



الجامعة
UNIVERSITI
TEKNOLOGI
MARA

Fakulti
Pengurusan
dan Perniagaan

INDUSTRIAL TRAINING REPORT AT LEMBAGA PELABUHAN JOHOR (LPJ)

1 March – 15 August 2023

Siti Nabilah Binti Hassan | 2020837136 | BA243



EXECUTIVE SUMMARY

My six-month internship at Lembaga Pelabuhan Johor was a truly memorable and motivational experience that helped me to grow both professionally and personally. I am grateful for the opportunity to have interned at Lembaga Pelabuhan Johor, as it was a valuable learning experience that has helped me to develop my skills and knowledge in human resource management. I was fortunate to have a supervisor who was not only knowledgeable and experienced, but also supportive and encouraging. I learned a great deal from my supervisor, and I am grateful for their help and guidance.

My supervisor was a valuable mentor who helped me to develop my skills and knowledge in human resource management. I am grateful for their support and encouragement, which helped me to achieve my goal of completing my bachelor's program in education. I learned a great deal from the staff at Lembaga Pelabuhan Johor, not only about human resource management, but also about professional and personal development. I am grateful for the opportunity to have worked with such a talented and dedicated team. The experience at Lembaga Pelabuhan Johor has helped me to develop my skills and knowledge in human resource management, and it has also helped me to grow as a professional and a person. I am grateful for the opportunity to have worked with such a supportive and encouraging team.

Two of the most important skills that I learned during my internship were communication and time management. These skills have helped me to become a more effective and efficient employee. I learned a great deal about communication and time management during my internship. These skills are essential for success in any career, and I am grateful for the opportunity to have developed them. I learned a great deal about time management during my internship. I learned how to prioritize tasks, meet deadlines, and work effectively under pressure. These skills have made me a more disciplined and professional employee. Time management is an essential skill for any employee, and I am grateful for the opportunity to have developed this skill during my internship. I am now able to manage my time more effectively, which has helped me to be more productive and efficient. I am grateful for the opportunity to have interned at Lembaga Pelabuhan Johor. The experience has helped me to grow both professionally and personally, and I am confident that I will be able to use the knowledge and skills that I have acquired to succeed in my career. I am eager to continue my journey in the human resource management industry. I am confident that the knowledge and skills that I have acquired during my internship will help me to achieve my goals.

ACKNOWLEDGEMENT

I would like to take this opportunity to express my heartfelt gratitude to all the individuals who have supported and contributed to my internship experience in the field of Human Resources. Their guidance, expertise, and unwavering support have been invaluable in shaping my learning journey and the successful completion of this internship report. I would like to acknowledge the following individuals and groups:

First and foremost, I would like to express my deepest appreciation to Encik Md Zai Bin Solah, my supervisor, for providing me with this exceptional internship opportunity, their expertise, mentorship, and continuous guidance throughout my internship have been instrumental in my professional development. I am grateful for their patience, encouragement, and dedication to my growth as a Human Resource professional. I would like to extend my gratitude to the entire Human Resource team at Lembaga Pelabuhan Johor for welcoming me into their department and for their willingness to share their knowledge and expertise. Their support, collaboration, and willingness to provide me with meaningful tasks and projects have allowed me to gain practical experience and develop a comprehensive understanding of various Human Resource functions.

I would also like to acknowledge the support and guidance received from my academic mentor, madam Siti Rohana, whose expertise and valuable suggestions helped shape the structure and content of this report. Their commitment to my development as a Human Resource professional has been greatly appreciated. Additionally, I am grateful to my fellow interns and colleagues, whose collaboration and camaraderie made this internship experience even more enriching. The exchange of ideas, discussions, and shared experiences have fostered a positive and supportive work environment.

Lastly, I would like to express my heartfelt appreciation to my family and friends, who have been a constant source of encouragement and support throughout my academic and professional journey. Their unwavering belief in my abilities has been a driving force behind my success. To everyone mentioned above and anyone else who has played a role in my internship, thank you for your invaluable contributions. Your guidance and support have not only helped me develop professionally but also enriched my personal growth. I am truly grateful for the opportunities provide and the knowledge gained during the internship.

LIST OF TABLES

No	Table	Pages
1	Operating Schedule of Lembaga Pelabuhan Johor (LPJ)	19
2	SWOT Analysis of Lembaga Pelabuhan Johor (LPJ)	26
3	Discussion and recommendations of Lembaga Pelabuhan Johor (LPJ)	34

LIST OF FIGURES

No	Figures	Pages
1	Lembaga Pelabuhan Johor's Logo	10
2	Lembaga Pelabuhan Johor's location	11
3	Lembaga Pelabuhan Johor to Johor Port (4.7 km)	12
4	Lembaga Pelabuhan Johor to Port of Tanjung Pelepas (52.5 km)	12
5	Operation hour of Lembaga Pelabuhan Johor	13
6	Port Operator, Johor Port Berhad and Port of Tanjung Pelepas	15
7	Organizational Chart of Lembaga Pelabuhan Johor (LPJ)	16
8	Department Chart of Human Resources	17
9	Offer letter from Lembaga Pelabuhan Johor (LPJ)	41
10	Designing, creating and updating Lembaga Pelabuhan Johor (LPJ) E-book slides	42
11	Organizing employee files and data records	42
12	Creating feedback platform for the employees	43
13	Distribute memo letters to employees	43
14	Introduction to Port Operation and Management	44
15	IM Fit and Lestari programme at UniKI MITEC	44
16	Compose letters	44
17	Hari Raya Aidilfitri Celebration at Lembaga Pelabuhan Johor (LPJ)	45

TABLE OF CONTENTS

EXECUTIVE SUMMARY	2
ACKNOWLEDGEMENT.....	3
LIST OF TABLES.....	4
LIST OF FIGURES.....	5
2.0 STUDENT'S PROFILE	8
3.0 COMPANY'S PROFILE.....	10
3.1 NAME, LOCATION, OPERATING SCHEDULE, AND BACKGROUND.....	10
3.2 VISION, MISSION, OBJECTIVE, AND FUNCTIONS.....	14
4.0 BACKGROUND OF ESTABLISHMENT	15
5.0 ORGANIZATIONAL STRUCTURE.....	16
6.0 SERVICES OFFERED	18
7.0 TRAINING'S REFLECTION.....	19
7.1 DURATION: SPECIFIC DATE, WORKING DAY AND TIME	19
7.2 DETAILS: DEPARTMENT, ROLES, RESPONSIBILITIES, ASSIGNMENTS AND TASK.....	19
7.3 BENEFITS THAT YOU RECEIVED AND GAINED.....	22
8.0 ISSUE.....	25
9.0 SWOT ANALYSIS	26
9.1 STRENGTHS	27
9.2 WEAKNESSES.....	29
9.3 OPPORTUNITIES	31
9.4 THREAT.....	33
10.0 DISCUSSION AND RECOMMENDATIONS.....	34
10.1 WEAKNESSES.....	35
10.2 THREAT.....	37
11.0 CONCLUSION.....	39
12.0 REFERENCES	40

13.0 APPENDIX41

2.0 STUDENT'S PROFILE



SITI NABILAH BINTI HASSAN

CARRER OBJECTIVE

To secure a challenging position in Human Resource Management, where I can apply my academic background, interpersonal skills, and problem-solving abilities to contribute to the success of an organization. I aim to develop and implement strategic Human Resource initiatives that foster employee engagement, talent acquisition, and organizational development while ensuring compliance with legal and ethical standards. Through continuous learning and collaboration, I strive to become a trusted Human Resource professional who drives positive change, promotes a positive work culture, and enhances the overall employee experience.

EDUCATION

Bachelor Degree in Business Administration (Hons.) Human Resource Management. Universiti Teknologi MARA Kampus Bandaraya Melaka, Melaka. CGPA : 3.67	2020-2023
Diploma in Public Administration Universiti Teknologi MARA Seremban 3, Negeri Sembilan. CGPA : 3.06	2017-2020
Sijil Pelajaran Malaysia (SPM) Sekolah Menengah Kebangsaan Taman Setiawangsa, Kuala Lumpur. Results: 2A, 4A-, 1B, 1C+, 1C	2012-2016

WORK EXPERIENCE

Internship at Lembaga Pelabuhan Johor (LPJ), Johor Bahru

March 2023 - August 2023

- Organizing employee files and data records.
- Updating employees' vehicles loans and the company's car insurance.
- Designing, creating, and updating Lembaga Pelabuhan Johor (LPJ) E-book slides.

Kitchen staff at Pizza Hut, Pasir Gudang 2, Johor Bahru.

August 2022 - September 2022

- Keeping a keen eye on food quality.
- Following recipes to perfection.
- Being truly focused on Health and Safety or Food Hygiene regulations.

Service crew at Big Apple Donuts and Coffee, Aeon AU2 Setiawangsa, Kuala Lumpur.

December 2016 - April 2017

- Ensure day-to-day outlet operations are carried out smoothly.
- Greet and attend to customers' requests.
- Update work reports and documents.

PROJECT EXPERIENCE

Virtual Melaka International Intellectual Exposition 2022 Melaka, Malaysia (V-MIEX) <i>Bronze Medal / Bronze Award</i>	2022
--	-------------

- An annual international competition that showcases the latest in research and innovation from students and researchers from around the world.

VOLUNTEERISM AND LEADERSHIP EXPERIENCES

Hasta La Vista 2023: New Path Unlocked!, Ancasa Residences, Port Dickson	2023
<i>Registration and Certification Bureau</i>	
<ul style="list-style-type: none">• We need to make sure that all participants arrive on time and are present at the event.• We also need to create and design the certificate for participants and committee members.	
Talk Session: Life After Graduation: Lesson And Learnings Hasta La Vista 2023: New Path Unlocked!, UiTM Kampus Bandaraya Melaka.	2023
<i>Committee Member</i>	
<ul style="list-style-type: none">• Make sure all the participants are present at the program.	
Program CSR Lembaga Pelabuhan Johor CARES Back to School, Lembaga Pelabuhan Johor (LPJ).	2023
<i>Volunteer</i>	
<ul style="list-style-type: none">• To help pack backpacks, distribute school supplies, and provide other assistance to students in need.	
Webinar on Encountering Economic Crisis in 2023, UiTM Kampus Bandaraya Melaka.	2023
<i>Activity Bureau</i>	
<ul style="list-style-type: none">• To create quiz questions based on the speaker's slide• To make sure the attendees can join the game	
Program Pembangunan Murid (Edukids), UiTM Kampus Bandaraya Melaka.	2022
<i>Secretary</i>	
<ul style="list-style-type: none">• Recording all meetings detail.• Preparing program reports within one week of the program being conducted.	
Training Program 'Save The Earth', UiTM Kampus Bandaraya Melaka.	2022
<i>Assistant Program Leader</i>	
<ul style="list-style-type: none">• To develop and implement the program's plans and activities.	
Sharing Session: Career Expectation Vs Reality, UiTM Kampus Bandaraya Melaka.	2021
<i>Logistic Bureau</i>	
<ul style="list-style-type: none">• Ensuring smooth operations, technical setup, participant engagement, and overall event management.	

