



Pejabat Tanah Dan
Jajahan Kuala Krai



UNIVERSITI
TEKNOLOGI
MARA

2023

INDUSTRIAL TRAINING REPORT AT PEJABAT TANAH DAN JAJAHAN KUALA KRAI

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EXECUTIVE SUMMARY

New Thing, New Experience. That was my thought about industrial training, be participate under organization that involved community development is wonderful. Pejabat Tanah dan Jajahan Kuala Krai. Pejabat Tanah Dan Jajahan Kuala Krai take a role such as entails documenting information on land transfers, mortgages, leases, and other pertinent factors. For legal purposes and land transactions, ensures the accuracy and integrity of land records.

This SWOT analysis report is the result of my observations during my internship at Pejabat Tanah Dan Jajahan Kuala Krai. Several significant discoveries were made during my industrial training time. It demonstrates how bringing together core service management, professional and disciplined staff can help Pejabat Tanah Dan Jajahan Kuala Krai better serve its customers. Meanwhile, Pejabat Tanah Dan Jajahan Kuala Krai has a significant opportunity to ensure that all of the organization's objectives are met, including the development of a safe working environment and the advancement of technology through an improved online system.

Pejabat Tanah Dan Jajahan Kuala Krai had to deal with weaknesses such as senior employees who were unable to adapt to new technology, relied on manual filling, and paid using traditional methods. Meanwhile, the threats include an economic downturn and a general lack of understanding and awareness about land management. As a result, I propose a strategy for future improvement by Pejabat Tanah Dan Jajahan Kuala Krai.

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1.0 COMPANY'S PROFILE

1.1 Company's Background



Figure 2: Logo's and Pejabat Tanah Dan Jajahan Kuala Krai

The Kuala Krai District Land Office, also known as Pejabat Tanah dan Jajahan Kuala Krai, is a government organization in charge of managing and administering land in the Kuala Krai district of Kelantan. In Malaysia, the office is under the jurisdiction of the Jabatan Ketua Pengarah Tanah dan Galian (JKTG), the Department of Director General of Land and Mines.

Pejabat Tanah Dan Jajahan Kuala Krai is one of the official land and district in the state. Kuala Krai District is the oldest and second largest districts in Kelantan after Gua Musang. This district is also one of the oldest districts that has been exist since the British government in 1909.

Kuala Krai Colony was officially recognized on 1 September 1977. Kuala Krai District consist of three areas which is Olak Jeram, Batu mengkebang and Dabong. Before that, Kuala Krai District was known as the Ulu Kelantan Colony which included the entire Gua Musang Colony and the Kuala Balah District in the Jeli Colony.

In 1927, the District Office was initially located in Kg. Mengkebang, Jalan Batu Lada and then moved near "Tangga Krai (Tangga Bradley)". Finally, on 22nd April 1985, the District office of Kuala Krai has moved to a new building centre in the Guchil area until now.

The district of Kuala Krai consists of 3 districts, namely Olak Jeram District, Batu Mengkebang District and Dabong District. There are 35 sub-districts and 216 villages. District administration is administered through the breakdown of 3 Districts and Mukim Penghulu. Mukim Penghulu by district is as follows:-

Batu Mengkebang District	Olak Jeram District	Dabong District
1) Mukim Batu Balai	1) Mukim Chuchoh Puteri	1) Mukim Kandek
2) Mukim Batu Jong	2) Mukim Gajah Barat	2) Mukim Kuala Gris
3) Mukim Batu Lada	3) Mukim Gajah Timur	3) Mukim Pergau
4) Mukim Bedal	4) Mukim Lata Rek	4) Mukim Kuala Stong
5) Mukim Chenulang	5) Mukim Manek Urai	5) Mukim Serasa
6) Mukim Enggong	Selatan	
7) Mukim Guchil	6) Mukim Manek Urai	
8) Mukim Kenor	Utara	
9) Mukim Sungai Durian	7) Mukim Manjor Selatan	
10) Mukim Keroh	8) Mukim Manjor Utara	
11) Mukim Mengkebang	9) Mukim Peria	
12) Mukim Kuala Nal	10) Mukim Sungai Sam	
13) Mukim Kuala Pertang		
14) Mukim Mambong		
15) Mukim Pahi Barat 16)		
Mukim Pasir Kelang 17)		
Mukim Sri Kenangan 18)		
Mukim Telekong		
19) Mukim Temalir		
20) Mukim Tualang		

Table 1: 3 District at Pejabat Tanah Dan Jajahan Kuala Krai

1.2 COMPANY'S VISION, MISSION, MOTO AND OBJECTIVES.

1.2.1 VISION

“Make the Kuala Krai Land and Settlement Office a dynamic and comprehensive department and prioritize sustainable and efficient development by 2020.”

