



UNIVERSITI  
TEKNOLOGI  
MARA

Cawangan Melaka  
Kampus Bandaraya Melaka



# INDUSTRIAL TRAINING REPORT

AT JASIN DISTRICT POLICE HEADQUARTERS



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**STUDENT ID** : 2020476642  
**PROGRAM** : BACHELOR OF BUSINESS ADMINISTRATION  
(HONS.) FINANCE  
**ADVISOR** : MISS AMIZATUL HAWARIAH BINTI AWANG

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## **ACKNOWLEDGEMENT**

First and foremost, I would like to thank Allah S.W.T. for providing me with the strength to end my industrial training without much difficulty. In addition, I would like to thank the Jasin District Police Headquarters for providing me with the opportunity to complete the Industrial Training as part of the Bachelor's Degree in Business Administration (Hons) Finance requirements.

I would also like to take the opportunity to express my gratitude to my advisor, Miss Amizatul Hawariah Binti Awang, for her assistance throughout the year. I was able to finish the report with the aid of her insightful guidance and suggestions. I'll always be thankful to you for this.

In addition, I would like to appreciate my superior, ASP Mohd Fadzli Bin Othman, for the knowledge imparted to me during my training. I'd also want to thank the officers and staff here for the kind welcome I received and the helpful lessons I learned from them.

Lastly, I would like to thank my parents and friends for their support, assistance, and advice throughout my internship.

## **EXECUTIVE SUMMARY**

The main purpose of an internship is to provide me with a real working environment in which I can apply the skills and knowledge I have acquired for my future career. Of course, completing my bachelor's degree is not the only goal. By observing and carrying out tasks, the industrial training has provided me with much more knowledge. In addition, the internship allows me and the other students to observe the working environment. I have been able to improve my communication, interpersonal, decision-making and collaboration skills during my placement. This report will define the industrial training and will describe the purpose of the industrial training. It will also specify the company in detail, including its origin, history and more. In addition, this report will describe the numerous weekly tasks and activities that I carry out as an intern at the company. The tasks and activities assigned to me, and the other final year students were crucial to the development of our field of work.

Nevertheless, my placement has given me a realistic understanding of how the administration department operates and its role in coordinating activities to ensure the smooth running of the organisation at all stages by ensuring that the right number of people are assigned to each task. I not only gained insight into the agency's working culture, but also learned how Jasin District Police Headquarters treats its staff with respect to ensure they are always motivated and satisfied with their work. The six-month industrial training programme, which I had already completed, had been extremely valuable, exciting, and challenging for a person who had no previous experience in the industry. It has enabled me to enter the workforce by providing me with a number of benefits and excellent opportunities. This training gave me new insights and a deeper understanding of the real working environment and practices.

## 1.0 STUDENTS PROFILE



# AMIRAH BINTI MD ISA

## SKILLS

Time Management	<b>Excellence</b>
Leadership	<b>Excellence</b>
Teamwork	<b>Excellence</b>
Communication	<b>Excellence</b>
Project Management	<b>Excellence</b>
Adapatability	<b>Excellence</b>

## MICROSOFT SKILLS

Microsoft Word	<b>Intermediate</b>
Microsoft Powerpoint	<b>Intermediate</b>
Micrososoft Excel	<b>Beginner</b>

## LANGUAGE

Malay	<b>Native</b>
English	<b>Good</b>

## CONTACT

PHONE:

EMAIL:

ADDRESS:

## REFERENCE

**Encik Ahmad Zamzuri Bin Nazari**  
Senior Lecturer in UiTM Kampus  
Bandaraya Melaka

## EDUCATION

### Universiti Teknologi Mara Kampus Bandaraya Melaka

2020 – Current

Bachelor of Business Administration (Hons.) Finance

- CGPA: 3.30
- Dean List: Semester 1 & Semester 2

### Malacca Matriculation College

2019 – 2020

Physical Science

- CGPA: 3.24

## EXTRACURRICULAR

### COLLEGE REPRESENTATIVE COMMITTEE SESSION 22/23

Project Leader for Corporate Social Responsibility "Spread The Smile 2.0"

- Monitor the progress of each bureau assigned task.
- Be a reference and provide solutions to any problems that arise.

Assistant Project Leader for "Taklimat Kolej"

- Ensure that projects run smoothly from start to finish by helping with planning and execution.
- Replace the project leader in the absence of the project leader.

### COLLEGE REPRESENTATIVE COMMITTEE SESSION 21/22

Assistant Project Leader for Online Talk Programme "Hadirmu Membawa Rahmat, Membentuk Ummah Sejahtera"

- Responsible for finding speakers and being the liaison and intermediary between speakers and committee members.
- Assist the project leader before, during and after the program.

Multimedia Bureau for Appreciation Event

- Responsible for creating posters, banners, and montage.
- Deliver latest information related to the event on social media.

## WORK EXPERIENCE

### INTERNSHIP AT JASIN DISTRICT POLICE HEADQUARTERS

Department of Management

- Assist in organizing documentation, files, and drafting response letter.
- Assisting manager in completing daily task and provide administrative support
- Learn about the inner workings of the different departments of the organization.
- Asist in event management

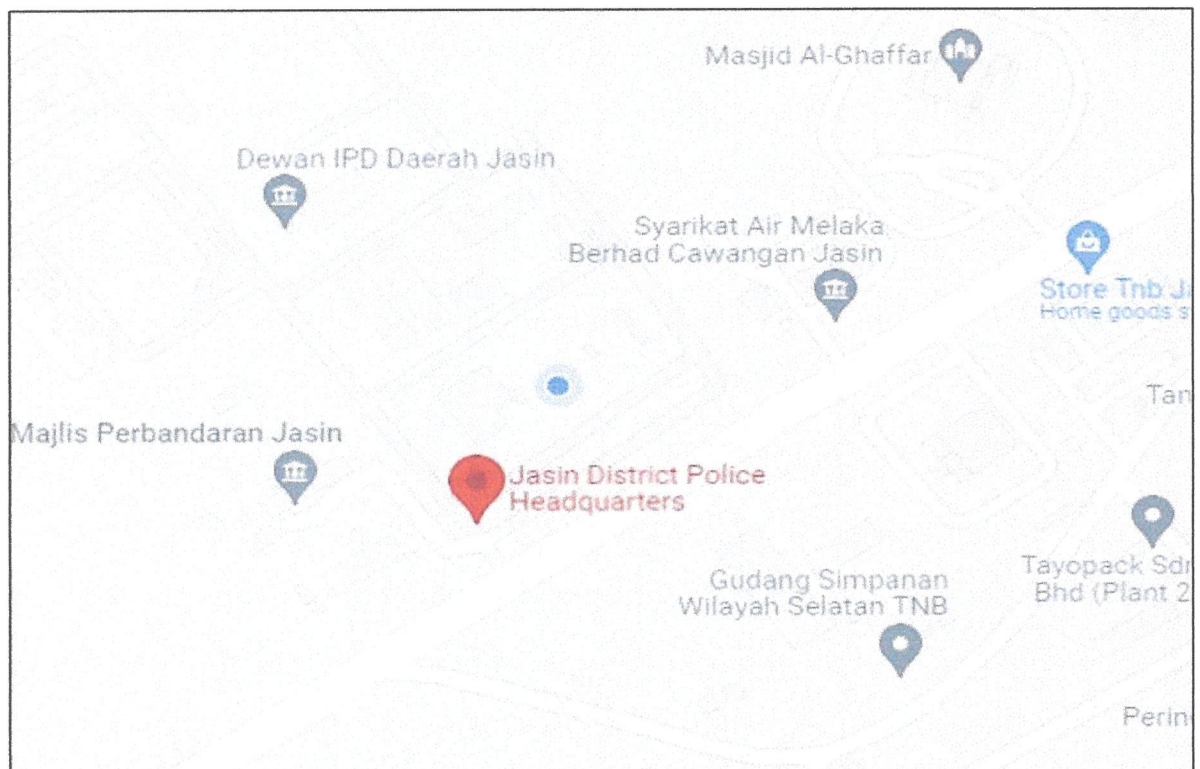
## 2.0 COMPANY'S PROFILE

### 2.1 LOGO & LOCATION



*Picture 1: Logo of Royal Police Malaysia*

Jasin District Police Headquarters (IPD Jasin) is one of the branches under Royal Malaysia Police and it is located at Jasin, Malacca. Royal Malaysia Police is primarily a uniformed national and federal police force in Malaysia.



