



UNIVERSITI
TEKNOLOGI
MARA



KEMENTERIAN PENDIDIKAN
PEJABAT PENDIDIKAN DAERAH PORT DICKSON

ثجابت فنديديقن دائره ثوره ديكسن
PEJABAT PENDIDIKAN DAERAH PORT DICKSON
71010 LUKUT
NEGERI SEMBILAN DARUL KHUSUS

HRM 666 INDUSTRIAL TRAINING REPORT

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Tarikh : 7.02.2025

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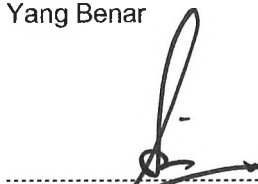
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Tajuk Laporan	SWOT Analysis of Port Dickson District Education Office	Nama Syarikat	Pejabat Pendidikan Daerah Port Dickson

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Yang Benar



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Jawatan : Penolong Pegawai Pendidikan Daerah
Sektor Hal Ehwal Murid

No. Tel. :
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Cop jabatan/organisasi:



EXECUTIVE SUMMARY

This report presents an overview of my sixth-month internship under The Port Dickson District Education Office, which began on August 12, 2024, and ended on January 24, 2025. The sixth-month internship provided an enriching and practical learning experience.

This report presents the content of student's resume, company background, vision, mission, goals, company organizational structure, and product or service of Port Dickson District Education Office. The purpose of this report is to identify a SWOT analysis that was used in industrial training for sixth-month based on job tasks completed, tasks learned, experience gained, and my performance during industrial training under student affairs sector. There was also the recommendation and conclusion.

Overall, this report has been prepared on the basis of experience gathered during the period of internship. After the internship, I will gain the knowledge of working behavior, practiced in the working environment, and had a depth understanding of how to work in a company.

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1.0 ACKNOWLEDGEMENT

In the name of Allah SWT, the most gracious, the most merciful. Alhamdulillah, all praise be to Allah for granting me the strength, health, and determination to successfully complete my internship at Port Dickson District Education Office. Without his blessing, this achievement would not have been possible.

First and foremost, I would like to express my gratitude to my internship supervisor, Puan Hezlin Binti Muhammad for giving me the wonderful opportunity for her continuous guidance during my internship. Her expertise and advice have greatly contributed to my personal and professional development.

Additionally, I like to thank my UITM advisor, Madam Norida binti Abu Bakar for guiding me throughout my internship journey. I feel so grateful she helped me by making her time to discuss anything that I do not know until the final date of submission.

Last but not least, to the entire staff at Port Dickson District Education Office. Thank you for their warm welcome, cooperation, and willingness to share their knowledge. The experienced I gained here has given me valuable insights into the functioning of educational administration, which I believe will be solid foundation for my future career. Lastly, I am grateful to my family and friend for their unwavering support and prayers. Their encouragement helped me remain focused and motivated during this journey.

2.0 STUDENT'S RESUME

NUR SYAMIRAH BINTI ADNAN



PERSONAL PROFILE

A driven and enthusiastic graduate in Human Resources with a solid background in hiring, employee relations, and organizational development. Equipped with a Bachelor's degree in Human Resource Management and a passion for fostering positive workplace environments. Skilled in effective communication, problem-solving and collaboration, with a proven ability to learn quickly and adapt to a new challenges.

EDUCATION

Bachelor of Business Administration (Hons.), Human Resources
Universiti Teknologi MARA, Bandaraya Malacca
Malaysia, (2022 - 2025) Present

- Relevant Coursework: Recruitment and selection, Compensation and Benefits, Industrial Relations, Employment Law, Performance Development and Change and Organization Development.

Diploma of Business Studies and Management
Universiti Teknologi MARA, Rembau
Malaysia, (2020 - 2022)

- Relevant Coursework: Business Management, Human Resource Management, Operations Management, Marketing, International Business dan Entrepreneurship.

Malaysian Certificate of Education (SPM)
SMK Desa Cempaka, Nilai, Negeri Sembilan
Malaysia, 2018

- Graduated with 2A+ 5B

WORK EXPERIENCE

Pejabat Pendidikan Daerah Port Dickson, 2024
Internship in student affair sector

- Organizing and updating student records, attendance, and disciplinary data. Proficient in using Microsoft Excel to organize, sort and analyze student attendance data with accuracy and efficiency.
- Assisting in the preparation and management of student-related documents and reports.
- Coordinating activities, including performance arrangement and provide certificate
- Preparing data for presentation or reports to stakeholders.
- Participating in meetings or discussions related to student affairs initiatives.

Plastictecnic (M) SDN BHD, 2022
Supply Chain

- Monitor material consumption for production and issue PO and purchase as and when necessary.
- Responsible for planning and scheduling production quantity based on customer order.
- To confirm customer's order after checking the material status with vendors.
- Learn how to use SAP system.
- Interface and deal with sales PIC.
- Organizing the flow of materials and parts required in accordance with production plan.
- Perform other duties as assigned at the discretion of the superior and the Supply Chain Manager.

Secret Recipe,2019
Cashier

- Performing regular stock counts to ensure inventory accuracy, including food ingredients, beverages and packaging materials.
- Monitoring stock levels and reporting shortages or excesses to the supervisor.
- Assisting in stock-taking activities, such as recording and updating inventory data.
- Operating the cash register and processing payments.

