



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka
Kampus Bandaraya Melaka



2023 INDUSTRIAL TRAINING REPORT

At Ministry of Rural and Regional
Development
(1 March - 15 August 2023)

Prepared By:
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Prepared For:
**ENCIK NUR ELIMTIAZ BIN
ABIDIN**



EXECUTIVE SUMMARY

The industrial training program is required for all students at the University Teknologi MARA (UiTM) in semester 6 as part of the academic credit hour requirement for a degree. As a final-year student, I am required by University Teknologi MARA (UiTM) to complete a 24-week industrial training program at the Ministry of Rural and Regional Development beginning March 1st, 2023, and ending August 15th, 2023, before becoming eligible to receive a degree in the field in which I am studying. During 24 weeks of industrial training, it required students to write a written report based on the knowledge and work experienced. In this report, I have used my expertise especially in handling programs that assist rural entrepreneurs in improving their business skills and knowledge, particularly for new firms. The goal of this industrial training program is to finish courses to receive a graduation from UiTM with a degree in Office System Management. I can gain skills in areas such as work ethics, communication, management, and others, through industrial training also get new insights and more complete understanding of the real-world working environment. The report has two primary points. The first aspect is an examination of the firm's profile, which covers the location, corporate history, vision and mission, and organizational chart. The student's reflection is the second aspect. Aside from that, the company's strengths, weaknesses, opportunities, and threats (SWOT) analysis is also reviewed here. Based on observations made while I am doing this training at the organization and feedback from my training supervisor and staff. Suggestions to correct and improve the quality are also offered to help overcome the shortcomings and capitalize on the available chances. Every assignment and job assigned during training is also listed here for employment and work-study.

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ACKNOWLEDGEMENT



Assalamualaikum w.b.t and greetings to the readers. First of all, praise, and gratitude to Allah S.W.T, the Almighty for His blessings during this industrial training report completion that went well without any problem.

I would like to thank Ts. Nur Elimtiaz bin Abidin, my MGT666 Internship advisor, for giving me excellent guidance over numerous consultations, inspiration, motivation, and encouragement that he provided during the report assignment. He has always been nice and patient enough to listen and help me with the assignment, despite the very busy schedule he had.

Other than that, I would like to give special thanks to my family members for their continuous support and their prayers that sustained me this far.

Lastly, I would like to take this opportunity, to acknowledge the people who have made a major contribution to the completing of this internship report. I would like to thank my classmates who helping me to complete this industrial training report. This report could not have been accomplished without everyone's contribution.

STUDENT'S PROFILE



NUR IZZATUL SYAHIRAH BINTI MOHD RAFIE

SUMMARY

I am proactive and dedicated student at University Technology MARA pursuing a Degree in Bachelor's in Office System Management. Besides, I am a hardworking person and I've shown to be a self-motivated professional with a strong work ethic and productive self-starter. My aim to utilize expertise of management, administration, human resource management, finance and public relation during my internship placement also to gain self-development.

EDUCATION BACKGROUND

Universiti Teknologi MARA (UiTM) Kampus Bandaraya Melaka

Bachelor in Office System Management (Hons)

Expected Graduation: 2023 | CGPA: 3.67

Selangor College Matriculation

Pure Science Course

Graduated: 2020 | CGPA: 3.00

Malaysian Certificate Education (SPM)

SMK Bandar Seri Putra

January 2014 - December 2018

WORK EXPERIENCE

Ministry of Rural and Regional Development

Entrepreneur Support | 1 March 2023 - 15 August 2023

- Developing and putting together the strategies for the entrepreneurial programmes, specifically the Rural Business Outlet programme (RBO@KKDW), the Start Right programme (PSR@KKDW), and the Rural Mobile Entrepreneur programme (RME@KKDW).
- To ensure that costs are paid for directly, organise and supervise the budgetary components of entrepreneurial programmes.
- To ensure coordination and successful programme outcomes, entrepreneurial programmes are planned, monitored, and reported on as they are implemented.
- Coordinate the performance and reporting of the implementation of the KKDW entrepreneurial development program and initiative of the SME Entrepreneur Integrated Plan of Action (SMEIPA)

Klinik ANDA, Bandar Seri Putra

Clinic Assistant | 1 March 2022 - 24 March 2022

- Triage patients, schedules appointments, screens and refers phone calls, communicate and interacts with patients, provide clerical, word processing and staff support to the unit and assists with clinical laboratory procedures as required.

Freelance Voiceover

Upwork | June 2022 - July 2022

- Read the written script aloud with contextual emotions.
- Record your voice using appropriate recording software.
- Possess the technical expertise to create quality sound.
- Convey excitement and enjoyment.

Paramount Coffee House, Bangi Central

Service Crew | July 2020 - August 2020

- Responsible for presenting menus to customers, taking orders and answers questions on meal items, makes recommendations and serves food and beverages to customers. Besides, service crew also prepares the bill that itemizes total meal cost and sales taxes

LEADERSHIP

Matriculation College

- Welfare Exco in "Pembimbing Rakan Dinamik"
- Committee member in Career Education Carnival
- Committee member in "Santai Kaunselor" Program
- Secretary in Curriculum Project

University Technology MARA, UiTM Kampus Bandaraya Melaka

- Secretary in Red Crescent Club (March 2022- February 2023)
- Secretary in Bachelor of Office System Society (BOSS) Club (Sept 2021 - Feb 2022)
- Secretary in "Breaking The Silence Physical and Mental Health Forum" (November 2021)
- Secretary in "Santai Talk Kenali Rasulullah" (January 2022)
- Secretary in Webinar Effective Communication (March 2022)
- Project leader in "Majlis Penutupan Khatam Al-Quran" (May 2022)
- Treasurer for poster competition (Self Love: Mental illness Awareness)

ACHIEVEMENT/EXTRACURRICULAR ACTIVITIES

- Dean List Award in first, third, fourth, five semester degree
- 1st Award in Social Business Plan (Entrepreneurship, innovation & technology) Pitching, 2022
- Participated in 'Modul Kepimpinan Akademik (eMKD), UiTM, Siri 3/2021 (27-30 September 2021)

SKILLS AND LANGUAGES

Computer skills:

Well versed in Microsoft Word, PowerPoint, Excel, Canva and Photoshop

Interpersonal skills:

Ability to communicate or interact well with surrounding, multitasking and fast learner

Languages:

English (Professional Proficiency), Malay (Native and professional proficiency), Mandarin (Elementary Proficiency)

REFERENCES

Pn. Nur Hazwani Binti Mohamed Roseli | Academic Advisor of Faculty of Business and Management

Cik Muna Kameelah Binti Sauid | Academic Advisor of Faculty of Business and Management



KKDW

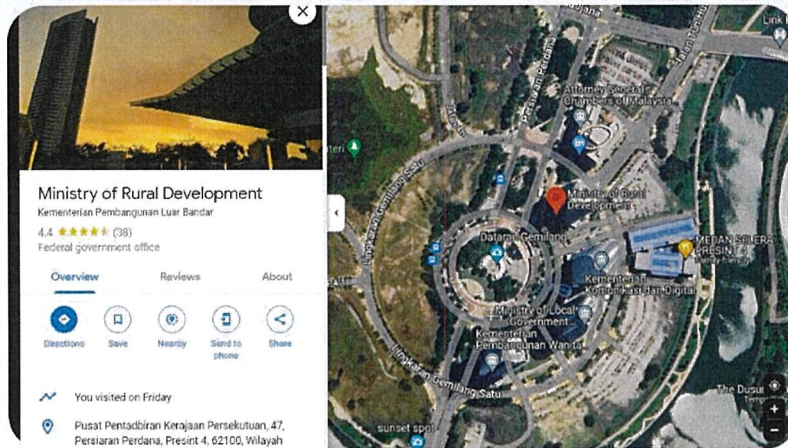
COMPANY PROFILE

Professional summary that describe the company

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BA232 6B I MGT 666

COMPANY NAME : Ministry of Rural and Regional Development
LOCATION : No.47, Persiaran Perdana, Presint 4, Pusat Pentadbiran Kerajaan Persekutuan, 62100 Putrajaya, Malaysia.



COMPANY BACKGROUND :

The Government of Malaysia's Ministry of Rural and Regional Development is responsible for managing smallholders in the rubber industry, Bumiputera, Orang Asli, regional development, community development, land consolidation, and land rehabilitation. Besides, it also oversees smallholder development in rural and regional areas.

A programme called the Rural Development programme (DPLB) has been put into place under the Ministry of Rural and Regional Development to develop rural areas by the year 2030. With the help of this strategy, rural residents can take advantage of several chances to access amenities and services.

