



Fakulti UNIVERSITI TEKNOLOGI Pengurusan dan Perniagaan



Industrial Training Report At Pejabat Daerah dan Tanah Jempol

MARA

1 March – 15 August 2023

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OFFICE SYSTEM MANAGEMENT (BA232)

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EXECUTIVE SUMMARY

As for the final semester, all undergraduates are required to take MGT666, also known as an internship, with a company of their choosing, regardless of whether it is in the public or private sector. This internship seeks to provide a professional learning experience that provides meaningful, practical employment in a student's field of study or area of career interest. It allows students to explore, gain exposure to the actual world of work, and advance their careers while acquiring new skills. In addition, the employer will be able to introduce new ideas and enthusiasm, develop talent, and even create a pipeline for future full-time employees.

I have chosen to continue my internship in the government sector at the Pejabat Daerah dan Tanah Jempol(PDTJL) to expand my experience while working and learning under the management services division, where I focus more on the administrative department. Doing practical work here, for me, various knowledge can be learned; a fascinating place to start and build up working skills where every single professional workforce here is very welcoming to new people and quite helped in every task I have been assigned.

PDTJL is one of the government agencies responsible for planning, coordinating, and monitoring the district-wide implementation of all State and Federal Government Policies, Projects, and Programmes. This crucial function is essential for ensuring that the implementation's intended impact is realized and that the target group experiences the resulting benefits, prosperity, and well-being. As a result, our knowledge and expertise regarding the functionality of district and land offices, policies, and regulations may be enhanced and expanded.

This report uses the conclusions of the SWOT Analysis components to help the reader understand and identify why the analysis is important by analyzing the positive and negative variables inside and outside the organization.

ACKNOWLEDGEMENT

Alhamdulillah, this Industrial Training Report (MGT666) would not have been able to be completed successfully without guidance and assistance from various parties who helped me a lot throughout the process of making and completing this report. I need the help and direction of people of certain reputation to produce my report, and I will always be grateful to them.

First of all, I would like to express my gratitude to God for allowing me to complete this industrial training at the Jempol District and Land Office (PDTJL) in Bandar Seri Jempol, Negeri Sembilan. Completing this industry report during my internship at PDTJL has given me invaluable experience and broadened my knowledge. Not forgetting my supervisor Mr. Shahrin Omar who always asked about my well-being throughout my training here.

Next, I would also like to appreciate the moral support and encouragement of my family who never stopped supporting me throughout this long and challenging journey. I also want to thank all my friends for their patience and help with this industry report and training. I would also like to thank my advisor, who was always there and answered our questions, which's me, and also my friends. She also did not forget to constantly monitor our progress in preparing reports and our well-being in industrial training. Thank you very much, ma'am.

Finally, I would like to express my deepest appreciation to those who are not mentioned, especially batch mates and dear PDTJL staffs, who are involved and contribute directly or indirectly in this task. I appreciate their efforts and initiative in helping me complete this report. I apologize to all other unnamed individuals who helped us in various ways to complete this assignment, as we greatly appreciate their help. Not to forget, Puan Nawal Mohamed Amin, the District officer, who is also the head here who directly or indirectly gave me opportunities during my industrial training here. Thank you for trusting me in everything, ma'am.

1.0 STUDENT'S PROFILE

1.1 Resume



UiTM program: Minggu Aspirasi Budaya 2022- Choir 1st place

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2.0 COMPANY'S PROFILE

2.1 Introduction of Pejabat Daerah dan Tanah Jempol



Company Name	: Pejabat Daerah dan Tanah Jempol
Address	: Bandar Se <mark>ri Jempol</mark> , 72120 Bandar Seri Jempol, Negeri Sembilan
Operation hour	-8:00 am-5:00 nm

Background establishment:

The Jempol district as well as the Land Office for the Jempol district were both established on the same day. Prior to the year 1980, the Jempol District and Land Office was referred to either as the Bahau Subdistrict Office or, more commonly, as the Bahau Land Office (PTB), and the office building was situated in Bahau. After the Jempol district was founded, the office building in Bahau continued to be utilised until 1988, when the Jempol District Administration Complex Building was finished being constructed in Bandar Seri Jempol (which had previously been called as Bandar Baru Serting).