AWARDS AND HONOURS

Dean's List Award for Bachelor's Degree in Business Administration (Hons.) Human Resource Management, UiTM Kampus Bandaraya Melaka.

Semester 1,3.and 4

SKILLS

Soft skills: written and verbal communication, adaptability, excellent work ethic, ability to build relationships, good teamwork skills, organizational skills.

Computer: proficient in Microsoft Word, proficient in Microsoft PowerPoint, proficient in Microsoft Excel, proficient in Canva.

Languages: Malay (Native Speaker), English (Proficient)

REFERENCES

Encik Md Zai Bin Solah	Miss Rozana Binti Othman
Supervisor of Internship	Academic advisor/Lecturer
Lembaga Pelabuhan Johor (LPJ)	Universiti Teknologi MARA (UiTM) Kampus
Eksekutif, Pentadbiran dan Sumber Manusia	Bandaraya Melaka.

3.0 COMPANY'S PROFILE

3.1 NAME, LOCATION, OPERATING SCHEDULE, AND BACKGROUND

- i. Company's name



Figure 1: Lembaga Pelabuhan Johor's Logo

Students need exposure to the real world of work and hands-on experience before they graduate, and industrial training provides both. During the internship period, it is essential to complete an industrial training report, which will serve as a reference for the faculty advisor evaluating my activities at Lembaga Pelabuhan Johor. I am honored to have received the offer letter from Lembaga Pelabuhan Johor, as evidenced in Appendix, figure 9. Lembaga Pelabuhan Johor (LPJ) is a statutory organisation that was established in 1966 to administer and develop the Malaysian ports in Johor. Lembaga Pelabuhan Johor (LPJ) is in charge of port services including cargo management, stevedoring, and ship repair. Additionally, Lembaga Pelabuhan Johor (LPJ) promotes trade and investment in Johor.

Johor Port, Tanjung Pelepas Port, Pasir Gudang Port, Kukup Port, and Tanjung Langsat Port are the five terminals operated by Lembaga Pelabuhan Johor (LPJ) in Johor. It is the second busiest port in Malaysia and the largest harbour in Johor. Tanjung Pelepas Port is the port in Malaysia with the highest rate of growth, and it is projected to become the busiest port in Malaysia by 2025. Pasir Gudang Port is a significant oil and gas port and a major transshipment hub for Southeast Asian to Middle Eastern cargoes. Kukup facility is both a fishing facility and a popular tourist destination. The Tanjung Langsat Port is a significant container port and a major transshipment hub for Southeast Asian to European cargoes. Lembaga Pelabuhan Johor (LPJ) operates a fleet of more than 100 vessels for terminal services. Additionally, Lembaga Pelabuhan Johor (LPJ) has a number of subsidiary entities that offer specialised port services. For instance, Johor Port Marine Services, a subsidiary of Lembaga Pelabuhan Johor (LPJ), provides tugboat and barge services. Lembaga Pelabuhan Johor (LPJ) is committed to offering dependable and

efficient port services. In addition to promoting trade and investment in Johor, Lembaga Pelabuhan Johor (LPJ) is committed to doing so. The Lembaga Pelabuhan Johor (LPJ) believes that Johor's ports have the potential to become significant trade and investment hubs in Southeast Asia.

ii. Location

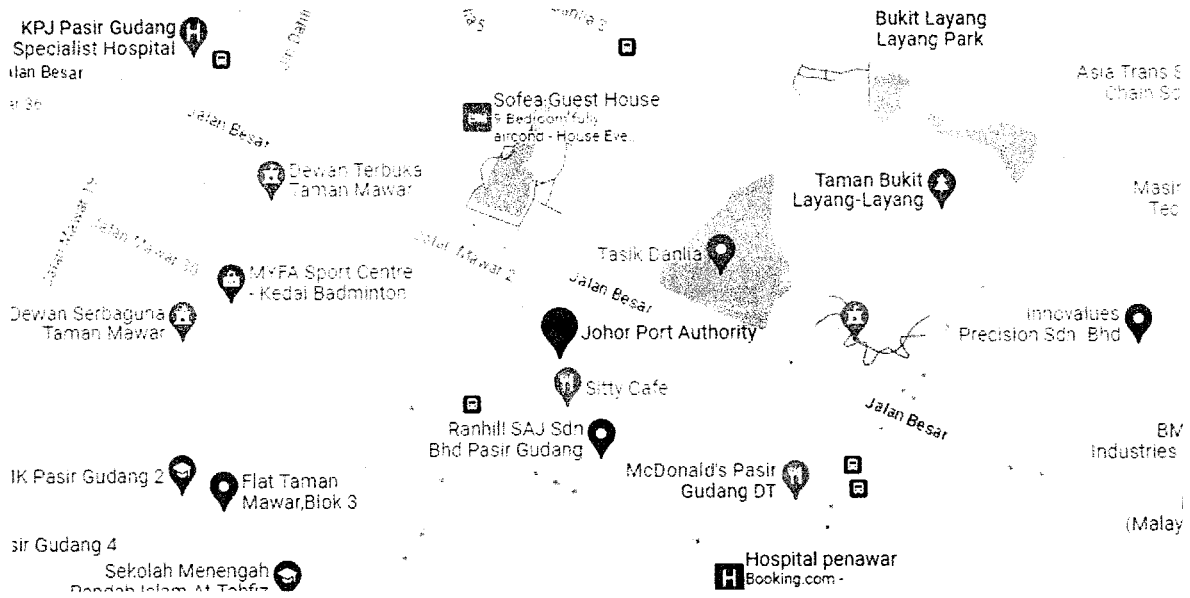


Figure 2: Lembaga Pelabuhan Johor's location

Jalan Mawar Merah 2,
Pusat Perdagangan Pasir Gudang 2,
81700 Pasir Gudang, Johor.

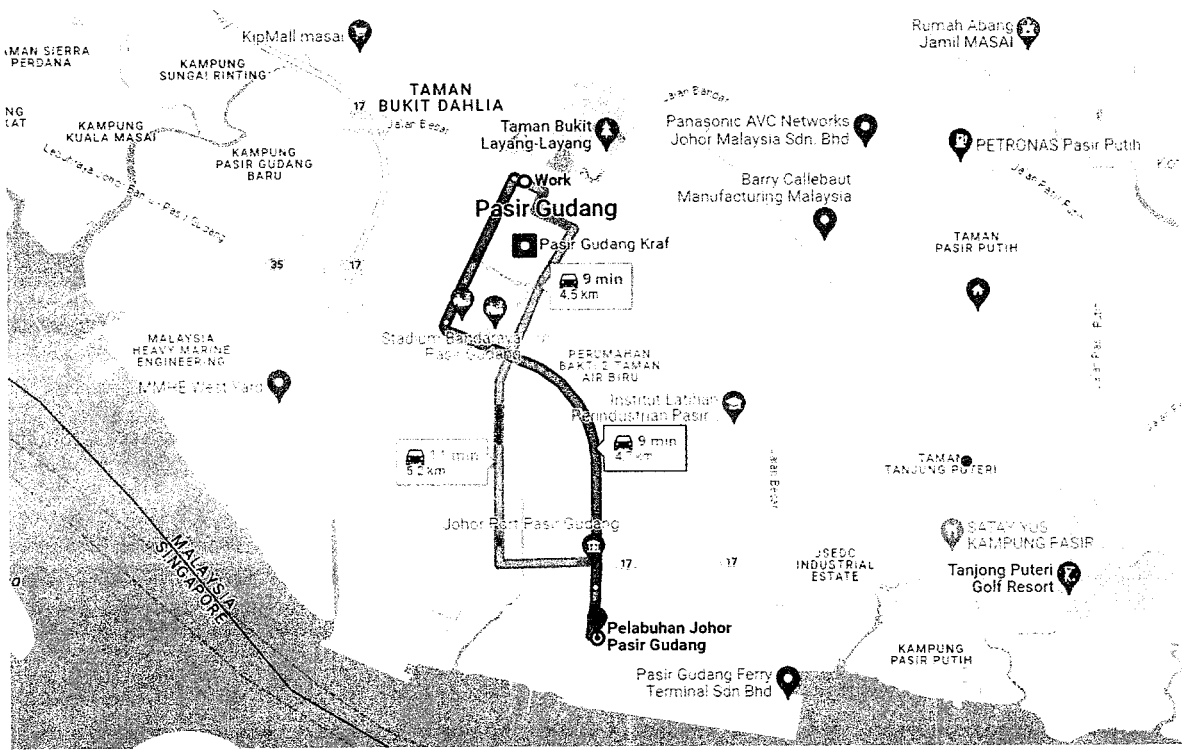


Figure 3: Lembaga Pelabuhan Johor to Johor Port (4.7 km)