Through this strategy, the government has made a commitment strong enough to cover and eventually eliminate the quality of life gap between cities outside the city, while also creating opportunities for the economy, a social environment, and a place where people want to live outside the city. There are 10 cores under the rural development policy, which are:

1. competitive and sustainable economy
2. entrepreneurship drives economic progress
3. Quality human capital
4. complete and sophisticated infrastructure
5. Generation of young people out of town.
6. Progressive rural women.
7. Prosperous rural life.
8. delivery and governance effective.
9. Biodiversity and the environment.
10. Housing, Regional Development and integrated rural settlements



KEMENTERIAN
KEMAJUAN DESA DAN WILAYAH

VISION & MISSION

Vision

Leading the development of rural areas

Mission

Systematically and successfully enhance the welfare of rural populations



VISI KKDW

Menjadi Peneraju Kemajuan
Luar Bandar



MISI KKDW

Meningkatkan Kesejahteraan
Masyarakat Luar Bandar
Secara Menyeluruh dan
Berkesan



OBJECTIVE



INCREASE RURAL INCOME

Increase rural inhabitants' incomes until they are at the same level as urban residents, who make up 80% of the population



HIGH - QUALITY VILLAGE

Establishing a high-quality village (Desa Q)



ENTREPRENEURIAL ACTIVITIES

Helping rural population participate in entrepreneurial activities



EDUCATED AND SKILLED SOCIETY

Establishing an educated and skilled society

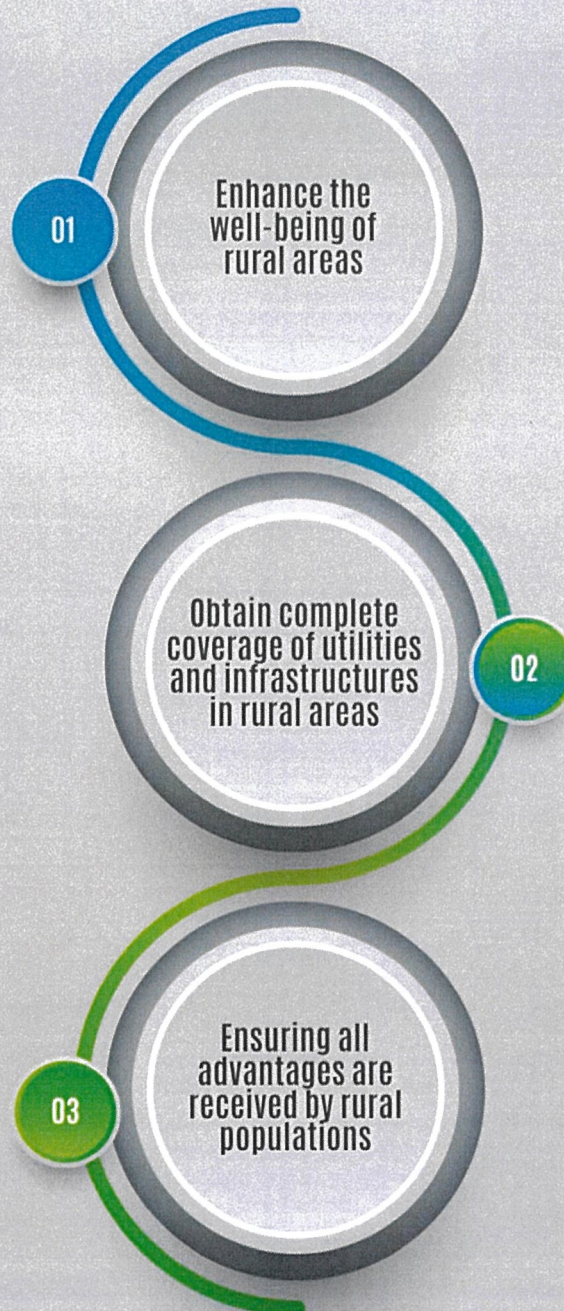


INTEGRATED DEVELOPMENT PRINCIPLES AND PRACTICES

Speeding up the adoption of integrated development principles and practices

Goals of The Company

According to Saray (2019) , company goals are the targets that the company aspires to accomplish within the predetermined time frame. Company growth is crucial since it provides the company direction in the future. Therefore, the following is the goals for Ministry of Rural Regional and Development.



CARTA ORGANISASI



Figure 1: Company Organizational Structure



CARTA ORGANISASI BAHAGIAN PEMBANGUNAN USAHAWAN DESA (UD)

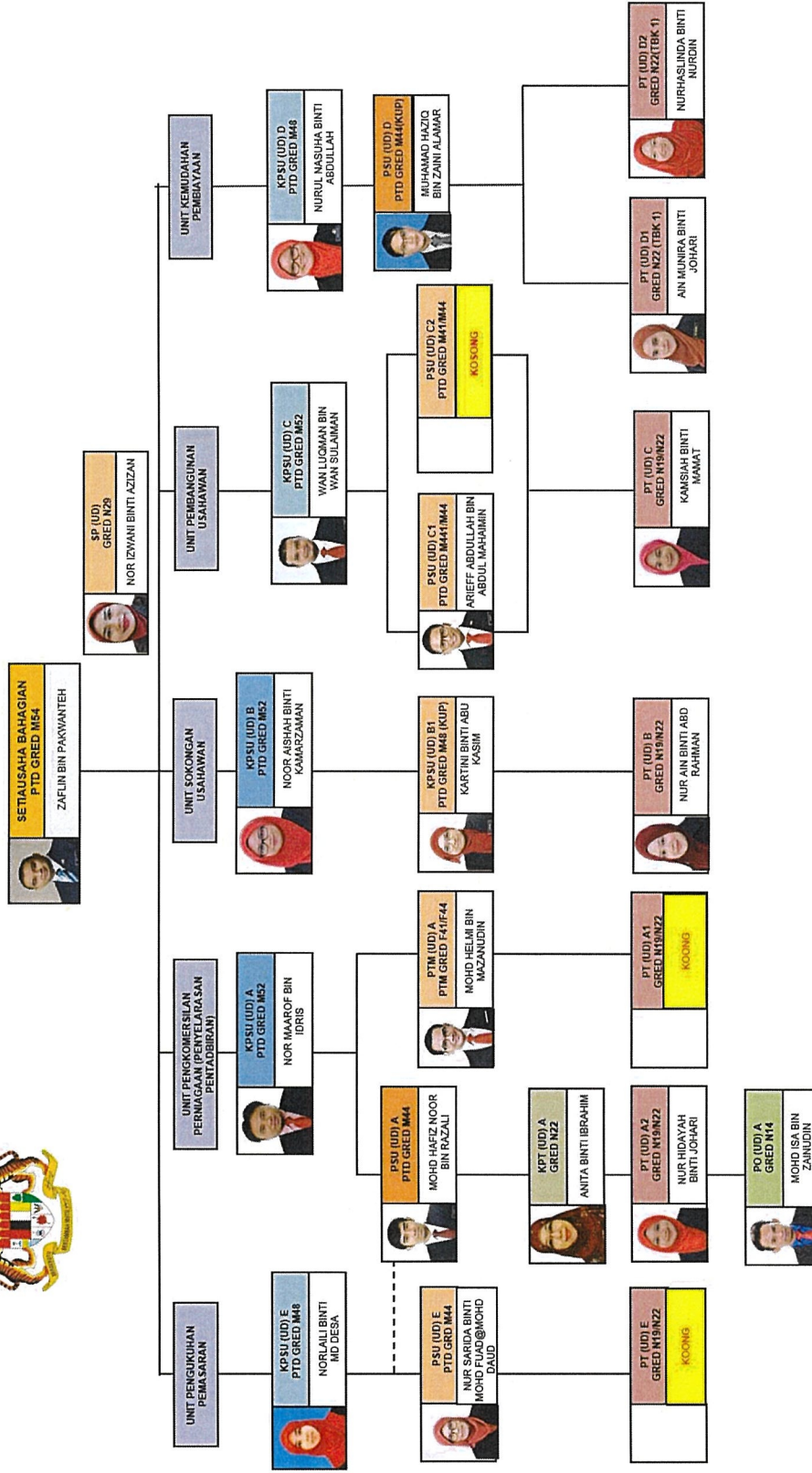


Figure 2: Rural Entrepreneur Division Organizational Structure

Products or Services

The Ministry of Rural and Regional Development has implemented several services and programmes to assist rural communities in raising their daily incomes and developing rural areas. Therefore, the following are some of the services and programmes provided by the Ministry of Rural and Regional Development:

1. JPKK and JPKKP (Jawatankuasa Pembangunan dan Keselamatan Kampung (JPKK) dan Jawatankuasa Pembangunan dan Keselamatan Kampung Persekutuan)
2. Projek Bersepadu Pembangunan Ekonomi Kampung (PROSPEK)/ Village Economic Development Integrated Project (PROSPEK)
3. Program Pemajuan Kawasan (PPK)/Area Development Program (PPK)
4. Skim Pembangunan Kesejahteraan Rakyat (SPKR)/People's Welfare Development Scheme (SPKR)
5. Program Latihan Kemahiran dan Kerjaya (PLKK)/Skills and Career Training Program (PLKK)
6. Program Perumahan Rakyat Termiskin (PPRT)/Housing Program for the Poorest People (PPRT)
7. Program Pintar Harapan@KKDW/Harapan Smart Program @KKDW
8. Program Jalan Luar Bandar (JALB)/Rural Road Program (JALB)
9. Program Bekalan Elektrik Luar Bandar (BELB)/Rural Electricity Supply Program (BELB)
10. Jalan Perhubungan Desa (JPD)/Rural Road (JPD)
11. Desa Lestari/ sustainable village
12. Pusat Komuniti Desa (PKD)/Village community center (PKD)
13. Program Start Right / Start Right Program (PSR)
14. Program Sokongan Pengukuhan Keusahawanan Luar Bandar (SPKLB)/ Rural Entrepreneurship Strengthening Support Program (SPKLB)
15. Program Skim Pembiayaan Ekonomi Desa (SPED)/ Rural Economy Financing Scheme Program (SPED)

Training's Reflection

Duration:

- ❖ 6 months or 24 weeks. Start from 1st March 2023 until 15th August 2023.