SKILLS

- Industrial Knowledge: SWOT Analysis, Communication, Leadership, Strategy, Teamwork, Adaptability.
- Technical Skills: Microsoft Excel, Microsoft Word, Power Point.
- Language: Bahasa Melayu (Native), English (Fluent)

AWARDS/ACHIEVEMENT

- | | |
|---|------|
| • Got a certificate for Handling Program Khidmat Masyarakat Sihat | 2023 |
| • Dean's List Award in Bachelor of Human Resources | 2023 |
| • Dean's List Award in Diploma Business and Management Got a certificate for Handling SULAM Programme | 2022 |

PROJECTS

Zootivity Volunteer Programme, 2024

- Participation in volunteer program at A'Famosa Safari Wonderland.
- Contributing to wildlife conservation and visitor engagement initiatives.
- Develop teamwork, communication and organizational skills through hands on involvement in daily operations and special events.
- Handling this program as AJK Logistic.

Webinar The Role of Talent "Onboarding", 2024

- Actively contributed as a Multimedia Committee Member for a webinar focused on talent onboarding.
- Responsible for managing visual and technical aspects, including designing promotional materials, coordinating live streaming and ensuring seamless multimedia presentations during the event.
- Played a key role in enhancing audience engagement and delivering a professional virtual experience.

Training Program – Oh My Cikgu,2023

- Appointed as the leader in managing and facilitating a teambuilding program for students.
- Successfully organized activities aimed at fostering teamwork, leadership, and communication skills.
- Provide training for IPG student.
- Handling Prize and gifts for the winners.

3.0 COMPANY'S BACKGROUND

3.1 NAME, LOCATION AND BACKGROUND



KEMENTERIAN PENDIDIKAN
PEJABAT PENDIDIKAN DAERAH PORT DICKSON

Picture 1.1. Logo

ADRESS	KM 9, Jalan Seremban, 71010, Lukut, Negeri Sembilan
WORKING HOUR	Monday to Friday (8.00 am to 5.00 pm)

In 1998, the Port Dickson Education Office had not yet been established. In that year, there was only the position of Assistant District Education Officer held by Mr. Haji Shaari Bin Awaluddin. He held the position from 1998 to 1999. Then the task was handed over to Mr. Abdullah Bin Mohammad who at that time held the position of Assistant District Education Officer from 1999 to 2003.

In 2003, Negeri Sembilan State Education Department established the Port Dickson District Education Office which was approved by the Ministry of Education Malaysia. During the initial establishment, they only had seven pioneers led by Mr. Abdullah Bin Mohammad and assisted by Mr. Abdul Rahman Bin Kechut (Academic Supervisor), Mr. Zulkifle Bin Tamam (Human Development Sector Supervisor), Mr. Mohd Yunus bin Nordin (School Management Sector Supervisor), Mr. Anuar bin Abu Bakar (Academic Management Sector Supervisor), Vennila a/p Veerappan (Preschool Education Coordinator) and Mrs. Rosmah Binti Kassim as Administrative Assistant.

In February 2006, Mr. Abdullah Bin Mohammad moved to the Negeri Sembilan Education Department. His place was replaced by Tuan Haji Abdul Hamid Bin Akub from March 2006 until February 2007. To ensure that the administration continued to be managed well, in March 2007, Puan Hajah Kalsom Binti Khalid was appointed as the new District Education Officer until October 2007. However, the vacancy was filled by Mr. Mohammad

Azwar Iq'bal Bin Tahir in October 2007.

On 29 April 2018, Mr. Mohammad Azwar Iq'bal was compulsorily retired. In March 2019, Mr. Muzir Bin Ab Manan was appointed as the new District Education Officer after almost 11 months of vacancy in the position. In 2019, there was a large-scale staffing restructuring at the Ministry of Education Malaysia level and the Port Dickson District Education Office was also involved. Through this restructuring, there was an increase in the top management line consisting of four Deputy Sectors, namely the Planning Sector, the Learning Sector, the School Management Sector and the Student Development Sector. In addition, to strengthen administrative management, the position of Assistant Administrative Officer was also created. In March 2021, Sir Haji Kamanizam bin Tindek began his position as District Education Officer until 2024. At this time, the Port Dickson District Education Office was led by Mrs Zainab binti Abu Kassim.

At the beginning, Port Dickson District Education Office, operated in the Kampong Gelam National School building block which was borrowed and converted into an office. However, due to the increase in the number of staff and to ensure the comfort of the workplace, plans were made to provide its own administrative office. In June 2011, the Port Dickson District Education Office officially moved to a new administrative building next to the Lukut Health Clinic located at KM 9, Jalan Seremban, 71010, Lukut, Negeri Sembilan.

The Port Dickson District Education Office coordinates the management and administration of 63 schools in the Port Dickson District. From 63 there has 10 from Daily Secondary Schools, 2 from Government Aided Religious Schools and 1 from Vocational College. While, 50 Primary Schools consisting of 17 National Schools, 16 Chinese National Type Schools and 17 Tamil National Type Schools.