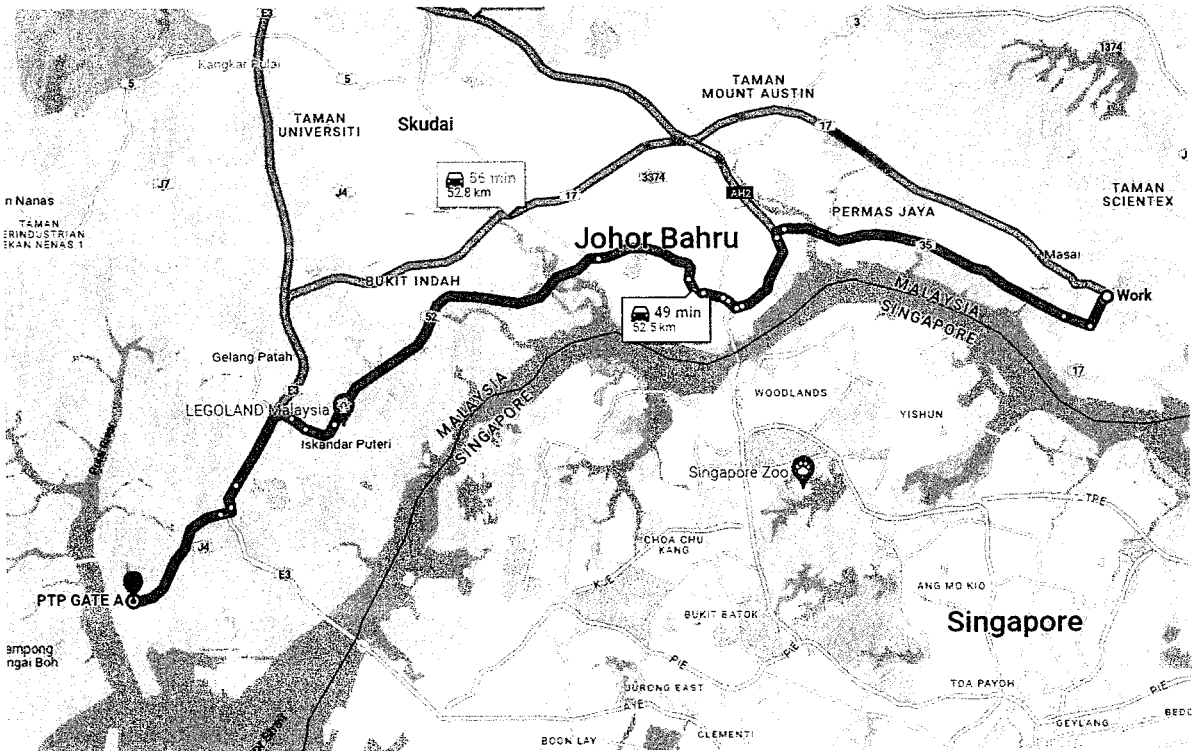


Figure 4: Lembaga Pelabuhan Johor to Port of Tanjung Pelepas (52.5 km)

iii. Operation hour

PERATURAN PEGAWAI LPJ
Waktu Bekerja

Waktu fleksibel

- Waktu bekerja
- Waktu balik

AHAD 8:00_{am} hingga 9:00_{am}
hingga

KHAMIS 4:45_{pm} hingga 5:45_{pm}

Waktu balik bergantung mengikut waktu kehadiran mencukupi **8Jam 45Min** bekerja

Waktu fleksibel
8:00_{am} hingga 4:45_{pm}

WAKTU REHAT
adalah dari 1:00 hingga 2:00 Petang

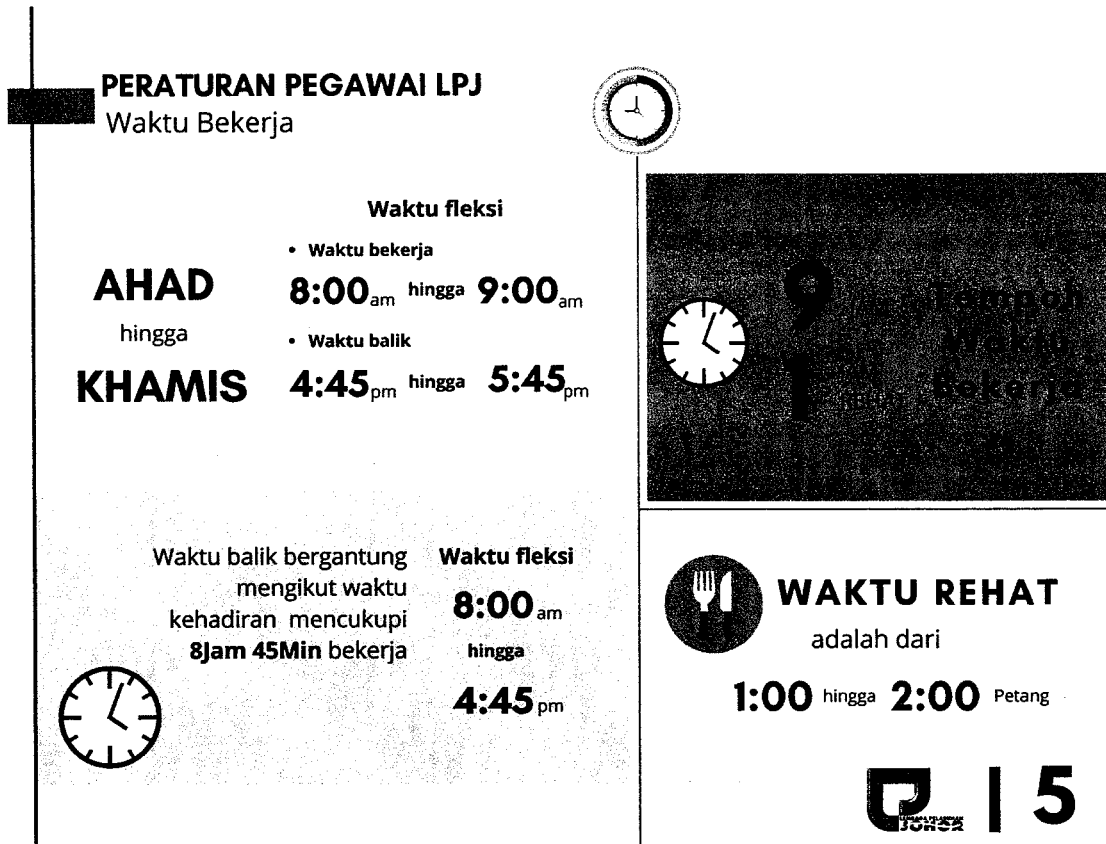


Figure 5: Operation hour of Lembaga Pelabuhan Johor

The working hours for Lembaga Pelabuhan employees are flexible, meaning the return time depends on completing 8 hours and 45 minutes of work, and the lunch break is 1 hour from 1:00 p.m. to 2.00 p.m.

3.2 VISION, MISSION, OBJECTIVE, AND FUNCTIONS

i. **Vision**

“To be the leading port authority driving Johor as the preferred port.”

ii. **Mission**

“To regulate and facilitate maritime industry to enhance the competitiveness of ports in Johor.”

iii. **Objectives**

1. To strengthen the development of port infrastructure capacity in line with the needs of customers and stakeholders.
2. To enhance the efficiency and effectiveness of port security, health and environment control.
3. To strengthen human capital competencies in port and marine knowledge and skills.
4. To create a port environment and community that promotes business.

4.0 BACKGROUND OF ESTABLISHMENT

On January 1, 1975, the Port Authority Act of 1963 was established, leading to the creation of Lembaga Pelabuhan Johor (LPJ). In 1977, the Pasir Gudang Port, Johor opened in the area and quickly became a major trading gateway for the expanding industrial activities in the Pasir Gudang region. The Port of Johor, Pasir Gudang was privatised in 1995 to Johor Port Berhad (JPB) under the Ports (Privatisation) Act 1990 in order to conform to the national privatisation agenda and increase its competitiveness.

Lembaga Pelabuhan Johor (LPJ) was formed as a regulatory body and facilitator for the port after the privatisation. The "Built, Operate, and Transfer (BOT)" model was approved by the Malaysian government in 1995 for the development of the Port of Tanjung Pelepas in the Gelang Patah neighbourhood of Johor. Pelabuhan Tanjung Pelepas Sdn.Bhd. has been in charge of running this port since it opened in 2000. By marketing Pasir Gudang Port and Tanjung Pelepas Port as "Malaysia's Southern Gateways," the two ports will serve as "Maritime Hubs" that link the country to the international business community. Private jetties near Pasir Gudang Port and Tanjung Pelepas Port are licenced by Lembaga Pelabuhan Johor, the port authority.



Figure 6: Port Operator, Johor Port Berhad and Port of Tanjung Pelepas

5.0 ORGANIZATIONAL STRUCTURE

i. Organization Structure of Lembaga Pelabuhan Johor (LPJ)

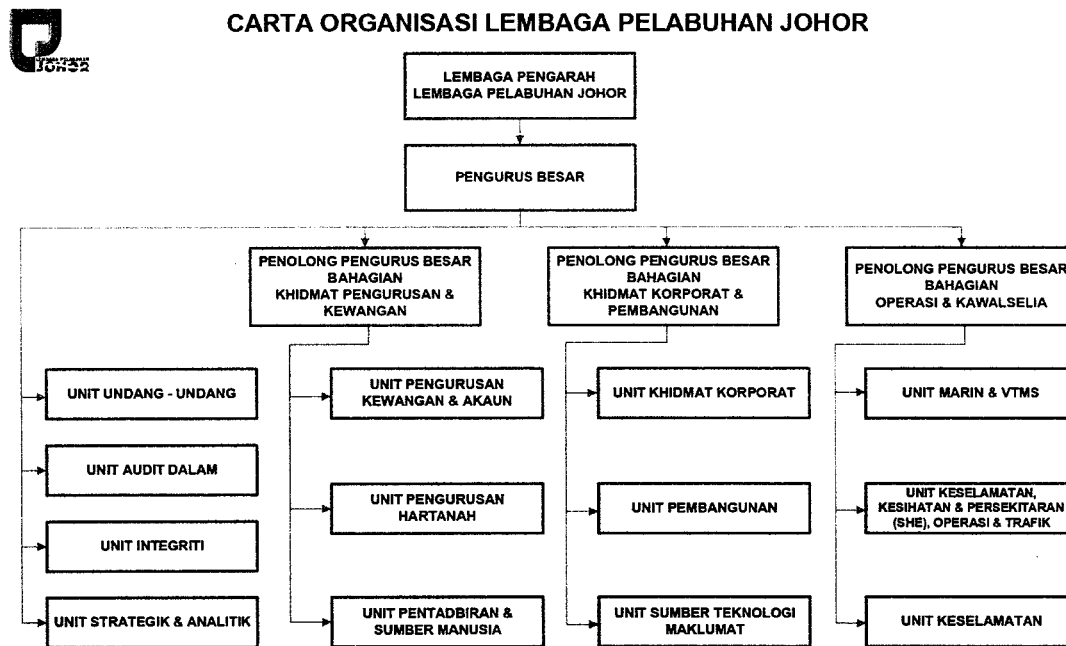


Figure 7: Organizational Chart of Lembaga Pelabuhan Johor (LPJ)