Details:

There are 3 sectors in Ministry of Rural and Regional Development also known as KKDW, which are management sector (Sektor Pengurusan), policy sector (Sector Dasar) and development sector (Sector Pembangunan). I was assigned in policy sector, under Rural Entrepreneur Development Division (Bahagian Pembangunan Usahawan Desa). In the Rural Entrepreneur Development Division, it consists of 27 staff which includes practical students. Overall, in this divisions, there are five units that consist of Business Commercialization Unit (Unit A), Entrepreneur Support Unit (Unit B), Entrepreneur Development Unit (Unit C), Financing Facilities Unit (Unit D) and Marketing Strengthening Unit (Unit E). During my industrial training, I was placed in Unit B, which is the Entrepreneur Support Unit. The working day is from Monday to Friday. This working day is also applicable for practical students as well. In addition, the working times are flexible, which are from 7.00 AM until 4.30 PM, 8.00 AM until 5.00 PM, 8.30AM until 5.30 PM and 9.00 AM until 6.00 PM. During my practical training here, I received RM 5 per hour allowance based on the day and time I attended. The maximum number of hours in a day is eight, and only the first three months are compensated. The allocation range is RM 600-RM 900 per month.



In Unit B, it consists of three main programs that help rural entrepreneurs to run their business which includes Rural Business Outlet (RBO@KKDW), Start Right Program (PSR@KKDW) and Rural Mobile Entrepreneur (RME@KKDW). Rural Business Outlet (RBO@KKDW) is a one-stop outlet for marketing the products of chosen and future rural entrepreneurs. RBO@KKDW serves as a marketing platform for KKDW mentoring entrepreneurs' products while also assisting in the promotion of rural entrepreneurs' items in the commercial market. The RBO@KKDW program's goals include providing a permanent sales platform to selected entrepreneurs and promoting rural entrepreneur products on a national scale.

In addition, for the start Right program (PSR@KKDW), the objective of this program is to create a group of potential participants to become entrepreneurs as well as create new job opportunities for rural communities and help increase the income of target groups living in rural areas. The purpose of this program was to provide opportunities for rural youth



belonging to the low-income group (B40), especially those living in marginalized areas who show interest and tendency to make entrepreneurship as a source of income.



Besides that, the last program is Rural Mobile Entrepreneur (RME@KKDW). This program conceptualizes service offerings move without the need for a large opening or renting business premises. Rural Mobile Entrepreneur program objectives create a mobile entrepreneur group conduct business in various fields, assist and guide youth entrepreneurs to increase revenue through entrepreneurship, this allows the company to provide services move on as a career and further develop rural areas. The target group for this program consists of from low-income rural youth (B40) however, priority is given to students who have graduated from training institutes under the KKDW agency or other recognized training institutes such as the Institute of Industrial Training (ILP), the Institute National Youth high skills (IKTBN) and have a Certificate of proficiency Malaysia (SKM) and have not yet started a business or have a business or start a project related skills but still belong to low-income groups, and has never received any assistance to conduct business from any agency Government.

Job scope during six months practical training in Unit B, Entrepreneur Support under Rural Entrepreneur Development Division are:

1. Plan and prepare the strategic policy of entrepreneurship programs such as Rural Business Outlet program (RBO@KKDW), Start Right program (PSR@KKDW) and Rural Mobile Entrepreneur program (RME@KKDW).
2. Plan and coordinate the budgeting aspects of entrepreneurial programs to ensure that expenses are carried out in an orderly manner.
3. Plan, monitor and report on the implementation of entrepreneurship programs for the purpose of coordination and program outcomes.
4. Coordinating performance and reporting on the implementation of KKDW entrepreneurship development programs and initiatives SME Entrepreneurs Integrated Plan of Action (SMEIPA)



Figure 3: Daily Office Administration Work

Specific specialization task during practical training are:

1. Key in the local entrepreneur's data in excel.
2. Preparing slides presentation using Microsoft PowerPoint for meeting purpose.
3. Prepared memos, letters, forms, and reports based on instructions given by my supervisor.
4. Attending meetings.
5. Made phone calls to local entrepreneurs asking about their monthly income and asking if there are any problems regarding their business.
6. Designed posters.
7. Made sports logo by using Canva for Sektor Dasar Sports Day

8. Made a Hari Raya invitation card.
9. Took care of booth during Mini Rural Entrepreneur Carnival or Karnival Usahawan Desa (KUD) at Negeri Sembilan, Kedah and Selangor
10. Print out and laminate some documents and meeting slides.
11. Made document tagging.
12. Learnt about the E-UD system, which is a data storage system for local entrepreneurs, E-vehicle system for make a booking for the car, E-room system for make reservations for meeting or discussion purpose and Digital Document Management System (DDMS) in which a repository of all kinds of government letters and memos.
13. Made Public Sector Conducive Ecosystem (EKSA) of facilities in the office.
14. Prepared the attendance of meeting participants.
15. Took care of booth in conjunction with the KKDW corporate Exhibition@World Trade Centre, Kuala Lumpur
16. Person in charge of lucky draw event at Mini Rural Entrepreneur Carnival at Negeri Sembilan (KUD@NS Fest), Mini Rural Entrepreneur Carnival at Sungai Petani, Kedah (KUD@Sungai Petani), and Mini Rural Entrepreneur Carnival at Sungai Besar, Selangor (KUD@Sungai Besar).



Figure 4: Specific Specialization Task

Gains:

During 24-week practical training under the Entrepreneur Support Unit at the Ministry of Rural and Regional Development, I can understand the corporate work culture and provide some fresh ideas to the department. Besides, a lot of knowledge and skills, as well as a broad understanding of how this company plays an important role in assisting rural entrepreneurs in starting their businesses, particularly in the Entrepreneur Support Unit.



Figure 5: Benefits and Gains

Based on the experience at the Ministry of Rural and Regional Development, I have improved my communication skills and problem-solving skills. This helps me to be more confident to give the opinion, share the ideas and help them to solve problems related to business. As for example, I have participated involving in providing ideas and innovation to change the concept of the outlet from a normal outlet to a bistro concept outlet with italian concept to attract more customers to buy rural products. Besides, learning how to work in a team give a better understanding on how to delegate the task, make decision making, how to solve the problem as well as indirectly it helps to build connection or networking with other people that have different backgrounds. Furthermore, time management skills are one of the skills that most companies look for. Punctuality is a must in every company that we work for. During six months of practical training, I participated in many events that needed me to go out of the office. For example, experienced of being secretariat for Mini Rural Carnival at three states which are Negeri Sembilan, Kedah and Selangor. During the carnival I am the person in charge of handling the lucky draw session. All the tentative should be punctual without any

delay. It was a challenge experienced because it is not easy to control everything according to what have been planned for the tentative due to unexpected things happened such as technical issue, bad weather and so on. This experience helped me to understand well from what I learned in OPM655 (Project Management) courses in which how to control event management risk when unexpected things happened.

Aside from that, monitoring visit taught me how to assist rural communities in increasing their revenue by looking at how they manage their businesses, determining whether the location they chose is the ideal place to promote their business, and making suggestions to improve the production of their business.

Nonetheless, based on the Rural Business Outlet (RBO@KKDW) rebranding meeting has allowed me to apply the ENT 530 (Principle of Entrepreneurship) and ASM 657 (Innovation Thinking Strategies) courses, which taught me how to rebrand the outlet by using current trend concepts that will entice clients to come and buy our rural items that sell at the outlet. In addition, this meeting involved in providing ideas and innovation to change the concept of the outlet from a normal outlet to a bistro concept outlet where customers can come enjoy Italian pastry and coffee while also purchasing our rural products, which can indirectly increase revenue.

Furthermore, I attended several business coaching classes to conduct an audit to ensure that the coaching classes we chose for the Start Right Program (PSR@KKDW) are effective and can help our participants understand how to run their businesses, particularly newbie firms, while also aligning with current trends that can catch customers' attention. During coaching sessions, I assist some of the participants in creating logos for their new businesses, creating Business Model Canvas (BMC), explaining what a B2B type of business is, and assisting them in creating business proposals, all the things that I learned during my semester. I gained confidence in teaching individuals and providing ideas to help them grow their businesses after attending this session.

Moreover, I also participated in Idea@KKDW training courses in which these courses give me new understanding about cyberattacks, and how to help the company to go digital in the future. Attending this kind of course helped me to get an idea on how to help old workers to adapt with new technologies based on what I learned in UBM 599 (Digital Workforce) and ASM 656 (Digital Innovation and Society).