1.2.2 MISSION

“Planning to manage and administer land and colonies as well as implement government policies to provide services with integrity, quality and efficiency towards the excellence of economic, physical and human development.”

1.2.3 MOTTO

Friendly, Progressive and Quality.

1.2.4 OBJECTIVES

- 1) The office's objective is to make sure that the district's land records are accurate and current. This entails keeping accurate land records that contain ownership information, transfers, mortgages, leases and other pertinent data. The goal is offer a trustworthy and open mechanism for proving land ownership.
- 2) Planning for land use in the district is the responsibility of pejabat Tanah Dan jajahan Kuala krai. It strives to create and implement zoning laws, policies and land use plans that support sustainable land use and distribution. The goal is to make sure that land resources are used appropriately for a variety of uses, including residential, commercial, agricultural and industrial activity.
- 3) To provide effective and easily available public services relating to land management, Pejabat Tanah Dan Jajahan Kuala Krai was established. The public is to be given information and direction regarding land ownership, transactions, practices and laws.

2.0 SERVICES OFFERED

Pejabat Tanah Dan Jajahan Kuala Krai (PTJJK) is a company that mainly focus on land affairs in Kuala Krai district. It is a government office agency under the state government, Kelantan.

There are three departments in PTJJK which is land development department, development department and management service department.

1) Land Development Department.

- There are three units counter in this department:
 - **Registration unit counter.**
Issuing Title Deed, Mortgage and release mortgage, Caveat, Lien, Land Draw, Private Official Search, Certified Copies of Documents, QT Registration and Issuance.
 - **Revenue unit counter.**
Collecting all types of revenue paid by customers (Need to submit Receipt before payment is made).
 - Land unit counter which manage Land Ownership Application, Property Pesaka, Toll which is Batu Batu Permit and Sandstone Permit and e.t.c.

2) Development Department

- Manage Wholesaler Registration, Project Validation and Payment of Project Claims.

3) Management Service Department.

- There are four units in management service department:
 - **Administrative and Financial Unit.**
Manage administrative and financial affairs effectively and efficiently in order to improve the quality of administrative management at the Colony level.
 - **Information Technology Unit.**
Provide technical support services in information and communication technology to civil servants and communities

towards the realization of the Electronic Government Program at the Colony Level.

➤ **Fun Unit.**

Coordinating, organizing and implementing programs in the form of celebrations, festivities and official ceremonies of the state and federal governments at the district, mukim and village levels.

➤ **Security Unit.**

Helping BKN Jajahan as Colony Security S/U and Colony Disaster Management and Relief S/U, plan and implement campaigns together with related agencies.

3.0 ORGANIZATIONAL CHART

TOP MANAGEMENT OF PEJABAT TANAH DAN JAJAHAN KUALA KRAI



Figure 3: Top Management of Pejabat tanah Dan Jajahan Kuala Krai

4.0 TRAINING'S REFLECTION

4.1 Duration.

My internship with pejabat Tanah Dan Jajahan Kuala Krai (PTJKK) starts on March 1 until August 15 2023, equivalent to 24 weeks. Regarding the working period for this PTJKK, we operate from Sunday to Thursday and holidays on Fridays and Saturday. Working hours are from 8.00 a.m. to 5.00 p.m. Then, break time is given 1 hour which is from 1.00 p.m. to 2.00 p.m. for lunch and prayer.

4.2 Details.

During the internship period, I was placed in land department while being monitored by my supervisor, Mr. Hilmi bin Hasbullah Saghri who is Chief Executive Administrative officer.

My first task is to register all new applicant information for application for government land ownership in the MyPTJ system. I am required to fill in the personal information of the applicant and the second applicant, land information, file number and movement information of the file. MyPTJ system is very important for PTJKK land's staff because all the information where the files are located is in the system is mentioned.

