Each of the employees has to take care of 3 or more departments and branches of Johor Immigration. During my internship here, because of too much work, sometimes their work is pending since they need to focus on the other work that is more important and urgent. Because of this, sometimes, the employees have to work overtime on Saturday, or they have to come back late. From what I observe, there is an employee that had to stay back and back around 12 a.m. to finish their work. Other than that, the effects of these workforce shortages are numerous. Employees are often asked to take on new duties, which might exceed their ability to learn and perform tasks properly. This is why the department needs to implement some strategies that could lighten the burden of workers. For example, research flexible work solutions that balance organizational demands and employee well-being.

8.3 OPPORTUNITIES

8.3.1 Staff training and development

Other than that, with the use of new technology, the immigration department can emphasise continuous staff training to improve skills and knowledge. This includes workshops, seminars, and partnerships with educational institutions to address skill shortages. Such initiatives help staff stay updated on immigration policies and technologies, enhancing their effectiveness in service delivery (Laing, 2021). By implementing these strategies, I believe that the department can create a more flexible and dynamic workforce. Not only that, by focusing on staff training and development can enhance the employee's performance. Thus, this initiative will contribute to the overall efficiency and effectiveness of the department in serving the public and managing the immigration process.

8.3.2 Tourism and economic growth

With a strategic location and close distance to Singapore, Johor's tourism industry is expected to continue its growth because this gives an opportunity to attract Singaporean tourists looking for affordable leisure and shopping experiences, as many are drawn to the more budget-friendly shopping. The ease of travel encourages day trips and weekend visits also during holiday seasons. Not only that, the launch of the Johor-Singapore Special Economic Zone (JS-SEZ) and the Special Financial Zone (SFZ) in Forest City are expected to create jobs and stimulate economic activities. On the other hand, social media like the TikTok application can be one of the sources to attract Singaporean tourists to come and visit Malaysia. By implementing these strategies, the state can introduce their tourism segments, like which are the best places to visit in Johor, historical tourism, or the best places to eat. This diversification approach seeks to attract a more diverse spectrum of tourists and lengthen their stay lengths, perhaps boosting tourism income.

8.3.3 Enhanced security measures

Because of the implementation of the technology used by Jabatan Imigresen Malaysia Negeri Johor, such as the border pass application (QR code scanning), biometric identification systems, and online visa application systems, to make sure all of this functions well during operation, the immigration department needs to enhance security measures. This is to make sure that during high traffic or peak season, the operation will running smoothly. Besides that, this method is to protect user data information in the system from getting hacked and stolen at the same time. According to Bernama (2025), it said that the MyBorderPass application is fully protected with high security with the Personal Data Protection Act 2010 (Act 709). Furthermore, the department should implement multi-factor authentication for every user whenever they want to use the application. Thus, this helps to maintain the integrity of Immigration Malaysia's border control security.

8.4 THREATS

8.4.1 Rising of illegal immigrants

The rising number of illegal immigrants has been a significant challenge for the Immigration Department, not only in Johor but also in the whole of Malaysia. As we all know, Johor shares a long border with Singapore, which facilitates illegal immigration and human trafficking. This closeness encourages unauthorised entrance and departure, creating difficult obstacles to immigration enforcement. Besides that, in 2024, the department reported a rise in sophisticated smuggling strategies, with syndicates charging up to RM13,000 per person to bring Bangladeshis into Malaysia via Singapore (Bernama, 2024). This shows that the department needs to make advanced strategies to reduce more cases, like bringing illegal immigrants to Malaysia. This is because if this situation keeps happening, it can lead to public safety and concerns.

8.4.2 Cybersecurity risk

As Jabatan Imigresen Malaysia Negeri Johor transitions towards greater digitalization to enhance operational efficiency, it may face an increasing risk from cyber threats. This is because immigration holds sensitive data, including personal information, biometric data, travel history, and status, which makes it an attractive target for the cybercriminals. Besides that, the implementation of passport-free travel, biometric identification systems, and online visa application systems has led to an increase in the digital footprint of personal information. Because of this, hackers might exploit weak spots to steal personal information or cause issues during operations, which can lead to delays and a breakdown in services. Furthermore, a data breach might dramatically undermine the public's trust in the immigration system since people believe Jabatan Imigresen can safeguard their personal information from being leaked.

8.4.3 Public perception

The last threat is public perception. This is one of the major threats to Jabatan Imigresen Malaysia Negeri Johor, especially when there is a delay in operations. These delays in operation can impact the immigration reputation and reduce public trust in the government's capacity to successfully handle immigration. For example, in December 2024, a huge disruption at Malaysian immigration checks caused severe travel delays. Tens of thousands of travellers were stuck waiting for up to four hours at the congested Johor Bahru-Singapore crossing due to a problem in the automatic border check equipment (Dobberstein, 2024). This event not only inconvenienced travellers but also demonstrated the susceptibility of the immigration system to technology malfunctions. Furthermore, this can lead to negative feedback to Jabatan Imigresen Malaysia Negeri Johor's reputation, image, and name.

9.0 CONCLUSION

In conclusion, my industrial training at Jabatan Imigresen Malaysia Negeri Johor was a great experience for me. I was able to gain valuable insight and practical skills that can enhance my skills more that can be used for my future and my career growth. Besides that, throughout my entire time at the human resources department, I was assigned a variety of tasks that involved with administrative tasks. Honestly, I can say that my daily task is assisting in filing and managing documents. It can be seen as an easy job, but the total number of documents that need to be managed day by day is many. Other than that, by working together with all the employees and supervisors, I managed to overcome my fear of speaking in front of a large audience since I needed to meet a lot of people and handle many events. Because of this, I learnt how to use a correct communication method to ensure that all information is conveyed correctly.

Furthermore, it has boosted up my confidence in my abilities and skills, and I am really grateful for the opportunities and chance to contribute to the Jabatan Imigresen Negeri Johor (Setia Tropika). There are many experiences that i will never forget, and with the lesson i have obtained, I hope that it becomes a great value in my career path positively. The friendly working environment and welcoming atmosphere have helped me to adapt my nervousness in the workplace. Since i have to work with someone that has a high rank and is in uniform. Other than that, in the department, integrity is the most important part.

To sum up, I would like to extend my gratitude and sincere appreciation to my supervisor, Puan Siti Aminah Binti Ishak, and all the employees in the Human Resources Department, as well as everyone who supported, encouraged, and guided me throughout my internship period.

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APPENDICES



Figure 9: Unit Sumber Manusia workplace (Front office)



Figure 10: Assist in updating employee annual leave in book record



Figure 11: Assist in sorting and filing for employee documents



Figure 12: Update the officer's and all employees current pay based on the SSPA offer letter.

<https://www.facebook.com/share/v/1DhLMvgMP1/> (live event link)



Figure 13: Assisted in organising the Excellent Service Award Ceremony (APC) 2023, Johor State Malaysian Immigration Department at KSL Johor Bahru Hotel.



Figure 14: Handle registration for Forum Hal Ehwal Islam "Borak Zakat Membawa Berkat"



Figure 15: Participate in Bowling Tournament between department in management service division



Figure 16: Assisting in managing the submission of public service remuneration system option offer letters (SSPA) for all officers at the Johor Immigration Department and branches



Figure 17: Annual Dinner for the Management Division Department (Human resource, finance and administrative department)

FARZANA AFRINA MOHD SAR

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Figure 18: Turnitin report