



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka
Kampus Bandaraya Melaka



HRM666

INTERNSHIP REPORT

FACULTY OF BUSINESS AND MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KAMPUS BANDARAYA MELAKA
BA243 – BACHELOR OF BUSINESS ADMINISTRATION (HONS.)
HUMAN RESOURCE MANAGEMENT

TITLE : PEJABAT TANAH INDUSTRIAL TRAINING

PREPARED BY :

NUR AMIRATUL FITRIAH BINTI MOHD HAMZAH
(2023114473)

SUBMITTED TO :

ENCIK MUHAMMAD ZAINUDDIN BIN MOHAMED AZUDIN



“MESRA, CEKAP DAN BERINTEGRITI”

SURAT KEBENARAN

Tarikh : 28/01/2026

Kepada :

Penyelaras Latihan Praktikal
Fakulti Pengurusan Perniagaan
UiTM Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka

No Tel : 06-285 7119 / 7190 / 7196
Email : praktikalfppmelaka@uitm.edu.my

Maklumbalas (/)



Setuju



Tidak Bersetuju

Tuan/Puan

KEBENARAN UNTUK MEMUAT NAIK HASIL LAPORAN PELAJAR LATIHAN INDUSTRI SEBAGAI "PUBLIC ACCESS" DI REPOSITORI UTM

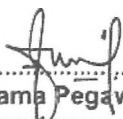
1. Merujuk perkara di atas, pihak organisasi bersetuju / ~~tidak bersetuju~~ pihak universiti memuat naik hasil laporan pelajar latihan industri sebagai "public access" di repositori UTM.

Nama Pelajar	NUR AMIRATUL FITRIAH BINTI MOHD HAMZAH		
No. Matriks	2023114473	Nama Program	PENGURUSAN SUMBER MANUSIA
Tajuk Laporan	PEJABAT TANAH INDUSTRIAL TRAINING	Nama Syarikat	PEJABAT TANAH SEGAMAT

2. Tindakan ini adalah di bawah tanggungjawab dan kesedaran penuh oleh pihak organisasi.

3. Sekiranya terdapat sebarang masalah atau kebocoran maklumat sulit pihak organisasi tidak boleh mengenakan sebarang tindakan undang-undang kepada pihak universiti.

Yang Benar


Nama Pegawai : FARATIKA BINTI MOHAMOD
Jawatan : PENOLONG PEGAWAI TADBIR N5
(BAHAGIAN PENDAFTARAN)
No. Tel. : PEJABAT TANAH SEGAMAT
No. Faks : 07-9435728/30 (TELEFON)
07-9435731 (FAKS)

Cop jabatan/organisasi:



Table of Contents

EXECUTIVE SUMMARY	01
ACKNOWLEDGEMENT	02
1.0 RESUME	03
2.0 COMPANY'S PROFILE	05
2.1 BACKGROUND OF ESTABLISHMENT	07
2.2 ORGANIZATIONAL STRUCTURE	09
2.3 PRODUCT AND SERVICES	10
3.0 TRAINING'S REFLECTION	12
4.0 SWOT ANALYSIS	14
4.1 STRENGTH	15
4.2 WEAKNESS	16
4.3 OPPORTUNITIES	17
4.4 THREATS	18
5.0 DISCUSSION AND RECOMMENDATION	19
6.0 CONCLUSIONS	23
7.0 REFERENCES	25
8.0 APPENDICES	27



EXECUTIVE SUMMARY

This report reflects on my meaningful and insightful 24-week industrial training at Pejabat Tanah Segamat (PTDS) accomplished by Nur Amiratul Fitriah binti Mohd Hamzah, Bachelor of Business Administration (Hons.) – Human Resources student. Internship program provides insights into the actual operation aspect of PTDS, as well as enable me to deepen my knowledge towards a corporate institution. Pejabat Tanah Segamat is a government office responsible for managing land matters in the Segamat district. This internship is essential for increasing my knowledge about land administration processes, including land registration, document management, and property ownership transfers.

During my internship, I was attached to the Unit Pentadbiran dan Kewangan at Pejabat Tanah Segamat. My responsibilities included managing and organizing office documents and records, this internship provided exposure to various aspects of land administration, including document management, customer service, and regulatory compliance. It allowed me to develop practical skills in record-keeping, financial documentation, customer interaction, and time management while applying office systems and procedures in real workplace scenarios.

I also gained experience in handling official correspondence, verifying land documents, and supporting departmental operations, which enhanced my understanding of public sector administration and land management processes. This report highlights the benefits of the training, including hands-on administrative experience and exposure to government sector procedure. The trainee gained valuable experience in handling land registration processes, managing land records, preparing official documents, and assisting with counter services, contributing to a deeper understanding of land administration, government regulations, and public service delivery.

A SWOT analysis of Pejabat Tanah Segamat identified strengths such as its legal authority in land administration and experienced personnel, while weaknesses included limited storage space and inefficient document management system. Opportunities include adoption of digital land management systems and enhanced inter-agency collaboration to improve service efficiency. Threats identified were land disputes, outdated records, and increasing public demand for faster services.

ACKNOWLEDGEMENT



Assalamualaikum WBT and Salam UiTM DiHatiku. All praises and thanks to Allah SWT for His endless mercy and guidance, without which I would not have had the strength to complete this report for the course HRM 666. I am truly grateful for his help and support, which have been the driving force behind the successful completion of this project. Indeed, it is only through his will that I have managed to accomplish the tasks and assignments that have been entrusted to me.

I would also like to express my deepest gratitude to my advisor, Encik Muhammad Zainuddin bin Mohamed Azudin, for his continuous support, guidance, and dedication throughout this assignment. His expertise and insights were invaluable, helping me navigate the complexities of the report with confidence. The feedback and suggestions that he provided throughout the process were constructive and incredibly helpful in refining my work. Without his encouragement and understanding, I would not have been able to complete the report on time. I am truly appreciative of his patience and the opportunities he provided to enhance my academic skills.

Furthermore, I must extend my sincere appreciation to Miss Faratika binti Mohamod for her consistent support and mentorship during my 24 week internship. Her guidance was essential in helping me understand the practical aspects of my field of study, and I am grateful for the time and effort that she dedicated to ensuring that I was able to gain hands-on experience. Her wisdom, patience, and detailed feedback were crucial in shaping my understanding of the industry. I will always be thankful for the opportunity to learn under her leadership and for the trust that she placed in me, which gave me the confidence to perform my tasks effectively.

Moreover, I would like to take this opportunity to express my profound gratitude to the entire team of the Administrative Department for their unwavering support, guidance, and kindness throughout my internship. The collaborative and encouraging environment they fostered allowed me to grow both professionally and personally. Their willingness to share their expertise and provide constructive feedback was instrumental in my development, and I am incredibly fortunate to have the chance to work with such a dedicated and talented group of professionals. The positive work culture within the team made every challenge more manageable and every achievement more rewarding.