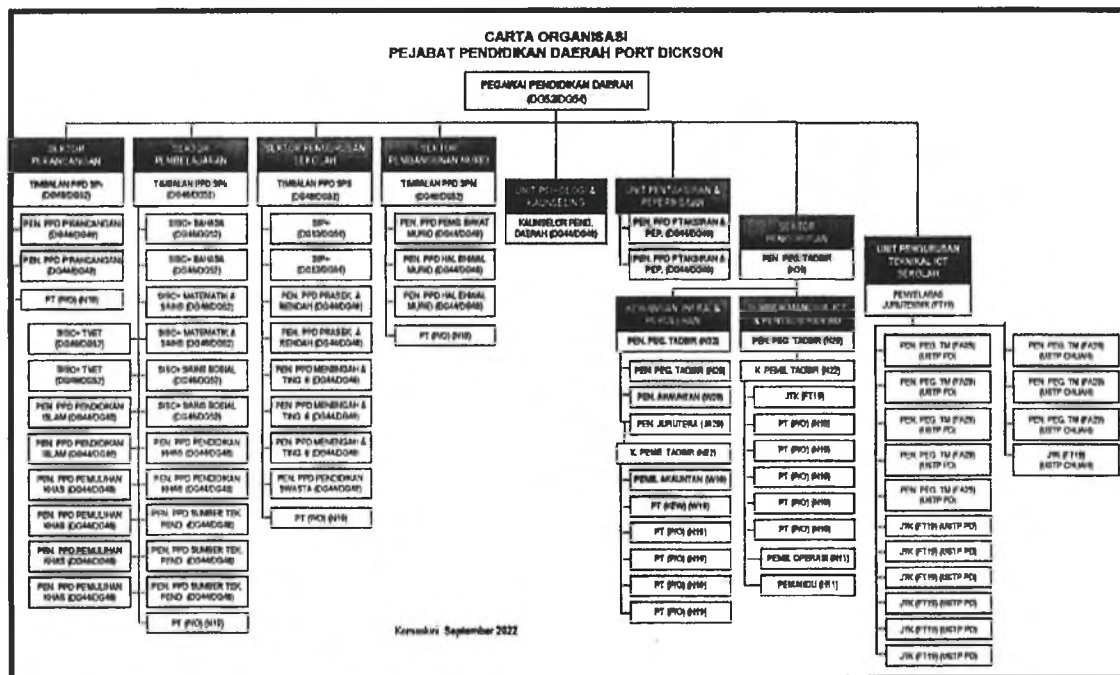
This year, the Port Dickson District Education Office has managed to achieve the fifth highest student attendance rate, surpassing other districts. This is a very good achievement compared to last year. They are also trying to maintain this achievement because the difference between other districts and the Port Dickson district is only a few points.

3.2 VISION, MISSION, AND GOALS

Vision	<ul style="list-style-type: none"> To produce quality education, educated people and a prosperous country
Mission	<ul style="list-style-type: none"> To maintain a quality education system that can develop potential and meet the nation's aspirations
Goals	<ul style="list-style-type: none"> Making the school in Port Dickson District excellent schools in terms of curriculum, co-curricular and character aspects. Produce human capital that is capable of making the country prosperous in line with the national education philosophy. Making the Port Dickson District Education Office the best in educational governance in Negeri Sembilan

3.3 ORGANIZATIONAL STRUCTURE AND FUNCTION

Every organization has its own organizational chart. The purpose is to ensure that the organization runs smoothly and it can also be used as a guide for employees to know and understand their true rights and responsibilities. The Port Dickson District Education Office also has its own organizational chart.



Picture 1.2 Organizational Chart

Port Dickson District Education Office have five sector which is planning sector, learning sector, school management sector, student development sector and management sector. To ensure that work management is carried out well, each sector has its own deputy except the management sector. This sector does not have a deputy but they only have highest management which is executive officer. These are the function of each sector.

Firstly, planning sector. This sector is led by his deputy, Mr. Mohd Zaidi bin Mohd Mustafa. The purpose of this sector was established to develop a strategic plan for the development of district education, focusing on guidance and support for schools in line with the policies and plans for the development of students in education and coordinate and monitor compliance with quality standards across sectors as well as the implementation of quality and innovation initiatives at the Education Office and school levels under Port Dickson including private and special education. For example, they plan how to make each school reach the set target.

Secondly, learning sector. Their deputy is Dr. Maizatul Akma binti Aziz. Under this sector there are many several units. Such as school learning development support, Islamic education, educational resources and technology, special education and special rehabilitation. The main function of this sector is to plan and monitor the implementation of guidance and support in terms of curriculum, pedagogy and assessment aspects. For example, they want to evaluate the effectiveness of guidance and support in developing middle school teachers and leaders.

Thirdly, school management sector. Led by deputy Mr. Shahrifudin bin Md. Salleh. This sector also has several units. which consist of school leadership development, preschool, primary, secondary, form 6 and private education. The main function of this sector is to supervise the management and operation of government, government-aided and private schools. For example, managing the registration of citizen and non-citizen students in schools and confirming student placement and exchange proposals.

Fourthly, student development sector. This sector was led by Mr. Ishak bin Mohd Nor. This sector has two units under it. Which consist of student affair and student talent

development. The main purpose is to plan a guidance and support plan for schools in the aspects of student development and well-being, covering student affairs, dormitories, health management, safety, cleanliness, discipline and personality. For example, evaluate the effectiveness of guidance and support for schools in the aspects of student development.

Fifthly, management sector. The purpose of this sector was established to coordinate various human resource, finance, accounting, ICT and general administration processes to ensure the smooth operation of the Port Dickson District Education Office. For example, managing financial affairs, managing teacher staffing affairs, maintaining databases and process automation and others.

3.4 PRODUCT OR SERVICES

The District Education Office is an office that represents the state education department. Each district has its own representative, including in the Port Dickson district. Port Dickson District Education Office provides various services to teachers, students and the public. The following are some of the services that they provided.