SWOT Analysis

SWOT ANALYSIS FOR MINISTRY OF RURAL AND REGIONAL DEVELOPMENT

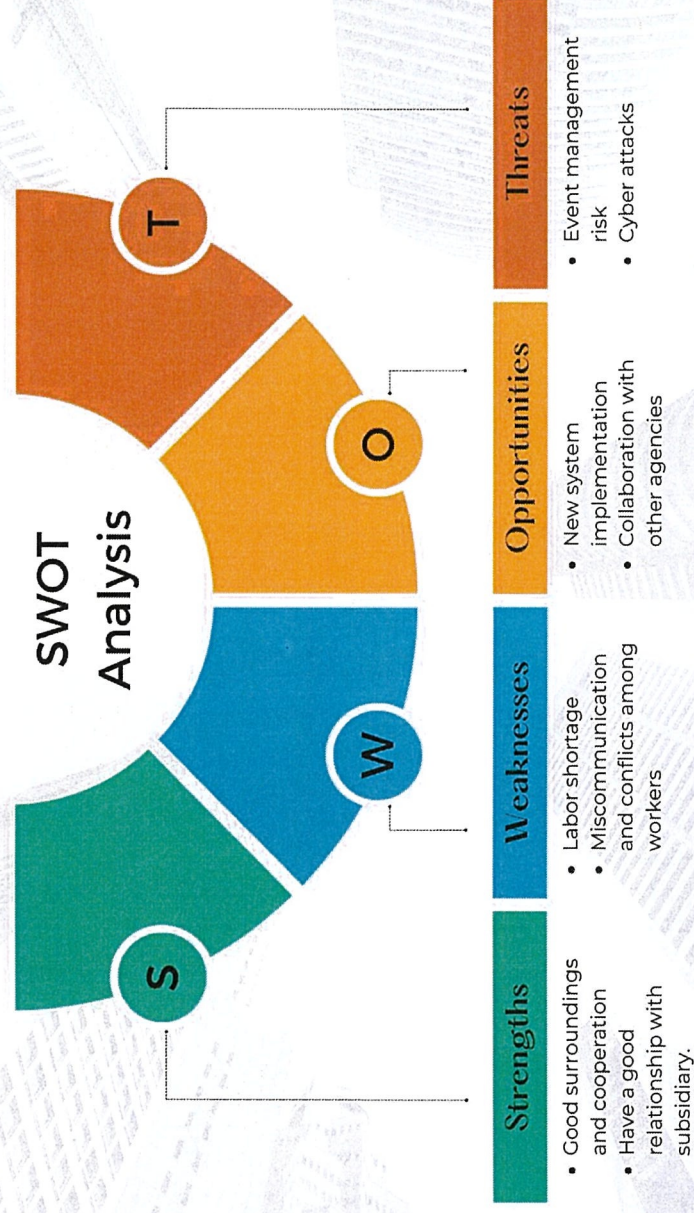


Figure 6: SWOT Analysis

Discussion and Recommendation

SWOT analysis is an established approach in organizational strategy that provides a straightforward and adaptable method for maximizing the organization's strengths, fixing weaknesses, decreasing threats, and capitalizing on opportunities (Mohamad Hayati, 2023). Ministry of Rural Regional and Development SWOT analysis have been prepared according on what have been observed. This underlines the importance of doing SWOT assessments to decide how to manage and accomplish both internal and external objectives as well as targets. I also gave suggestions and feedback for each SWOT analysis so that the company can go forward and achieve its goals.

STRENGTHS

Good surroundings and cooperation.

Employee morale and pleasure at work are critical components in the success of the company. Based on this, the office environment is an important location to emphasize wellness promotion because there is frequently a link between physical and behavioral health. The organization will have a healthy office environment if it creates an environment that promotes employee mental health and flexibility, in addition to physical health (Routt, 2021). Apart from that, having good cooperation among each employee will help them reduce stress levels or even burnout while completing the task or job that requires them to finish it due to collaborating on common duties, assisting others, and working together will help teams form strong bonds (Gupta, 2023)

As for example, at Ministry of Rural and Regional Development, all head of departments and officer are friendly and not being too strict to their subordinates. To guarantee that workers can work in a comfortable workplace environment, their department continually provides a clean and attractive workstation. Furthermore, the cleaning staff will come twice daily, in the morning and evening, to clean the office, which includes all employee workstations. Every year, each department will be audited by other authorities to assess the condition of the office, also known as Ecosystem Conducive Public Sector (EKSA). Aside from that, employees enjoy coming to work because they are compensated, appreciated, and acknowledged. There is no symptoms of fear, bullying, sexual harassment, or intimidation throughout my internship, but what the most pleased is that the employees demonstrate innovation, efficiency, creativity, and new thinking in their job. They have an excellent working environment and teamwork because all employees communicate well with each other, thus it feels comfortable working with them as part of an enjoyable team. They are all helpful and love to give advice on how to address difficulties that cannot be resolved.

Therefore, to sustain good surroundings and cooperation among all head departments and officer at Ministry of Rural and Regional Development, they need to ensure that all equipment, air conditioning as well as all workers workstation is neat and well-organized because dirty and cluttered workspaces expose staff members to viruses and bacteria that can make them sick and force them absent from work, reducing the efficiency of the organization (Macintyre, 2021). Aside from that, be unambiguous, not only about the team's target, but also about the goals of simpler tasks and responsibilities. This helps workers realize how each task and agenda item contributes to the organization's overarching objective (Gupta, 2023).

Have a good relationship with subsidiary.

A subsidiary is a company that is owned by a different company, which is usually referred to as its parent company or the holding company that are distinct and independent legal entities from their parent companies, as evidenced by the independence of their liabilities, taxation, and governance (Chen, 2023). Therefore, if a parent firm owns a subsidiary in another nation, the subsidiary is subject to the laws of the country in which it was formed and operates. According to Lamarco (2019), a positive connection with a subsidiary will benefit the parent firm, which has multiple companies in the same business, to form its own management structure according to local culture and management that fit its best.

For example, based on my experienced, it is clear that public sector companies have good relationships with their subsidiaries, especially when there is a project to collaborate on. MARA, KEMAS, JAKOA, RISDA, FELCRA BERHAD, PERDA, KETENGAH, KESEDAR, KEDA, and KEJORA are the ten subsidiaries of the Ministry of Rural and Regional Development. All subsidiaries under the Ministry of Rural and Regional Development contribute significantly to giving ideas for improvements to programmes that have been designed in accordance with the ministry's budget. Aside from that, good relationships between the Ministry of Rural and Regional Development and its subsidiaries can help to speed up the process of finding participants for programmes like the Start Right Programme (PSR@KKDW) by recruiting students who are interested in and have skills in the field offered by agencies like MARA and RISDA, both of which have their own skill institutes. Furthermore, keeping excellent ties with subsidiaries assists the ministry in obtaining various forms of sponsorship, particularly when putting out significant programmes like such as the Mini Rural Entrepreneur Carnival (KUD@KKDW). Furthermore, subsidiaries under the Ministry of Rural and Regional Development assist in handling the contribution of company equipment and procurement-related matters, as well as monitoring entrepreneurs within 6 months under program PSR@KKDW.

Even though, good relationship with subsidiaries will give a lot of benefits, but to maintain the bond in a long-time period will be a challenge for parent firm. Therefore, to maintain a strong relationship between the parent and subsidiary companies, the Ministry of Rural and Regional Development should ensure consistent, high-quality subsidiary information using entity management technology (Chen, 2023). Besides, Ministry of Rural and Regional Development should avoid intervening or issuing directives in the management of the subsidiary's affairs to avoid from any conflicts or miscommunication happened (Susanne, 2022).

WEAKNESSES

Labor shortages

According to James (2023), labor shortages occur when the demand for workers in a specific occupation exceeds the supply of people who are qualified, available, and willing to work under current market conditions. As a result of this distinction, employers have difficulty discovering and employing qualified candidates. Labor shortages develop in the organization for a variety of reasons, including shifting expectations, company budget, health problems, and many more. Aside from that, reduced salaries are one of the reasons why labor shortages occur in the organization because people nowadays want greater wages based on their qualified certificate and talents.

Currently, during my industrial training at the Ministry of Rural and Regional Development, I was assigned to the Rural Entrepreneur Development Division, which oversees several programs that assist rural residents in increasing their standard of living. There are only 27 personnel in the Rural Entrepreneur Development Division, including two intern students and five MyStep staff, who are grouped into five units according to the ministry's program. According to my experienced in the Rural Entrepreneur Development Division, each unit has no more than 7 people. As a result, most of the officers there had to work extra to finish the task assigned to them, and some of them had to take over the duties of other officers for various reasons such as maternity leave, Umrah leave, and so on. Besides that, The Rural Entrepreneur Development division is experiencing labor scarcity because most of the public sector only opens contract job offers such as MyStep, which do not provide many benefits to those who pass the interview. This is because most employees seek a job that will provide them with long-term security and will provide them with several benefits when working for a company. Furthermore, the Rural Entrepreneur Development Division lacks manpower due to a lack of budget allocation to find new employees, because if they want to increase the number of employees there, they must go through several processes such as

showing the paperwork to the secretary general for the application to add new employees, where the process to obtain approval is complicated and numerous.

As a result, to overcome these limitations, the Ministry must restructure work so that current employees can be utilized in new tasks. (James, 2019). By doing so, when employers are having difficulty filling vacancies with workers in one occupation, it is often viable to rearrange the job to make use of workers in other occupations to avoid labor misappropriation (James, 2019). By doing so, it allows businesses to execute the same amount of work with fewer employees, cutting overhead and increasing efficiency (Abbas, 2022). Firms can also benefit from restructuring by eliminating redundant roles and procedures, allowing them to become more efficient without lowering personnel numbers.

Miscommunication and conflicts among workers

Conflicts between employees and upper management are common in any organization or firm. According to Sharon (2020), a general lack of interconnectedness, some managers believe they can do it all on their own is one of the causes contributing to the breakdown in communication between managers and employees. Besides, some of the managers lack communication skills when communicating with other subordinates. According to Daneil (2020), top management's lack of communication skills might result in their inability to provide clear information to and receive interaction from their subordinates.

As for example, at Rural Entrepreneur Development Division, conflicts between administrative officers and supervisors are common, especially when many employees are required to work outside the office. This is due to the fact that there are several opinions from diverse parties, making it difficult to reach a resolution and resulting in numerous internal battles. Furthermore, selfish attitude and not accepting each other is one of the causes of disagreements and conflicts. In certain cases, management do not provide precise instructions to the workers on duty, resulting in numerous mistakes when performing other tasks. The gap in position as well as expertise is also cited by office workers as a factor in their ideas being accepted and endorsed by many. All of this can have a bad impact on decision making process for the company and it will create a toxic environment.

Due to those weaknesses, the office and the top management should lower their egos and be open-minded to all opinions given by other employees. According to Sharon (2020), when one adopts an open-minded mindset, it is simpler to see things from a broader viewpoint. To sustain an effective interpersonal process, keep a mind open when responding to other people's opinions and ideas (Serlange, 2020). In terms of giving instruction top-down management, saying things clearly and specifically is a smart strategy to solve communication challenges. Do not leave messages with dual meanings (Serlange, 2020). Make certain that

what is said is exactly what is intended and do not be ambiguous. Be explicit about the message that want to express. According to Kuligowski (2023), all employees should recognize and respect individual diversity. Recognizing differences makes it simpler to start having conversations that assist settle workplace issues.