The Lembaga Pelabuhan Johor (LPJ) organisational structure is a functional organisational structure. This organisational structure is distinguished by a distinct separation of roles and responsibilities. Each functional division is in charge of a certain aspect of the port's operations, and there is a clear chain of command. There are several advantages to using a functional organisational structure. Because each functional division is focused on its particular area of expertise, it can help to ensure that the port is managed efficiently and successfully. It can also enhance specialisation and efficiency by allowing people to focus on their areas of competence. Overall, because Lembaga Pelabuhan Johor (LPJ) is a large and complex organisation with a wide variety of duties, the functional organisational structure is a good choice. The functional organisational structure contributes to the port's efficient and effective management, as well as to the promotion of specialisation and efficiency.

ii. Department Chart of Human Resources



CARTA UNIT PENTADBIRAN DAN SUMBER MANUSIA

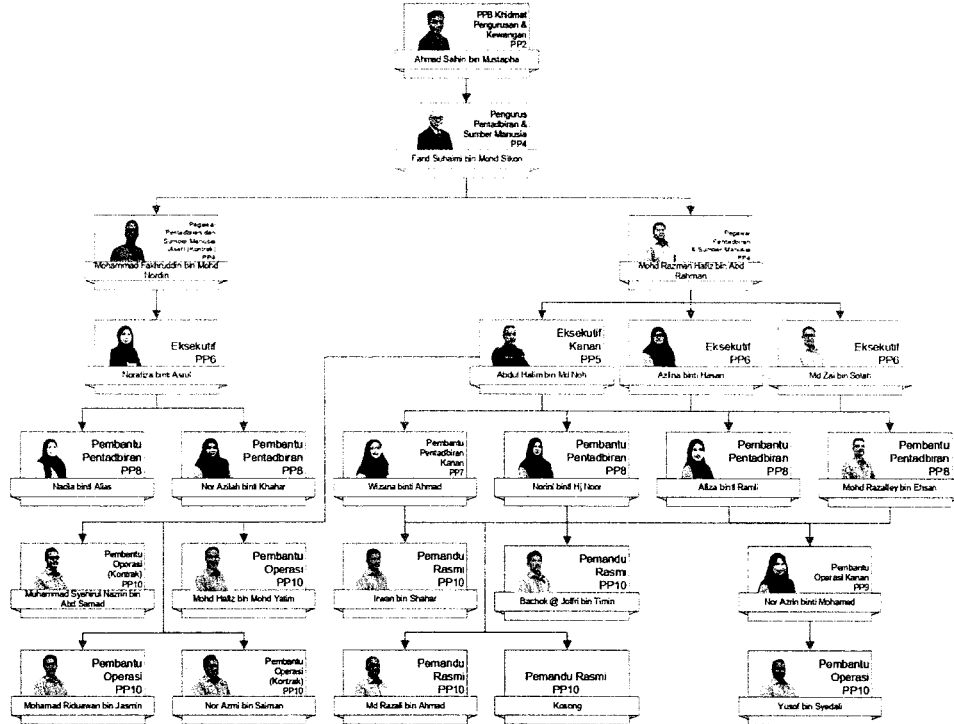


Figure 8: Department Chart of Human Resources

Lembaga Pelabuhan Johor’s (LPJ) Human Resources team plays a crucial role in maintaining a productive and happy workforce. This division is in charge recruiting, training, developing, and retaining the best employees. The division is also in charge of making sure workers have a pleasant and encouraging place to do their jobs.

6.0 SERVICES OFFERED

1. Providing Basic Advice

It is the responsibility of the Lembaga Pelabuhan Johor (LPJ) to provide all policy-related guidance to all stakeholders and port users. This policy guidance is in accordance with the legal requirements that are in effect in the ports of Tanjung Pelepas and Johor, and it covers all exciting policies.

2. Regulate

The Lembaga Pelabuhan Johor (LPJ) is responsible for regulating the Port of Johor and the Port of Tanjung Pelepas. Lembaga Pelabuhan Johor's jurisdiction also covers all limits of Pasir Gudang waters and Tanjung Pelepas waters limits.

3. Facilitating

The Lembaga Pelabuhan Johor (LPJ) is responsible for facilitating transactions and activities in the port for consumers and stakeholders in conducting business

4. As a Bench Mark

The Lembaga Pelabuhan Johor (LPJ) plays a role in being a benchmark for other ports, especially in Malaysia. This role includes all activities that facilitate business at the port.

5. Information center

The Lembaga Pelabuhan Johor (LPJ) is committed to playing its role as the information center for all stakeholders and port users. The information presented is relevant and up-to-date in making Lembaga Pelabuhan Johor (LPJ) a reference expert.

6. Coordinating

The Lembaga Pelabuhan Johor (LPJ) is responsible for coordinating and regularizing with other government bodies and stakeholders in relation to all port activities in ensuring that port services are not affected and cooperation is close.

7. Research

The Lembaga Pelabuhan Johor (LPJ) is responsible for conducting relevant research on port operations. With these researches, they can help the port to provide excellent services and further make the port in Johor as the Port of Choice.

7.0 TRAINING'S REFLECTION

7.1 DURATION: SPECIFIC DATE, WORKING DAY AND TIME

I am immensely thankful to the Almighty that, in 2023, after numerous emails I sent to various companies, I have been offered an internship at Lembaga Pelabuhan Johor (LPJ) as a member of the Human Resources team. Following a regular routine, I wake up every weekday from Sunday to Thursday at 8.00 a.m. to report to the office until 4.45 p.m., while my off-days are Friday and Saturday. The duration of this industrial training spans six months, equivalent to 24 weeks, commencing from March 1, 2023, until August 15, 2023. Table 1 below for the detailed operating schedule.

7.1.1 Operating Schedule

Days	Time In	Time Out
Sunday – Thursday	8.00 a.m.	4.45 p.m.
Friday - Saturday	Weekend Holidays	

Table 1: Operating Schedule of Lembaga Pelabuhan Johor (LPJ).

7.2 DETAILS: DEPARTMENT, ROLES, RESPONSIBILITIES, ASSIGNMENTS AND TASK

It has been a privilege for me because I have been fortunate to gain various experiences from the Human Resources department that are linked to the course that I have done during my university studies. As a result, part of what I have learnt can be put into practice. Not only that, but I have also contributed some additional information to help me learn more. I was assigned to the Human Resources unit, which shares the same floor with the Procurement unit and the Strategic and Analytical unit.

7.2.1 Duties and Tasks

- These are the duties and tasks that doing throughout an industrial training.

During my Human Resource internship experience, I was entrusted with various crucial responsibilities that allowed me to develop essential skills and contribute effectively to the organization. One of my primary tasks involved the creation and distribution of memos to employees, organizing files or records of employees in Human Resource files, updating employees' vehicles loans and

company's car insurance, designing, creating and updating Lembaga Pelabuhan Johor E-book slides, creating feedback platform for the employees and drafting memo or responded letter to employees.

- Task 1: Distribute memo letters to employees

I had opportunity to actively distribute memo letters to employees. This gives me the opportunity to get acquainted with and visiting different departments, not only familiarizing oneself with colleagues within one's own unit but also establishing connections with employees in other units. The memos might be distributed to general manager, financial management and accounts unit, legal unit, internal audit unit, integrity unit, strategic and analytic unit, property and asset management unit, corporate services unit, development unit, information technology resources unit, marine and VTMS unit, safety, health, environment (SHE), operations and traffic unit. The Human Resources department play a role in distributing important companywide memos or policy updates to ensure consistent communication across all employees. Not only that, the Human Resources department also ensuring confidentiality and proper handling of sensitive or confidential memos. The employee who receives the letter must sign in the dispatch book indicate the date and time receiving the respective letter as evidence of receiving the letter. I need to ensure that the letter is delivered to the correct employee, and if the employee is not available, the letter can be given to a representative.

- Task 2: Compose letters

Additionally, I gained valuable experience in composing professional letters as part of my role. These included responded letters to employees about policies or procedure that they need to do if they want to allowance claim such as travel and accommodation claims. It typically refers to the reimbursement or request for compensation for expenses related to travel and accommodation incurred during work-related activities. I need to draft the letter with help or supervision of my supervisor which is Encik Md Zai. He needs to ensure that the letter I have prepared responds to the requirements and follows the organization's policies.

- Task 3: Organizing employee files and data records

Another important feature of my internship was that I was in charge of organising employee files and data records in the file room. Employee records were meticulously kept in filing cabinets, while private papers were safely kept on the company's website, which was created by the Information Technology section. Throughout the process of organising these data, I got to know with a number of corporate personnel, including their personal information such as names, addresses,

and other important information. I was also able to review numerous documents such as agreements, certificates, salary and performance records, receipts, employee paperwork referring to off days, and educational background. To be more specific, I am responsible for organising 158 personnel files at Lembaga Pelabuhan Johor into separate documents. I methodically organise them in alphabetical order based on their first names to make retrieval easier. We offer proper assurance and effective management by constantly preserving staff files. Because of the secret nature of the file room, this experience as a Human Resources intern is quite beneficial.

- Task 4: Updating employees' vehicles loans and company's car insurance

Employees who work for government organisations have the benefit of applying for car loans quickly and qualifying for vehicle purchases, which enables them to buy two or four wheelers for personal use. Employees often pay back these loans through the company's loan agency in equal monthly payments at a set interest rate. Many workers hope to get their own cars as soon as they start working. Once they possess the vehicle, they are in charge of paying installments in accordance with the criteria spelled forth in the hire buy loan agreement. Once the installment payments are finished, they become the new owners of the car. I have been using the Lembaga Pelabuhan Johor internet interface to update the loan amounts and insurance information for workers' cars as part of my allocated task. I have found it simple and convenient to update the data thanks to this simplified procedure. The names of the employees on the list, the beginning and ending dates of their loans, and the corresponding license plate numbers for their cars or motorcycles have all been given to me. Furthermore, there are 15 company-owned vehicles also need frequent updates on their mileage, insurance details, and any vehicle damages for insurance claims.