1. School administration.

All the school in the Port Dickson district are schools under their care. So, they need to pay full attentions to all the schools. They demonstrate their responsibility by assigning each of their fellow officer to oversee a specific school under their jurisdiction. The purpose of doing this is to ensure that the school does not have any problems and achieves the standards set by the ministry of education. For example, they will monitor the schools under them so if the issues arises they will know immediately. Such as bullied issues. The fellow officer will go to the school and resolve the issues.

2. Responsible in manage the process of readmission of expelled school students.

Before this, Sembilan State Education Department who responsibilities in this process but in September 2024, the responsibilities have been given to Port Dickson District Education Office. The student affair officer will prepare a letter to the school and guardian regarding the appeal for re-schooling. For example, student must take an oath stating that they will not commit the same offense again. The, the student affair officer will issued the letter and the student can continue their schools.

3. Responsible for educational needs in terms of school facilities.

The Port Dickson District Education Office will take note of schools that have problems in terms of infrastructure. For example, schools that have holed coins that can pose a danger to school students. The Port Dickson District Education Office will help by helping the school in terms of financial allocation. The officers involved will look into the renovation from time to time.

4. Port Dickson District Education Office has provided services that are in line with the client charter created by this organization.

The charter has stated that this organization with full determination and dedication pledge and promise to devote all energy and efforts to ensure that all children who reach the age get a place to study on the first day as soon as school starts. For example, this organization will also inform the placement and transfer of teachers online within 15 working days before the reporting date.

4.0 TRAINING'S REFLECTION

Sixth-month of internship at the Port Dickson District Education Office was a very meaningful and unforgettable experience. I was assigned under the student development sector. Among the task carried out under this sector are related to student discipline, school canteen, school student attendance, counseling and career. The following is a reflection of my training during my internship at the Port Dickson District Education Office.

1. Task regarding student discipline.

I was assigned to provide data regarding student discipline in the Port Dickson district. I generate the data from student identify system application. In this system, it will show the list of schools that had a discipline problem. For example, I get to see which school that need to be more monitoring in term of discipline and I will give to my supervisor.

2. Involved in “Ziarah Cakna” program.

This program involves officer from Port Dickson District Education office, class teachers and counseling teachers visiting the homes of students who exhibit disciplinary issues. Through this program, I developed a range of skills, including communication and problem-solving. This is because as employees in the Port Dickson District Education Office, we must provide solutions to schools and guide them on how to solve the problems. For example, I visit students who have not come to school for more than 2 months and the officer will motivate them to go to the school.

3. Task regarding school canteen.

I accompanied my supervisor to the school to inspection and evaluate the school canteen, ensuring compliance with proper procedures, particularly with regard to cleanliness and safety. For example, I checked whether the school canteen sells prohibited items such as sugary foods, creamy dishes, carbonated drinks. I also checked in terms of essential equipment that need to be in the school canteen. The purpose of this inspection is to ensure that schools follow the Standard Operating Procedures (SOPs). For example, I checked if there has a fly traps and fire extinguishers in the canteen and I also gained knowledge of the procedures and SOPs for school canteens, such as ensuring that canteen vendors receive typhoid vaccinations and display their business certificates prominently.

4. Task regarding school student attendance.

Specifically, I was assigned to handle data entry for daily attendance records and inputting the percentage analysis of attendance into the database system. For example, I generated graphs to provide a visual representation of the attendance trends. Then, these graphs were then shared with all schools in the district, enabling them to assess their attendance rates. I also experience not only enhance my analytical skills but also deepened my understanding of how data-driven decision-making can positively impact educational outcomes which is I involve preparing slides and data for engagement session meetings. For example, I been doing compiling data on overall school attendance rates in Port Dickson, disaggregated by high school, elementary school, gender, locations and other relevant factors.

5. Task regarding counseling and career.

I was involved in preparing the minutes of a meeting regarding the Career Educational Carnival 2024. This carnival aims to provide students with opportunities to gain insights into various career fields and select higher education institution that align with their interests and abilities. Such as, I accompanied my supervisor in monitoring schools that conduct career carnival and I also involved in the data related to counseling indicators for Form 3 students in 2024.

6. Actively participated in various programs that involve teamwork.

This is a program where I learned how to adapt to diverse working styles and communicate effectively within a team to ensure the smooth execution of the program For example, I took part in the “Explorace Merdeka Akar Umbi 2024” and I participated in the “Karnival Pantai Kanak-Kanak”, where I was appointed as the registration committee member and I managing the registration counter and distributing coupons to those involved in the events. I also contributed in Open Day Program where I served as a committee member for performance. Through these various programs, I gained invaluable experiences, particularly in working collaboratively within a team and making joint decisions effectively. Since, I responsible in term of student’s performance. For example, involved preparing certificated for participate, the time table for performance and arrange music.

7. Becoming an emcee.

During my industrial training, I made an effort to step out of my comfort zone by becoming an emcee. Throughout my studies, I had never been an emcee, so this was my first experience. Through this role, I was able to boost my self-confidence in speaking in front

of an audience and improve my ability to connect. For example, I served as the emcee in a program that called “Taklimat Sahsiah Dan Disiplin” dan “Taklimat Spring Hill Run 2024”.

8. Assist in preparing documents.

I was assigned to preparing document by drafting papers for the Merdeka Day Celebration, writing letters related to the workshop on instrument evaluation for discipline and creating memos regarding the invitation for the task force on student attendance for a session with the members of the legislative assembly. Through these tasks, I have gained an understanding of business etiquette. For example, in terms of how to write in a professional manner, including the correct format of writing. Indirectly, it also can improve my writing skills.

