



اَبُو سَيِّدِي تَيْكُو لَوِي كِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

INTERNSHIP REPORT



**PEJABAT SETIAUSAHA
KERAJAAN TERENGGANU
(WISMA DARUL IMAN)**

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This internship report outlines my experiences gained while interning in the Admin department at Pejabat Setiausaha Kerajaan (Bahagian Kerajaan Tempatan), spanning from March 3rd, 2024, to August 11, 2024.

During the 24 weeks, I documented the various responsibilities and tasks assigned to me in the Administration Department. My primary duties include greeting visitors, answering phone calls, and directing inquiries to the appropriate department or staff member. I also handle data entry tasks and provide administrative support to various departments or executives, which involves scheduling meetings, preparing documents, and managing correspondence. Additionally, I maintain records, files and documents in both physical and electronic formats, ensuring compliance with record keeping policies and regulations. Finally, I also prepare meeting minutes, presentation slides and reports based on survey that has been conducted.

Furthermore, this report delved into conducting SWOT and PESTEL analyses of Pejabat Setiausaha Kerajaan (Bahagian Kerajaan Tempatan) to identify strengths, weaknesses, opportunities, and threats, as well as examining external factors affecting the organization's operations. Lastly, the report concluded with discussions and recommendations aimed at enhancing the reputation and success of Pejabat Setiausaha Kerajaan (Bahagian Kerajaan Tempatan).

ABOUT COMPANY

VISION

Improve service quality in line with national development.

MISSION

Contributing towards improving the effectiveness of development policies and programs in accordance with the country's needs.

OBJECTIVES

- Guiding and assisting Local Authorities to provide high-quality urban services and provide social, recreational and balanced economic opportunities.
- Plan and coordinate development programs for Federal and State projects within the Local Authority area.
- Become a cultivator, complement and driving force for the development and management of Local Authorities.

ORGANIZATIONAL CHART



**TUAN HAJI YUSAINI AMIR
BIN MOHAMAD NOR**
SETIAUSAHA BAHAGIAN
(KERAJAAN TEMPATAN)



**ENCIK MOHD SHAHRIR
BIN GHANI**
PENOLONG KANAN
SETIAUSAHA KERAJAAN
SEKSYEN DASAR
DAN PEMBANGUNAN



**ENCIK MUHAMMAD AKRAM
BIN MOHD AZHARI**
PENOLONG
SETIAUSAHA KERAJAAN
SEKSYEN PENTADBIRAN
DAN KEWANGAN



**ENCIK FAKHRI BIN
ABDUL RAHMAN**
AKAUNTAN
SEKSYEN PENTADBIRAN
DAN KEWANGAN



**ENCIK MUHAMMAD FAAIZUDDIN
BIN MOHD SALLEH**
PEGAWAI
KESIHATAN PERSEKITARAN
(UNIT KEBERSIHAN
DAN PEMANTAUAN)
SEKSYEN DASAR
DAN PEMBANGUNAN



**PUAN WANADIA
BINTI MUSTAFA**
ARKITEK LANDSKAP
SEKSYEN DASAR
DAN PEMBANGUNAN