



اَبُو سَيِّدِي تَيْكُو لُو كِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

Fakulti
Pengurusan
dan Perniagaan

INDUSTRIAL TRAINING REPORT

MAJLIS DAERAH
LENGGONG
(MDL)

NUR SYAZLIN NATASYA BT ABDUL RAHMAN
BACHELOR OF BUSINESS
ADMINISTRATION(Hons.) FINANCE

ACADEMIC ADVISOR : DR HISAM BIN BULOT
COORDINATOR : DR NURUL LABANIHUDA ABDUL
RAHMAN

EXECUTIVE SUMMARY

This internship report focuses on the work experience I gained as an Intern in the Finance department at Majlis Daerah Lenggong, Perak, over a 24-week period. I successfully completed the period from 1 March 2023 to 15 August 2023 as Universiti Teknologi Mara Kampus Arau has made this as requirement. The ultimate goal of this internship is for students to gain more knowledge and develop new skills before gaining real-world experience performing and completing tasks within a given time frame.

In this report, I primarily used my experience at Majlis Daerah Lenggong, particularly in managing the council's accounts and finances. Encik Muhammad Aiman is in charge of my industrial training during this six-months period. Here, I learned a lot from my supervisor because he guiding me through tasks like daily compilation of error transactions, manual charge of customer transactions, keying in bank transactions into their system, and others.

This Industrial Training Report will provide a more detailed overview of my experience as an Intern. It includes every activity completed in each unit, all skills used, and all tasks completed successfully. Throughout my six-month internship here. This report includes my background profile, organisational information, and a reflection on my training, as well as a SWOT analysis in which I evaluate internal and external factors. I also mentioned organisational issues, as well as discussions and suggestions for organisational improvement.

Content

Acknowledgement	01
Executive summary	02
Student's Profile	03
Company's Profile	04
swot analysis	05
Discussion & recommendation	06
Conclusion	07
References	08
Appendices	09

COMPANY'S PROFILE

Company's Name: Majlis Daerah Lenggong

Address: Jalan Alang Iskandar, 33400,
Lenggong, Perak Darul Ridzuan

Operation Hours:

- Monday until Friday 8 a.m. to 5 p.m.
- Closed on Public Holidays

Contact: 05-7677 207/307

Email: urusetia@mdlg.gov.my

Website: www.mdlg.gov.my

Company's Logo:



Background of establishment

Majlis Daerah Lenggong is a Local Authority that is empowered under the Local Government Act 1976 (Act 171) to provide municipal services to residents within the Lenggong District Council area. The Lenggong District Council was established on 1.12.1979. The approval of the administrative area amounts to 9773.162 hectares with a total population of approximately 19,343 people. Pekan Lenggong is an administrative center located in the middle of the area, which is 62km south of the Royal City of Kuala Kangsar and 57km north of Gerik, which is the Administrative Center for the Upper Perak District.

MISSION

MDL will make its administrative area a Tourism City that has clean cities, sustainable development in generating the economy of the local community while managing public well-being and prosperity.

VISION

Improve the quality of services and infrastructure to achieve the survival of a world heritage tourism city that is comfortable and harmonious. Make the Lenggong district council a clean and sustainable city to maintain the recognition that has been earned.

OBJECTIVE

Become an agent responsible for achieving the perfect value of life through the national development policy :

- By ensuring rational development through planning and development control.
- By providing public hygiene & health services.
- By providing recreational facilities and area beautification.
- By preserving/controlling the environment.
- By having an organized traffic system

PRODUCT AND SERVICES

The screenshot displays the ePBT Online Portal interface. At the top, it features the logo of the Ministry of Housing and Local Government and a navigation menu. Below the header, there's a banner with the text "Dahulu, setiap aduan perlu dibuat di kaunter..." and a search bar. The main section is titled "PERKHIDMATAN MELALUI PORTAL INI" and lists five services: LISEN PERNIAGAAN, SEWAAN, KOMPAUN, BAYARAN, and TAKSIRAN. Below this, a table titled "SENARAI PBT DAN PERKHIDMATAN YANG DISEDIAKAN MELALUI PORTAL INI" provides a detailed list of services available across various local authorities.

BT	Pihak Berkuasa Tempatan	Pemohonan Lesen	Semak & Bayar Cukai Taksiran	Semak & Bayar Kompoun
1	Majlis Perbandaran Kota Bharu	✓	✓	✓
2	Majlis Perbandaran Kuala Kangsar	✓	✓	✓
3	Majlis Daerah Gopoh	✓	✓	✓
4	Majlis Daerah Kuala Krai	✓	✓	✓
5	Majlis Daerah Tumpat	✓	✓	✓
6	Majlis Daerah Pasir Puteh	✓	✓	✓
7	Majlis Daerah Yan	✓	✓	✓
8	Majlis Daerah Baling	✗	✓	✓
9	Majlis Daerah Pendang	✓	✓	✓
10	Majlis Daerah Tanjung Malim	✓	✓	✓
11	Majlis Daerah Langgong	✓	✓	✗
12	Majlis Daerah Pasir Putih	✓	✓	✓
13	Majlis Daerah Batu Gajah	✓	✓	✓
14	Majlis Daerah Kemar	✓	✓	✓

* Tarikh akhir kemaskini : 19 Jun 2019
 * Senarai perkhidmatan atas talian ini akan diemaskini dari semasa ke semasa
 * Petunjuk:

- ✓ perkhidmatan disediakan oleh PBT
- ✗ perkhidmatan tidak disediakan oleh PBT

WHAT IS ePBT? The Local authorities have developed ePBT Online Portal as an online gateway service and among the services offered through this portal is the facility to check and make payment for local services accounts such as assessment tax, rental of business premises and compounds.