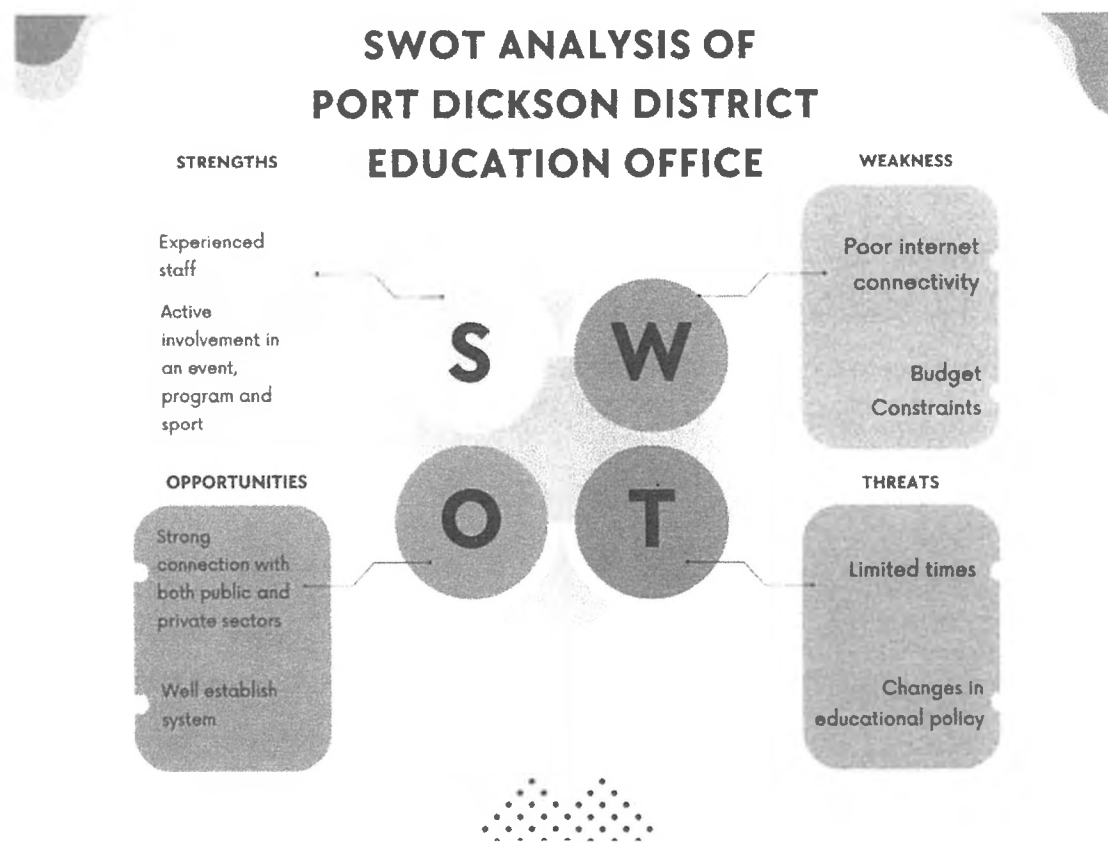
9. Leave entitlement.

Furthermore, throughout my internship, I have gained numerous benefits. One of the key benefits is the leave entitlement. As an intern, I am allowed one day off each month. Additionally, this internship provides an excellent opportunity to connect with experienced individuals. For example, I have received valuable advice on real-world work and life. Listening to their insights has motivated me and boosted my confidence to face the challenges of the professional world.

Lastly, the industrial training has significantly improved my skills, particularly my communication skills. Since starting my internship here, I have been involved in numerous interactions with teacher and students, discussing the school’s performance. These interactions have sharpened my communication skills and taught me how to work professionally. Overall, all the skills that I learn I will apply to my future jobs.

5.0 SWOT ANALYSIS

A SWOT analysis is a tool used by any businesses to assess their strengths, weaknesses, opportunities and threats. This tool help identify potential issues by highlighting weaknesses, making it easier for business to address them (Will, 2024). By providing a clear overview of the internal and external factor effecting the business, a SWOT analysis also help in the development of strategies and planning to improve the business operations. Decision made using this tool are more effective, as it provides a well-rounded understanding of the business environment, allowing for informed and strategic decision-making. This is a SWOT analysis of Port Dickson District Education Office.



Picture1.3 SWOT ANALYSIS

5.1 STRENGTHS

5.1.1 Experienced staff.

One of the key strengths of the Port Dickson District Education Office is experienced staff. A majority of the staff members are former teachers, which equips them with a deep understanding and sensitivity to the operations of schools. For example, the officer in charge of student affairs was previously a teacher to an officer at the Port Dickson District Education Office, they already possess a clear understanding of the relevant procedures, such as handling student appeals for re-admission to schools. This prior experience allows for greeter adaptability, even when the employee is new, they still can do the task effectively and efficiency (Battaglia, 2024).

Furthermore, their experience enables them to offer valuable solutions to schools, addressing issues based on their understanding of the specific challenges each school faces. This familiarity with the school's environment allows them propose solutions that are both practical and suited to the situation. Due to that, it can improve the performance and management of schools. For example, school face the issue of student absenteeism. The office staff will utilize their experience to address this problem by communicating with the parents or providing support programs such as counseling.

Moreover, when support is required, they are well aware of which teacher to consult. As a result, communication becomes faster and teachers also feel more comfortable to engage with them. In the end, the experienced staff also contribute significantly to the development of the Port Dickson District Education Office. Due to their efficient work, they indirectly improve the overall performance of the organization.

