



UNIVERSITI  
TEKNOLOGI  
MARA



# 2024 PPD PASIR PUTEH

INDUSTRIAL TRAINING REPORT

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BA243

1 Sept 2023 - 9 Feb 2024

# EXECUTIVE SUMMARY

At Pasir Puteh District Education Office, I have been start my journey as an intern student for six month started 4th September 2023 until 8th February 2024. I choose this organization to do an internship training for six months to finishing my degree. I has been placed under Human Resource, ICT and Administration unit followed by the course that I already taken as an HR student. This organization is an education organization that manage all the management for school under the district. In this organization, there are four main sector with four deputies.

To make sure that I can do my task and job properly, I will always have asked some guidance from my supervisor at PPD Pasir Puteh. Madam Narni is a senior executive officer at PPD Pasir Puteh so she knows how to handle intern students. Here, I have learned about human resource management, administrative and also how to do data analysis for school. Not only that, I also can handle a registration system for year one students. Education organization is not only managing education but it is also managing the whole thing in the organization such as payroll, leave applied for staff and teachers, retirement, infrastructure, school account. To assess the company, I have used SWOT analysis to highlight the strength, weakness, opportunity and threat of PPD Pasir Puteh.

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# COMPANY'S PROFILE



The Pasir Puteh District Education Office, Kelantan was established on 1st June in 1982. It was formerly known as PPD Pasir Puteh-Bachok, then changed their administrative districts and was known as PPD Pasir Puteh-Machang.

The first place of PPD Pasir Puteh management office is at Sekolah Jenis Kebangsaan (C) Kai Chih, Pasir Puteh, Kelantan. Due to the uncomfortable space for their operations and management, PPD Pasir Puteh had to move to the new building at Sekolah Kebangsaan Pasir Puteh Lelaki (L), Pasir Puteh, Kelantan and was given a building block of 3 classrooms in the old school building on 10 January 1983.

PPD Pasir Puteh got a new building built beside the area of Sekolah Menengah Kebangsaan Tok Janggut, Pasir Puteh, Kelantan on 29 January 1984. This building is still been used until now for KAFA and also 'Bilik Kebal' for examination papers. This building now known as PLD (Pusat Latihan Daerah).

On 1st April 2008, PPD Pasir Puteh- Machang was separated from the administrative district and is now known as PPD Pasir Puteh moving specifically and focusing on the development of education in Pasir Puteh district only.

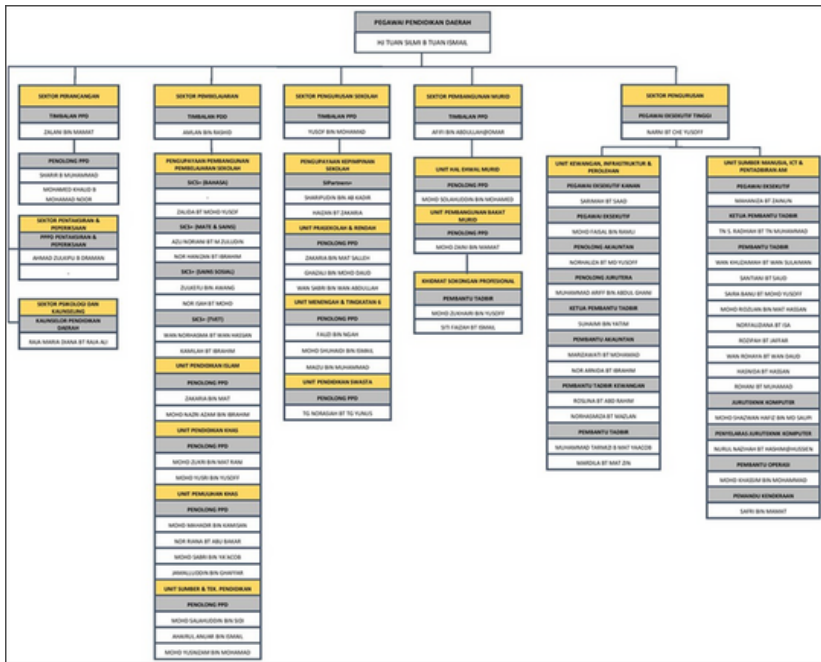
The new era of PPD Pasir Puteh has started on 1st July 2012 with more comfortable environment, facilities, management and became a catalyst for efforts to provide the best service to customers. All the operation, management has been started in the new building started from 1st July 2012 until now.