OPPORTUNITIES

New system implementation

Implementation of a new system assists governments in confronting problems that cross administrative and geographical boundaries in a comprehensive manner. As the technology growth rapidly after the pandemic Covid-19, most of the public sector pushed to transform their management system from traditional to digitalization system.

There are several systems implemented at the Ministry of Rural and Regional Development to keep all records secure. One of the systems currently in use in my division is Digital Document Management System 2.0 (DDMS 2.0). This system creates a records management system that handles official government documents and official secrets over their entire life cycle, including the digital and systematic production, capture, storage, maintenance, dissemination, and disposal of records. Through this system, all staff members can access the records from anywhere, at any time, and on any device without having to return to the office. Aside from that, there are other systems that have been implemented, such as the e-room system for booking any meeting room or computer lab for meeting or discussion purposes, the e-UD system for storing all program participants' data, and the e-vehicle system for booking the car for outstation purposes. For the e-UD system, it was implemented in 2018 by my supervisor to make it easy for all staff to store and access all data in one place.

Although various system has been implemented, at Rural Entrepreneur Development Division there is still having difficulty calculating the number of visitors present at the Mini Rural Entrepreneur Carnival. This is because they are required to record the number of guests who attend each carnival for report purpose. Based on my observation, they only count guests with digital rosaries and must stand at the carnival's entrance for a long period of time. Therefore, new system implementation for make them easier to get exact number of guests that visit the carnival is smart sensor attendance system. This new system has the same concept of RFID system in which it will count each person who came to the carnival when the visitors walk away the entrance of the carnival. It is a hardware device which scan the visitors and it request no complicated hardware connections or internet settings. Moreover, it is a plug-and-play device which can be install easily at any convenient location.



Figure 7: Illustration smart sensor attendance system

According to Reeves (2021), the benefit of implement the system is that the organisation may capitalise on this opportunity by gathering data from several sources and putting it in a single spot. This eliminates the need to wait long periods of time for data to be manually synced across numerous platforms. Instead, if one subsystem modifies the data, it is immediately updated for all other systems. Thus, one of the primary advantages of system integration is real-time data availability and accessibility. The possible benefit to the management might be that it can help them gain increased productivity by removing the need for repeated data entry by hand. Employees can receive reliable data for subsequent processing because the system automatically refreshes the central database. This saves a significant amount of time. Each division can also concentrate on their own work without being concerned about keeping up with the activity of other departments. Thus, the integration of systems provides two essential benefits: making employees not only more effective but also extremely productive.

Collaboration with other agencies

Collaboration helps organizations become more sustainable by incorporating components such as new technology, business strategies, innovation, education, and community connections (Lozano, 2020). Collaboration is a deliberate interaction in which all parties work together towards a common end or goal. It is based on cooperation and transparency through the use of knowledge, different insights, and spontaneity. Collaboration can aid in the attainment of an optimum for a system in which each individual option offers the most possible gain but is bound by other decisions that should likewise achieve the best potential gains, i.e., they are interdependent (Lozano, 2020).

For example, during my practical training at the Ministry of Rural and Regional Development, I discovered that numerous agencies were engaged in a program's success. They are, for example, MARA, KEMAS, JAKOA, RISDA, FELCRA BERHAD, PERDA, KETENGAH, KESEDAR, KEDA, and KEJORA. When handling any programme, the Ministry of Rural and Regional Development, as the principal organisation in charge of any programme linked to the state, royalty, and other parties, always collaborates with other agencies, such as collaboration with MARA, RISDA, and other government agencies.

For example, during the YAB Dato' Seri Dr. Ahmad Zahid Bin Hamidi Open House celebration, agencies such as RISDA partnered with the Ministry of Rural and Regional Development for visitor attractions such as engaging in organising performances. Furthermore, during the village entrepreneur Carnival mini program held in June 2023 at Dataran Nilai, agencies such as RISDA, MARA, JAKOA, and KEMAS engaged in agency exhibitions, visitor attractions, and invited entrepreneurs under them to market local items during the carnival.

As a result of this partnership, the ministry can boost social networking since connection with other organisations or agencies increases social trust (Kumiko, 2019). Besides, a strong connection among other agencies can assist the ministry in having a smooth process in the future event or project because more parties are involved in making the project successful, and this is one of the potential outcomes that they may get.

THREATS

Event Management Risk

In today's worldwide hazardous society, event organizers face a variety of dynamic risks, including domestic violent extremism, cyber-threats, event cancellations due to climate change, and a saturated market (Ashwin, 2020). Climate change can no longer be predicted because it is not beyond our control. As a result, it is a significant problem for a corporation that has executed many events or programs to supervise and monitor the administration of the event itself.

There were many activities outside the office carried out during my time in the Rural Entrepreneur Development Division at the Ministry of Rural Entrepreneur Development, such as monitoring entrepreneurs outside, making site visits, conducting entrepreneurship courses with entrepreneurs, and conducting the rural entrepreneur carnival, which is one of the main focuses in the Rural Entrepreneur Development Division.

According to my observations, unpredictable weather changes resulted in frequent cancellations of out-of-office activities. This is because there are numerous factors that prohibit it from being adopted, such as employee health issues, employee safety factors, and so on.

Therefore, to overcome these threads, the Rural Entrepreneur Division should look at the date and place of the event conducted. By doing so, it will help to reduce risk event management when working outside the office. Apart from that, project leader should Make meticulous investigation in every program during the event and have a backup plan in place to address concerns that are out of reach. According to Paul (2022), learning how to establish a plan B will guarantee that event organizers are able to hold a good event even if something unexpected happens to upset what they had planned.

Cyber Attacks

Cybercrime is a major concern for governments as well as companies all around the world, yet little is known about what policy actions are effective in preventing and mitigating threats to organizations (Kemp, 2023). While most computer crimes are performed for the benefit of the individuals who commit them, some are carried out towards specific equipment or systems to attack or disable them. Others use computers or networks to disseminate viruses, unlawful information, photographs, or other goods. Furthermore, because most staff members use the internet in their daily job duties, the majority of employees are subjected to a variety of cybercrime threats such as phishing, malware, denial-of-service (DoS) attacks and many more. For example, among the cyber dangers that arise in the Ministry of Rural and Regional Development are phishing, email spam, and a leak of personal data of employees and the general public via the website.

Therefore, to overcome cyber-attacks at ministry, website monitoring is needed to check website's performance, function, security, usability, and availability. Aside from that, improving employee's knowledge about cybercrime also is needed to prevent cyber-attacks happened. Employee education on security concerns, according to Lucas's (2020) paper, should never be a one-time occurrence. Regular training on cybersecurity should be provided to ensure that personnel are up to date on the latest innovations and that newly hired workers do not introduce security weaknesses.

Conclusion

Based on my internship experienced, I can unequivocally state that it offered and supplied me with a high value of experience because I was able to learn a great deal about the real working environment in the office organization. Many things were taught to me, including growing self-confidence, courage, and a few others in dealing with a high caseload of work responsibilities and challenges. Aside from that, I've had a terrific time debating and discussing with all my coworkers. All of this has taught me how to nurture self-esteem as a member of the younger generation, which will come in handy when I begin working for the organization. The expertise and hands-on experience I obtained throughout my six-month internship at the Ministry of Rural and Regional Development guaranteed me that I would be much better prepared to contribute my skills after my internship finished.

Apart from that, my fellow employees always encourage and assist me in dealing with any difficulty or issue that emerges, and I believe that the working environment has ups and downs that I must cope with positively as an employee. I also learned that a positive working atmosphere starts with excellent connections and comprehension among coworkers. Furthermore, an internship with a government agency is one of the most enjoyable ones because it allows me to learn new things, notably about government rules and policies, and a few other aspects of the work environment also build networking with them.

Furthermore, I may go through the real working scenario, including what I envisaged and what happened in the situation, as well as how I might develop to become an exceptional employee in the near future. With all of the knowledge and experience that I gained here, the internship that I completed at the Ministry of Rural and Regional Development provided me with the perfect opportunity to continue striving and construct an ideal future path. Finally, I have a better grasp of the definition as well as the execution of office system management and working environment, which will aid in the development of my ability to interact effectively, analyse situations, and produce amazing work.

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Appendices



Document Information

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Sources included in the report

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Entire Document

i

ii EXECUTIVE SUMMARY The industrial training program is required for all students at the University Teknologi MARA (UiTM) in semester 6 as part of the academic credit hour requirement for a degree. As a final-year student, I am required by University Teknologi MARA (UiTM) to complete a 24- week industrial training program at the Ministry of Rural and Regional Development beginning March 1st, 2023, and ending August 15th, 2023, before becoming eligible to receive a degree in the field in which I am studying. During 24 weeks of industrial training, it required students to write a written report based on the knowledge and work experienced. In this report, I have used my expertise especially in handling programs that assist rural entrepreneurs in improving their business skills and knowledge, particularly for new firms. The goal of this industrial training program is to finish courses to receive a graduation from UiTM with a degree in Office System Management. I can gain skills in areas such as work ethics, communication, management, and others, through industrial training also get new insights and more complete understanding of the real-world working environment. The report has two primary points. The first aspect is an examination of the firm's profile, which covers the location, corporate history, vision and mission, and organizational chart. The student's reflection is the second aspect. Aside from that, the company's strengths, weaknesses, opportunities, and threats (SWOT) analysis is also reviewed here. Based on observations made while I am doing this training at the organization and feedback from my training supervisor and staff. Suggestions to correct and improve the quality are also offered to help overcome the shortcomings and capitalize on the available chances. Every assignment and job assigned during training is also listed here for employment and work-study.

iii



BAHAGIAN PEMBANGUNAN USAHAWAN DESA
KEMENTERIAN KEMAJUAN DESA DAN WILAYAH

MEMO

Ruj: KKDW.700-11/1/3 ()

Tarikh: 14 Jun 2023
25 Zulkaedah 1444H

KEPADA	SEPERTI SENARAI EDARAN
DARIPADA	SUB (UD)
PERKARA	ARAHAN MENJALANKAN TUGAS SEMPENA PROGRAM MINI KARNIVAL USAHAWAN DESA (KUD) @ NS FEST

Dengan hormatnya saya merujuk kepada perkara tersebut seperti di atas.