In addition, I have the responsibility to update the movement information of the files that have been reviewed by Puan Norasiah in the MyPTJ system. For example, recording the file to give to whom or where the file is stored. Next, manually record the updated files in the system in the file movement book.

Luckily, the date for audit came to Pejabat Tanah Dan Jajahan Kuala Krai during my internship, so I got the experienced how the process to prepare all the document needed and questions from auditor. I think this is the busiest time during my internship, where I have to find and check all the file back two years and all the document must get the sign from Pejabat Tanah Dan Galian.

Next, I would also ask to make a paper work for a study visit of PUSPANITA committee members to Cameron Highlands within 2 days. This was my first experience to do paperwork for PUSPANITA and this task assisted by Mrs. Norasiah. So, the task was made successfully and sent to Mrs. Norasiah to be presented to the chairman of PUSPANITA.

4.3 Gains: Intrinsic and Extrinsic Benefits.

As I have been part of this company, Pejabat Tanah dan Jajahan Kuala Krai did not prepare any allowance to the practical students. But the staff are generously to give me reward for my works. PTJKK and other staff also gave Eid-fitri reward for practical students.

I have learned many things in terms of new skills and new knowledge. The new skills I learned are about how to serve customers in terms of sentence structure, intonation and tone of voice when dealing over a call and many more. For instant, take attendance and call in applicants for JHET interview which need to handle applicant's character with good communication. This is a communication skill that is very valuable to me because I can apply it in my daily life.

Regarding knowledge, I received and learned too much. Among them are about how to managed paper works, customer's file, manage letters to customers and learned how to used machine which is fax machine, scanning machine and upgrade and polish more my Microsoft skills whether it's Microsoft Word or Microsoft excel.

Besides that, I have experienced used MyPTJ. In line with technological advances, the MyPTJ system had been developed by Pejabat Tanah Dan Galian to assist the state Treasury to enable users to access file status, file movement and key-in the applicant's information. This knowledge is new to me that I did not acquire while studying at university.

Many tasks given at the same time by difference staff make me become a multitasking person. Where I have to complete the task as soon as possible. For example, Mrs. Haimim want me to sort all document and make a copy besides I need to answer customer's call.

Last but not least, I can build a collaborative environment that enables to adapt quickly, overcome obstacles and produce high-quality products in work environment that always changing by embracing these aspects of flexible teamwork. During my internship, I needed to collaborate with others unit to handle event. We have to communicate with each other and discussed how the event must be conduct to achieve the objectives of the events.