PRODUCT AND SERVICES

SISPAA
Sistem Pengurusan Aduan Awam
Kerajaan Negeri Perak Darul Ridzuan

Sejahtera Rakyat Perak Darul Ridzuan

[New Feedback](#) [Feedback Enquiry](#) [Complainant Login Sign Up](#)

Home | FAQ | Site Map | Officer Login I prefer to use English | B.Malaysia

PEJABAT SETIAUSAHA KERAJAAN NEGERI PERAK

BANGUNAN PERAK DARUL RIDZUAN
JALAN PANGLIMA BUKIT GANTANG WAHAB
30000 IPOH
Tel: 05-2095000 | Faks: 05-2555026
Emel: aduan@perak.gov.my
Laman Web: <http://www.perak.gov.my>

Complainant Login

Login ID :

Login Password :

[Sign In](#)

[Forgot your password ?](#)

The Public Complaints Management System (SISPAA) is part of the Government's ongoing efforts to improve the quality of services and delivery from time to time which has been facilitated by the latest technology. SISPAAs can speed up and facilitate the process of submitting Feedback to Government Agencies because it can be accessed by Users at any time if there is internet access.

Training's Reflection

KNOWLEDGE AND TECHNICAL SKILLS RELATED TO PERSONAL DEVELOPMENT

- The ability to adapt easily to changing work processes and environments
- Understand and adhere to organisational policies regarding timetables, regulations, and dress code.
- Improving written and oral communication skills during work
- The opportunity to meet new people and practise networking skills while developing a professional network of contacts, mentors, and references.

KNOWLEDGE AND TECHNICAL SKILLS RELATED TO WORK

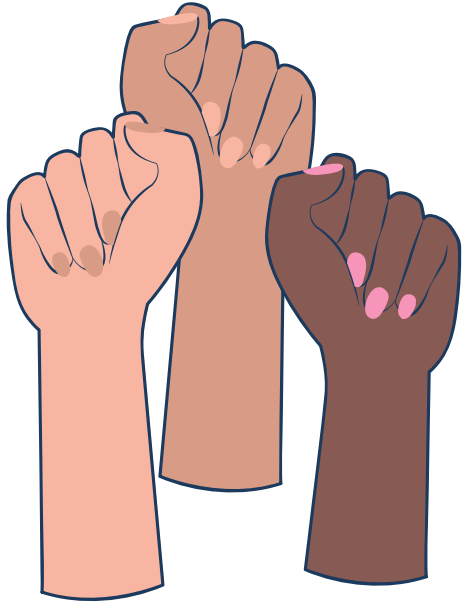
- Understand how to read the data from system
- Learn how to enter all necessary data into their system, such as cash book data, incorrect transactions and customer information.
- Capable of preparing files and maintaining documentation for organisational records
- Enhance the problem solving, entering and verifying data, and knowledge of system used by the company.
- Learn the fundamental principles and practises of accounting and financial analysis.

Training's Reflection

ROLES, RESPONSIBILITIES AND TASK

- Check overpayment for 2022 estimated tax.
- Key in data voucher of payment for 2023 into excel by month.
- Assist in the preparation of the 2023 Budget Statement
- Check the bank statement against the cash book.
- Record and register daily license coupons to be sent to National Audit Department.
- Enter the data or information into ePBT system
- Analysis of dependent cash receipts from 2011 to 2022.
- Deliver the documents or vouchers to the organisation's leader.
- Participate in all events and programmes held by the Council.
- Take over the duties of workers on sick leave or involved with work courses.
- Participate in the creation of staff claims and handling of payment vouchers.
- Record exchange of new assets in some of the company's freehold buildings.
- Identify the causes of rent differentials in the Epbt system
- List out all assessment adjustment road codes in excel to get a final balance.

Swot Analysis



- We own an ultra-high-speed network
- Has excellent financial health
- Administration and management system that is well-functioning and efficient
- Committed to providing a work environment that values diversity among its employees.



- Lack of punctuality
- Lack of security
- System of restricted access
- Leadership team has recently change, no record track



- It is simple for locals to find work
- Use advance technologies



- Human errors in system operation
- Changes in the ruling party

PESTLE



POLITICAL

- Level of corruption -The company should also be able to assess the risks associated with bribery. Employees should be trained and equipped with the procedures specific to making difficult decisions, when they arise.
- Stability of government

- Disposable income-If disposable income decreases, households have less money to spend and save, which then forces consumers to consume less and become more frugal
- Staff cost- Policies that increase labor costs can substantially affect both employment and hours, in individual companies as well as in the overall economy.



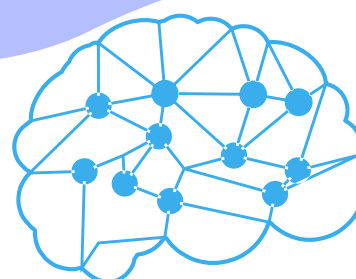
ECONOMIC

- Law changes effecting social factor-Law indirectly influences social change by shaping various social institutions, which have a direct impact on society.
- Media views - Lenggong district council should put more emphasis on social media to ensure that the public is always in touch with them.