5.1.2 Active involvement in an event, program and sport.

The other strength that Port Dickson District Education Office had is active involvement in an event, program and sport. The office places significant emphasis on encouraging its employees to participate in various activities that foster community engagement and personal development. For examples events “Hari Terbuka PPD”. This event, organized by the office itself, involves teachers, member of the public and students. The event features numerous career booths aimed at encouraging student’s interest in education and motivating them to attend school more consistently. By hosting such events, the office contributes to improving educational outcomes and fostering a positive learning environment. For example, it will get student motivate to comes to school and continue their studies.

In addition to organizing events, the office is also highly active in participating in various sport activities. This involvement is driven by their commitment to building stronger team relationships and promoting a positive workplace environment. Participation in sports enhances employee engagement and encourages better physical health, contributing to overall well-being. For example, the participate in friendly netball matcher where they compete with school principals. These sports not only boost morale and productivity but also promote teamwork and companionship among staff (David, 2023).

Lastly, consistent involvement of the Port Dickson District Education Office in events, programs, and sports significantly enhances the organization’s reputation. By actively supporting social and health-related activities, the organization demonstrates its dedication to the holistic development of its employees and the community it serves.

5.2 WEAKNESSES

5.2.1 Poor internet connectivity

Based on my observations, the main issue faced by the Port Dickson District Education Office is poor internet connectivity. The organization experiences inadequate internet performance due to its location on a hill. Although they have their own Wi-Fi, the connection remains slow when there are too many users. For example, during programs held at the Port Dickson District Education Office, where numerous teachers and principals are invited to participate, the large number of users causes internet congestion, making it difficult for guests to complete online attendance forms.

Additionally, staff who use their own internet often face slow connection, even for making regular phone call sometimes it becomes lack. As a result, they have to resort to making calls via Whatsapp. This not only disrupts communication but also affects work processes. For example, staff responsible for managing their respective department need to access student attendance record through student database application. Due to poor internet connectivity, make it hard for them to access the application.

Ultimately, poor internet connectivity is a critical issue that the Port Dickson District Education Office must address. A stable and reliable internet connection is essential in the workplace as it significantly enhances efficiency and productivity.

5.2.2 Budget constraints

The second weakness identified in the Port Dickson District Education Office is the budget constraint in implementing programs or projects. Budget constraints refer to the limitations or restrictions on the financial resources available to an entity, whether an individual, organization, or government. These constraints arise from various factors, such as economic conditions, external funding sources, and policy changes.

As the Port Dickson District Education Office operates under the government sector, any funding required to execute programs or projects must first receive approval from the relevant authorities. Currently, Malaysia's economic growth has slowed significantly, reaching its lowest point in nearly two years during the second quarter, due to declining exports and a global economic downturn. As a result, the limited budget has hindered the implementation of programs aimed at improving employee performance.

5.3 OPPORTUNITY

5.3.1 Strong connection with both public and private sectors

The Port Dickson District Education Office had a good opportunity where they really have a strong alliance with both public and private sectors. This is a good opportunity that can help an organization progress. For example, during an open day event, Port Dickson District Education Office can invite prominent guests to officiate the occasion. This is made possible due to their strong connections with the government. Additionally, the event is enhanced by various career booths, such as Insurance agencies, TV3 and others.

Aside from that, they also invited universities to the event, and UITM is one of them. This is a great chance of developing closer scholarly ties with academic institutions and research centers. Due to the fact that partnerships between public and private organizations can improve the quality of services that the general public receives (Damoah, 2020). Port Dickson District Education Office has an excellent chance to draw in students who want to pursue successful careers.

Lastly, these opportunities have the potential to significantly strengthen and expand this organization's strengths and skills. They can advance, increase their influence, and put themselves in a more competitive position relative to other regions by making strategic use of these chances

5.3.2 Well establish system

One of the key opportunities for Port Dickson District Education Office is lies in its well-established system, which ensures effective and streamlined support for its stakeholders. Tailored to prioritize efficiency and user requirements, this system forms a strong foundation for providing top-notch services to schools, educators, students, and the surrounding community. In the context of a SWOT analysis, this opportunity can be harnessed to strengthen competitive positioning, boost operational efficiency, and improve the overall experience for stakeholders (Chui, 2024).

One key opportunity is the ability to utilize internet-based systems, which can significantly improve the efficiency of school operations and administrative processes. A prime example is the APDM system (Aplikasi Pangkalan Data Murid), an online platform designed to record and monitor student attendance across schools in the district. This system allows them to access real-time attendance data without relying on manual reporting, which not only saves time but also enhances the accuracy of the information. Through the APDM system, they can easily track attendance trends across various schools, identify any irregularities, and take appropriate action when needed. This innovation benefits not only to organization but also the schools themselves. For example, teachers and administrators can efficiently update and monitor attendance records while promptly addressing any issues or patterns that arise.

Other than that, E-Gerak system, which enables the officers to monitor their field assignments and movements more effectively. This system ensures that the officers' locations are always accounted for, improving oversight and coordination. For example, when an officer is tasked with monitoring student attendance at a specific school, they must log their details into the system, including the visit's purpose and location. This information is updated in real time, allowing the leader to evaluate the effectiveness of the visits and confirm that tasks are being carried out efficiently. For example, the leader will know where the officer going based on E-gerak system.