5.0 SWOT ANALYSIS OF PEJABAT TANAH DAN JAJAHAN KUALA KRAI (PTJKK)

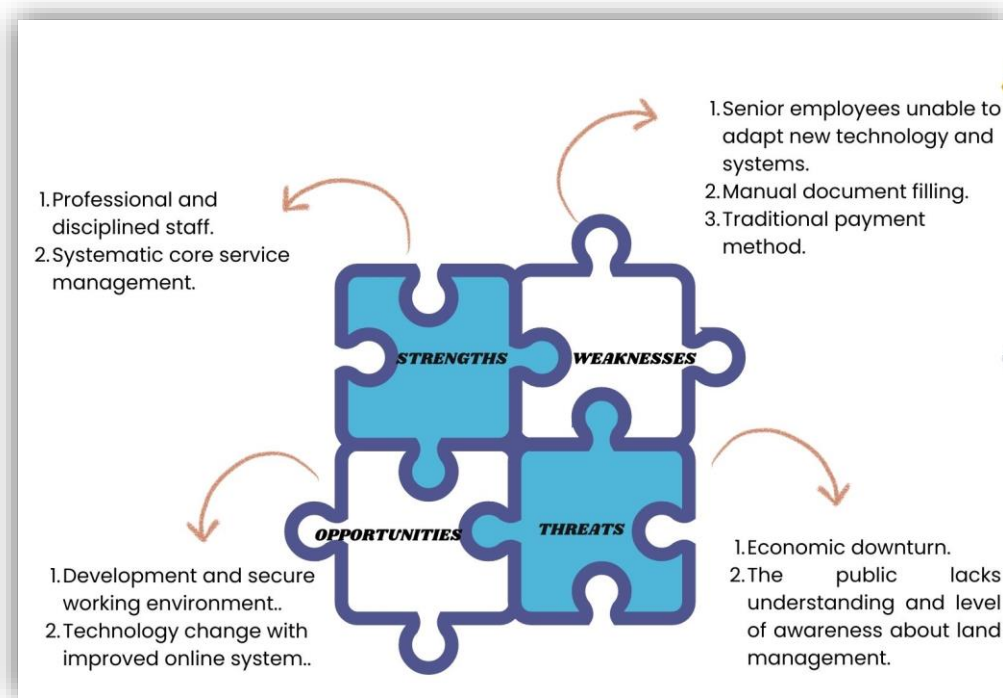


Figure 4: Swot Analysis of Pejabat Tanah Dan Jajahan Kuala Krai

6.0 DISCUSSION

6.1 Strengths

1) Professional and disciplined staff.

Professional discipline refers to the ability to hold professionals accountable for ethical violations or malpractice in dealing with clients and the general public (Tin&Owen,2021). Professionals make a living by engaging in activities that necessitate a certain level of education, training, or skill.

All staff at Pejabat Tanah dan Jajahan Kuala Krai are very professional in their approach to every task, as evidenced by the way they dress, speak, and carry themselves. They meet a required level of competency, knowledge, or education and follow codes of conduct and ethical standards. They also follow best practices in their respective fields. Professionals are held to higher standards due to their specialized knowledge in a given field. As a result, they make reasonable disclosures to protect their clients from harm.

Employee discipline is a measure of an employee's work performance. To ensure a safe, conducive, and productive work environment, Pejabat Tanah Dan Jajahan Kuala Krai has rules, policies, and regulations that all employees must follow.

Employees at Pejabat Tanah dan Jajahan Kuala Krai are highly disciplined and dedicated to their jobs. They strive to meet or exceed expectations and are always looking for new ways to improve their performance. Employee discipline ensures that all members of Pejabat Tanah Dan Jajahan Kuala Krai follow organizational rules, regulations, and policies, allowing the company to function and operate smoothly.

2) Systematic core service management.

In the business world, the term "service management" refers to all actions directed toward the customer, such as customer interaction, customer service delivery, services provided to customers prior to or following a sale, and the "management" of all of these services (Meyer, 2023).

Service management has been carried out in a systematic and higher level at Pejabat Tanah Dan Jajahan Kuala Krai. There are four customer service units in

Pejabat Tanah dan Jajahan Kuala Krai. A revenue unit, a registration unit, a land unit, and an administration unit are included. Each unit is in charge of ensuring that all customer processes are completed correctly.

The revenue unit provides services such as submitting an application for a land tax bill, paying a land tax, checking for land tax repayments, and paying various premiums. Following that, the registration and land unit serves the public by processing applications for change of conditions under Section 124 & 124 (1) C KTN within 3 months until it is appointed to the State Authority, processing land surrender and repossession applicants under Section 204D KTN, and processing land acquisition applications. Finally, under the administration unit, they provide services such as answering public calls and receiving letters from outside agencies to process their appointments at a later date. The service counter staff must stamp and sign the letter.

Furthermore, in order to keep the customer satisfied, the staffs provide all necessary information to the customer as quickly as possible. This includes not only handling customer complaints and questions, but also providing the appropriate medium for contacting customers.

6.2 Weaknesses.

1) Senior employees unable to adapt new technology and systems.

The technological transition may be particularly challenging because senior employees are rated lower than younger workers in terms of mastering new technology and willingness to learn new things (Sundstrup et al., 2022).

In terms of new technology and system adaptation, there is a problem with senior employees who are still unable to use and adapt to these new technologies and systems in their daily tasks. Even if the task is as simple as paperwork preparation, these employees struggle with typing and internet usage in order to complete the work on time. As a result, almost every time, the completion time is delayed. Even though they are more senior, it is more difficult for them to manage technologies.

As a result, almost every time, the completion time is delayed. Even though they find technology useful, senior staff find it more difficult to manage. As a result of their reliance on, older workers may experience more instances of

technologically related stress. For example, when dealing with the MyPTJ system in the registration of 'Geran,' any error could result in a public dispute and damage to the documents, causing stress and exhaustion among senior staff.

2) Manual document filling.

All letters, whether subject, personal, or book files, must be filed in the appropriate folders. They are subsequently assigned for action by the appropriate authority or department. If an officer intends to act on a document later, the file must be entered into the bring up action register so that it can be handled on the scheduled date.