SOCIAL

- Information and communication resources -Due to improvement of technology in this period of globalization , this company needs to improve its internal technology such as internet services and others.
- New machinery or software-Lenggong district council had to implement their systems and solutions quickly to improve the company's performance



TECHNOLOGY

- Employee safety laws
- Change in regulation by the government can directly affect a company earnings-As the government occasionally changes rules and regulations regarding businesses, businesses need to update their data and regulations frequently, so company data must be audited continuously, regulated, and updated



LEGAL

- Environmental policies
- Health in the workplace-Workplace health has been linked to environments that present an obvious risk. However, regardless of how obvious the risks are, all workplaces must be aware of health and safety legislation



ENVIRONMENT

Discussion & Recommendation

STRENGTHS

- **We own an ultra-high-speed network**
 - Lenggong District council have provided high speed network in every department.
 - Employees require fast internet because they use online systems which is ePBT that must be accessed on a daily basis.
 - Some data management tools' performance is entirely dependent on network speeds.
 - Employees can easily become frustrated when their work is hampered by slow network speeds.
 - With a high-speed internet, employees can attend customer queries on time.
 - Recommendation: There is a recommendation for Lenggong District council to further capitalize on their competitive advantage of ultra high speed network. It is to make sure that company's system can be efficiently accessed.
- **Has excellent financial health**
 - Every year, both the state and federal governments will provide funding to the Council to fund the development project as well as other payments.
 - It highlights the Council's strong financial position as they have funds for every project payment or expense.
 - Furthermore, the Council can send official letters to claim or request additional funds from the federal or state governments
 - Recommendation : To further improve the company's approach to excellent financial health, there is a recommendations for Lenggong District Council to maintain their consistency seeking company funds and considering various ways to expand financial companies

Discussion & Recommendation

- **Management and administration system that is well-functioning and efficient**

1. The ePBT system is used by Lenggong District Council to improve the efficiency and effectiveness of local government administration.
2. Employees can access files more easily with ePBT systems, and residents can review, complain, and use any applications available in this system.
3. Increase the local government's ability to provide services in accordance with customer needs.
4. Launch the implementation of the PBT service delivery system using updated ICT facilities.
5. Lenggong District Council also has a new system layout that is more organized than the previous one.
6. Recommendation: There must be an administrative strategy in place to manage the process of change, to evaluate that change, budget for it, implement it, and ensure that it is accepted throughout an organization's various departments.

- **Committed to providing a work environment that values diversity among its employees.**

1. All of the Company's human resource policies and activities are adopted by the company which aim to create a respectful workplace.
2. They are firmly in their commitment to providing equal employment opportunities to all individuals and will not tolerate any form of illegal discrimination or harassment.
3. All levels of management are accountable for monitoring and adhering to the Company's policies and procedures for handling employee complaints about harassment or other forms of unlawful discrimination
4. Recommendation: To further strengthen a diverse workplace, organizations need to ensure that they communicate effectively with employees.

Discussion & Recommendation

WEAKNESS

- **Lack of punctuality**

1. Most employees underestimate their work time by arriving late, taking the longest lunch break, and always doing tasks at the last minute.
2. According to Lenggong District Council, the issue of punctuality may not be as important as it is in other organisations.
3. When someone is late, they might cause meetings to be pushed out, impacting colleagues' schedules. They may also miss important tasks, adding an extra task to another team member's to-do list.
4. Recommendation : Employees should avoid this habit and aware of workplace absence policies. Some departments have policies in place regarding personal days, late policies, and calling in sick.

- **Lack of security**

1. Lenggong District Council is dealing with a lack of workplace safety equipment, such as several non-functioning cctvs.
2. Employees will not feel safe in their workplace if the building is easy to enter or is frequently the target of theft or vandalism.
3. A lack of safety not only contributes to a negative work environment, but it can also reduce employee productivity and increase employee turnover.
4. There are no security guards on duty.
5. Large robberies can occur in broad daylight if proper security procedures and personnel are not in place.
6. Recommendation: It is critical to have adequate security in place to protect the personal information of customers, clients, and vendors. The required security not only protects customers, but also business from costly legal damages.

Discussion & Recommendation

- **System of restricted accesse**

- 1.This ePBT system can only be accessed through Lenggong District Council's worker ID.
- 2.External devices are unable to access it from outside the area.
- 3.Furthermore, this system can only be accessed via the Mozilla Firefox browser.
- 4.As a result, if employees have any additional tasks to complete, they will be unable to complete them at home.
- 5.During the quarantine period, they are unable to complete any work and are unable to receive any payments.
- 6.Recommendation : The system is very useful to this organisation, but it needs to be improved further before it can be widely used.

- **Leadership team has recently change,no record track**

- 1.Each department in the Lenggong district council frequently rotates heads of department, which complicates new head of department if there is no or lost old work record.
- 2.The new department head must redo everything so that it can be recorded by the company.
- 3.Recommendation : By having a central place where all the important documents and information are kept,this will makes change management much more efficient

Discussion & Recommendation

OPPORTUNITIES

- **It is simple for locals to find work**

1. There is a platform called Portal Rasmi Perak Digital and Kerjaya Perak, which are websites for graduates and Perak residents looking for work under the District Council.
2. Almost all of the employees in this organisation were Perak residents and communities.
3. They are qualified to work in this Council because they were born in the state of Perak and have a wealth of knowledge about the Lenggong area.
4. Recommendation : With better prospects ahead for Lenggong District Council unison with the global economic recovery, there is a recommendation for Lenggong District council to open more vacancies for local youth in Lenggong area to reduce unemployment among fresh graduate students.

- **Use advance technologies**

1. Technology has an important place in almost every department in this company.
2. Whether it's to communicate with fellow staff, update policies or review old records, technology plays a key role in helping employees complete their jobs and progress in their careers.
3. During my internal period, the company upgraded many photostate machines in some department.
4. Recommendation: The head of the IT department responsible for shepherding technical innovation into routine use is far better equipped with the education and experience to guide the development of that innovation than to manage its implementation.