*Picture 2: Location of Jasin District Police Headquarters*

The Royal Malaysian Police has a total strength of 137,574 personnel, which includes police officers, lower-ranking police officers and civil servants. The ranks reflect the various functions performed by the RMP, from the General Task Force, which carries out the usual police duties while constantly working alongside the public, to the Am Movement Troops, which carry out the "non-regulatory" duties such as preventing the entry of unauthorised immigrants and combating the rise of terrorists. A support group made up of civil servants, police cadets, political supporters, political volunteers and others, assists the RMP in fulfilling the mandate and obligations given to it by the people. This group is crucial in maintaining the welfare and security of the country.

## **2.1 VISION, MISSION, GOALS AND OBJECTIVE**

### **2.2.1 VISION**

"To be leaders in security to keep Malaysia safe and secure" is the vision of the Royal Malaysian Police. The first priority is to maintain a safe, secure, and prosperous Malaysia.

### **2.2.2 MISSION**

Meanwhile, they aim to ensure public peace and safety by providing police services of the highest possible quality and ethical standards. Their slogan, which is that there is no barrier between the police and the community, is consistent with both their vision and goal, both of which place a strong focus on maintaining public order and safety.

### **2.2.3 GOALS**

In addition, they have outlined several future directions for the improvement of the organisation, including the modernisation and strengthening of the organisation which are:

- Emphasis on structure, procedures and working systems, as well as acquiring tools using computerised information technology and modern management techniques.
- Enhancing the team image.
- Focus on the delivery of a professional, efficient, effective and courteous service.
- Raising the bar on service quality by investing in dedicated, ethical and well-trained staff.



- To reduce and ultimately eliminate criminal threats and problems by increasing bilateral cooperation and attending seminars on advances in policing.

#### **2.2.4 OBJECTIVE**

The Royal Malaysia Police has set itself some objectives which include:

- To improve the effectiveness of law enforcement, public order and national security.
- To control and combat crime and drug/substance menace to reduce community nuisance.
- To improve the efficiency and effectiveness of security intelligence gathering.
- To improve the efficiency and effectiveness of public service delivery.
- Implementing the Total Policing approach involves community and stakeholder involvement.
- Optimise the use of human resources and assets in the delivery of policing.
- To educate and sensitise the community about crime and the consequences of criminal behaviour.
- Creating a conducive atmosphere from a spiritual and moral point of view.

## **2.2 BACKGROUND OF ESTABLISHMENT**

The Malaysian police have a long and eventful history. Before there were written laws, they used many systems of law, including those based on custom and religious doctrine. The law enforcers were called temenggong and hulubalang. The Charter of Justice was enacted in 1807 to ensure that all citizens received equal legal protection.

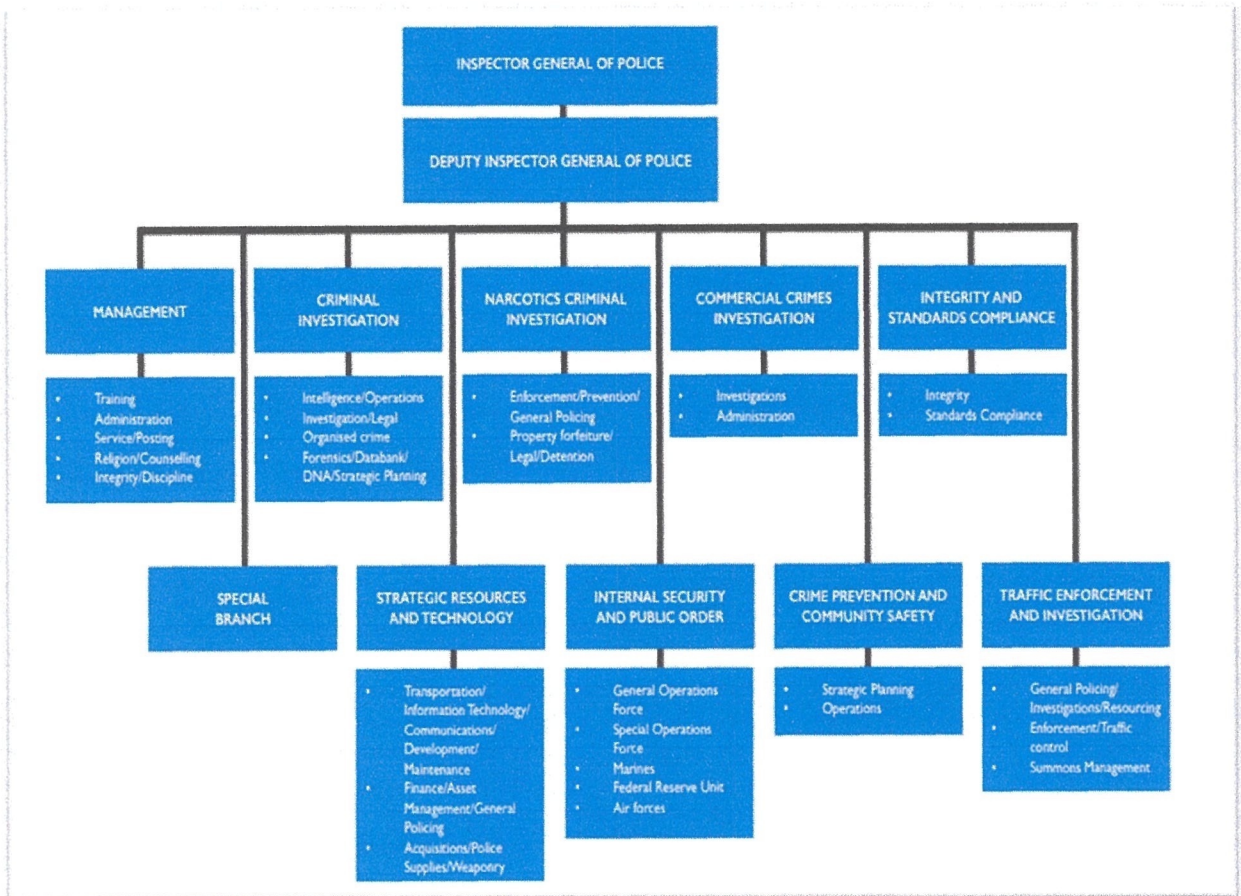
There has always been a Malaysian police force. The Tianmeng Palace and Hulu Balang was a government institution and police force in Malacca, Malaysia during the reign of the Malacca Sultanate in the 15th century. In the absence of the Sultan, the Prime Minister had considerable influence, but the Chief of Police at the Tianmeng Palace was ultimately responsible for apprehending criminals, building prisons and administering punishment. Portuguese troops sometimes served as law enforcement officers.