## 3.1 LOCATION OF COMPANY



The location of new building is quite strategic because it is far from crowded place and people can easy to reach the office. The new building of District Education Office or known as the Pasir Puteh District Education Office (PPDPP) was located in Pasir Puteh which is 11 km from Pasir Puteh city. This city has some historical relics in the history of the Islamic struggle such as the history of Tok Janggut's struggle against the British who tried to expand their influence in Jeram district. Pasir Puteh District Education Office (PPDPP) is in a strategic place where it is close to schools that make matters easier.

# 3.2 ORGANIZATION CHART



To ensure the organization run smoothly, from the diagram 2 above Pasir Puteh District Education Office (PPD) has their own organizational structure. Every organization has their own organizational structure to make sure their business will run smoothly and under control.

For the organization in the Pasir Puteh District Education Office (PPD), they used an organizational structure. Organizational structure is similar to a hierarchical organizational structure in that roles with the highest degrees of responsibility are at the top and go down from there. Employees are arranged mostly based on their roles within the organization and the particular abilities they possess. Every distinct department is run separately.

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From the chart below we can see a functional structure with the different department sectors that are divided into 4 sectors namely Planning Sector, Learning Sector, School Management Sector, and Pupil Development Sector. This 4 sectors have their own deputy that manage the sector. For the unit, it consists of 3 units which is Psychology and Counselling, Assessment and Examination Unit, and Management Unit. Under the Management Unit, it divided into 2 sub-units which is Finance, Infrastructure and Procurement, and Human Resource, ICT, and General Administration.

## 3.3 MOTTO, VISION, MISSION AND OBJECTIVE

### MOTTO

3C – Ceria, Cakna, Cemerlang

This 3 words is the motto for PPD Pasir Puteh to achive their company goals to keep being an excellent education management.



### VISION

Quality education of educated people in a prosperous country

### MISSION

Preserving a quality education system to develop individual potential to meet the country's aspirations.



## **OBJECTIVE**

- Ensuring that all planning and projections of educational needs in terms of physical development and human resources at the district level are always rapid and accurate.
- Ensuring that the school can produce students who are healthy physically, mentally, emotionally and spiritually in accordance with the wishes and the National Education Philosophy.
- Ensuring that the school always strives towards creating success and excellence in the field of curriculum and character building to face the challenges of globalization.

## 4.0 TRAINING REFLECTION

I was started my internship program in PPD Pasir Puteh on 4th September 2023 until 8th February 2024. On the 3rd September 2023, I went to Jabatan Pendidikan Negeri Kelantan (JPN) first to confirm my internship placement at PPD. 6 month of internship training at PPD Pasir Puteh gave me new knowledge and experience. Since I am intern in this company, I follow the working time at PPD Pasir Puteh that start at 8.00 a.m to 5.00 p.m required 8 hours a day on Sunday to Wednesday. For Thursday, the working time is only for 7 hours and start at 8.00 a.m to 3.30 p.m. Lunch hour at PPD Pasir Puteh is at 1.00 p.m to 2.00 p.m.

I was assigned at Human Resource, ICT, and General Administration units. Although I was placed at Human Resource unit, I also assigned at all sector in this PPD. In Human Resource, ICT and General Administration units, I am responsible for helping to minute all the letters and also placed the letter in the correct file. Not only doing the filing job, I also need to key in all the exchange school for primary, secondary, form 6 and also ASBS students by using google form. I also assigned to do a schedule to the intern students and give some briefing to the new intern student.

Under learning sector, I was assigned to help an officer to collect the data of SPM student for 3 subject which is Bahasa Melayu, Bahasa Inggeris and Sejarah. The data that has been collected need to do some analysis. To collect the data, I use excel to make sure the total is correct and also PowerPoint for slide presentation. Some data, it can be taken from IdMe account of an officer. So, from this sector I learn how to collect data, analyse and do PowerPoint slide properly. I also use excel to count the data properly. I also assigned to assist an officer for motivation program to SPM candidate in SMK Kamil. From there I can gain new knowledge how to handle motivation program and also do an analysis to student who need to improve their result.