Discussion & Recommendation

THREATS

- **Human errors in system operation**

1. Some data and information must be manually transmitted in this organisation.
2. Some tasks necessitate the use of human labour, such as the manual charge for daily transaction errors.
3. As manual charging involves actions that are outside of what the system defines as the maximum allowable performance, human error is possible.
4. Furthermore, human error occurs during the payment received at the counter which is affecting the payment of the customers.
5. Recommendation : All employees must pay more attention to their work in order to reduce errors.

- **Changes in the ruling party**

1. The political uncertainty in Malaysia is fueling speculation that the ruling government will change during the next election period.
2. As a result, this uncertainty will have an impact on how much money is allocated to District Council, potentially resulting in a negative shift.
3. Recommendation : In response to incremental declines in government spending, they must reduce administrative costs and invest more in programme funds.

CONCLUSION

Overall , I learned a lot of different experiences, practical skills, communication skills, ethics, and professionalism during my six months of industrial training at Lenggong District Council. For instance, working with staff from various fields and skills has provided me with a wealth of experience and knowledge. This industry training taught me to follow all of the instructions for each task that was assigned to me. However, i do think that there are some aspects of the job that i could have done better and that i need to work on. I need to build more confidence in applying accounting principle. I realized that i could have completed the work ealier than i did. Also , the technical parts of the job were a bit flawed and i was asked multiple times to correct it . The two main things that i learned after my experience in this firm are the importance of time management and being self motivated

REFERENCES

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4. Çitilci, T., & Akbalık, M. (2020). The importance of PESTEL analysis for environmental scanning process. In *Handbook of Research on Decision-Making Techniques in Financial Marketing* (pp. 336-357). IGI Global.
5. Helms, M. M., & Nixon, J. (2010). Exploring SWOT analysis—where are we now? A review of academic research from the last decade. *Journal of strategy and management*, 3(3), 215-251.

APPENDICES

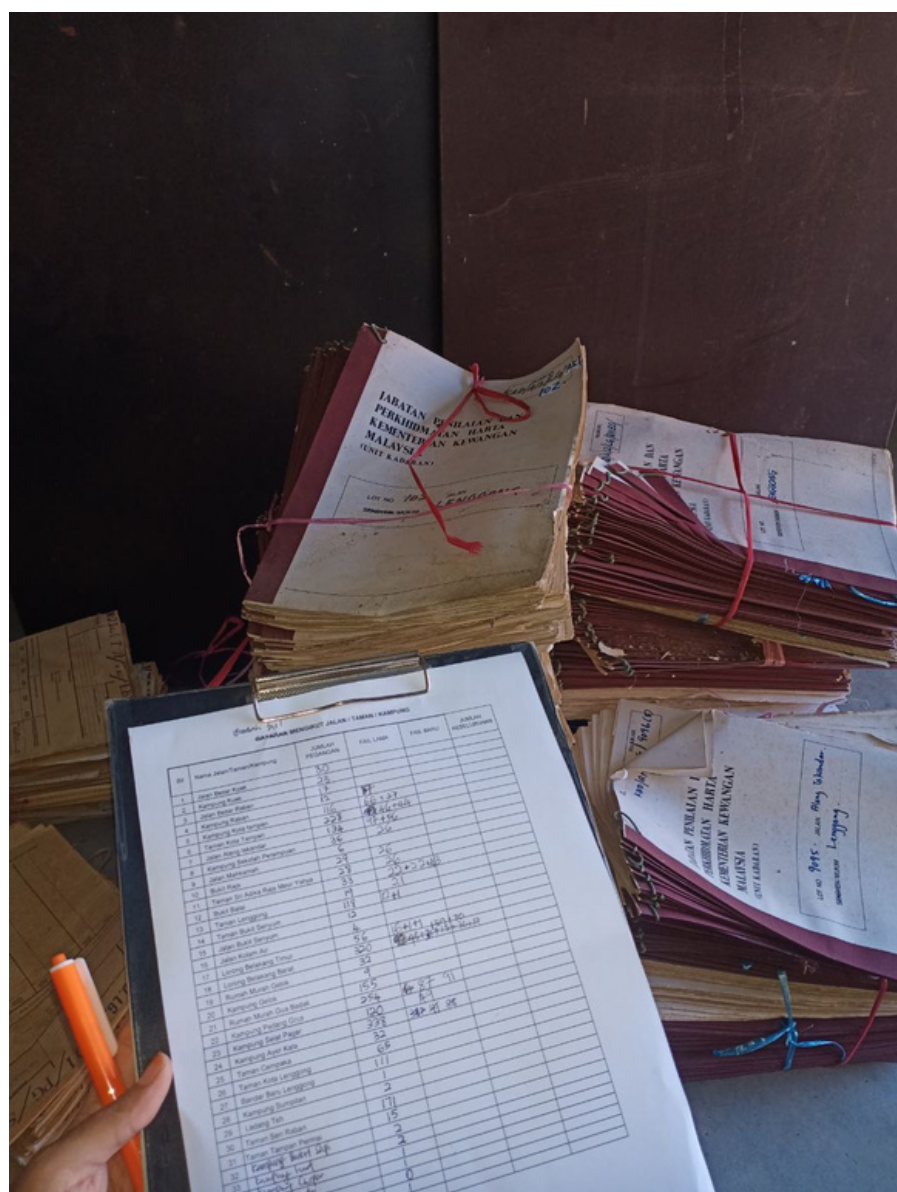


Figure 1: Record the previous evaluation file for reassessment in the store room.