- Task 5: Designing, creating and updating Lembaga Pelabuhan Johor (LPJ) E-book slides

In addition, I had the chance to add slides to the organization's e-book. A digital format known as an e-book can be viewed and read on a computer, laptop, tablet, or smartphone. Due to its production efficiency and convenience, it has greatly increased in popularity. As part of my duties, I have been given the task of designing and creating a new e-book using the Lembaga Pelabuhan Johor policies book. Examples include e-books on service allowance, the medical plan for retired Lembaga Pelabuhan Johor employees, the user manual for Lembaga Pelabuhan Johor I-Human Resource I-Apply, the eOT User Manual, and many others. I created visually appealing presentations that effectively communicated critical themes and

coherently organized the content. I have been learning useful information about the company's background, specifics, and regulations of the organization as I update the e-book.

- Task 6: Creating feedback platform for the employees

Lastly, I also had the valuable opportunity to design and implement a comprehensive feedback form for employees. This responsibility allowed me to actively contribute to the organization's efforts in enhancing employee engagement and satisfaction. I also collaborated with my supervisor to understand the organization's specific goals and objectives for the feedback process. This enabled me to tailor the form to align with the company's values, culture, and desired outcomes. Through discussions and brainstorming sessions, I incorporated relevant questions and assessment criteria that would enable employees to provide meaningful feedback.

7.3 BENEFITS THAT YOU RECEIVED AND GAINED

- Allowance

I am entitled to a daily allowance of RM 40.00 from Lembaga Pelabuhan Johor, and an advantageous aspect is that there is no requirement to compensate for any periods of absence by utilizing my leave requirement. This implies that the allowance is exclusively disbursed for the days during which I actively fulfill my work obligations.

- Benefits

I was able to learn more about the field and improve my professional skills in a number of ways. First, I learned how to use Lembaga Pelabuhan Johor (LPJ) Portal, an innovative software tool used by Lembaga Pelabuhan Johor for efficient management like attendance, VTMS report, eSlip, iHR, Contract Mgmt, IT Services, and Reporting and Analysis. This hands-on training gave me a chance to learn about the software's features and how to use it.

Furthermore, my internship provided me with essential insight to the industry's real-world working environment. I gained exposure to the development and implementation of Human Resource policies and procedures through active participation in day-to-day Human Resource policies and compliance, such as in Lembaga Pelabuhan Johor, where they make their own policies known as "Skim Perkhidmatan Lembaga Pelabuhan Johor (SPL) Badan Berkanun Diasingkan Saraan

Dan Dibebaskan (BBDSB)". From this, I learnt and gained knowledge about benefits for employees, allowances, procedures, and schemes. This gives me a significant advantage because I know and understand employees better.

During my time working as a human resources intern, I was given the chance to concentrate on my own personal growth as well as acquire a wide range of information and abilities that are essential for my future career. Mastering the art of performing multiple tasks at once was one of the areas that I focused on improving. I was able to increase my productivity and successfully fulfil all of the deadlines that I set for myself by properly handling many projects at the same time, establishing priorities, and keeping my concentration. Because of this ability, I was able to undertake a wide variety of jobs simultaneously and adjust to the fast-paced environment of the human resources industry.

During my internship, I learned that being on time is a key part of being responsible. I tried to be on time because I knew how important it was to manage my time. I made sure I got to work on time, finished duties by the due date, and respected the time of others. This focus on being on time showed that I was serious about my responsibilities and helped me build an image as a reliable team member.

Accepting risks and improving my negotiation abilities were critical components of my personal development as a Human Resources intern. I welcomed the chance to push outside of my comfort zone, challenge standard practises, and think creatively. I received significant insights and learned from both successes and mistakes by taking smart risks. Furthermore, I concentrated on developing my negotiating abilities, understanding that successful negotiation is critical in Human Resources for resolving disagreements, establishing concessions, and attaining mutually beneficial outcomes. This skill set enables me to confidently traverse challenging circumstances and contribute to positive and effective dialogues.

My internship experience also underlined the importance of excellent communication in the Human Resources industry, both written and verbal. I actively worked on strengthening my communication skills by practicing active listening, clearly and concisely explaining my thoughts, and adjusting my communication style to diverse groups. I recognised that excellent communication is the basis for developing solid relationships, settling issues, and accurately communicating information. I was able to create trust, effectively explain complicated ideas, and contribute to a pleasant work environment by developing my communication abilities.

During my internship, I also emphasised the development of strong interpersonal skills. Developing empathy, emotional intelligence, and relationship-

building skills enabled me to interact with coworkers at all organisational levels. By recognising and valuing diverse viewpoints, I nurtured an inclusive and supportive workplace. These abilities were especially useful for navigating delicate situations with tact and diplomacy and for fostering a positive organisational culture.

Lastly, my job gave me more confidence as a person who works in Human Resources. I got confidence in my skills by focusing on my strengths, becoming surer of myself, and acting in a professional way. This helped me face problems head-on, make well-informed choices, and contribute effectively to Human Resources projects. Also, my commitment to integrity and respect made sure that I acted in an ethical way, which gave my coworkers trust and credibility.

Finally, my Human Resources internship served as a platform for personal development, helping me to gain and perfect critical information and abilities. I enhanced my competencies as a Human Resources professional by multitasking, flexible teamwork, timeliness, risk-taking, negotiating, effective communication, interpersonal skills, and confidence-building. These abilities will surely contribute to my future success in the field and will provide a solid foundation for ongoing growth and development.

8.0 ISSUE

Discrepancy between the organization's internal scheme

The Lembaga Pelabuhan Johor was established as a “Badan Berkanun Diasingkan Saraan dan Dibebaskan (BBDSB)” in 2018. Therefore, the employees of the Lembaga Pelabuhan Johor (LPJ) have transitioned from the pension scheme to the Employees Provident Fund (KWSP) under the statutory body. The recruitment of employees after 2018 in the Lembaga Pelabuhan Johor (LPJ) still requires them to undergo examinations and the “Program Transformasi Minda (PTM)” introduced by the civil service. The issue of examination for service confirmation arises when the Lembaga Pelabuhan Johor (LPJ) has its own scheme called the “Skim Perkhidmatan Lembaga Pelabuhan Johor (SPL) Badan Berkanun Diasingkan Saraan dan Dibebaskan (BBDSB)”, but still follows the service confirmation process based on the government or the Public Service Department (JPA), which is no longer relevant because the examination questions from the Public Service Department (JPA) do not consider the policies or acts used by the Lembaga Pelabuhan Johor (LPJ) in the “Skim Perkhidmatan Lembaga Pelabuhan Johor (SPL) Badan Berkanun Diasingkan Saraan dan Dibebaskan (BBDSB)”. This happens because the examination questions from the Public Service Department (JPA) cover official documents such as circulars and acts used by all civil servants.

Therefore, the Lembaga Pelabuhan Johor (LPJ) intends to create its own examination system for future recruits as a requirement to become competent officers. This action is taken by the Lembaga Pelabuhan Johor (LPJ) because they aim to ensure that all officers in the Lembaga Pelabuhan Johor (LPJ), regardless of their positions, scopes of work, or job divisions, have knowledge of port administration operations, which is the core or main operation of the organization.

The main issue at Lembaga Pelabuhan Johor (LPJ) is the discrepancy between the organization's internal scheme, the Skim Perkhidmatan Lembaga Pelabuhan Johor (SPL) Badan Berkanun Diasingkan Saraan dan Dibebaskan (BBDSB), and the service confirmation process based on the government or the Public Service Department (JPA). This creates a challenge in conducting examinations that align with Lembaga Pelabuhan Johor's (LPJ) specific policies and acts, leading to a lack of relevance and suitability for Lembaga Pelabuhan Johor (LPJ) employees.

9.0 SWOT ANALYSIS

LEMBAGA PELABUHAN JOHOR (LPJ)	STRENGTH	WEAKNESSES
	<ol style="list-style-type: none"> 1. Autonomy and flexibility in decision-making as a separate statutory body. 2. Ability to develop and implement its own schemes and policies. 	<ol style="list-style-type: none"> 1. Incompatibility between Lembaga Pelabuhan Johor's (LPJ) internal scheme. 2. Limited alignment and relevance of examination questions.
	OPPORTUNITIES	THREAT
	<ol style="list-style-type: none"> 1. Creating a customized examination system aligned with Lembaga's Pelabuhan Johor (LPJ) policies and acts. 2. Implementing a customized examination system can promote a sense of unity and common purpose among LPJ employees. 	<ol style="list-style-type: none"> 1. Resistance to change and adoption of a new examination system. 2. Developing and implementing a customized examination system requires resources, including time, personnel, and technology.

Table 2: SWOT Analysis of Lembaga Pelabuhan Johor (LPJ)

9.1 STRENGTHS

1. **Established as a separate statutory body (BBDSB), providing autonomy and flexibility in decision-making.**

When the Lembaga Pelabuhan Johor (LPJ) was set up as a separate statutory body under the "Badan Berkanun Diasingkan Saraan dan Dibebaskan (BBDSB)" status, this indicates that the Lembaga Pelabuhan Johor (LPJ) functions as an independent entity with its own legal framework and governance structure. The Lembaga Pelabuhan Johor (LPJ) is a statutory body, which means that it has a separate legal personality from the government and contains specific functions, rights, and obligations that are conferred by law.

Lembaga Pelabuhan Johor (LPJ) has autonomy and flexibility in its decision-making procedures due to its status as a separate statutory body. Lembaga Pelabuhan Johor (LPJ) has the authority to make decisions and implement policies within its defined scope and jurisdiction, without requiring constant direct intervention from the government or from external entities. This independence enables Lembaga Pelabuhan Johor (LPJ) to tailor its operations and strategies to its particular requirements and objectives. Lembaga Pelabuhan Johor (LPJ) can respond more efficiently and effectively to the dynamic requirements of the port industry and its stakeholders if it has the ability to make independent decisions. It enables Lembaga Pelabuhan Johor (LPJ) to develop and implement policies, schemes, and initiatives that are consistent with its vision and mission, thereby developing a more agile and responsive organizational structure.

In addition, because Lembaga Pelabuhan Johor (LPJ) is a separate legal body, it has more financial freedom and control over its budget and resources. This gives Lembaga Pelabuhan Johor (LPJ) the freedom to spend money and use resources based on its needs. This makes sure that resources are managed and used well so that Lembaga Pelabuhan Johor (LPJ) can reach its goals. Overall, making Lembaga Pelabuhan Johor (LPJ) a separate statutory body with autonomy and flexibility in decision-making gives the organization a level of independence, adaptability, and accountability that may help it better manage and develop the port infrastructure and services in Johor.