The file system is the primary document used by Pejabat Tanah dan Jajahan Kuala Krai. Manual organization takes a long time. The staff must not only organize and store the files, but it may also take some time to find the information when it is needed. Customers and employees may be irritated as a result of this. The cost of manually filling out documents is much higher.

Due to limited space, the use of this file has made it difficult to place the files. Due to a lack of storage space, personnel will have difficulty locating customer files. When customers need to see the progression of a file, staff used to take responsibility for finding it. For example, the staff is having difficulty locating the file for 70s and below because some of them have already been misplaced. The cost of manual document filling is also higher. When Pejabat Tanah dan Jajahan Kuala Krai uses paper documents, the costs will be higher because ink and paper must be purchased. The supply bill for Pejabat Tanah dan Jajahan Kuala Krai will be higher as a result of using a manual document filling process.

3) Traditional payment method.

Payment is defined as the transfer of money, goods, or services in exchange for goods and services in acceptable proportions agreed upon by all parties involved. Payment can be made in the form of exchanged services, cash, check, wire transfer, credit card, debit card, or the digital currency (Kenton, 2022).

There are still people who use the old payment method, which only accepts cash for payment transactions. There is a problem when customers are unable to make large-amount payments using a debit or credit card. In fact, it makes it

difficult for the staff who are responsible for depositing the suit into the bank twice a week.

Cash has its own drawbacks, as it can be misplaced, stolen, or destroyed. Furthermore, it is more vulnerable to theft because cash is frequently owned by the bearer (whoever is in possession of the paper). Businesses that conduct large transactions frequently incur additional costs to cover related security measures such as secure transit or fraud detection.

6.3 Opportunities.

1) Development and secure working environment.

Development provides numerous benefits to the people and organizations in the surrounding area. After the break of covid-19, Kuala Krai has grown more than before. The government is working to transform Kuala Krai from a rural to a tourist destination. This provides a significant opportunity for the Pejabat Tanah dan Jajahan Kuala Krai to expand their operations. Pejabat Tanah, for example, has approved the opening of Mini Zoo Kuala Krai, as well as an ongoing project water park adjacent to the zoo. This not only improves tax collection but also allows Pejabat Tanah dan Jajahan Kuala Krai to ensure that the land is used in accordance with the rules and regulations of the land in order to produce the best possible benefits for the people and the government.

Development projects frequently stimulate economic development in the communities in which they are built. As a result of improved infrastructure, increased investment, and increased commercial activity, Pejabat Tanah Dan Jajahan Kuala Krai may benefit from job growth, increased commerce, and higher tax revenues. As a result, the organization will be able to keep its budget and provide more services to the community.

2) Technologies changes with improved online System.

It's no secret that there are an infinite number of new technologies available in every industry covering every possible process. Technology is going to help company grow and thrive.

Online system is an interactive, content-driven, internet-based customer service that is driven by the customer and integrated with related organisational support

processes and technologies with the goal of strengthening the customer-provider relationship. The rapid expansion of the Internet and the emergence of global economic entities has caught the interest of public institutions, legislators, and regulators.

Pejabat Tanah Dan Jajahan Kuala Krai has the ability to increase the usage of online system when they improve their website and social media platform. A good website for online system must provide all the pleasing elements and important matters in the land office, such as the search and purchase of land lot information, land enlargement, review of land application status, and application for renewal of land title deed period, should be supplemented by online services.

Furthermore, community development, such as social facilities, housing initiatives, and public services, is frequently prioritized in development projects. These activities can directly benefit the quality of life, accessibility to necessary services, and general well-being of the communities under the jurisdiction of the Pejabat Tanah Jajahan Kuala Krai. Infrastructure construction or improvement, such as roads, bridges, utilities, and public amenities, is a common task in development projects. These improvements may improve connectivity and accessibility within the PTJ's jurisdiction, making it easier for individuals to use their services and for the PTJ to carry out its responsibilities.

6.4 Threats.

1) Economic downturn.

An economic downturn occurs when the value of stocks, real estate, and commodities falls, productivity stagnates or declines, and GDP (gross domestic product) contracts, stagnates, or expands more slowly.