5.4 THREATS

5.4.1 Limited Times

One of the significant threats faced by the Port Dickson District Education Office is the issue of limited time. As we know, the office is responsible for organizing and managing numerous programs throughout the year, many of which are scheduled simultaneously. This overlap often results in a lack of adequate time to execute all planned activities effectively. Consequently, some programs are postponed. For example, officers may receive an invitation from a school to attend an event but are unable to do so because another program is being held at the same time. In such cases, priority is given to the main event.

Additionally, time constraints make early planning a necessity. Even if a program is intended to be held at the end of the year, meticulous planning must begin well in advance. This limitation poses a significant challenge to the smooth execution of programs. It not only affects events but also complicates scheduling meetings. Ensuring sufficient staff availability becomes difficult, as officers often have multiple commitments to attend. Therefore, careful and early planning is essential for both meetings and programs to ensure their success.

5.4.2 Changes in educational policy

One significant challenge faced by the Port Dickson District Education Office is the frequent and often sudden changes in educational policies introduced by the central government. As a government entity, the organization is required to adhere to these directives, regardless of their disruptive nature. These policy shifts create considerable challenges for the administrative team, as they must promptly adjust their processes and workflows to align with the new requirements. For example, ongoing adaptations can have wide-reaching effects, impacting both the staff at the district office and the overall efficiency of the educational services provided in the area.

One immediate impact of these policy changes is the disruption of established workflows within the organization. Administrative personnel involved in school management, resource allocation, data collection, and policy implementation must frequently revise their procedures to comply with the latest directives. For example, if a new policy alters the way student attendance is recorded, the staff may need to overhaul the entire data management system, requiring training on new software or methods of data entry. This can be a time-intensive process.

Moreover, policy changes often introduce additional reporting requirements, necessitating adjustments to how data is collected, analyzed, and submitted to higher authorities. These changes can lead to short-term inefficiencies and confusion as staff adapt to new formats and deadlines. The lack of preparation time can delay crucial decision-making and actions affecting schools across the district, ultimately hindering the delivery of education services.

6.0 RECOMMENDATION

Recommendation for Port Dickson District Education Office are:

1. Strengths: Experienced staff

• Training for upskilling

To strengthen the capabilities of experienced staff at the Port Dickson District Education Office, it would be beneficial to send knowledgeable employees for upskilling training. While they are already proficient in their respective areas of work, providing opportunities for further skill enhancement can help develop well-rounded employees capable of handling diverse tasks. For example, training in artificial intelligence (AI) technology could be highly advantageous (Brien, 2024). By learning to utilize AI for data management, these employees can transition from manual processes to more efficient, technology-driven methods.

Additionally, such training programs can foster versatile employees who excel in various areas. This not only enhances individual performance but also positively impacts the organization as a whole. For example, acquiring skills in using design tools like Canva can be incredibly useful. During events, employees who are skilled in Canva can efficiently create posters, program booklets, and slides, reducing reliance on external resources.

The benefits of upskilling are significant. It not only boosts the employees' productivity and confidence but also contributes to the overall effectiveness of the organization. In the end, experienced employees equipped with new skills can drive better performance and elevate the organization's standard

2. Strengths: Active involvement in events, program and sports

• Rewarding

To ensure employees remain active and engaged in events, it is essential for organization to provide rewards for their staff. Rewards serve as an effective motivator, boosting their enthusiasm and encouraging consistent involvement in various activities. For example, when employees feel valued and appreciated, they are more likely to actively participate and even contribute fresh ideas for future programs.

Not only that, offering rewards to staff who attend events can be a simple yet meaningful way to show appreciation. These rewards act as a token of recognition for their efforts, reinforcing their sense of importance within the organization. By acknowledging their contributions, employees are more likely to stay motivated and continue to participate actively. This not only improves event engagement but also fosters a positive workplace culture where employees feel encouraged to share innovative ideas for future initiatives.

Overall, providing rewards as a form of appreciation can significantly enhance employee participation and creativity, ultimately contributing to the success of organizational programs and events. When employees feel recognized and valued, their sense of self-worth grows, and their connection to their work deepens. This internal motivation leads to greater engagement, enhanced productivity, and a stronger commitment to going above and beyond (Hastwell, 2023).

3. Weaknesses: Poor internet connectivity.

• Infrastructure upgrade

The increasing influence of technology on modern education highlights the need for strong and dependable internet connectivity. For the Port Dickson District Education Office, upgrading their infrastructure by installing fiber optic cables is essential to overcome the challenges posed by poor internet connections. For example, fiber optics can handle large amounts of data at incredible speeds, ensuring smooth access to online resources, quick data transfers, and real-time communication.

Additionally, prioritizing the installation of fiber optic cables is a forward-thinking investment in the future of education in Port Dickson. With a strong, reliable internet infrastructure, fiber optic technology enables to fully harness the power of technology. It also simplifies administrative tasks such as managing student records, tracking attendance, and generating reports, all of which can be streamlined through online systems and databases. The fiber optic connection ensures quick data transfer and access, easing the administrative load and allowing educators to concentrate more on teaching and learning (Tail, 2024).

4. Weaknesses: Budget Constraints

- **Strategic Partnership**

To overcome the budget constraints faced by the Port Dickson District Education Office, forming strategic partnerships with external stakeholders, such as private companies, non-governmental organizations (NGOs), and community groups, is a practical approach. These collaborations can provide financial support and resources to implement programs aimed at enhancing employee performance. For example, private organization may contribute funding as part of their corporate social responsibility initiatives, while NGOs can offer expertise in designing and delivering training programs.