2. Adalah dimaklumkan bahawa Program Mini Karnival Usahawan Desa (KUD) @ NS Fest, Negeri Sembilan akan diadakan dari 22 hingga 25 Jun 2023. Sehubungan itu, tuan/puan seperti pada Lampiran A diminta untuk bertugas mengikut keperluan program berkenaan bermula 20 hingga 26 Jun 2023 bagi memastikan perjalanan program berjalan dengan lancar.

3. Diharapkan agar tuan/puan yang terlibat akan memberikan kerjasama sepenuhnya mengikut keperluan unit masing-masing dalam menjayakan program ini mengikut skop tugas yang telah ditetapkan.

Sekian, terima kasih.

(ZAFILIN BIN PAKWANTEH)

LAMPIRAN A

NAMA PEGAWAI BERTUGAS	UNIT	SENARAI TUGAS
1. Encik Nor Maarof bin Idris 2. Puan Norlaili binti Md Desa 3. Encik Mohd Hafiz Noor bin Razali 4. Cik Nur Sarida binti Mohd Fuad @ Mohd Daud 5. Encik Mohd Helmi bin Mazanudin 6. Cik Nur Farhana binti Samsu Bahari 7. Encik Muhammad Mustaqim bin Mazlan 8. Puan Nur Hidayah binti Johari 9. Encik Mohd Isa bin Zainudin 10. Cik Ameerah Natasya binti Affandi	Unit A & E	i. Penyelaras keseluruhan perancangan dan pelaksanaan Program Mini KUD bersama bahagian/agensi pelaksana; ii. Memantau dan menjadi pemudah cara kepada setiap Jawatankuasa; iii. Menyelaraskan rekod kehadiran pengunjung; dan iv. Menyelaraskan pelaksanaan tugas sambutan bagi mengiringi VIP/jemputan program (ketibaan hingga tamat program).
11. Puan Noor Aishah binti Kamarzaman 12. Puan Kartini binti Abu Kasim 13. Puan Aini Soraya binti Sofian 14. Puan Nur Ain binti Abd Rahman 15. Cik Izzatul Syahirah binti Mohd Rafie	Unit B	i. Penyelaras aktiviti cabutan bertuah; ii. Memantau urusan protokol majlis perasmian / penutup / bersama YAB PMX / TPM; dan iii. Memantau tugas-tugas Pegawai Pengiring (LO) VIP dan penyambut tetamu.
16. Encik Wan Luqman bin Wan Sulaiman 17. Encik Arief Abdullah bin Abdul Mahamin 18. Puan Kamsiah binti Mamat 19. Cik Treeny Anak Fabian	Unit C	i. Memastikan kelengkapan serta keperluan booth RBC Bistro disediakan secukupnya mengikut spesifikasi yang ditetapkan; dan ii. Mendapatkan serta melaporkan jumlah jualan dan tempahan yang diperolehi oleh usahawan/peniaga setiap hari kepada Jawatankuasa Induk.
20. Puan Nurul Nasuha binti Abdullah 21. Encik Muhamad Haziq bin Zaini Alamar 22. Puan Ain Munira binti Johari 23. Puan Nurhaslinda binti Nurdin 24. Puan Nor Izwani binti Azizah	Unit D & Pejabat SUB	i. Pameran Program SPED dan SPKLB; ii. Menyelaraskan dalam pendaftaran dan mengedarkan kupon penggalak kepada pengunjung; dan iii. Menyediakan Teks Ucapan YAB TPM KPLB.

Memo carrying out duties and job of scope at the mini carnival of rural entrepreneurs at
Dataran Nilai, Negeri Sembilan.



BAHAGIAN PEMBANGUNAN USAHAWAN DESA
KEMENTERIAN KEMAJUAN LUAR BANDAR

MEMO

Ruj: KKDW.700-11/1/3 (/ 8)

Tarikh: 6 Julai 2023
17 Zulhijah 1444H

KEPADA	SEPERTI SENARAI EDARAN
DARIPADA	SUB (UD)
PERKARA	ARAHAN MENJALANKAN TUGAS SEMPENA PROGRAM MINI KARNIVAL USAHAWAN DESA (KUD) @ SUNGAI PETANI, KEDAH

Dengan hormatnya saya merujuk kepada perkara tersebut seperti di atas.

2. Adalah dimaklumkan bahawa Program Mini Karnival Usahawan Desa (KUD) @ Sungai Petani, Kedah akan diadakan dari 14 hingga 16 Julai 2023. Sehubungan itu, tuan/puan seperti pada Lampiran A diminta untuk bertugas mengikut keperluan program berkenaan bermula 12 hingga 17 Jun 2023 bagi memastikan perjalanan program berjalan dengan lancar.

3. Diharapkan agar tuan/puan yang terlibat akan memberikan kerjasama sepenuhnya mengikut keperluan unit masing-masing dalam menjayakan program ini mengikut skop tugas yang telah ditetapkan.

Sekian, terima kasih.

(ZAFILIN BIN PAKWANTEH)

LAMPIRAN A

NAMA PEGAWAI BERTUGAS	UNIT	SENARAI TUGAS
1. Encik Nor Maarof bin Idris 2. Puan Norlaili binti Md Desa 3. Encik Mohd Hafiz Noor bin Razali 4. Cik Nur Sarida binti Mohd Fuad @ Mohd Daud 5. Encik Mohd Helmi bin Mazanudin 6. Cik Nur Farhana binti Samsu Bahari 7. Encik Muhammad Mustaqim bin Mazlan 8. Puan Anita binti Ibrahim 9. Puan Nur Hidayah binti Johari 10. Encik Mohd Isa bin Zainudin	Unit A & E	i. Penyelaras keseluruhan perancangan dan pelaksanaan Program Mini KUD bersama bahagian/agensi pelaksana; ii. Memantau dan menjadi pemudah cara kepada setiap Jawatankuasa; iii. Menyelaraskan rekod kehadiran pengunjung; dan iv. Menyelaraskan pelaksanaan tugas sambutan bagi mengiringi VIP/jemputan program (ketibaan hingga tamat program).
11. Puan Noor Aishah binti Kamarzaman 12. Puan Kartini binti Abu Kasim 13. Puan Aini Soraya binti Sofian 14. Puan Nur Ain binti Abd Rahman 15. Cik Izzatul Syahirah binti Mohd Rafie	Unit B	i. Penyelaras aktiviti cabutan bertuah; ii. Memantau urusan protokol majlis perasmian / penutup / bersama YAB PM / TPM; dan iii. Memantau tugas-tugas Pegawai Pengiring (LO) VIP dan penyambut tetamu.
16. Encik Wan Luqman bin Wan Sulaiman 17. Encik Arief Abdullah bin Abdul Mahamin 18. Puan Kamsiah binti Mamat 19. Cik Treeny Anak Fabian	Unit C	i. Memastikan kelengkapan serta keperluan booth RBC Bistro disediakan secukupnya mengikut spesifikasi yang ditetapkan; dan ii. Mendapatkan serta melaporkan jumlah jualan dan tempahan yang diperolehi oleh usahawan/peniaga setiap hari kepada Jawatankuasa Induk.
20. Puan Nurul Nasuha binti Abdullah 21. Encik Muhamad Haziq bin Zaini Alamar 22. Puan Ain Munira binti Johari 23. Puan Nurhaslinda binti Nurdin 24. Puan Nor Izwani binti Azizan	Unit D & Pejabat SUB	i. Pameran Program SPED dan SPKLB; ii. Menyelaraskan pendaftaran dan mengedarkan kupon penggalak kepada pengunjung serta mengumpul semula kupon yang telah digunakan oleh pengunjung daripada usahawan.

Memo carrying out duties and job of scope at the mini carnival of rural entrepreneurs at Sungai Petani, Kedah.



BAHAGIAN PEMBANGUNAN USAHAWAN DESA
KEMENTERIAN KEMAJUAN LUAR BANDAR

MEMO

Ruj: KKDW.700-11/1/3 (41)

Tarikh: 18 Julai 2023
29 Zuhijah 1444H

KEPADA	SEPERTI SENARAI EDARAN
DARIPADA	SUB (UD)
PERKARA	ARAHAN MENJALANKAN TUGAS SEMPENA PROGRAM MINI KARNIVAL USAHAWAN DESA (KUD) @ SUNGAI BESAR, SELANGOR

Dengan hormatnya saya merujuk kepada perkara tersebut seperti di atas.

2. Adalah dimaklumkan bahawa Program Mini Karnival Usahawan Desa (KUD) @ Sungai Besar, Selangor akan diadakan dari 21 hingga 23 Julai 2023. Sehubungan itu, tuan/puan seperti pada Lampiran A diminta untuk bertugas mengikut keperluan program berkenaan bermula 19 hingga 24 Julai 2023 bagi memastikan perjalanan program berjalan dengan lancar.