When Malaysia was at peace with other nations in the distant past, the Portuguese Empire ruled the peninsula. However, after a major conflict in 1641, Dutch and Johorean forces arrived and took control. The Dutch defeated the Portuguese and forced them to abandon Malacca. As more Europeans settled in Malaysia, the Dutch were forced to change the administrative structure of the Kapitan they had maintained. The government established the Citizen Guard to ensure the safety of the people.

After conquering Malacca in 1795, the British established a new police system in Malaysia on 25 March 1807. British officers formed the majority of the force. Each province had its own security department. The country's main police force, the Civil Police, was not established until after the Second World War. During the Japanese occupation of Malaya, H.B., the British colonial governor, created anarchy and it was Mr Longworth's responsibility to restore order to the police force. The authorities were faced with a massive uprising by the Communist Party. In 1963 and 1965, when Malaysia and Indonesia were at war, the police and military worked together to prevent the Indonesian army from invading Johor and Sabah.

Long after independence, the King of Malaysia gave the police a distinctive nickname. Eventually, Malaysia had a unified police force made up of officers from across the country.

## 2.4 ORGANIZATIONAL STRUCTURE



Picture 3: Organizational Structure of Royal Malaysia Police

## **2.3 PRODUCT/SERVICES OFFERED**

The Royal Malaysia Police is a centralised organisation with responsibilities ranging from traffic control to intelligence gathering. The core business of the RMP is as stated in Section 3(3) of the Police Act 1967. Section 3(3) of the Police Act 1967 outlines that for the sake of national sovereignty and the welfare of the community and the authority of the team, the basic duties of the members of the Royal Malaysia Police are to maintain law and order, maintain the peace and security of Malaysia, prevent, and detect criminals, arrest and prosecute offenders and gather security intelligence.

Meanwhile, Section 20 of the Police Act lists the duties of a police officer as follows:

- To arrest all persons whom, he is empowered by law to arrest, to deal with security risks and to execute charges.
- To assist in the enforcement of all laws relating to products, excesses, sanitation, quarantine, immigration, and registration.
- To assist in the maintenance of peace in Malaysian ports and airfields and in the enforcement of marine and port regulations.
- To execute summon, warrants, detention orders and other process lawfully issued by any competent authority.
- To provide information.
- Assist in the protection of life and property, the protection of public property from loss or damage, and the protection of unaccounted-for/lost property and the recovery of its owner.
- To impound stray animals and bring them into public enclosures.
- To assist in the protection of life and property.
- Attend the criminal court and, if specially ordered, the civil court; and
- To keep the peace and to escort and guard prisoner and other persons in police custody.
- Section 21 is also responsible for organising, controlling, and maintaining traffic on public roads.

### 3.0 TRAINING REFLECTION

#### 3.1 DURATION

I have completed a 6-month industrial training at the Jasin District Police Headquarters from 1 March 2023 to 15 August 2023. My working days are Monday to Friday, and I work for 8 hours from 8am to 5pm. I also have a 1-hour break from Monday to Thursday, which is from 1pm to 2pm, while on Friday the break is 2 hours and 30 minutes, which is from 2.15pm to 2.45pm.

DAYS	WORKING HOURS
MONDAY – THURSDAY	8:00 AM – 5:00 PM 1:00 AM – 2:00 PM (BREAK)
FRIDAY	8:00 AM – 5:00 PM 12:15 PM – 2:15 PM (BREAK)
SATURDAY – SUNDAY	CLOSED
PUBLIC HOLIDAY	CLOSED

*Table 1: Working Hours for Administration Divisions*

During the month of Ramadhan, I only work 7 hours from 8am to 4pm. I also have a 30-minute break from 1pm to 1.30pm on Mondays to Thursdays, and 2 hours and 30 minutes from 2.15pm to 2.45pm on Fridays.

DAYS	WORKING HOURS
MONDAY – THURSDAY	8:00 AM – 4:00 PM 1:00 AM – 1:30 PM (BREAK)
FRIDAY	8:00 AM – 4:00 PM 12:15 PM – 2:45 PM (BREAK)
SATURDAY – SUNDAY	CLOSED

*Table 2: Working Hours for Administration Divisions During Ramadhan*

### **3.2 SPECIFIC DEPARTMENT**

During my industrial training at Jasin District Police Headquarters, I was assigned to 3 departments namely Management Department, Logistics and Technology Department and Traffic Enforcement Investigation Department.

#### **3.2.1 MANAGEMENT DEPARTMENT**

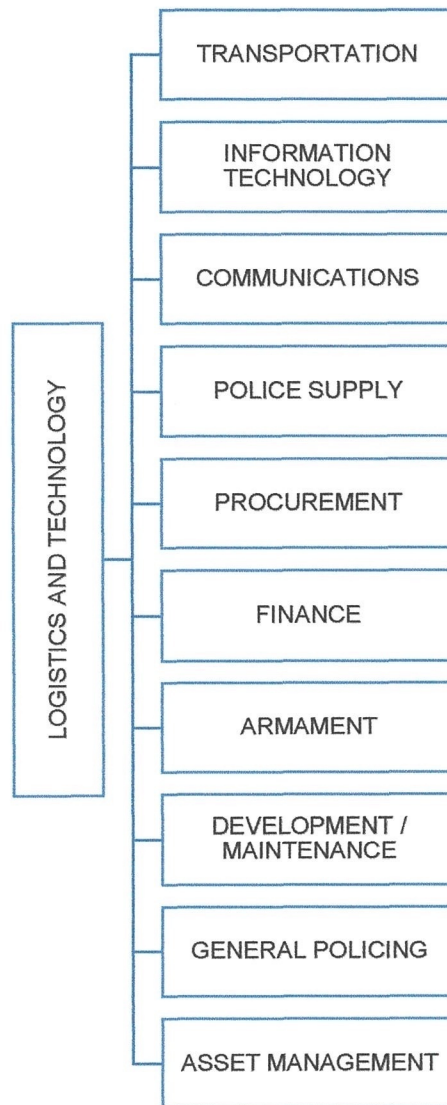
The focus is to provide and develop a dynamic and competent human capital to deliver professional and quality services to the community. This department will be responsible regarding training, administration, services, and basic human resources. The Management Department is divided into 4 sections which are Training & Sports, Administration, Service/Employment & Licensing.

Training & Sports is responsible for handling basic courses, development courses, advanced courses at colleges. It is also in charge of activities related to sports and recreation (Commandant's Camp, Band, Sports, Ceremonies) and is responsible for handling programmes and events organised by Jasin District Police Headquarters.

The Administration Division includes the general administration responsible for secretarial matters such as preparing feedback letters, application letters, meeting minutes, notification letters and providing all the latest information to everyone. They are also responsible for the welfare of all officers, members and officials.

The Service / Employment Section deals with matters relating to Officers and Members such as recruitment, service records, confirmation, promotion, exchange, salary/allowance, and retirement.