Economic downturns and budget cuts frequently affect public institutions such as Pejabat Tanah Dan Jajahan Kuala Krai. Funding cuts may limit the organization's ability to hire and retain talented employees, invest in infrastructure, or modernize its technology system. This may have an immediate impact on the spending of Pejabat Tanah Dan Jajahan Kuala Krai. Budget cuts may force the Pejabat Tanah Dan Jajahan Kuala Krai to implement downsizing measures such as a moratorium on new hires. As a result, Pejabat Tanah Dan

Jajahan Kuala Krai may have a smaller workforce and less ability to manage its workload effectively. This can result in a delay in processing land-related transactions, a drop-in services standard, and an overall burden on operations. This issue can then have an impact on job satisfaction. According to research, burnout or work overload can cause both psychological and physical problems in employees (Dewi, Merry, & Sufiyyati, 2021).

Aside from that, an economic downturn may have a direct impact on Pejabat Tanah Dan Jajahan Kuala Krai's ability to generate revenue. The number of transactions and fee collections may decrease as economic activity declines. A reduction in the demand for land-related services, as well as financial difficulties that businesses and individuals may be facing. This could exacerbate Pejabat Tanah Dan Jajahan Kuala Krai's financial problems and make it more difficult for it to continue operations.

2) The public lacks understanding and level of awareness about land management.

Land management is the process of governing the use and development of land resources (in both urban and rural settings, but primarily in urban areas). Organic agriculture, reforestation, water resource management, and eco-tourism projects are all examples of how land resources are used.

The level of public understanding of the importance and implications of land management is referred to as public awareness. Increasing public awareness does not imply telling people what to do. It explains land management issues at Pejabat Tanah Dan Jajahan Kuala Krai and disseminates knowledge to the public so that they understand that files for all types of land applications have many stages and a set completion time. Because the general public is unaware of this issue, they constantly argue with the staff about the time it takes to process their application, causing chaos at the counter.

7.0 RECOMMENDATION

	Strengths	Weaknesses
Opportunities	1. Build strong work ethics. (S1,O1)	1. Train employees on a new system or technologies. (W1, O2)
Threats	1. Create website to spread knowledge of services management. (S2,W2)	1. Computerized system. (W1, T1)

Table 2 : Swot Matrix of Pejabat Tanah Dan Jajahan Kuala Krai

7.1 Strength and opportunities strategies.

1) Build strong work ethics.

People with a strong work ethic place a high value on professional success and demonstrate moral principles that make them excellent employees in any position. Work ethic is defined as "a determined and dedicated attitude toward one's job" (Herrity, 2023).

Employees of Pejabat Tanah Dan Jajahan Kuala Krai can demonstrate noteworthy work ethic skills by acting professionally and dedicating themselves to the job. Work ethic sets the tone for developing the habits required to be professional and consistent throughout the day.

Employees with good work ethics typically follow or create daily tasks that are ordered and structured, allowing them to be confident in their ability to devote the necessary time to each task. Employees can schedule their days in blocks. For instant, employees may be assigned to answer customer calls and manage counter service. Then they complete the necessary work and clear their desk before leaving. Employees who follow a routine and are organized increase their productivity and performance.

Aside from that, each employee at Pejabat Tanah Dan Jajahan Kuala Krai must understand that they are part of a larger team and that everyone has a role to play in order to have a strong work ethic. This understanding promotes teamwork and cooperation to ensure that everyone receives the information they need to do their jobs properly. For instant, employee may be required to respond

to customer calls and, because those with strong work ethics are more productive and efficient with their time, it frees up time to assist others in getting more done, such as assisting an employee who is unable to manning the counter due to certain factors. Employees with strong work ethics are concerned with what needs to be done for the Pejabat Tanah Dan Jajahan Kuala Krai rather than what needs to be done for the employee.

Last but not least, employees at Pejabat Tanah Dan Jajahan Kuala Krai must provide the public with just and excellent services. Employees with a strong work ethic are less likely to engage in service misconduct. The employee should also bring a unique perspective to the table that will benefit both the company and the general public.

7.2 Weaknesses and opportunities strategies.

1) Train employees on a new system or technologies.