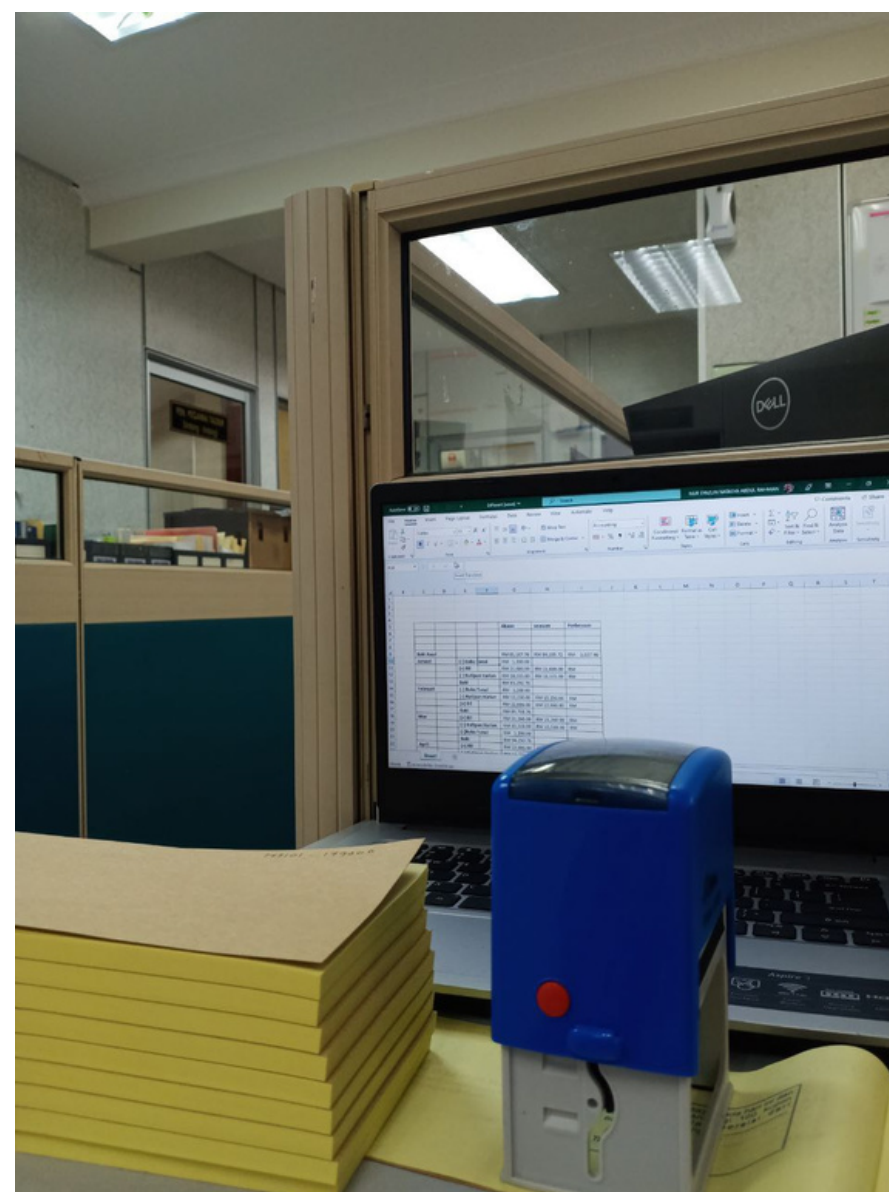


Figure 2 :Record & register car parking coupons.