2.2 Objectives

Pejabat Daerah dan Tanah Jempol aim for successful prospects for their future. Here is a list of objectives:

- Increase the modernization of district administration by implementing computerization in line with the development of communication and information technology (ICT)
- Increasing knowledgeable public service members (K Employees) as a catalyst for the efficiency of government services at the district level
- Improving the quality of life of the community as a basis for unity through the implementation of rapid physical and social development programs
- Provide leadership and coordinate the activities of state and federal agencies at the district level

2.3 Vision and mission of the company

2.3.1 Vision Jempol Prosperous Prosperity

2.3.2 Mission

Leading land management and development through efficient and friendly administrators for the well-being of the Jempol community

2.4 Product/Services offered

This company serves as the main office responsible for planning, coordinating, and monitoring all implementation of State and Federal Government Policies, Projects and Programs in the district. This key role is crucial to ensure that the impact of implementation is realized; thus, the target group can feel the benefits, prosperity, and well-being. In addition, this office is also responsible for managing district land, covering development, disposal, registration, revenue, and enforcement. Land and water are the only major sources of State Government revenue and this office is committed to ensuring that the land is efficiently managed to ensure that revenue collection can be maximized.



2.5 Organizational Chart

The Management Services Division is one of the important parts in the management of the Jempol District and Land Office.



NAWAL BINTI MOHAMED AMIN DISTRICT OFFICER M54

MANAGEMENT AND SERVICE DIVISION



3.0 TRAINING'S REFLECTION

3.1 Duration of internship

Beginning on March 1, 2023, and ending on August 15, 2023, a student must participate in and complete this industrial training over the course of approximately six months. Each student was exposed to work experience, company directives, and deadlines during this training. This internship would not have been worthwhile if it had not added colour to my voyage from zero to complete knowledge. I have discovered how to work with various departments, communicate with coworkers and customers, manage my time, and execute duties with various ethical considerations. Being granted the responsibility of being a state by-election officer is the most memorable experience. During my six months here, I gained thrilling and valuable experience. Overall, Internships serve as a bridge between academic knowledge and real-world application. They provide invaluable opportunities for personal and professional development, allowing trainees such as myself to acquire knowledge and skills that will be extremely beneficial to our future professions.

3.2 Specific department have been assigned

Pejabat Daerah dan Tanah Jempol has various divisions, each of which is applicable to the district and land portion. I was assigned to the division of management services that includes the administration and finance branch. This section is comprised of numerous sub-sections, including Administrative, Financial, Information Technology, Event and Protocol, Safety, and Legislation. Each team contributes its own purpose to the organization, but teamwork is essential. In addition, particular responsibilities, duties, and roles have been assigned to this department. Typically, each department and division at PDTJL concentrates on a particular aspect of the company's operations or functions. Each department and unit performs a vital role in contributing to the company's overall success and growth, and also contributed significantly on internship day.

3.3 Roles, responsibilities, task and assignment given

Documentation and assisting the office secretary are my routine responsibilities at PDTJL when I am practical. Nonetheless, I have also been responsible for acquiring a variety of skills, such as how to handle filing, the secretary's duties, the EMMK system (for land filing), meeting equipment readiness, the use of essential equipment such as a photostat machine, and how to manage customers at the front desk. Aside from that, this profession has taught me to pay close attention to the smallest of details and to put the needs of others first. It is an excellent and essential skill to develop in order to distinguish ourselves in any industry. In the meanwhile, I should always be quick-witted and diligent if any work needs to be completed immediately. I will always be required to perform all tasks meticulously so that neither the staff nor the event will encounter any obstacles during its execution. Every government office, and particularly PDTJL, receives a large number of customers who need to deal with grants, requests for majestic stamping, facility leases, etc., on a daily basis. It affords me the chance to learn numerous subjects in a single location.

3.4 Benefits received and gained

Industrial training is a phase of introduction for students to work life. It comes with various tasks that give me excellent knowledge and experience. Throughout this journey, I think I received a ton of positive vibes from this industrial training, as the workplace culture here is friendly and helpful for beginners like me. Even though this internship hasn't given essential things such as allowances for interns, especially in the government sector, it has benefited me from the events held since the first month I joined here. It played a massive role in my life and allowed me to act as I could. Thus, here all staff, whether senior or rookie, leader or colleague, are always willing to assist me if I do not know something, so every day is a learning opportunity for me to become better administrator support during my internship.