3. Diharapkan agar tuan/puan yang terlibat akan memberikan kerjasama sepenuhnya mengikut keperluan unit masing-masing dalam menjayakan program ini mengikut skop tugas yang telah ditetapkan.

Sekian, terima kasih.


(ZAFILIN BIN PAKWANTEH)

LAMPIRAN A

NAMA PEGAWAI BERTUGAS	UNIT	SENARAI TUGAS
1. Encik Nor Maarof bin Idris 2. Puan Norlaili binti Md Desa 3. Encik Mohd Hafiz Noor bin Razali 4. Cik Nur Sarida binti Mohd Fuad @ Mohd Daud 5. Encik Mohd Helmi bin Mazanudin 6. Cik Nur Farhana binti Samsu Bahari 7. Encik Muhammad Mustaqim bin Mazlan 8. Encik Mohd Isa bin Zainudin	Unit A & E	i. Penyelaras keseluruhan perancangan dan pelaksanaan Program Mini KUD bersama bahagian/agensi pelaksana; ii. Memantau dan menjadi pemudah cara kepada setiap Jawatankuasa; iii. Menyelaraskan rekod kehadiran pengunjung; dan iv. Menyelaraskan pelaksanaan tugas sambutan bagi mengiringi VIP/jemputan program (ketibaan hingga tamat program).
9. Puan Noor Aishah binti Kamarzaman 10. Puan Kartini binti Abu Kasim 11. Puan Aini Soraya binti Sofian 12. Cik Izzatul Syahirah binti Mohd Rafie	Unit B	i. Penyelaras aktiviti cabutan bertuah; ii. Memantau urusan protokol majlis perasmian / penutup / bersama YAB PM / TPM; dan iii. Memantau tugas-tugas Pegawai Pengiring (LO) VIP dan penyambut tetamu.
13. Encik Wan Luqman bin Wan Sulaiman 14. Encik Arieff Abdullah bin Abdul Mahamin 15. Puan Kamsiah binti Mamat 16. Cik Treeny Anak Fabian	Unit C	i. Memastikan kelengkapan serta keperluan booth RBC Bistro disediakan secukupnya mengikut spesifikasi yang ditetapkan; dan ii. Mendapatkan serta melaporkan jumlah jualan dan tempahan yang diperolehi oleh usahawan/peniaga setiap hari kepada Jawatankuasa Induk.
17. Puan Nurul Nasuha binti Abdullah 18. Encik Muhamad Haziq bin Zaini Alamar 19. Puan Ain Munira binti Johari 20. Puan Nor Izwani binti Azizan	Unit D & Pejabat SUB	i. Pameran Program SPED dan SPKLB; ii. Menyelaraskan pendaftaran dan mengedarkan kupon penggalak kepada pengunjung serta mengumpul semula kupon yang telah digunakan oleh pengunjung daripada usahawan.

Memo carrying out duties and job of scope at the mini carnival of rural entrepreneurs at Sungai Besar, Selangor.



BAHAGIAN PEMBANGUNAN USAHAWAN DESA
KEMENTERIAN PEMBANGUNAN LUAR BANDAR

MEMO

Ruj: KKDW.700-6/4/8 JLD.5 (64)

Tarikh: 1 Jun 2023

12 Zulkaedah 1443H

KEPADA	SEPERTI SENARAI EDARAN	SALINAN :
DARIPADA	SUB UD	KPSU (UD) A KPSU (UD) B KPSU (UD) C KPSU (UD) D KPSU (UD) E
PERKARA	ARAHAN MENJALANKAN TUGAS SEMPENA PAMERAN KORPORAT KKDW@WORLD TRADE CENTRE, KUALA LUMPUR	

Dengan hormatnya saya merujuk kepada perkara tersebut di atas.

2. Adalah dimaklumkan bahawa Pameran Korporat KKDW@World Trade Center akan diadakan pada 7 - 10 Jun 2023 di World Trade Centre (WTC) Kuala Lumpur. Antara pengisian pameran KKDW adalah berkenaan Program Sokongan Pengukuhan Keusahawan Luar Bandar (SPKLB) dan Program Skim Pembiayaan Ekonomi Desa (SPED) yang menawarkan bantuan dari segi geran dan pinjaman kepada usahawan luar bandar.

3. Sehubungan itu, tuan/puan seperti pada **Lampiran A** dimohon untuk bertugas sepanjang program berkenaan berlangsung. Diharapkan agar tuan/puan yang terlibat akan memberikan kerjasama sepenuhnya dalam menjayakan program ini.

Sekian, terima kasih.


(ZAFLIN BIN PAKWANTEH)

Memo carrying out duties and job of scope for corporate exhibition at World Trade Centre,
Kuala Lumpur.



BAHAGIAN PEMBANGUNAN USAHAWAN DESA
KEMENTERIAN KEMAJUAN DESA DAN WILAYAH

MEMO

Ruj: KKDW.100-16/1/9 (80)

Tarikh: 19 April 2023
28 Ramadan 1444H

KEPADA	SEPERTI SENARAI EDARAN
DARIPADA	SUB (UD)
PERKARA	ARAHAN MENJALANKAN TUGAS SEMPENA MAJLIS SAMBUTAN AIDILFITRI YAB TIMBALAN PERDANA MENTERI DAN MENTERI KEMAJUAN DESA DAN WILAYAH DI KOMPLEKS SRI SATRIA, PUTRAJAYA

Dengan hormatnya saya merujuk kepada perkara tersebut seperti di atas.

2. Adalah dimaklumkan bahawa Majlis Sambutan Aidilfitri YAB Timbalan Perdana Menteri dan Menteri Kemajuan Desa dan Wilayah akan diadakan bertempat di Kompleks Sri Satria, Putrajaya pada 30 April 2023 (Ahad). Manakala sesi raptai akan diadakan pada 29 April 2023 (Sabtu). Sehubungan itu, tuan/puan seperti pada **Lampiran A** diminta untuk bertugas bagi memastikan perjalanan program berjalan dengan lancar.

3. Diharapkan agar tuan/puan yang terlibat akan memberikan kerjasama sepenuhnya dalam menjayakan program ini.

Sekian, terima kasih.


(ZAFILIN BIN PAKWANTEH)

Memo carrying out duties and job of scope for Hari Raya Celebration at Kompleks Sri Satria, Putrajaya.



KEMENTERIAN
KEMAJUAN DESA DAN WILAYAH

SIJIL PENGHARGAAN

Setinggi-tinggi penghargaan dan terima kasih kepada :

NUR IZZATUL SYAHIRAH BINTI MOHD RAFIE
010718-10-0190

Atas komitmen dan sumbangan menjayakan

Majlis Sambutan Aidilfitri

YAB Dato' Seri Dr. Ahmad Zahid Hamidi

Timbalan Perdana Menteri dan
Menteri Kemajuan Desa dan Wilayah

PADA :

30 April 2023

TEMPAT :

Sri Satria, Putrajaya



DATO' SRI RAMLAN BIN DATO' HARUN
KETUA SETIAUSAHA
KEMENTERIAN KEMAJUAN DESA DAN WILAYAH

Certificate of appreciation for Aidilfitri Celebration.