### 3.2.2 LOGISTICS AND TECHNOLOGY DEPARTMENT



*Chart 1 List of Divison at Department of Logistics*

The Logistics and Technology Department is divided into 10 sections. Overall, the main task of the Logistics Department is to provide quality logistics requirements. This department manages the budget, administration and development of RMP. It is also responsible for the planning, management, operation and maintenance of all aspects of communications, information technology, transport and weapons, project management and maintenance of buildings and land; procurement and supply of RMP general/technical equipment; and management of RMP assets.

### **3.2.3 INVESTIGATION TRAFFIC DEPARTMENT**

The traffic investigation and enforcement department were established with the main objective of making it a leading department in traffic management with the main service core:

- Investigation and Legislation
- Traffic Enforcement
- Traffic control
- Summons Management

It is the duty of the police officers to organise, control and divert any traffic, maintain order on public roads, roads penetration and landing place, and visiting place other public and places where the public can access, and prevent obstruction during assembly and processions on public roads and lanes, and in any case when any road, lane, and the landing or ferry may be overcrowded or become obstructed.



### **3.3 ROLES, RESPONSIBILITIES, ASSIGNMENTS, TASKS**

In the Administration Department, I was given the task of requesting the supply of shoes for the officers and policemen working in the Administration Department. I made the shoe supply request online through the HRMIS system. I was also given the task of registering newly retired policemen in the e-Pesara system. Sometimes I also given the task of entering the details of people who have died by drowning and sudden death report into Excel. I have also been given the opportunity to see firsthand how the State Financial Reports & Federal Financial Reports and Collector's Statements are prepared. The report is done through the GFMAS system. Because the report is difficult, I can't get hands-on experience, I can only observe.

In this management department, I was also given the task of preparing feedback letters to other agencies, as well as managing documents and filing. During the preparations for the Police Day, I was given the task of preparing certificates of appreciation for police officers who received awards for excellence, as well as certificates of appreciation for Persatuan Keluarga Polis (PERKEP) members who had contributed a lot. I was also responsible for preparing invitation cards for VIPs who would be attending the Police Day.

In the logistics department, I was placed in the administration and finance divisions. Mostly, I was given the task of handling documents and managing the filing of documents and letters while I was in the administration department. In the finance department I manage a lot of different types of claims. Most of the time I was guided by the financial staff at Jasin District Police Headquarters. While managing the claims, I also learnt that not all police officers are qualified to make claims. They have to meet the set criteria before they can submit a claim. Examples of claims that I deal with in the logistics department are claims for travel allowances, telephone allowances and relocation allowances. I have also learnt to make claims for meals, which are done through the e-Perolehan system. A meal allowance is often requested when there are programmes and events organised by Jasin District Police Headquarters. In addition, when I was in the Logistics

Department, I had the opportunity to assist the Licensing Department in renewing firearm licences.

Finally, during my time in the Traffic Investigation and Enforcement Department, I was stationed in the Records Section. There I was given the task of preparing the necessary documents for the retirement of police officers. I was also given the task of helping to administer the salary increases of police officers who had just been promoted. At that time there was also an application for promotion. Therefore, I helped the staff in the Records Department to prepare all the necessary documents for each policeman who was eligible to attend the promotion interview. I was also assigned to help the IP department with the disposal of old documents. Before documents can be disposed of, they have to be registered in the system.

### **3.4 BENEFIT GAIN**

After completing my industrial training, I received a one-off allowance RM500. During this period (six months), I also gained a lot of new experience. Not only was I able to learn the job relevant to my studies, but also the ins and outs of managing the Royal Malaysian Police and how the organisation works. In addition, the Jasin District Police Headquarters gave me the opportunity to participate in their programmes and other activities that they planned. Indirectly, by participating in the programmes and events that were organised, I also gained a lot of knowledge about event management and how to ensure that the programme is carried out without any hiccups.

During the time I was doing my industrial training at Jasin District Police Headquarters, there were a number of task that came out of nowhere and needed to be completed immediately. Due to the fact that I already had work to do, and that more work was coming unexpectedly, I had to find a way to prioritise the tasks I was already doing and focus my time and attention on the work that needed to be done immediately, all while maintaining a healthy work-life balance and completing things like my logbook and reports throughout the course of my internship. Effective time management is crucial as it allows activities to be completed on time on a consistent basis while maintaining a healthy work-life balance. This is because we do not have to deal with a large number of last-minute tasks due to poor time management. As a result, the quality of the work done should respond to this, without making concessions to the criteria that have been set.

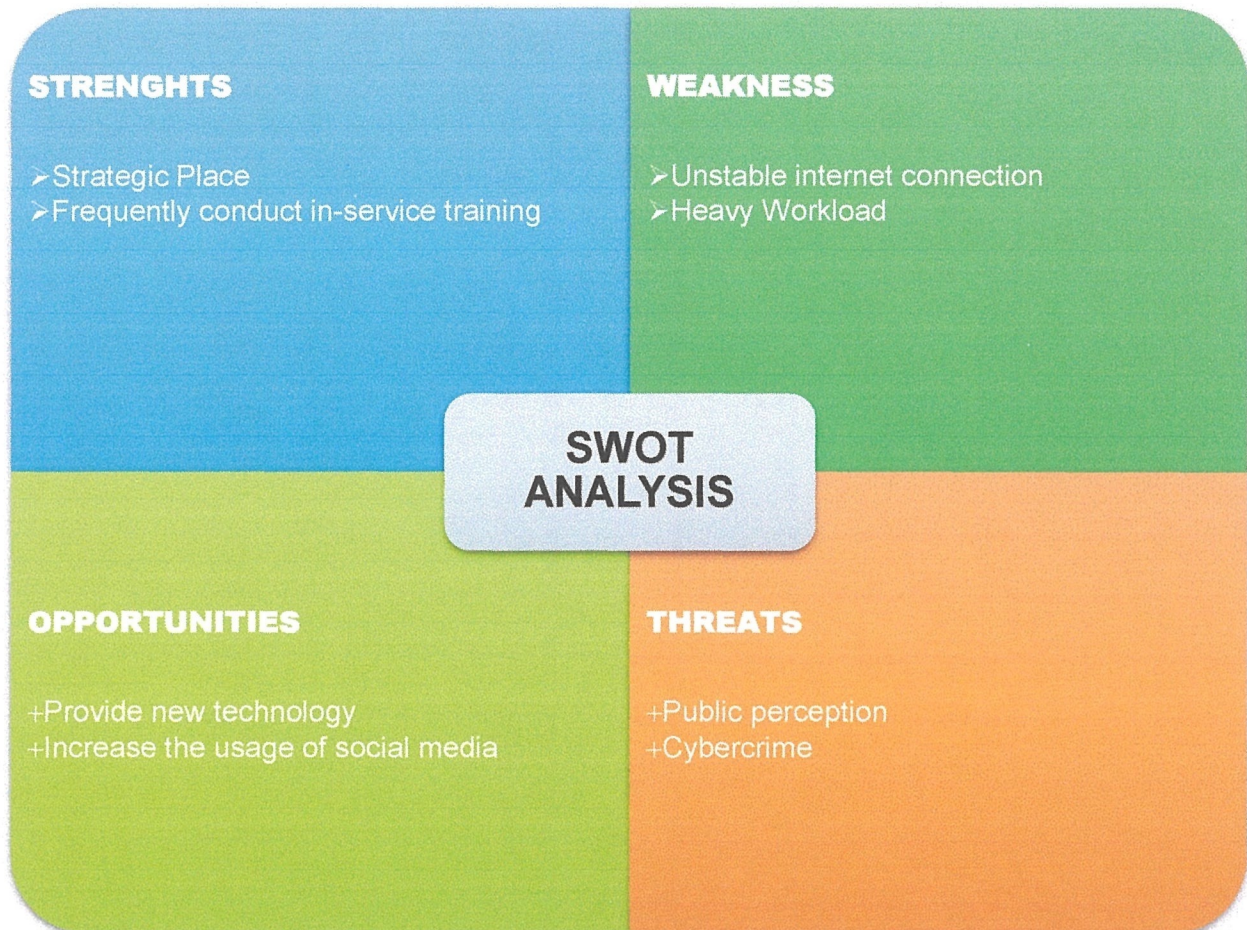
Talking to other people is one thing, but communicating ideas and information to other people is quite another; just because someone is good at talking does not guarantee that they can effectively communicate information to other people about a subject they are knowledgeable about. Therefore, communication skills are essential in the workplace because the need to communicate effectively speeds up and simplifies the process of transferring information between colleagues and superiors. As a result, important decisions can be made more quickly and clearly. In the early stages of my internship. I was guilty of assuming that seemingly