To make this strategy effective, the education office should establish a dedicated team to identify potential partners, present proposals, and maintain transparent communication about the use of resources. Demonstrating the positive impact of these collaborations on employee performance and educational outcomes will help build trust and attract further support. By leveraging these partnerships, the office can reduce its reliance on government funding, ensuring that critical programs are successfully implemented despite financial limitations. This approach not only addresses immediate budgetary challenges but also creates a foundation for sustainable development in the education sector.

5. Opportunity: Strong connection with both public and private sectors

- **Expand relationship**

Building and strengthening relationships between the Port Dickson District Education Office and both the public and private sectors is essential for creating a thriving educational environment. While current partnerships have shown promise in enhancing students' learning and providing career opportunities, there is still considerable potential that remains untapped. By expanding these collaborations, they can develop a more dynamic and supportive network that responds to the changing needs of students, educators, and the community at large. For example, this growth could lead to better services, increased educational opportunities, and clearer pathways to success for everyone involved.

One approach to broaden its partnerships is by involving more public sector organizations in educational initiatives. Various government agencies such as those focused on youth development, workforce training, or technology innovation could play a key role in advancing the district's educational objectives. Through joint efforts with these agencies, they could access resources like funding, infrastructure, and specialized expertise that might not otherwise be available. For example, local government organizations could facilitate internship or volunteer opportunities, allowing students to gain valuable experience in public service or local governance. By engaging government agencies more directly, it can also promote greater civic participation among students, helping them develop a stronger sense of responsibility and connection to their community (Shimoda, 2022).

6. Opportunity: Well establish system

- **Expanding technology capabilities**

The integration of advanced technology within the operations of the Port Dickson District Education Office offers a valuable opportunity to improve the efficiency and effectiveness of both management and service delivery. In today's world, where digital tools are crucial across industries, the education sector can greatly benefit from a strategic adoption of technology. The use of systems such as APDM (Aplikasi Pangkalan Data Murid) and E-Gerak highlights PPDPD's commitment to refining its operations, though there is still considerable room for growth. To fully tap into these benefits, they should explore expanding its technological capabilities.

The continued use and expansion of internet-based systems like APDM could significantly enhance the administrative efficiency within PPDPD. Currently, the APDM system offers a reliable way to track student attendance in real-time, reducing manual reporting and minimizing errors. However, they could take it a step further by integrating this system with other school management platforms to create a centralized database of student information. For example, this database could include data on academic performance, extracurricular involvement, and disciplinary records. By consolidating all relevant student data in one easy-to-access system, they would foster better decision-making, improve communication among educators, and ensure all stakeholders have access to accurate and up-to-date information.

Additionally, incorporating real-time data analysis tools within the system could help identify trends in attendance and academic performance across schools and the district. This would enable them to take proactive steps to address issues like chronic absenteeism or underachievement in academics.

7. Threats: Limited Times

• Digital scheduling system

One effective way to address the issue of limited time and overlapping commitments in the Port Dickson District Education Office is to implement a centralized digital scheduling system. This would allow the office to streamline the planning process and avoid conflicts by providing a clear overview of all scheduled events and meetings. For example, officers can track their responsibilities more easily and be notified of potential scheduling issues in advance, which would help them manage their time better and prioritize key tasks. By reducing the chances of overlap, the office would also be able to ensure that events and programs can be executed without unnecessary delays.

Moreover, the digital system could improve coordination across different schools and departments. With everyone using the same platform, it becomes easier to plan collaboratively and allocate resources efficiently. This would help prevent situations where staff members are double-booked or overextended. The system could also include features like automated reminders to ensure that everyone stays on track. Overall, by adopting a digital solution, the Education Office would be better equipped to handle multiple commitments and ensure that programs run smoothly without last-minute disruptions.

8. Threats: Changes in educational policy.

• Proactive monitoring of policy changes

It's essential for the Port Dickson District Education Office to create a system that actively tracks changes in educational policies as they happen. This could include appointing a specific team or individual to regularly monitor updates from the Ministry of Education or other governing bodies. By staying informed about potential policy shifts before they take effect, the organization can better prepare its operations and processes.

For example, if a new policy is coming, they could receive early alerts, enabling them to pass this information along to all relevant departments within the district office. This early awareness would give administrative staff time to review the new policy, adjust their tasks, and communicate the updates to the schools they oversee. By staying proactive, the organization can prevent the confusion and inefficiencies that often result from sudden policy changes, ensuring the smooth operation of educational services in the district

7.0 CONCLUSION

The internship at the Port Dickson District Education Office has been an enriching and eye-opening experience, contributing significantly to both my personal and professional development. Over the course of six months, I was able to apply the theoretical knowledge I've gained in a real-world setting, deepening my understanding of the Malaysian education system and its operations.

Through the training provided, I gained valuable insights into various administrative functions, particularly in the Student Affairs department. I took on tasks such as conducting school assessments and analyzing data, which sharpened my analytical abilities and highlighted the importance of data-driven decision-making in enhancing educational outcomes. My participation in programs like "Ziarah Cakna" also showed me the essential role communication and problem-solving play in addressing issues like student attendance.

I also benefited greatly from the collaborative and supportive environment. The guidance of my supervisors and colleagues helped me navigate the complexities of educational administration, providing me with a solid foundation for my career in human resource management within the education sector.

Overall, this internship has given me crucial skills and insights that will shape my professional path. The experience at this organization has strengthened my dedication to contributing to the education system and has prepared me to take on future challenges in the field.

8.0 APPENDICES





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