4.0 SWOT ANALYSIS



5.0 DISCUSSION AND RECOMMENDATION

Strengths

• Committed workforce

According to Indeed, workforce commitment can be defined as employees' passion for performing tasks at their workplace. It also refers to the sense of duty that individuals have towards the vision, mission, and goals of the firm. At the Jempol District and Land Office, I discovered that every employee here is aware of their obligations, in particular the tasks that need to be allocated in order to improve their day-to-day development. In addition to this, the employees exhibit a team-oriented mentality due to the fact that they depend on one other constantly and, in the event that a problem is brought to light, they also depend on the team leader.

Responsible top management

Having good management is a blessing to a company because it can increase the motivation of a team in working towards accomplishing the success of the company's goals. For example, at PDTJL, the district officer who led the company has a monthly routine, which is a morning briefing. The aim of the morning briefing is to monitor the progress of each unit or department through the leader of the unit. Throughout this meeting, it will remind each team leader always to check the progress and the well-being of their respective teams. So, with this routine, I believe that the responsible and considerable attitude of the unit leaders and also the district officer to their team will bring benefits to many parties in the organization and also toward the result of company projects, etc.

Strategic location

Pejabat Daerah dan Tanah Jempol is located at Bandar Seri Jempol, Negeri Sembilan, which is a strategic place more accessible to community as it is located in the middle of the Jempol district which is more near than previous location was at Bahau. In addition, this company also near to Majlis Perbandaran Jempol, Police Station, the Fire station, the government hospital and the others government sectors, where's given benefit PDTJL by having an ease cooperation in work relation. Thus, any public that lives far from bahau such as Palong, Lui Selatan,etc can come anytime any minute to do their daily matters without facing traffic jams or whatsoever on the streets as Bandar Seri Jempol, which is a strategic place at developing in rural areas.



Weakness

Insufficient staff

This is a situation where the organization lacks adequate manpower that can prevent their operation of businesses from completing within the timeline givens. Due to that issue, it can give negative aspects which contribute to job-related stress, like increasing workload, leading to a lack of focus in daily matters and the worse situations, it may impact the progress of achieving the goals of the company. For example, in the management service division combination of administration and finance department. It has about 16 staff in which any of them need to take care of small units such as security, it, hr, finance, admin, HRMIS etc. So none of them, don't have more than 2 backup staff, as it can cause problems if any one of them is not absent. And the work can be hold up due to

Outdated system filling

The Jempol District and Land Office has long used a manual filing system, which is cheaper and easier to learn. However, this outdated manual filing system can cause negative effects if there's the event of an unfortunate incident such as a fire, or natural disaster or unauthorized access such as data theft. For example, most of the filling of the system in the Jempol District Office and Tanah Jempol are books, paper documents, paper files, etc. Each document is stored in a different place, such as a vault, a safety drawer, and a glass cabinet. Because of the government regulation and circular work, all related work matters still need to be in printings stuff and need to be filing all the paperwork. This shows all jobs, local orders any task given must be done following the circular of the government or HQ before they can proceed to print or complete the task.

Opportunities

Online system

As we are in a new era, many workplace operations have been converted to online systems, as has PDTJL through the use of e-punch cards, Emmk land systems, and complaint systems, etc. With the existence of this online system, it opens up space for PDTJL to take advantage of the work from home method. This is because it is able to lighten the burden of employees who live far away from the workplace and give flexible time to employees in carrying out their duties. This effort is able to stabilize the employee's emotions and can even reduce the risk of skipping to the office due to lack of motivation to work and so on. For example, when the country is hit by the pandemic season, PDTJL has used a periodic work schedule system where each employee has to take turns working from home to reduce the risk of COVID-19 disease infection. This shows PDTJL's efforts to utilize a more online system on their daily matters, is growing up and achievable to the bright side as most of the staff are capable of learning how to handle any meetings online without specific studies.

Adaptation in new technology

Holding an event in the office is just a simple and important task for any staff. With the advancement of technology, everything can be done with technology without taking much time to prepare. For example, any event or task can be done through google meet, google form, computer, smartphone, and others. So, Jempol District and Land Offices will benefit from that in terms of simplifying work matters, and encouraging the use of QR codes which can reduce the use of paper and so on. In addition, adaptation to new technology is also an excellent opportunity for organizations to give wider exposure to all employees by holding a specific course event on new technology. This has the best impact on adding useful knowledge to every staff that attends the advancing course such as editing course, management digital training, digital marketing, etc.