small details, such as appointment times and communications from superiors, were correct, which led to bigger problems later.

Thus of this experience, I have gained the ability to communicate more clearly and to ask for more clarification when it comes to matters about which I am unsure or do not have sufficient expertise. As this perception is based on little more than hearsay, it can lead to significant misunderstandings and mistrust between individuals. As a result, it is often preferable to spend more time clarifying things as thoroughly as possible, rather than cutting someone off just to save a few seconds of time. My interactions with people now working in the field have taught me the importance of speaking up, of criticising others in a way that is both helpful and respectful of their feelings, and of listening to and learning from other people's perspectives. It helped me to get used to the working atmosphere by seeing how my colleagues spoke. It also helped me to get out of my comfort zone and be more confident in my ability to interact with other people. As a result, I was able to meet more people and gain a deeper understanding of the construction industry.

It is vital for a trainee to show initiative, whether it be in approaching individuals or in studying and gathering information, as the trainee is trying to gain practical industry experience and learn how to apply what they have learned in the classroom to real life applications. Although it is expected that trainees will be taught during the course of their training, it is ultimately up to the trainees to learn from others around them, as it is not reasonable to expect knowledge to be imparted to them in the same way as in a classroom environment. Therefore, the willingness to learn is crucial to the whole process of an individual's self-development. As this was my first time working in an office environment, I found myself feeling reluctant and unsure of what to focus on learning in the early part of my apprenticeship. I think this was due to the new working environment. Nevertheless, I took it upon myself to ask the other members of the team about the aspects of the assigned task that left me confused. When I got to that point, I realised that if I didn't take the initiative, I was much more likely to make a mistake because I was just starting out. Because he takes the initiative, he quickly adapts to the working environment and has no problems getting along with the staff and other members of the police force.

## 4.0 SWOT ANALYSIS



*Chart 2: Swot Analysis Chart of Jasin District Police Headquarters.*

## **5.0 DISCUSSIONS**

### **5.1 STRENGTH**

#### **STRATEGIC PLACE**

IPD Jasin is in the centre of Jasin city where it is close to residential, industrial, and business areas. Not only that, IPD Jasin is also located next to the Jasin Municipal Council and opposite the Syarikat Air. Because it is a strategic area, it makes it easier for residents and the community to deal with and make reports if there is any crime or traffic accident. Not only that, but it also saves time for the police on duty to come to the scene of an emergency. Having a good location strategy allows you to obtain the optimal location aligned to your organization's needs and objectives, one that allows your firm to maximize opportunity while minimizing costs and risks.

#### **FREQUENTLY CONDUCT IN-SERVICE TRAINING**

The Jasin District Police Headquarters often conducts in-service training. IPD Jasin will conduct at least 2 or 3 training sessions almost every month. The training that is conducted covers different areas and aspects that will help police officers and civil servants to improve the quality of their work. The training provided empowered the employees in decision making and improved the productivity of the organisation. These trainings equipped employees and managers with higher professional skills. Conducting training leads to the achievement of organisational goals and individual success. Implementing training programmes in an organisation can provide the organisation's human resources with the right knowledge in the future and can support their empowerment. Generally, the main purpose of in-service training seems to be more productivity and real productivity (Mirrezaei et al., 2018).

## **5.2 WEAKNESS**

### **UNSTABLE WIFI CONNECTION**

A slow internet connection may seem like a minor inconvenience, but it can have a significant impact on employee morale. If employees can't complete their assigned tasks because they don't have a reliable connection, they can experience high levels of frustration. Slower speeds can even contribute to high stress levels among employees, making it difficult for them to concentrate on their assigned tasks. One example is when a missed deadline causes another employee or department to fall behind on their own work. If we are doing a task on a slow or unreliable connection, we will spend much more time on a task that would take seconds to complete on a fast connection. Jasin District Police Headquarters have an unstable internet connection, especially the department on the ground floor. Since most of the time the website they are using requires an internet connection, it causes their work to be delayed or interrupted. This can indirectly affect them psychologically as they lose motivation to continue with their daily work.

### **HEAVY WORKLOAD**

There is an uneven allocation of work, leading to a heavy workload for some officers. For example, although there are many officers in the Traffic Investigation and Enforcement Division, it is not uncommon to have a heavy workload in Investigation Paper (IP). Some officers are complaining about different numbers of IP between each other. The heavy workload causes mental and physical stress among officers. It also leads to poor performance and reduced productivity. According to the findings of Lasi's (2021) study titled "Factors Influencing Work Stress Among Royal Malaysian Police," there exists a significant association between workload and work stress. This observation indicates that the quantity of work can significantly influence the level of stress experienced by people in the workplace. This finding demonstrates that the workload of police officers has a significant impact on their levels of stress. According to Rusmiati (2021), employee performance is influenced by two key factors: motivation levels and workload. In order to mitigate a decline in motivation and performance, it is crucial to ensure that the allocation of staff activities is commensurate.

## **5.3 OPPORTUNITIES**

### **PROVIDE NEW TECHNOLOGY**

When considering the significance of information technology, it is imperative to acknowledge that its utilisation is crucial across all departments and sectors in order to achieve optimal performance in the present era. To keep people safe and save lives, the criminal justice system must utilise cutting-edge software, tracking systems, and other instruments. Karlinda and Sari (2022) suggest that the utilisation of information technology significantly influences individuals' job satisfaction levels. The impact of technological progress on workers' job performance is significant. The implementation of this approach facilitates error reduction, enhances efficiency, and speeds up information exchange. According to Baskaran et al. (2020), a lot of organisation have trouble in selecting appropriate methods for the implementation of new technologies, with the aim of enhancing operational efficiency, employee performance, and maintaining competitiveness within the market.

### **INCREASE THE USAGE OF SOCIAL MEDIA**

With the rise of social media platforms and the ability for reviews to get a lot of attention quickly, customers now have more power than ever before over how the public views a company. Therefore, it is important for a business to have a system in place that makes it easy to build relationships with current or potential customers, while ensuring they have a good experience. Social media platforms make it easier for people to talk to each other, which helps governments gather views and ideas, and also creates a space for open conversation. By using social media platforms, governments can communicate with their citizens quickly and efficiently. This creates a platform that makes it easier to share clear and up-to-date information about policies and projects. It allows countries to reach beyond their own borders, helping people around the world to collaborate and share ideas.