2. Ability to develop and implement its own schemes and policies, such as the Skim Perkhidmatan Lembaga Pelabuhan Johor (SPL) Badan Berkanun Disingkan Saraan dan Dibebaskan (BBDSB).

Lembaga Pelabuhan Johor (LPJ) is very good at coming up with, developing, and putting into action its own plans and policies. This is shown by the creation and implementation of the Skim Perkhidmatan Lembaga Pelabuhan Johor (SPL) Badan Berkanun Disingkan Saraan dan Dibebaskan (BBDSB). This gives Lembaga Pelabuhan Johor (LPJ) a unique advantage that gives it full control over the design, creation, and implementation of different schemes and policies that are specifically made to meet the organization's wants, goals, and operational needs. Lembaga Pelabuhan Johor (LPJ) is able to make comprehensive frameworks that cover a wide range of important areas, such as human resource management, employee benefits, career progression, performance evaluation, and operational guidelines, because it has the power to make its own plans and policies. This level of independence and flexibility lets Lembaga Pelabuhan Johor (LPJ) make sure that its internal policies and plans are in line with the organization's vision, mission, and long-term goals, while also meeting the needs of its diverse workforce and making sure operations run smoothly.

Furthermore, the flexibility of Lembaga Pelabuhan Johor (LPJ) to design schemes and policies independently fosters agility and responsiveness to changing industrial dynamics, emerging trends, and expanding regulatory frameworks. Because of this self-sufficiency, Lembaga Pelabuhan Johor (LPJ) is able to constantly examine and improve its schemes and policies, including input, best practices, and lessons learned from internal and external stakeholders. Lembaga Pelabuhan Johor (LPJ) maintains a high degree of flexibility and agility by in charge of its own schemes and policies, allowing it to remain at the forefront of port administration and operations while effectively meeting the demands and expectations of stakeholders, industry partners, and regulatory bodies.

9.2 WEAKNESSES

1. **Incompatibility between Lembaga Pelabuhan Johor's (LPJ) internal scheme which is Skim Perkhidmatan Lembaga Pelabuhan Johor (SPL) Badan Berkanun Diasingkan Saraan dan Dibebaskan (BBDSB) and the service confirmation process based on Public Service Department (JPA), causing examination issues.**

The most significant issue for the Lembaga Pelabuhan Johor (LPJ) is that its internal scheme called the Skim Perkhidmatan Lembaga Pelabuhan Johor (SPL) Badan Berkanun Diasingkan Saraan dan Dibebaskan (BBDSB), does not match up with the service confirmation process, which follows the rules set by the government or the Public Service Department (JPA). This difference has caused problems with the way exams are given, mostly because the questions given by the Public Service Department (JPA) do not take into account the specific policies and acts used by Lembaga Pelabuhan Johor (LPJ) under the Skim Perkhidmatan Lembaga Pelabuhan Johor (SPL) Badan Berkanun Diasingkan Saraan dan Dibebaskan (BBDSB).

Consequently, Lembaga Pelabuhan Johor (LPJ) has realized that it needs to set up its own examination system for potential recruits. This will make sure that all officers in the organization have the right knowledge about port administration operations, which is what Lembaga Pelabuhan Johor (LPJ) is mainly responsible for. By taking this action, Lembaga Pelabuhan Johor (LPJ) hopes to fix the fact that the current examination process for Lembaga Pelabuhan Johor (LPJ) employees is not relevant or appropriate. This will make sure that candidates for positions in Lembaga Pelabuhan Johor (LPJ) have a full understanding of how port administration works, which will make them better able to do their jobs.

2. Limited alignment and relevance of examination questions from the Public Service Department (JPA) to Lembaga Pelabuhan Johor (LPJ) specific policies and acts.

One of the key issues faced by the Lembaga Pelabuhan Johor (LPJ) is the limited alignment and relevance of the examination questions provided by the Public Service Department (JPA) to Lembaga Pelabuhan Johor's (LPJ) specific policies and acts. This discrepancy arises due to LPJ's internal scheme, known as the Skim Perkhidmatan Lembaga Pelabuhan Johor (SPL) Badan Berkanun Diasingkan Saraan dan Dibebaskan (BBDSB), which outlines the organization's specific regulations and guidelines.

Since Lembaga Pelabuhan Johor (LPJ) operates under its own set of policies and acts, the examination questions formulated by the Public Service Department (JPA) do not adequately address the specific knowledge and skills required by Lembaga Pelabuhan Johor (LPJ) employees. As a result, Lembaga Pelabuhan Johor (LPJ) employees, particularly those who joined the organization after 2018, when Lembaga Pelabuhan Johor (LPJ) transitioned to the BBDSB, face challenges during the service confirmation process. The examination questions from the Public Service Department (JPA) primarily cover general official documents, such as circulars and acts applicable to all civil servants, rather than considering the policies and acts to Lembaga Pelabuhan Johor (LPJ). This creates a mismatch between the examination content and the knowledge necessary for Lembaga Pelabuhan Johor (LPJ) employees to perform their duties effectively within the context of port administration operations, which is the core focus of Lembaga Pelabuhan Johor's (LPJ) work.

9.3 OPPORTUNITIES

1. **Creating a customized examination system aligned with Lembaga Pelabuhan Johor's (LPJ) policies and acts, ensuring competency among future recruits.**

Lembaga Pelabuhan Johor (LPJ) plans to make its own customized examination system that is in line with its own policies and acts. This is because the Public Service Department's (JPA) questions are not always aligned with or relevant to Lembaga Pelabuhan Johor's (LPJ) policies and acts. The goal is to make sure that people who join Lembaga Pelabuhan Johor (LPJ) in the future have the skills they need to do their jobs well. By developing a custom examination system, Lembaga Pelabuhan Johor (LPJ) can assess whether or not a candidate is familiar with the laws, regulations, and processes that are specific to LPJ's port administration. By taking this approach, the organization can rest assured that its future employees will have the appropriate expertise to perform their jobs.

Lembaga Pelabuhan Johor's (LPJ) operations will be reflected in the thorough assessment provided by the tailored examination method. There will be more than only the standard test questions issued by the Public Service Department (JPA), which do not always apply to the unique circumstances of the Lembaga Pelabuhan Johor (LPJ). Instead, Lembaga Pelabuhan Johor's (LPJ) new test approach will focus on the agency's own policies, acts, and guidelines, allowing it to determine how well candidates comprehend these vital principles.

Lembaga Pelabuhan Johor (LPJ) can increase confidence in the reliability of its hiring decisions by standardizing its examination procedure in accordance with its own internal policies and regulations. It will help Lembaga Pelabuhan Johor (LPJ) in finding people who have the right set of skills and experience to make meaningful contributions to the organization's goals and daily operations. Careful preparation and development are needed to successfully implement a specialized examination system. To effectively evaluate candidates, Lembaga Pelabuhan Johor (LPJ) must first develop transparent guidelines, criteria, and standards. Lembaga Pelabuhan Johor (LPJ)-specific policies, actions, and operational procedures shall be the focus of the examination questions. Candidates should have access to sufficient time and study materials in order to fully prepare for the assessment.

Overall, the limited alignment and relevance in the current examination process can be addressed by implementing a tailored examination system in line with Lembaga Pelabuhan Johor's (LPJ) policies and acts. In this way, Lembaga

Pelabuhan Johor (LPJ) may be satisfied that its incoming workforce has the skills and understanding they need to contribute meaningfully to the organization's goals and successfully carry out their assigned responsibilities.

2. Implementing a customized examination system can promote a sense of unity and common purpose among Lembaga Pelabuhan Johor (LPJ) employees. It can create a shared understanding of the organization's policies and acts, fostering collaboration and a cohesive working environment.

As a platform for employees to collectively engage with and comprehend the organization's unique policies and acts, the implementation of a customized examination system at Lembaga Pelabuhan Johor (LPJ) has the potential to foster a sense of organizational cohesion among Lembaga Pelabuhan Johor (LPJ) employees, who would then be more likely to work together toward a common goal. Exams customized for Lembaga Pelabuhan Johor (LPJ) help instill a sense of ownership and a shared commitment to upholding Lembaga Pelabuhan Johor's (LPJ) principles and standards amongst employees through a thorough understanding of the organization's operational framework, regulations, and guidelines. When everyone on the team has the same foundational knowledge, it fosters a more cohesive and cooperative work environment that improves collaboration, teamwork, and synergy.

The customized examination system functions as a unifying instrument that facilitates the exchange of ideas, best practices, and approaches to problem-solving throughout the organization. In addition, as employees engage with the examination system, they gain a deeper understanding of the organization's values and goals, thereby reinforcing a shared sense of purpose and commitment to Lembaga Pelabuhan Johor's (LPJ) mission. This organizational cohesion, fostered by the customized examination system, not only boosts employee morale and satisfaction, but also contributes to enhanced collaboration, efficiency, and overall performance within Lembaga Pelabuhan Johor (LPJ), as employees work together harmoniously to achieve common goals, resulting in a stronger and more successful organization.

9.4 THREAT

1. Resistance to change and adoption of a new examination system within Lembaga Pelabuhan Johor (LPJ) and among employees.

Employees of Lembaga Pelabuhan Johor (LPJ) may be resistant to change and acceptance, which could be a significant obstacle for the Lembaga Pelabuhan Johor (LPJ) organization when it comes to the implementation of a new examination system that is consistent with its policies and acts. When individuals are presented with new processes or systems that differ from the standards that have been established, resistance to change is a frequent human reaction that can be observed. Employees who are used to the current examination method, even if it is not fully aligned with Lembaga Pelabuhan Johor's (LPJ) specific standards, may be hesitant to adopting a new system. This could be because employees have been accustomed to the current examination procedure. It is possible that they would rather stick with the tried-and-true method that's currently in place because they're afraid of the unknowns that come with implementing a new system.

2. Developing and implementing a customized examination system requires resources, including time, personnel, and technology. Limited resources may pose a threat to the successful implementation of the new system within LPJ.

When the Lembaga Pelabuhan Johor (LPJ) aims to develop and implement a customized examination system, it faces the challenge of resource constraints. This is because the process of developing and implementing a customized examination system requires a variety of resources, including time, personnel, and technology, to ensure that its successful implementation, and the limited availability of these resources may pose a threat to achieving that success. It takes a significant amount of time and effort to design, review, and improve test materials, as well as to define evaluation criteria and set rules and processes. This is required in order to develop an examination system that is both comprehensive and personalized. In addition, the Lembaga Pelabuhan Johor (LPJ) needs specialized professionals who are equipped with the experience and information necessary to properly build and run the examination system. This workforce should include subject matter experts, instructional designers, and assessment specialists.