Threat

Customer expectation

According to SmartStudy UK, customer expectations can be defined as the set of actions, behaviors, environments, and benefits that customers seek when interacting with a business. That thinking can be either good or bad for PDTJL because the company is divided into various parts. For example, in the management services section, most of the time, their customers are their own staff because this section refers to the administrative and financial unit, which here is more of an internal operation. In contrast, other units, such as the land development unit, registration unit, and other units in land management divide it more to the external aspects that are closer to the public. It may put pressure on the land management department, where they may have to deal with situations such as customers who insist that their requests be processed immediately with an answer or result. This is because most of them are not knowledgeable about the work procedures carried out by this company sector where each application will take 14 days to be processed. Without any element of the check, sometimes some customers act out of control, causing tension by scolding any employee who is at the front counter or even taking a shortcut to go viral on social media as they are not ethical of PDTJL.

Limited financial resources

Limited financial resources can be defined as limiting the distribution of allocations into organizational activities. Jempol District and Land Offices are non-profit agencies that are technically often a valuable source of funding for businesses, providing grants, loans, and other forms of financial support to help organizations grow and succeed; when limited financial resources are insufficient for operations and maintenance, it will disturb the organization to continue moving forward for any occasion, especially charity, distribution money for the people who need it, etc. This will cause the main purpose of PDTJL to be established is to be responsible for planning, coordinating, and monitoring all implementation of State and Federal Government Policies, Projects, and Programs in this district due to blocked allocations where the issue of strict regulation from state finance and so on.

While the aspect of improvement, I would like to suggest for few ways that can PDTJL apply for improvised operation.

• Request for expert staff

PDTJL must bring the issue to the attention of the company's headquarters because it lacks sufficient personnel to complete tasks as rapidly as possible or lacks specialized skills. Therefore, I suggest PDTJL request expert personnel from HQ so that HQ is aware of the situation. As we all know, a company's ability to move forward without worry and confidently undertake the next project is contingent on its expert staff. Since PDTJL has all the necessary resources—whether specialists in a particular field or a complete team of experts in several disciplines — businesses will benefit from their expertise and experience. PDTJL can save money on its budget by employing experts to manage the burden. When we hire more seasoned workers, we may reduce the organization's risk exposure. Those with training may better understand industry regulations and standards. They may be more inclined to adhere to rules and ensure the company's legal standing. Suppose, for instance, that PDTJL lacks administrative personnel. In this case, they can reconsider their request for entry-level officers with more extensive business management certifications, as most of them are knowledgeable of modern technology and management and adaptable to changing circumstances.

6.0 CONCLUSION

Working on industrial training reports has helped me demonstrate a professional attitude and good work ethic at work, apply business concepts and theories to real-world decision-making, demonstrate communication skills in office tasks and report presentations, solve problems using a variety of information or applications, and perform standard procedures or techniques associated with the organization's tasks. This report helps me evaluate internal and external opportunities and threats. It considers all positive and negative internal and external factors influencing the company's success. Regularly analyzing the company's environment aids in predicting trends and incorporating them into business decisions. In addition, employing the SWOT analysis strategy in this report can assist the company in identifying internal and external factors that require future improvement. Internal and external elements can be located on various channels, such as consumer feedback, websites, and social media platforms, among others. Consider practical means of maintaining and enhancing the organization's internal and external components should be considered. By doing so, company operations can function without interference from problems. Last but not least, I hope that through this report and internship, I will be able to obtain a position where I can utilize all of my experience to help the organization accomplish its goals.