## **5.4 THREATS**

### **PUBLIC PERCEPTION**

The Royal Malaysian Police encounters some significant challenges pertaining to negative public perception. The RMP is subject to public complaints and criticism, much like other government agencies, because it is the job and duty of the RMP to offer services to the public. Enhancing the frequency of informal interactions between law enforcement agencies and community people has the potential to positively influence public sentiment. Bolger et al. (2021) suggest that for people to follow the law and for individuals to collaborate with the police to make their communities safer, people must have a favourable opinion of the police. According to a study by Kok et al. (2019), the community thinks that corruption and the use of bad language are common in national security organisations. This order doesn't directly show that people don't like the image shown by the RMP. Citizens are more inclined to become involved voluntarily in policing efforts if they trust the police. Nevertheless, in instances when such a scenario is unattainable, the potential consequences may include the diminished communication, and inadequate backing for policing endeavours (Wilson & Sern, 2019).

### **CYBERCRIME**

Another potential threat is presented by cybersecurity attacks. According to a statement made by Teo Nie Ching, the Deputy Minister of Communications and Digital in Malaysia, there has been a notable escalation in cybersecurity risks in terms of both the number and severity of attacks. In the year 2022, Malaysia encountered a series of significant cyber assaults, encompassing incidents of ransomware attacks, cyber espionage endeavours, data breaches, and cyber fraud. According to data provided by Cyber Security Malaysia (CSM), Malaysia witnessed a total of 4,741 instances of cyber threats in the preceding year. As of February 2023, the current year has seen the registration of 456 cases of fraudulent activities. Cyberattacks can yield severe ramifications for individuals, corporations, and governments, encompassing financial losses, breaches of personal data, and even the disruption of vital services. The potential for cybercrime to pose a risk to RMP arises from the ability of cybercriminals to infiltrate data systems and effectively

erase all stored information. The occurrence transpired in 2002 when cyber attackers targeted the online platforms of the Malaysian Parliament and University Technology Mara. As a result, all the data present on these websites was eradicated and substituted with content in an unfamiliar language. Despite numerous attempts and continuous efforts, achieving comprehensive prevention of cybercrime remains a formidable challenge. The task of combating the danger poses significant challenges for Malaysia due to its limited resources, including a shortage of personnel and technological capabilities.

## **6.0 RECOMMENDATION**

### **6.1 STRENGTH**

Due to the volume of traffic during morning and evening rush hours, IPD Jasin is in the centre of the city, making it difficult to exit the crossroads quickly. This phenomenon leads to feelings of frustration and has the potential to contribute to the increase of air pollution and the subsequent increase in greenhouse gas emissions. Anticipated in the future is a significant increase in road congestion due to the ongoing building of numerous developments. In order to alleviate traffic congestion, IPD Jasin can implement the installation of traffic lights at intersections and to streamline the management of those traffic lights. Traffic light management systems have the capability to enhance traffic flow, minimise delays, and contribute to the improvement of overall traffic conditions through the utilisation of data obtained from sensors. Furthermore, through the reduction of idle time at red lights, the technology has the potential to contribute to fuel conservation and the mitigation of emissions.

In order to enhance employee participation in service training, IPD Jasin has the capability to issue certificates for each course successfully completed. The certificate possesses utility in the context of further promotional interviews. Furthermore, RMP can also raise the allowance provided to police officers and civil officials who partake in training sessions or courses exceeding a duration of 8 hours, or those that are conducted outside their own district or state. This initiative is expected to enhance morale and foster increased participation in volunteer activities. The use of this practise enhances the organisational work culture and fosters a helpful and conducive working environment.

## 6.2 WEAKNESS

Slow WiFi connectivity in the office has been shown to reduce productivity and employee morale. The IPD Jasin has the potential to enhance internet connectivity through the implementation of several steps. The primary step includes the implementation of network security measures. The office's Wi-Fi settings are setup to provide accessibility to individuals who are in near the area. It is recommended to create a strong password in order to enhance its security. The usage of passwords serves the objective of limiting illegal access to resources and protecting against potential data breaches. It is recommended to regularly update passwords as a means of minimising the potential for unauthorised access in the future. One way to reduce wireless interference is to deal with the problem of channel overcrowding, which can happen when the router first chooses an appropriate channel, but then it gets too busy. Switching to a less crowded channel can reduce wireless disturbances and improve wireless performance and data transfer speeds. Furthermore, it is crucial to maintain the firmware of the router in a current state. To ensure continuous network connectivity, it is essential to upgrade the firmware of the router. Without the implementation of the latest upgrades, it is likely that users may encounter challenges related to the speed and connectivity of their Wi-Fi network.

In this context, the head of department is responsible for ensuring that tasks are assigned fairly and equitably. This means that staff members can be given additional tasks as long as they have completed the tasks assigned to them within a reasonable period of time. This measure aims to reduce the daily workload of law enforcement officers. It is recommended to use a collaborative approach to accelerate the completion of tasks. When working as a team, it is better to assign the most important tasks first. Use a schedule or calendar as a visual guide to show how the workload is distributed, helping to divide tasks among everyone fairly. Make sure that each person is assigned to the best task for their skills and expertise. Think about when each person is available and what they are good at when deciding who does each task. Working alone is not ideal and makes tasks less efficient, which can cause tension between team members. The team leader should carefully supervise

and guide the team's progress, to ensure that any issues are promptly resolved. Focusing on our goal and working together as a dedicated team, we can prevent any setbacks or unfinished work. This action is expected to increase the level of work efficiency among employees. Studies have indicated that a more engaged workforce tends to be more productive.

### **6.3 OPPORTUNITIES**

The quick development of technology in various areas could enhance law enforcement technology. Technology can enhance communication, collaboration, and efficiency in law enforcement, assisting in solving crimes. Advanced, scalable technology can help law enforcement agencies improve efficiency and adapt to a changing society. The Royal Malaysia Police should enhance their technology to improve border security. In 2021, the RMP plans to purchase 16 high-performance VTOL drones. The drones will monitor and eliminate threats at the national border. Threats include intrusion, smuggling, and cross-border crime. This drone could improve security in the Malaysian border areas due to its excellent aerial surveillance capabilities. The drone is capable of flying, capturing high-quality images, and streaming live video, allowing for 24/7 monitoring. RMP will implement a control centre, use CCTV to monitor the area, integrate AI technology into additional scanners, and provide operational assistance equipment. Installing more CCTV systems at various locations, such as detention facilities, to increase transparency and discourage any wrongdoing that may result in fatalities. Law enforcement organisations can use body-worn cameras and CCTV to refute allegations. They are currently the ELSAG system is still under trial in Malaysia. The LSAG Advanced Number Plate Recognition system recognises and analyses vehicle number plates in real time. This method provides operators with quick access to number plate information in an efficient manner. The device will alert when it identifies a licence plate flagged for auto theft in the database. The police in Malaysia plan to use in-car radar to monitor how fast vehicles are going. The iCOPS technology checks car registration numbers to identify individuals who have traffic fines and warrants for their arrest. The RMP intends to use these devices on mobile platforms instead of a fixed location.