Training is critical for the growth and success of any organization. It appears that the moment Pejabat Tanah Dan Jajahan Kuala Krai's employees become accustomed to a new system, technology, or software, another one appears. This ever-changing (but frequently improving) access to new software can be beneficial for Pejabat Tanah Dan Jajahan Kuala Krai, but it can be frustrating for employees. The key requirement is that the Pejabat Tanah Dan Jajahan Kuala Krai understand how to train employees on a new system or technology. However, getting employees used to new software and systems can be done with minimal training friction. Increase buy-in by prioritizing training. Make employee training a priority by allocating time and resources to ensure that it is thorough and well-received.

Another way to boost employee buy-in is for Pejabat Tanah Dan Jajahan Kuala Krai to explain why this new software is beneficial to them rather than just another new shiny thing on the horizon. At this point, they must understand how this technology will improve their lives and make their jobs easier while causing the least amount of disruption.

Set clear and attainable deadlines and implementation strategies as well. When employees know what to expect, they are more comfortable with training requirements. Respect for employees' time and already-overburdened schedules is essential in convincing them to use new software. Pejabat Tanah Dan Jajahan

Kuala Krai should provide ample advance notice of specific training deadlines, as well as outline the methods the company will use for rollout. If Pejabat Tanah Dan Jajahan Kuala Krai is gradually introducing new land software, the company could introduce it with a link and invite employees to take a look before the next staff meeting. Pejabat tanah Dan Jajahan Kuala Krai can encourage them to bring any questions or concerns to that meeting, which can then be included in the next phase of training, such as a comparison of the new program to the old one, or a list of the new program's benefits.

To encourage employees to use new software, Pejabat Tanah Dan Jajahan Kuala Krai should offer employee training incentives. The company should be familiar enough with its employees to know which incentives will motivate them to complete the training. For some, verbal acknowledgement is all that is needed to recognize their dedication. Perhaps a delicious catered lunch or breakfast should be a regular part of training.

7.3 Strength and Threat strategies.

1) Create website to spread knowledge of services management.

Spreading awareness may appear to be as simple as sending an email or posting on social media. A strong and well-designed website assists Pejabat Tanah Dan Jajahan Kuala Krai in projecting a professional and trustworthy image. They can easily find and read land management content. They can have peace of mind knowing that any actions they take or personal information they provide will be safe.

A website allows the general public to contact and participate when they come across the company on the web while searching for related topics. It contains the company's contact information, which Pejabat tanah Dan Jajahan Kuala Krai can set, update, and manage.

Employees of Pejabat Tanah Dan Jajahan Kuala Krai should create content that is simple and easy to read for the public. People can learn more about service management at the Pejabat Tanah Dan Jajahan Kuala Krai by using this. Simple and concise information about service management, such as land management, is included. Displaying the steps that must be taken and the time required to complete each application. As a result, creating a website is one of the most efficient methods of increasing customer awareness and knowledge.

7.4 Weaknesses and Threat strategies.

1) Computerized a paper system.

Since there is no longer a need to store a significant amount of paper records or files, computerizing a paper system can free up additional space. The extra room in a Pejabat Tanah Dan Jajahan Kuala Krai setting can be utilized in a variety of advantageous ways, including for extra equipment, a bigger work area for employees, or a waiting area for clients. Making more room might even prevent the need to incur the cost of expanding or moving the facility.

Over time, using a computerized system will lead to a method of document management that is more precise and well-organized. This system is required by Pejabat Tanah Dan Jajahan Kuala Krai because it operates more quickly than a paper-based system.

With a few keystrokes or mouse clicks, the company can locate the information or document it requires. Greater speed and efficiency result in increased productivity and less wasted time, which can help to improve the bottom line of Pejabat Tanah Dan Jajahan Kuala Krai.

Furthermore, as we all know, paper documents can become smudged, faded, or damaged, making the information difficult to decipher. Poor penmanship can also render information illegible in handwritten documents, and when an employee who added an illegible written entry to a file leaves the organization, nobody may be able to "translate" the information. Misfiled documents can be difficult to locate when a Pejabat Tanah Dan Jajahan Kuala Krai employee or customer is most needed. By developing a computerized system, these issues can be avoided, resulting in a more accurate and organized method of document management in the long run.

Last but not least, during economic downturns, the Pejabat Tanah Dan Jajahan Kuala Krai used a computerizing system to cut costs. It is a low-cost step that will help the Pejabat Tanah Dan Jajahan Kuala Krai embrace technological change.