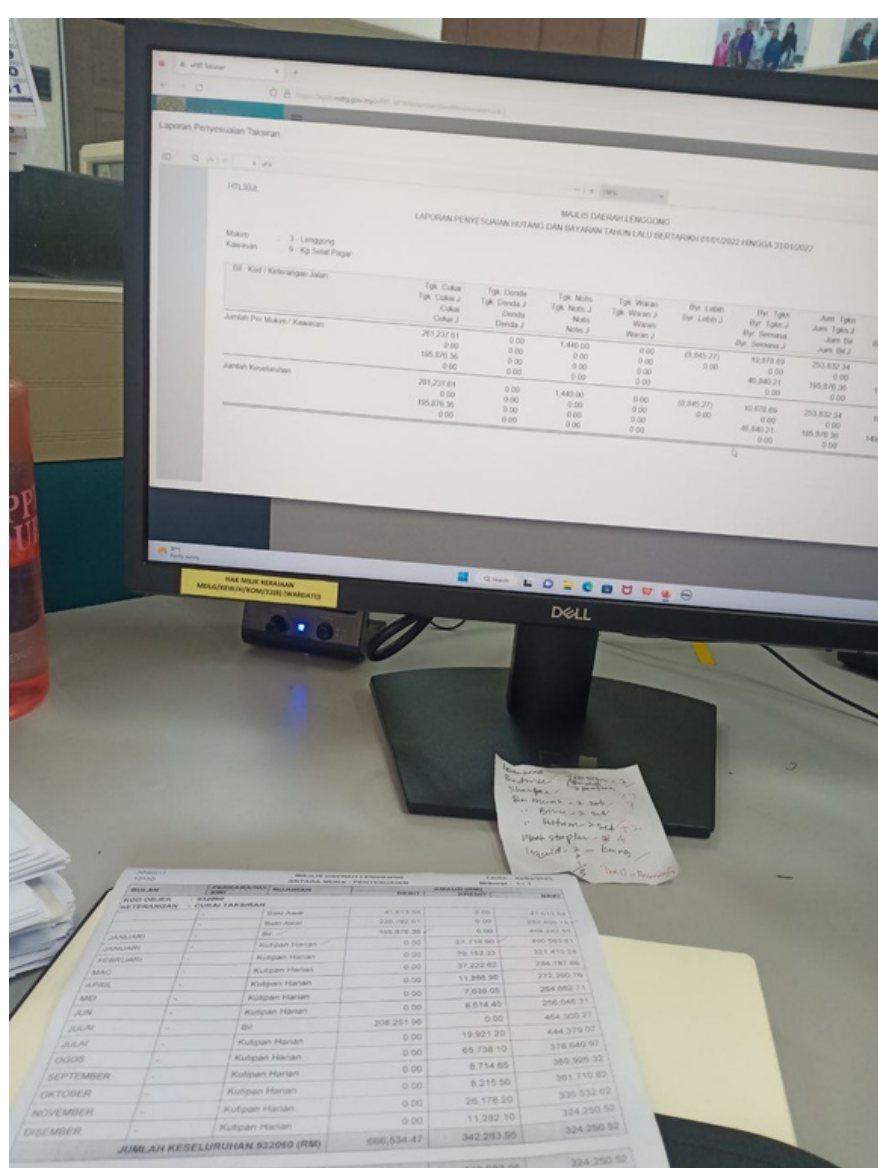


Figure 3 :Log in into EPBT system to check the initial balance for tax overpayment.



Figure 4 : Joining Outdoor Festival Lenggong

APPENDICES

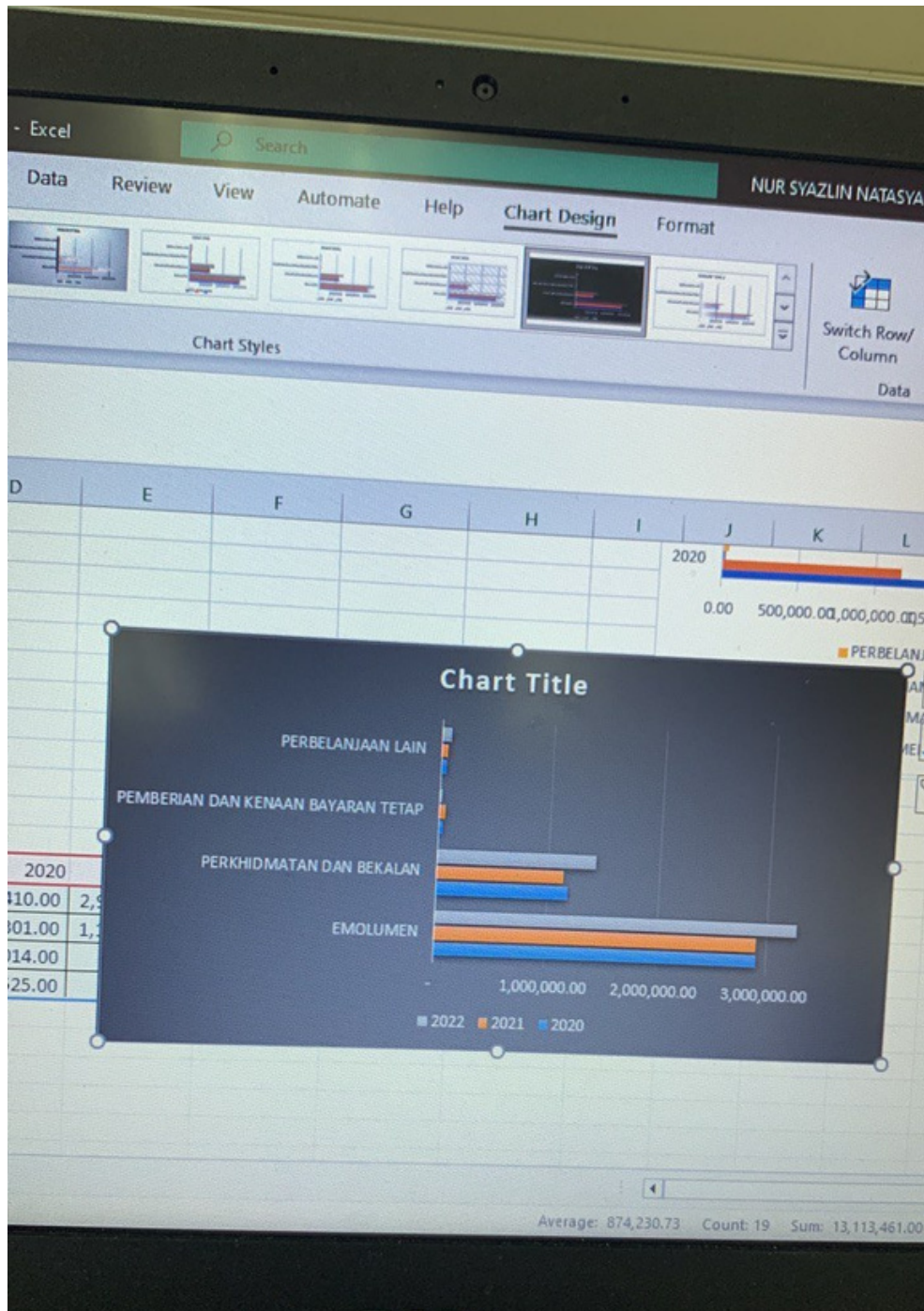


Figure 5 :Making new poster for financial statement summary using canva



Figure 6 :Participating in a programme to prepare "Bubur Asyura" for Ramadhan.