RMP uses social media to share vital information and announcements quickly and easily. This could be about new regulations, initiatives or urgent communications. RMP has to confirm the accuracy and reliability of their social media content. False information is more likely to be the result than the spread of awareness. The government can gather feedback from citizens by conducting polls, surveys, and Q&A sessions on various social media platforms. It is essential to include customers in decision-making and assess how their choices might impact their interests and welfare. The aim is to concentrate on personal requirements and recognise hidden ones. It is important to create innovative value to build lasting relationships. To have effective support systems, rapid problem-solving and identify areas for improvement, it is important to establish strong feedback loops. Make this data available throughout the company so that employees can analyse it and make informed decisions. Governments can use social media to be more open and accountable by sharing details about their laws and actions in specific situations. Governments can show transparency and openness by responding quickly to enquiries and addressing public issues as they arise.

#### **6.4 THREAT**

According to the article 'Recommendations for Improving Public Perception of Safety and Security' by Mohamad Hashim et al. (2021), According to the study of Safety Perception Index in Malaysia by Mohamad Hashim et al. (2021), it is recommended to involve and involve the community. It is suggested that the RMP includes the public and NGOs in community outreach programs in order to enhance perceptions. The RMP promotes peacefulness to decrease disapproval of the public. One strategy is to respond politely to public engagements. Local policing can be improved by increasing patrols, involving communities in establishing intervention targets, and using effective problem-solving strategies. Responding to public interactions in a polite and respectful manner. To enhance public satisfaction with our services and regain their trust in their dependability, we must identify and rectify the problematic areas. Ensure uninterrupted and consistent implementation of this work. Swift investigation and identification of the underlying causes of public dissatisfaction with RMP services are essential.

In response to the increasing incidences of cybercrime, CyberSecurity Malaysia collaborates with government agencies, business stakeholders and academic institutions to deliver training and certification programs covering a wide range of topics related to cybersecurity. The objective of these programs is to enhance the cybersecurity professionals' skills to effectively combat the growing cyber threats. The partnership between CyberSecurity Malaysia and the Royal Malaysia Police commercial crime section aims to detect and combat cybercrime using a coordinated approach. The current legislative framework concerning cybercrime is under evaluation. In order to appropriately prosecute cyber offenders, the existing legislation must be updated to reflect the constantly evolving digital environment. A coordinated national plan and procedure has been developed to efficiently manage cyber-related disasters. Furthermore, a proactive cyber defence plan is crucial in addressing Advanced Persistent Attacks, cybercrimes, and content-related threats to strengthen the nation's cyber defences. The approach employs both defensive and offensive measures to combat cyber threats. The Malaysian National Security Council identified in 2020 that the capability of the cyber defence ecosystem to detect, comprehend, and counter cyber threats is crucial. This proposal aims to enhance Malaysia's cyber legislation to address existing and potential cyber threats. This study aims to assess and enhance the regulations regarding cybercrime. The evaluation of the necessity of cyber security legislation. The objective is to enhance the efficiency and competence of cybercrime enforcement in combating sophisticated threats and organised criminal networks. The adoption and implementation of proactive cyber defence measures enhance the readiness of national and federal networks to cyber threats.

## **7.0 CONCLUSIONS**

During my internship, which lasted six months in total, I gained what I consider to be a significant amount of valuable experience and information. My internship gave me the opportunity to improve both my interpersonal skills and my ability to manage my time efficiently, both of which are very important to me in my professional life. It has also given me a better understanding of what it takes to be a law enforcement officer.

Police officers are willing to travel to any region where they are needed to ensure that everyone has the chance to live in peace and safety, despite the fact that their shift patterns are very unpredictable and there is a high degree of unpredictability involved. They continue to put a lot of effort into their work, despite the fact that their identity is regularly confused with that of other people in the public eye.

I also consider it a great privilege to have the opportunity to serve as a police intern at the Jasin District Police Headquarters (IPD Jasin). I consider this a very honourable opportunity. Afterwards, I was able to make a lot of friends, both among the policemen and the other people who worked at the IPD Jasin. They go above and beyond to show concern for the welfare of other people. They show me a lot of patience and take the time to answer all my questions every time I consult with them. I'd like to take this opportunity to thank each and every officer and friend I've made during my time here at Jasin Integrated Police Station.

Consequently, of the extensive training in this profession that I have received, as well as the extensive experience that I have gained, I can now confidently say that I am knowledgeable in this field. I have had the opportunity to work in a number of departments, which has not only broadened my understanding of the RMP sector, but also given me experience in the working world. Because it is such a wonderful opportunity for students to broaden their knowledge of a variety of subjects and develop their ability to work collaboratively, I am delighted to be an intern and contribute to the growth of our sector.