7.0 REFERENCES

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8.0 APPENDICES

PEJABAT DAERAH DAN TANAH JEMPOL KOMPLEKS PENTADBIRAN KERAJAAN 72120 BANDAR SERI JEMPOL NEGERI SEMBILAN DARUL KHUSUS

Telefon : 06-4585200 / 4585220 / 4585221 Telefaks : 06-4581242



قجابت دایره دان تانه جمقول کومقلیك س ثینتادبیران کر اجان 72120 بىدر سري جمقول نكر مى سمبیلن دارل حصوص

Ruj.Kami : PDJL.BPK.500-5/1/3 Klt 5 (100) Tarikh : २७ Februari 2023

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

Tuan,

TAWARAN PENEMPATAN LATIHAN INDUSTRI PEJABAT DAERAH DAN TANAH JEMPOL Nama : SITI NURNADZIRAH BINTI ABDULLAH CHEK

Nallia	. SHI NUKNADZIKAN BINTI ABDULLAN CHEK
No Kad Pengenalan	: 990624-05-5444
Program	: IJAZAH SARJANA MUDA PENGURUSAN SISTEM PEJABAT
Tempoh Latihan	: 01 MAC 2023 hingga 15 OGOS 2023

Dengan segala hormatnya, perkara di atas adalah dirujuk.

2. Sukacita dimaklumkan bahawa permohonan bagi penempatan latihan industri di Pejabat Daerah dan Tanah Jempol adalah **diluluskan dengan tanpa apa-apa bayaran.** Pelajar tuan dikehendaki hadir melapor diri pada tarikh yang telah ditetapkan.

3. Jabatan ini mengucapkan ribuan terima kasih kerana menjadikan Pejabat Daerah dan Tanah Jempol sebagai tempat untuk pelajar tuan menjalani latihan industri.

Sekian, terima kasih.

"MALAYSIA MADANI" "BERKHIDMAT UNTUK NEGARA" "BERSIH.MUAFAKAT.SEJAHTERA"

Saya yang menjalankan amanah,

(MOHD SHAHRIN BIN OMAR) b.p : Pegawai Daerah Jempol

(Sila catatkan rujukan fail Pejabat ini apabila berhubung)

MOHD SHAHRIN BIN OMAR

PENOLONG PEGAWAI TADBIR PEJABAT DAERAH DAN TANAH JEMPOL

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JEMPOL

Daerah Jempol merupakan salah satu daripada sembilan daerah yang terdapat di Negeri Sembilan. Daerah ini telah diwujudkan pada 1 Januari 1980 bertujuan untuk memperkemas pentadbiran daerah Sebelum tahun 1980. daerah Jempol merupakan sebahagian daripada daerah Kuala Pilah. Luas keseluruhan daerah ini ialah 148,458.42 hektar dan merupakan daerah terbesar di dalam Negeri Sembilan Daerah ini terbahagi kepada lima mukim laitu Mukim Kuala Jempol, Mukim Rompin, Mukim Serting Ulu, Mukim Serting Hilir dan Mukim Jelei. Sebahagian besar tanah di daerah ini dalah digunakan untuk pertanian getah dan perladangan sawit. Sehingga kini, dalam tempoh 30 tahun, daerah ini telah membangun dengan begitu pesat dan Kerajaan Negeri mensasarkan pentadbiran Kerajaan Tempatan daerah ini menjadi Majlis Perbandaran menjelang 2018.



3	2.8966'N
	102.4055'E
8	112,354 (2010)
M-	1484.5842KM ²



MISI, VISI & OBJEKTIF JABATAN

PEJABAT DAERAH DAN TANAH JEMPOL

VISI

Melaksanakan pembangunan Daerah Jempol menerusi pembangunan fizikal, modal insan dan pemeliharaan alam sekitar serta memastikan sistem penyampaian yang memenuhi kehendak pelanggan

MISI

Menjadikan Daerah Jempol sebuah daerah yang maju dan sejahtera menerusi pembangunan yang seimbang

OBJEKTIF

- Meningkatkan permodenan pentadbiran daerah dengan melaksanakan komputerisasi selaras dengan perkembangan teknologi perhubungan dan maklumat (ICT)
- Meningkatkan anggota perkhidmatan awam yang berpengetahuan (K - Pekerja) sebagai pernangkin kecekapan perkhidmatan kerajaan di peringkat daerah
- Meningkatkan kualiti hidup masyarakat sebagai asas perpaduan melalui perlaksanaan program pembangunan fizikal dan sosial yang pesat
- Memberi kepimpinan dan menyelaraskan aktivitiaktiviti agensi negeri dan persekutuan di peringkat daerah



5

Cawangan Melaka Kampus Bandaraya Melaka



اوَنِبُو سِيتَةٍ بْنَكْبُو لُوجَ بْ



Last day of Internship









File Station- Where's all the document related to.







Personal Assistant's workstation.