8.0 CONCLUSION

As a result, industrial training is crucial and required for students because the course broadens their knowledge while also letting them practice their talents in a real-world setting. I not only learned a ton throughout the internship, but I also got a fantastic opportunity to hone my abilities in a work setting that is professional. I also am exposed to topics and challenges from the real world that I might not have encountered while I was a student. The internship helped me identify my talents and shortcomings, which was another benefit. This helped me identify the knowledge and abilities I need to develop going forward.

Each company has its own strengths. Each of these strengths is distinct, and it distinguishes a company in its own way. Meanwhile, weaknesses must be highlighted so that they do not grow into an infectious disease that will harm the company. Opportunities can be found anywhere and at any time. However, if we are so content with the current situation that we are unwilling to take advantage of the numerous opportunities, we will undoubtedly remain on the same axis without change and will only be able to watch competitors who take advantage of it continue to climb to the top of the charts.

However, we can't run away from threats but we must be wise in dealing with them as effectively as possible so that we do not feel trapped or restricted by those threats. In terms of strategy, it refers to how the company takes advantage of external strengths and opportunities while also minimizing the impact of internal weaknesses. Not only that, but the strategy discussed above also explains how the company can recover if it is in the process of breaking down. Finally, the attitude of complementarity and need between managers and employees is what makes a company great.

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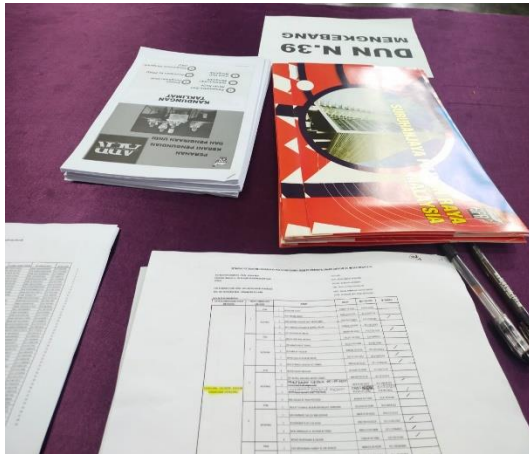
10.0 APPENDICES



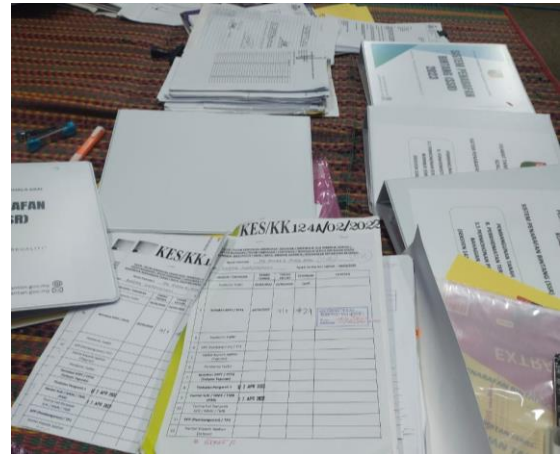
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Manage document of JHET for meeting



Handling the registration of SPR members



Opportunity to arrange files for the System Star Rating



Manage files from Pejabat Tanah Dan Galian



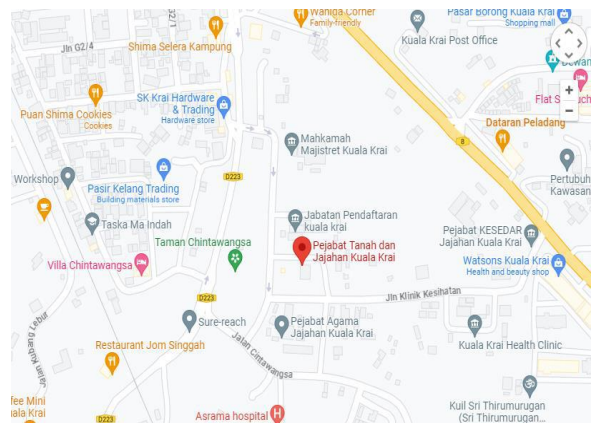
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Pejabat Tanah Dan Jajahan Kuala Krai's counter



Committee member of the authority of the council for delivery of essential goods



Pejabat Tanah Dan Jajahan Kuala Krai's location












Bowling Tournament of Pejabat Tanah Dan Jajahan Kuala Krai

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