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## 9.0 APPENDICES



*Picture 4: HARI POLIS*



*Picture 5: WEEKLY AEOROBIC*



*Picture 6: MORNING PHYSICAL TRAINING*



*Picture 7: MEET & GREET WITH KETUA POLIS DAERAH*



Picture 8: MEET & GREET WITH KETUA POLIS DAERAH



Picture 9: BOWLING COMPETITION



Picture 10: BOWLING COMPETITION



Picture 11: RENEWING FIREARM LICENSE

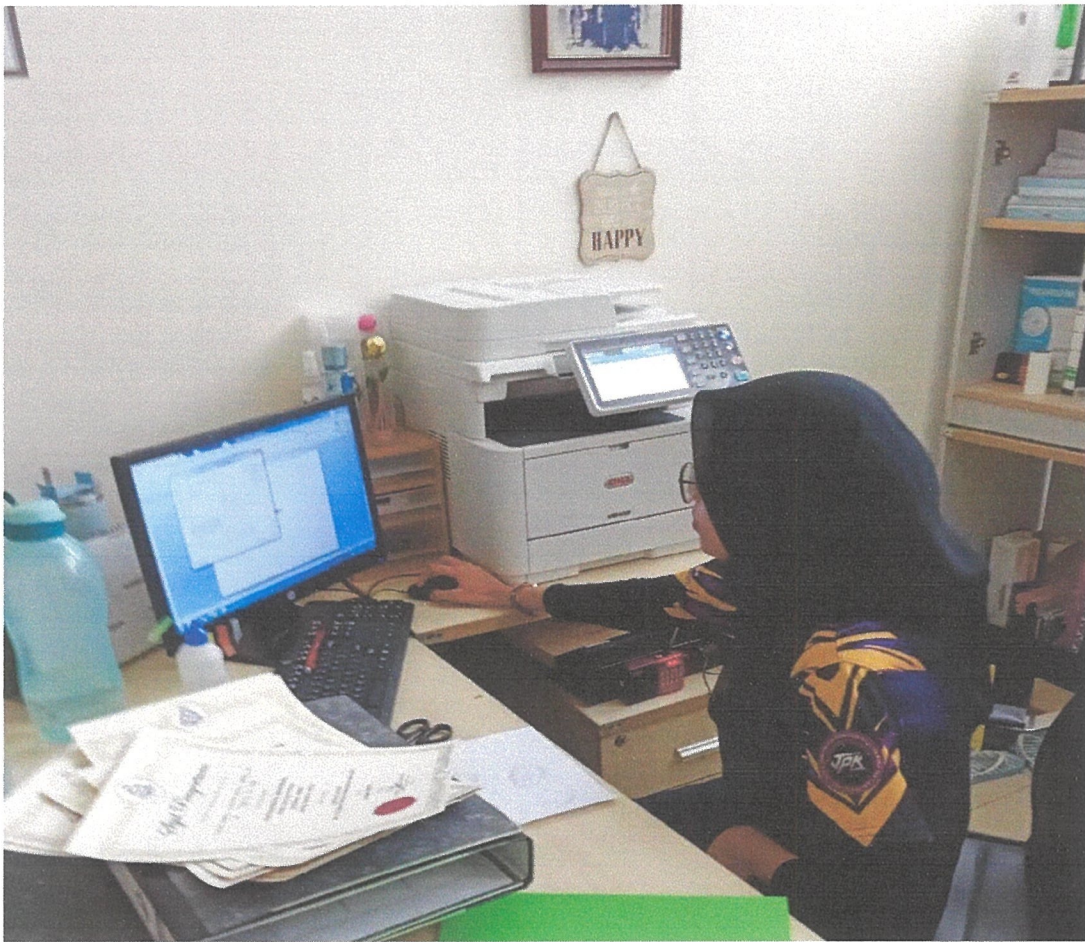




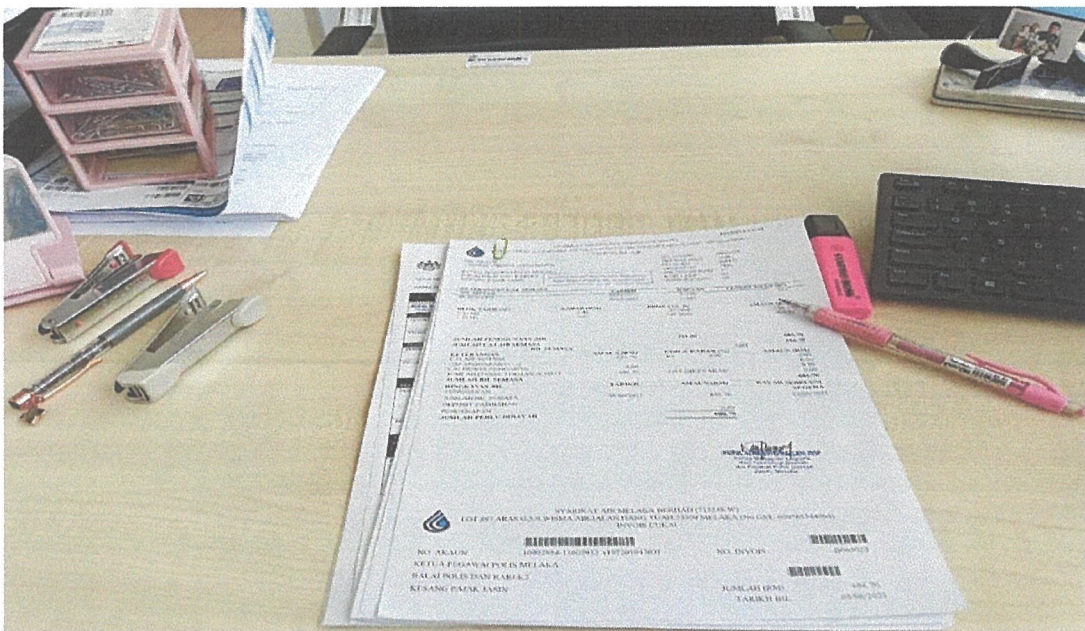
Picture 12: MONTHLY ASSEMBLY



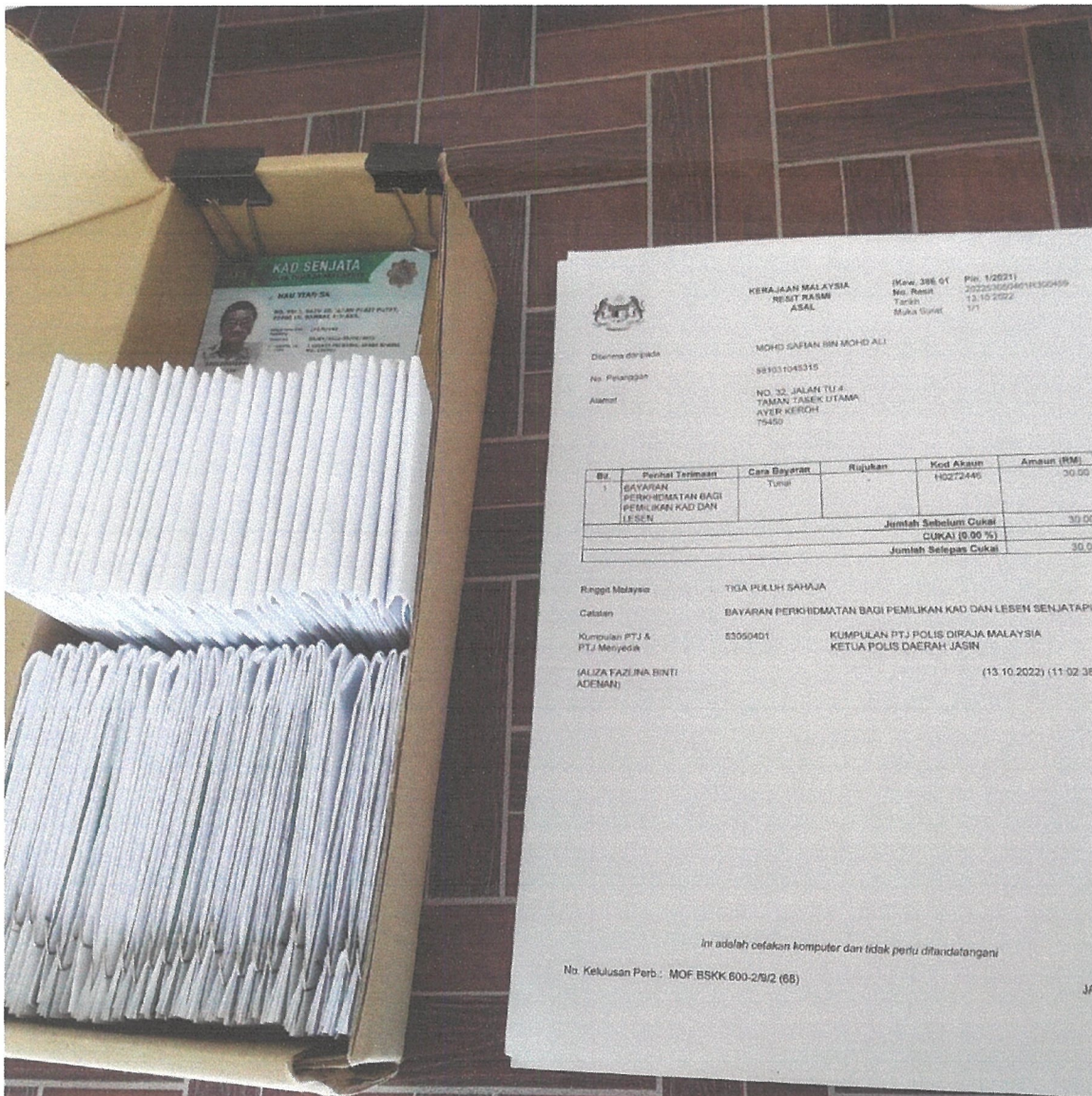
Picture 13: WORKING SPACE



Picture 14: WORKING ON TASK ASSIGNED



Picture 15: HANDLING ELECTRIC BILL



Picture 16: HANDLING DOCUMENTATION