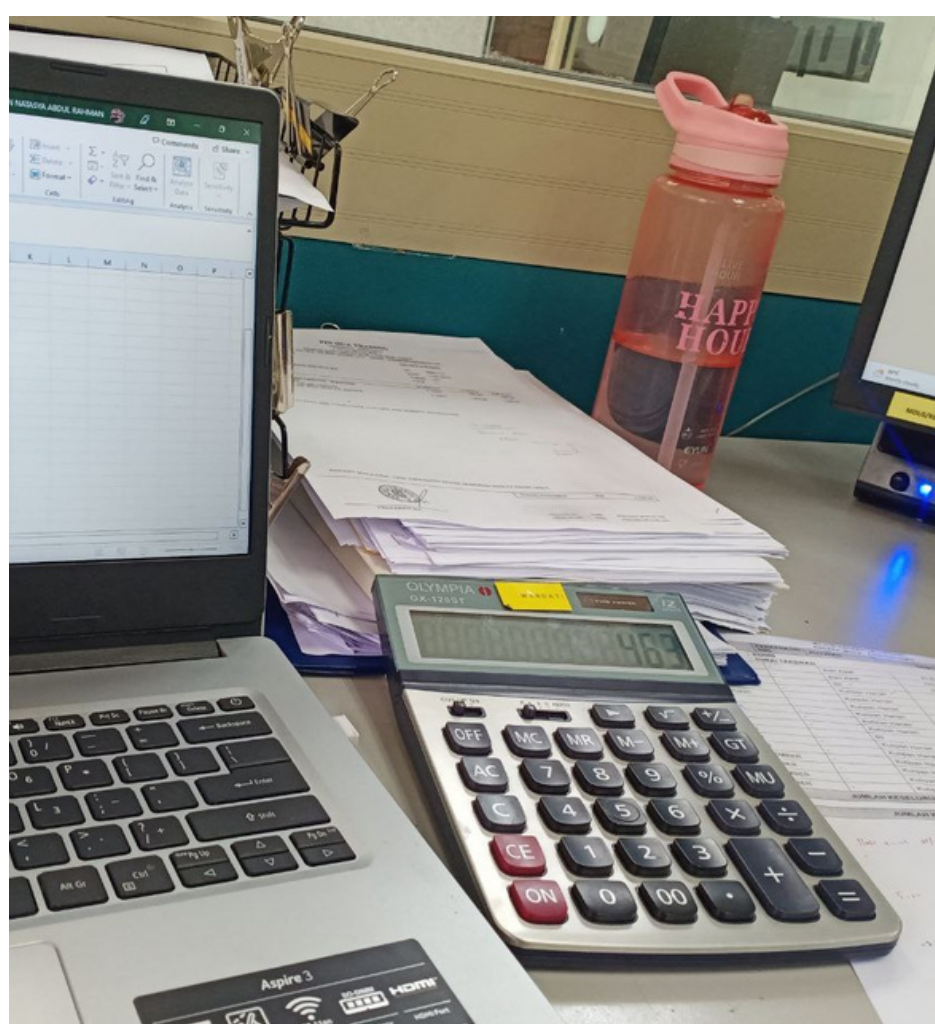


Figure 7: Make sure the account is tally



Figure 8 : With the staff of my company at the end of the event

APPENDICES

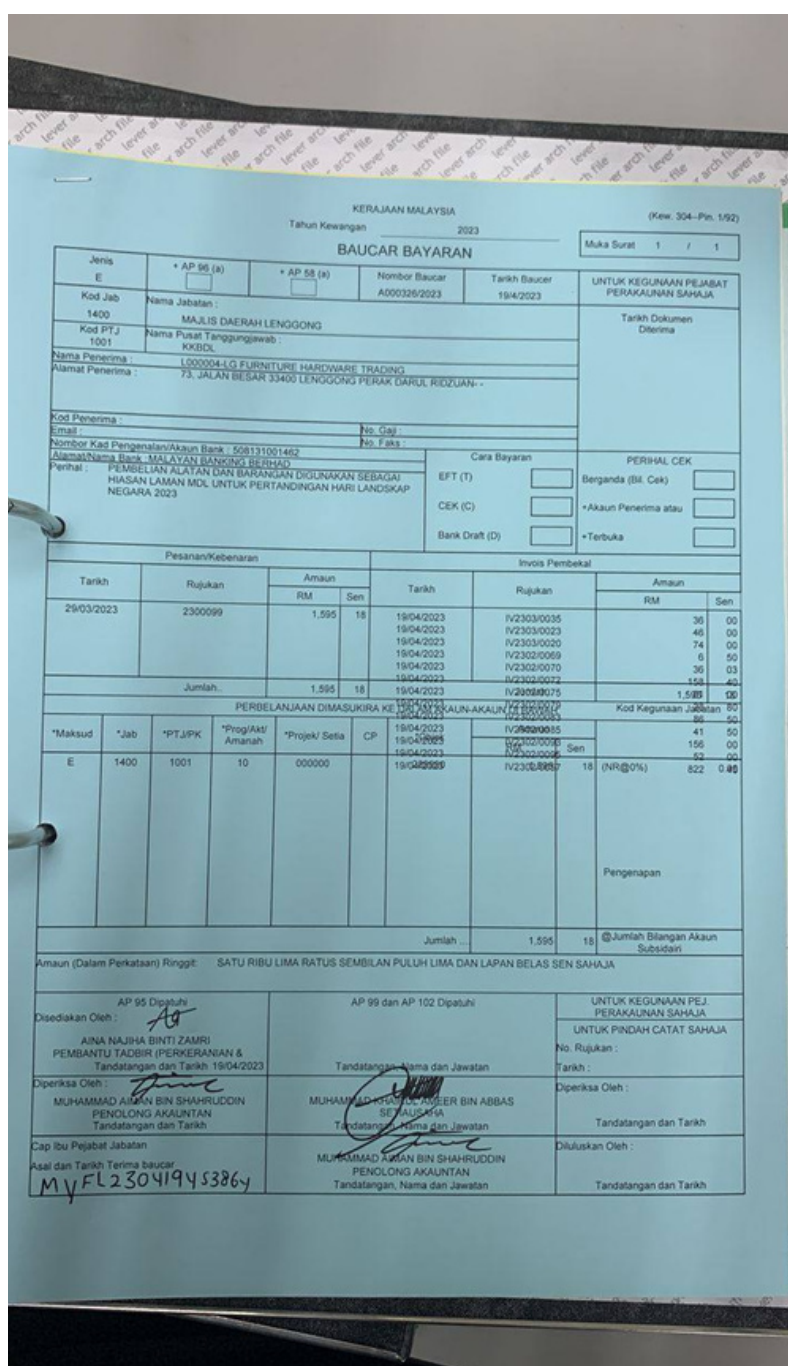


Figure 9: Sort the voucher based on its number and put into the files

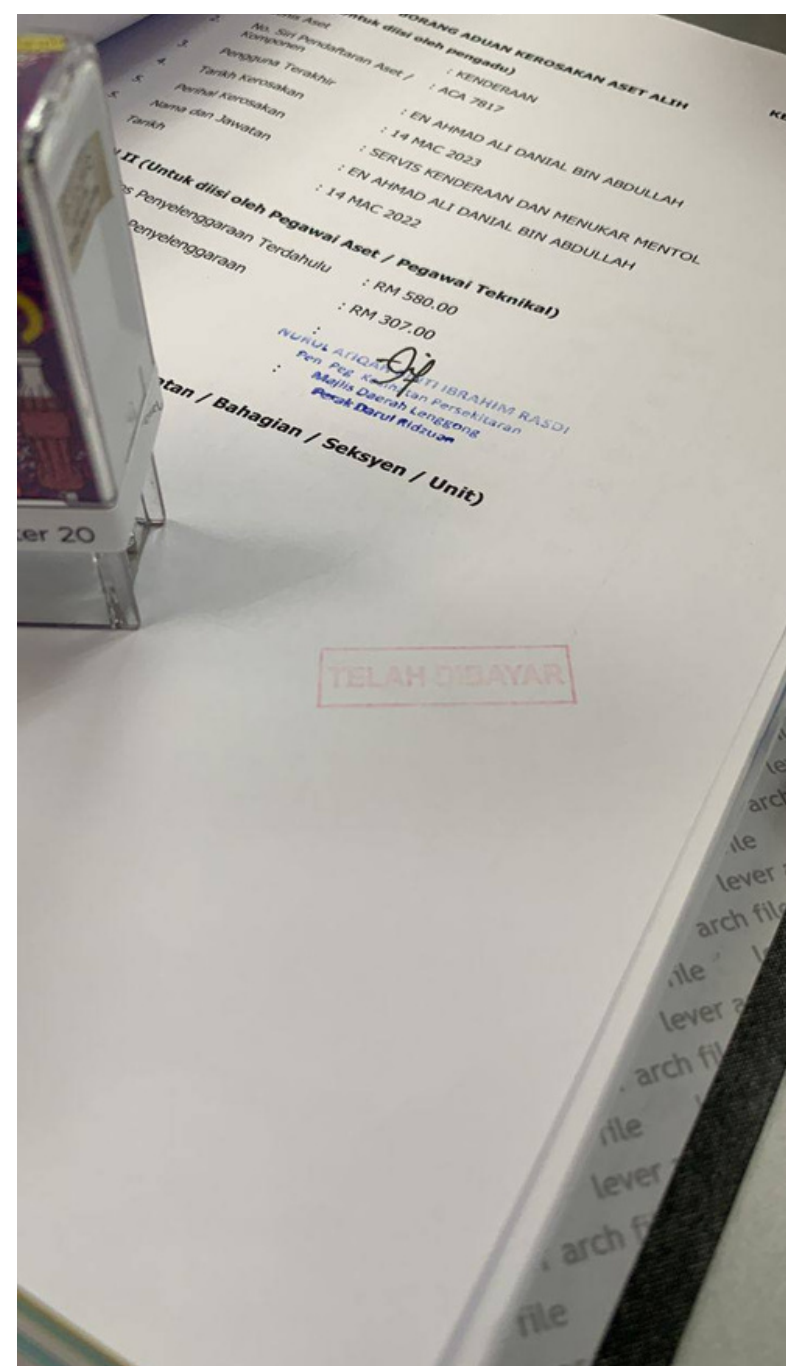


Figure 10 : stamp all documents showing that they have been paid

Document Information

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FEB 2023 INDUSTRIAL REPORT NORFATIHAH BINTI MO ... (D157516498)

S PROFILE Monday until Friday 8 a.m. to 5 p.m. Closed on Public Holidays Company's Name: Majlis Daerah Lenggong
Address: Jalan Alang Iskandar,33400, Lenggong,Perak Darul Ridzuan Operation Hours: Contact: 05-7677 207/307
Email:urusetia@mdlg.gov.my Website: www.mdlg.gov.my Company's Logo:

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