10.0 DISCUSSION AND RECOMMENDATIONS


	WEAKNESSES	THREAT
	1. Incompatibility between Lembaga Pelabuhan Johor's (LPJ) internal scheme.	1. Resistance to change and adoption of a new examination system.
	RECOMMENDATION	RECOMMENDATION
	1. Foster Collaboration and Stakeholder Engagement.	1. Training and support.
	WEAKNESSES	THREAT
	2. Limited alignment and relevance of examination questions.	2. Developing and implementing a customized examination system requires resources, including time, personnel, and technology.
	RECOMMENDATION	RECOMMENDATION
	2. Training and support.	2. Project Management Practices

Table 3: Discussion and recommendations of Lembaga Pelabuhan Johor (LPJ)

10.1 WEAKNESSES

1. Foster Collaboration and Stakeholder Engagement

Stakeholder identification techniques can be used to gain a better understanding of stakeholders from an organizational perspective. They should outline each stakeholder's likely interests, benefits, consequences, dangers, and any pertinent particular traits. Because stakeholders' ideas and interests change over time, their attitudes and behaviors should be incorporated into development plans to anticipate any potential problems. Because deviations in stakeholder values can have an impact on organizational goals and strategies, organizations must be perceptive and alert to such changes (Bhaven, 2021). Maximizing stakeholder participation in the change process is another strategy for gaining their cooperation and trust. This involves include them in decision-making and activities related to shaping and testing the change (LinkedIn, 2023).

Motivate Lembaga Pelabuhan Johor (LPJ) staff, outside specialists, port users, and government agencies to work together and participate actively. Gathering feedback and input on the customized examination system design and implementation can be accomplished through regular meetings, forums, and discussions. Lembaga Pelabuhan Johor (LPJ) can increase the system's usefulness and efficiency by incorporating feedback from interested parties, who can help ensure that the system is tailored to their requirements.

Lembaga Pelabuhan Johor (LPJ) must keep the examination process fair, transparent, and professional at all times. To provide an honest and fair evaluation, the new approach should follow assessment industry standards. In order to ensure the validity and reliability of the examination system, Lembaga Pelabuhan Johor (LPJ) may consult with subject matter experts and key stakeholders.

2. Establishing a collaborative platform for LPJ employees to contribute to the development of examination questions.

Creating a feedback culture is not only essential for your professional development, but according to some studies, it is also the most important factor in achieving organisational and financial success. Psychological safety is the foundation of creating a feedback culture in which employees have access to one another, develop and maintain relationships, address biases, engage in open dialogue, provide constructive criticism, and recognise achievements. It is one in which

providing and receiving feedback is the norm and an integral part of the culture's DNA. According to research, approximately 87% of employees want to "be developed" at work, but only 33% report obtaining the feedback necessary to engage and improve (Corbett, 2022) . Encourage employees who have taken examinations to continue communicating with one another and providing feedback. Make use of their insights in order to improve and improve the examination questions as time goes on. In order for workers of the Lembaga Pelabuhan Johor (LPJ) to have input on the creation of examination questions, a collaborative platform or committee should be established. Encourage staff to share their knowledge and ideas in relation to the specific policies, acts, and operational practises of Lembaga Pelabuhan Johor (LPJ). In order to achieve more alignment and relevance in the examinations, the employee recommendations and feedback should be incorporated into the process of designing the examinations.

10.2 THREAT

1. Training and support

The incompatibility between Lembaga Pelabuhan Johor's (LPJ) internal scheme and the new examination system may arise due to differences in processes, policies, or organizational culture. This can create resistance among employees who are accustomed to the existing system and may be hesitant to embrace change. Every organisation recognises the significance of goal setting, but goal setting alone is insufficient. It is essential to align employee objectives with team objectives and team objectives with organisational objectives. Everyone should work towards achieving the organization's overall strategy, and aligning objectives brings everyone on the same page and in the same direction. Aligned objectives foster a family-like environment in which everyone collaborates and understands their role (Ryba, 2021).

Lembaga Pelabuhan Johor (LPJ) needs to take a comprehensive approach in order to address this problem. This approach should centre on aligning the internal scheme with the new examination system and tackling resistance to change. This can be accomplished through training and assistance by giving staff of the Lembaga Pelabuhan Johor (LPJ) extensive training and support in order to facilitate their transition to the new examination system. You may provide them with online resources, workshops, or seminars to help them gain a better understanding of the system and more confidence in their ability to use it. Help them comprehend the benefits of the new examination system and address any worries or fears they may have by providing continuing support and assistance to handle any issues or queries that emerge during the implementation phase. Not only that, Lembaga Pelabuhan Johor (LPJ) can also provide talks or briefings to the staff, introducing them to the operation and management of the port. Through these sessions, employees gain a better understanding of the main and core functions of Lembaga Pelabuhan Johor's activities and services.

2. Project Management Practices

The project management plan can be likened to a comprehensive blueprint or a strategic roadmap guiding the successful execution of a project. Its primary objective is to ensure seamless alignment among various critical elements, including talent, stakeholder buy-in, personnel deployment, resource allocation, risk management, and effective communication practices of the highest quality. Moreover, the plan seeks to establish clarity regarding individual responsibilities,

project activities, and associated deadlines. Such meticulous delineation serves to maintain the project's trajectory towards a triumphant and punctual accomplishment (Alana Rudder, 2023).

Successfully developing and implementing a customised examination system requires efficient project management practises to maximise the utilisation of available resources. The development process should begin with extensive planning by Lembaga Pelabuhan Johor (LPJ). The first step is to lay out the project's goals, scope, timetable, and required resources in detail. The project plan should detail who is responsible for what and when, as well as any major accomplishments along the way. Lembaga Pelabuhan Johor (LPJ) should properly assign time and manpower to different project responsibilities during project planning. The importance of individual tasks and the resources available should inform this distribution. Resource management relies heavily on open and honest communication between project team members. Everyone's responsibilities and contributions can be better understood and communicated with regular meetings and updates.

Lembaga Pelabuhan Johor (LPJ) can make sure that its resources, including time and personnel, are used as efficiently as possible throughout the creation of the unique examination system by adopting these project management techniques. This strategy will aid in the timely delivery of a strong and efficient examination system that complies with Lembaga Pelabuhan Johor's (LPJ) norms and regulations and fulfils the requirements of the organization.

11.0 CONCLUSION

In conclusion, my Human Resources internship at Lembaga Pelabuhan Johor has been a rewarding experience that has provided me with valuable insights into the field of human resources and its role in the maritime industry. Throughout my internship, I had the opportunity to work alongside seasoned human resources professionals, engage in various Human Resources functions, and gain a deeper understanding of the importance of effective people management in a diverse and dynamic organization.

The essence of my report highlights the key learnings and experiences from this internship. I have also developed a strong understanding of HR policies, procedures, and compliance requirements within the context of the maritime industry. This internship has allowed me to enhance my interpersonal and communication skills by interacting with employees at different levels within the organization. I have learned the significance of maintaining confidentiality, fostering a positive work environment, and handling sensitive employee matters with empathy and professionalism.

Looking ahead, my vision is to continue my journey in the field of Human Resources and contribute to the success of organizations by implementing strategic Human Resources initiatives. In the next five years, I envision myself in a role that allows me to leverage my Human Resources knowledge and skills to drive employee engagement, talent development, and organizational culture. I aspire to be a Human Resources manager or business partner, collaborating closely with the management team to align Human Resources strategies with overall business objectives.

I am grateful for the guidance and mentorship I received during this internship, as it has provided me with a solid foundation for my future career in Human Resources. I am confident that the experiences and skills gained at Lembaga Pelabuhan Johor will serve as a strong stepping stone towards achieving my professional goals in the Human Resources field.

In conclusion, my Human Resources internship has been a valuable learning experience, equipping me with practical Human Resources knowledge, skills, and a deeper understanding of the maritime industry. I am thankful for the opportunity to contribute to the Human Resources department at Lembaga Pelabuhan Johor and look forward to applying my learnings in future Human Resources roles to make a positive impact on organizations and their employees.

12.0 REFERENCES

- Alana Rudder, C. B. (2023, July 19). *What Is A Project Management Plan And How To Create One*. Retrieved from Forbes Advisor:
<https://www.forbes.com/advisor/business/project-management-plan/>
- Bhaven, M. (2021). Collaborative leadership with a focus on stakeholder identification and engagement and ethical leadership: a dental perspective. *British Dental Journal*, 355-359.
- Corbett, H. (2022, February 28). *Why Asking For Feedback Can Be A Key To Success*. Retrieved from Forbes: <https://www.forbes.com/sites/hollycorbett/2022/02/28/why-asking-for-feedback-can-be-a-key-to-success/?sh=7532c9e067a8>
- LinkedIn. (2023, July 25). <https://www.linkedin.com/advice/0/how-do-you-foster-stakeholder-collaboration-1f>. Retrieved from LinkedIn: <https://www.linkedin.com/advice/0/how-do-you-foster-stakeholder-collaboration-1f>
- Ryba, K. (2021, February 23). *How to Align Individual, Team, and Organizational Goals for Success*. Retrieved from Quantum Workplace:
<https://www.quantumworkplace.com/future-of-work/how-to-align-organizational-goals>

13.0 APPENDIX



LEMBAGA PELABUHAN JOHOR

JALAN MAWAR MERAH 2, PUSAT PERDAGANGAN PASIR GUDANG 2
81700 PASIR GUDANG, JOHOR DARUL TA'ZIM



Rujukan : LPJ/IP/SM/29/2JLD22(46)

Tarikh : 04 Januari 2023

Penyelaras Latihan Praktikal
Fakulti Pengurusan Perniagaan
UiTM Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka
(u.p: Puan Nur Hazwani Mohamad Roseli)

Puan,

PERMOHONAN MENJALANI LATIHAN INDUSTRI DI LEMBAGA PELABUHAN JOHOR

Adalah dengan hormatnya merujuk kepada perkara di atas.