NOMBOR SIJIL: BPM00794



SIJIL PENYERTAAN

DENGAN INI DISAHKAN BAHAWA

NUR IZZATUL SYAHIRAH BINTI MOHD RAFIE

TELAH MENGHADIRI

SEMINAR IDEA@KKDW : TRANSFORMASI DIGITAL LUAR BANDAR

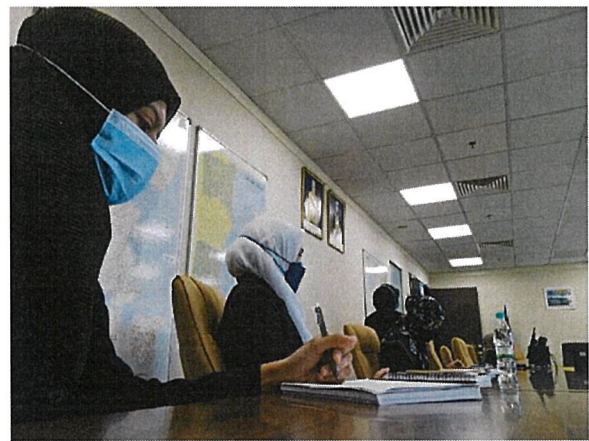
BERTEMPAT DI

DEWAN SERI LESTARI, ARAS B1, KKDW

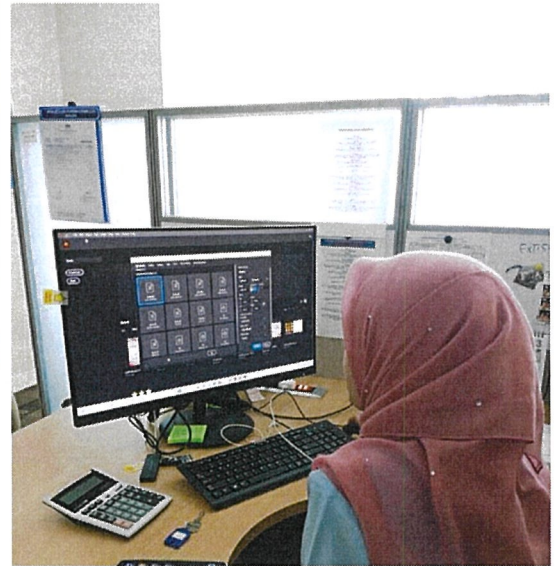
PADA TARIKH

11/07/2023

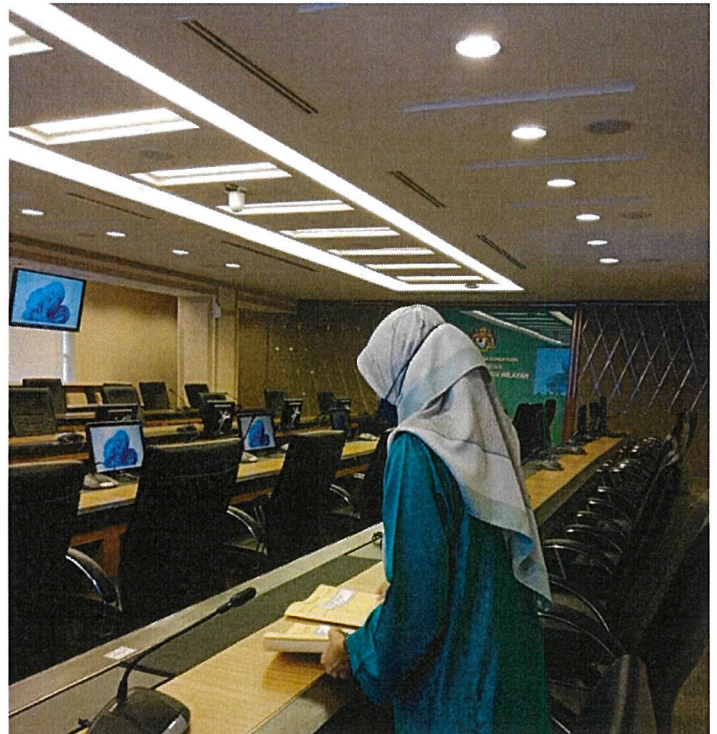
*SIJIL INI ADALAH CETAKAN KOMPUTER DAN TIDAK MEMERLUKAN TANDATANGAN



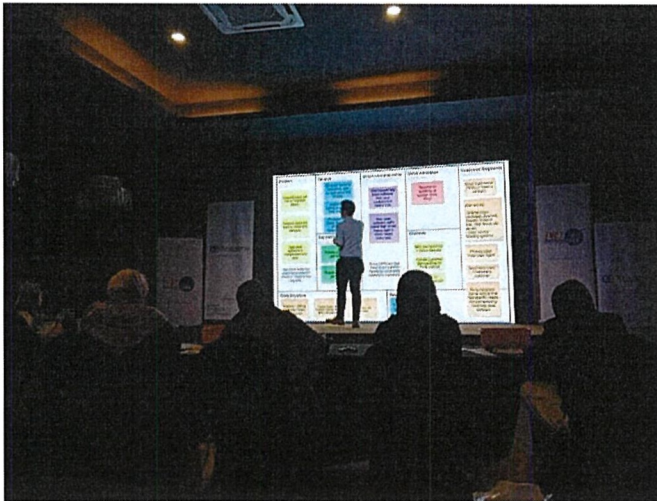
Attending meeting.



Designing logo, invitation card, QR code, and edited video for Hari Raya Celebration.



Prepared meeting room and attendance of meeting participants.



Attending business coaching seminar.



Key in Start Right Program data in excel.



Manage all office documents.



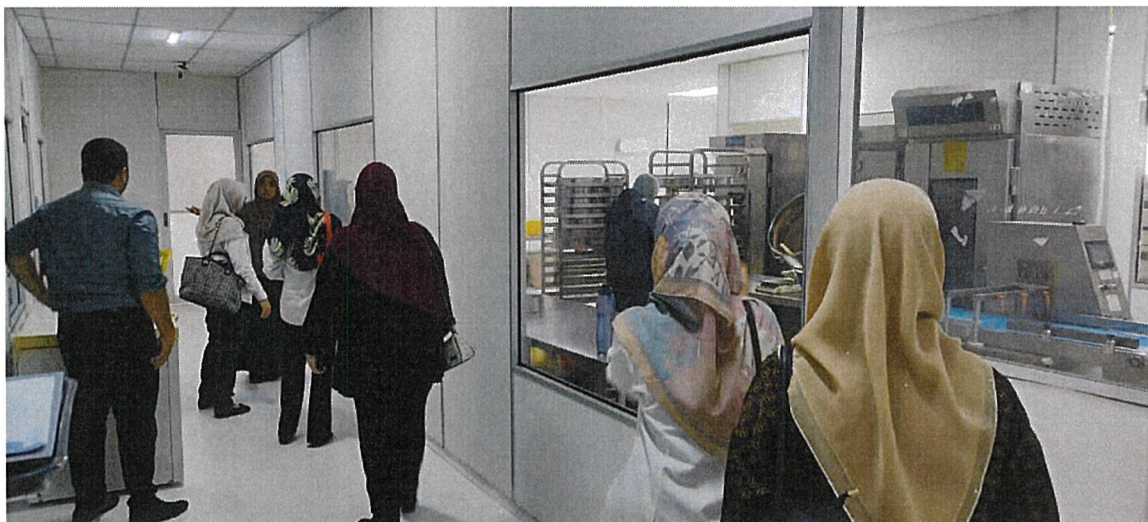
Members of the performance Committee for Hari Raya Celebration with YAB Dato' Seri Dr. Ahmad Zahid bin Hamidi at Sri Satria, Putrajaya.

Be a facilitator for Business training under Rural Mobile Entrepreneur program (RME@KKDW) in which helped them on giving ideas to create company logo.

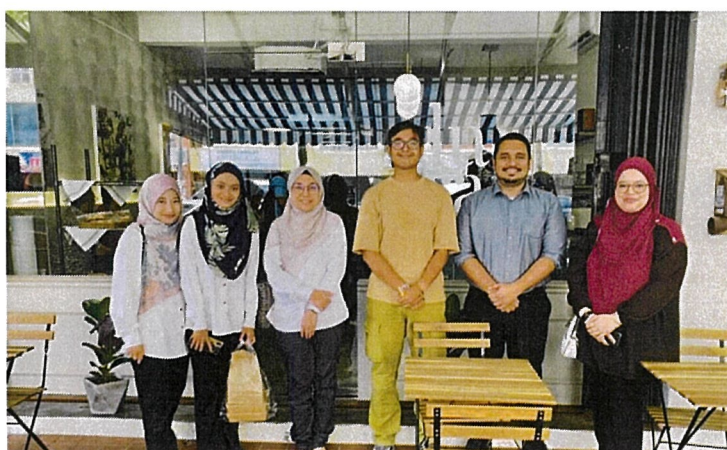




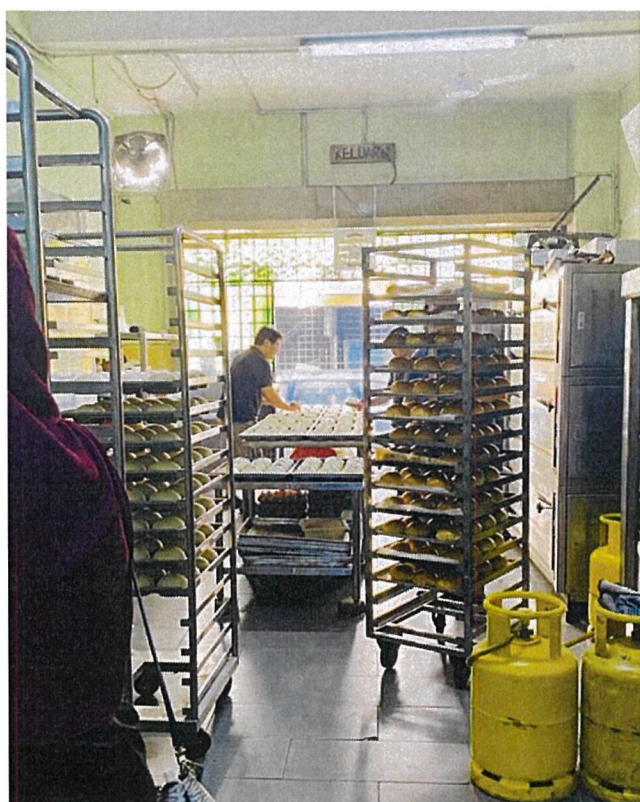
Attending meeting with Hajji Company to get an idea to rebrand Rural Brands Outlet also discuss on types of pastry or bread that should be sold.



Monitoring visit to Hajji company manufacturer to see how they prepared all the foods.



Meeting with owner of baker brothers café to get idea on types of Italian pastry that could be sell in Rural Brands Outlet (RBO@KKDW).



Monitoring the visit to Baker Brothers café to look at how they prepared all the pastry and bread.



Taking care of booth for corporate exhibition at World Trade Centre, Kuala Lumpur.



Monitoring visit to stay up to date on the participants of Start Right programs (PSR@KKDW) and verify that the objectives of each program are met.



Prepared visitor registration book for mini Rural entrepreneur carnival at three states which are Negeri Sembilan, Sungai Petani, Kedah and Sungai Besar, Selangor.



Helping Officemates made Public Sector Conducive Ecosystem (EKSA) of facilities in the office for audit purposes.



Took care of booth during Rural Entrepreneur Carnival (KUD) at Negeri Sembilan, Kedah and Selangor.



Learn about e-UD System and other systems that are implemented in our division with my supervisor.



Helping officemates to make a decoration for Hari Raya Celebration.



Made document tagging.



Briefing session with all secretariats of Mini Rural Entrepreneur Carnival.



Prepared VIP gifts for Prime Minister, Deputy Prime Minister and other Ministers of Ministry of Rural and Regional Development.



Prepared RM5 coupon for visitor who come to our carnival.



Be an emcee for lucky draw session at Mini Rural Entrepreneur Carnival at Sungai Besar, Selangor.



Rural entrepreneur development division (Bahagian Pembangunan Usahawan Desa) staffs.



With my supervisor at Ministry of Rural and Regional Development