2. Sukacita dimaklumkan bahawa pihak Lembaga Pelabuhan Johor (LPJ) bersetuju menerima pelajar puan, **SITI NABILAH BINTI HASSAN** No. K/P untuk menjalani latihan praktikal di LPJ bermula jam **8.00 pagi hingga 4.45 petang, pada 01 Mac 2023 hingga 15 Ogos 2023** yang akan ditempatkan di **Unit Pentadbiran Dan Sumber Manusia, Ibu Pejabat Lembaga Pelabuhan Johor**.

3. Untuk makluman tuan, pihak kami hanya akan memberikan elaun sebanyak **RM 40.00 sehari bekerja** sepanjang tempoh latihan dan tidak menyediakan kemudahan kediaman untuk pelajar.

Sekian, terima kasih.

"PROFESIONALISME MEMANTAPKAN PERKHIDMATAN"

Saya yang menjalankan amanah,

(KAMARUZAMAN BIN MUNASIR)

Pengurus Besar
Lembaga Pelabuhan Johor
kamaruzaman@lpj.gov.my

No Dokumen: 195298

IBU PEJABAT (PASIR GUDANG)

LAMAN WEB

: 07-253 4000 (TEL.)
07-251 7684 (FAKS)
http://www.lpj.gov.my
e-mail: admin@lpj.gov.my

Figure 9: Offer letter from Lembaga Pelabuhan Johor (LPJ)

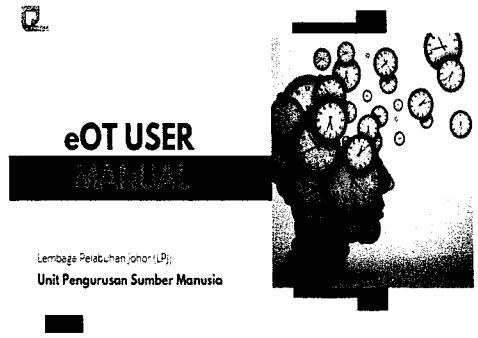


Figure 10: Designing, creating and updating Lembaga Pelabuhan Johor (LPJ) E-book slides

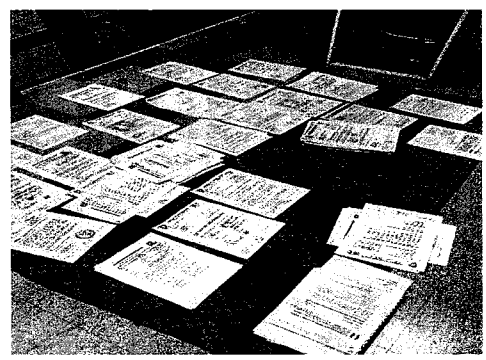
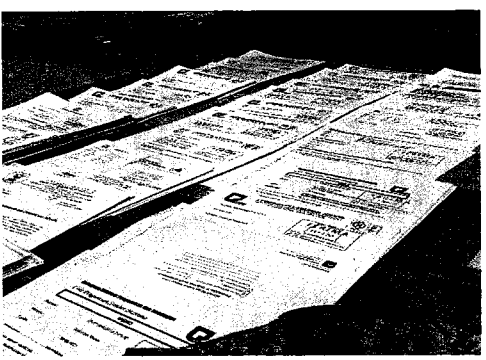


Figure 11: Organizing employee files and data records

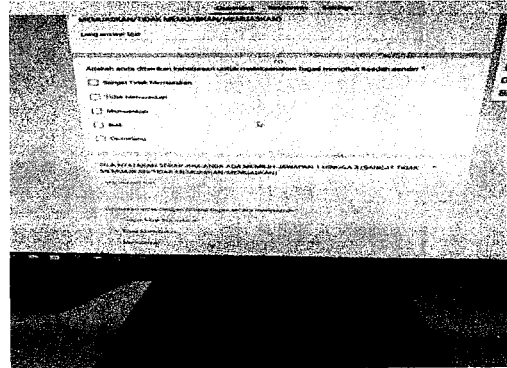
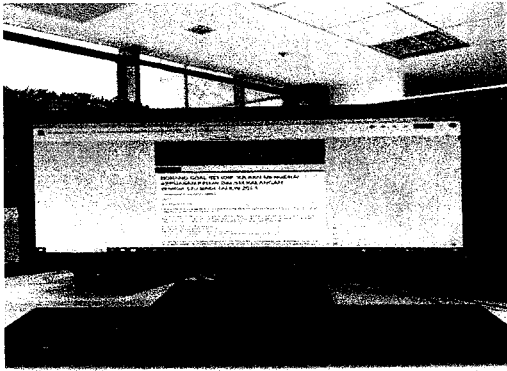


Figure 12: Creating feedback platform for the employees

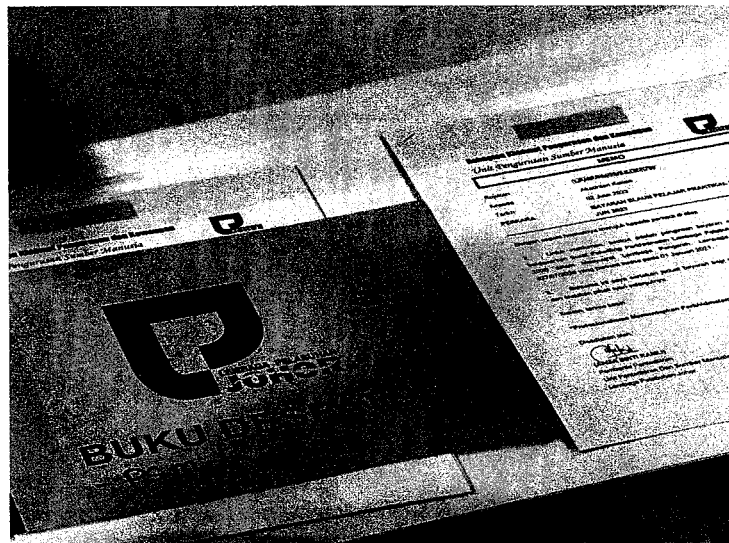
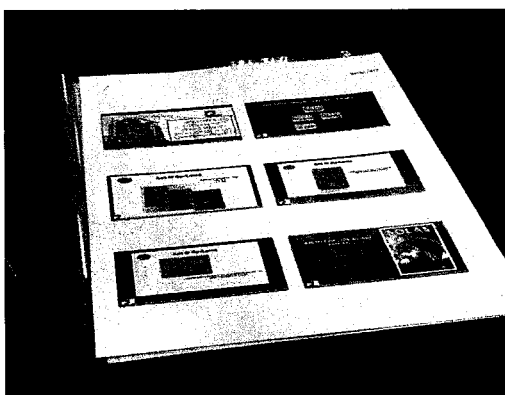


Figure 13: Distribute memo letters to employees



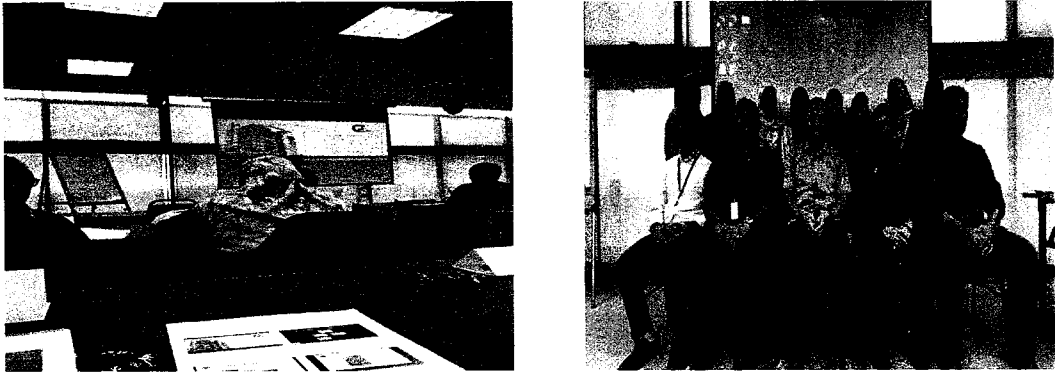


Figure 14: Introduction to Port Operation and Management

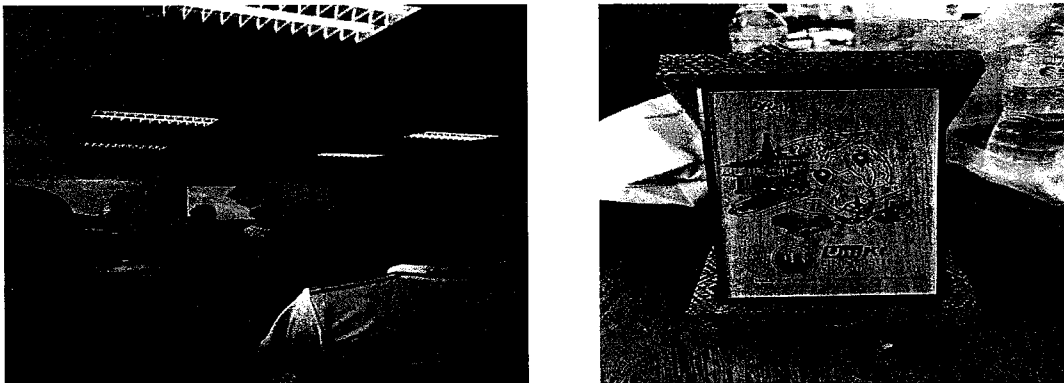


Figure 15: IM Fit and Lestari programme at UniKI MITEC

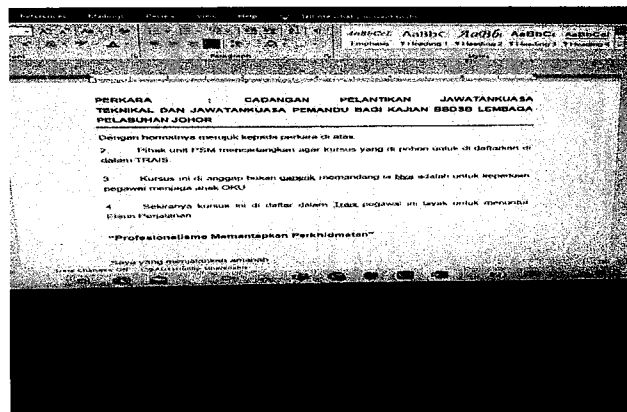


Figure 16: Compose letters



Figure 17: Hari Raya Aidilfitri Celebration at Lembaga Pelabuhan Johor (LPJ)