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For the school management sector, I was assigned to assist parents for IdMe system. IdMe is a system under Kementerian Pelajaran Malaysia (KPM), this website is for parents to register their children for year one and also attendance of their child. I have been in charged for IdMe registration and solve the problem that related to IdMe system. Handling this task is quite challenging for me because I need to deal with parents who do not know about IT and it found difficulty for me to register their child to year one. I also have been assigned to assist an officer for the interview session for teachers. Not only that, I also manage for an exchange school for student who need to change school.

## 5.0 SWOT ANALYSIS

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- An active organization participation in program and event under JPN and KPM.
- An excellent organization in developing academic achievement among their students and teachers.

W

- Poor documentation.
- Poor facilities.

O

- The technology system will assist in the delivery and services.
- Malaysia ministry of education (KPM) and state Education Department (JPN) support.

T

- Vacant position between teachers and PPD officers.
- Lack of parental support for school programs.

# STRENGTH

## 5.1 An active organization participation in program and event under JPN and KPM.

PPD Pasir Puteh is one of the most active organization in joining program or event. The objective of joining the program and event is to gain new knowledge and experience to improve their organization. PPD Pasir Puteh is an educational management organization that aspires to generate an excellent and harmonious people in terms of intellect, spirituality, emotion, and physical using the "Hala Tuju" method. Many program and event that has been participated at school, inside and outside the office and PPD Pasir Puteh is also conduct and organised various program for PPD Pasir Puteh and also for JPN Kelantan. This PPD places a high priority on staff participation in all programmes that has been organised under PPD names in order to contribute and demonstrate excellent moral values.

PPD Pasir Puteh has received many awards and appreciation from the participation of the program. There are some awards and certificates from the program and event that has been joined:

- i. Special award of schools in the state of Kelantan (2012)
- ii. Kelantan state level co-curriculum award (2013)
- iii. Certificate of appreciation of the national anti-drug agency of the state of Kelantan (2020)
- iv. Certificate of appreciation of the presentation selection panel for the new national level best practices colloquium of principals and head masters (PGB) (2020)
- v. Certificate of appreciation for the brilliant ribbon waving campaign program for the student development sector (2020)
- vi. Certificate of appreciation from UiTM Kelantan to student talent development unit

## **5.2 An excellent organization in developing academic achievement among their students and teachers.**

Another strength that can be identified in PPD Pasir Puteh is an academic achievement among the students. Academic achievement was once thought to be the most important outcome of formal educational experiences and while there is little doubt as to the vital role such achievements play in student life and later.

The 4 main sectors which is planning sector, learning sector, school management sector and student development sector are having their own role to improve academic achievement among the students. Each sector already has dedicated officers such as Deputy PPD, Assistant officers and administrative assistants. For example, the School Improvement Specialist Coach (SISC+) is a teacher guide who is dedicated and committed to improving the quality of learning and facilitation (PdPc) in schools. Officers established as SISC+ will provide guidance to Malay, English, History and Mathematics teachers. School Improvement Partner (SIP+) is focus on principals and head master in each school to improve the quality of leadership and management in schools. It can indirectly help develop academic achievement among students.

Furthermore, in the special rehabilitation units at a PPD also play an important role in guiding children with special needs, disabilities or OKU. These departments will in charge by providing specialised services and resources to guarantee that these children enjoy an inclusive education. For example, assisting and advising the school in minimising the number of losses of students who fail to understand 3m (reading, writing, and arithmetic).

For example, special rehabilitation units organized the “Program Uli-uli Sayang”. This program is for student who has difficulty for reading, writing and understand what they learn. This program is under Persatuan Guru Besar Pasir Puteh (PGB). PPD Pasir Puteh and PGB has a collaboration to produce a special book for this kind of students. This special books are working after they tried to their students. Not only that, this book has been used by Persatuan Orang Kurang Upaya Kelantan (YOKUK) in their tuition with the special students.

## **WEAKNESS**

### **5.3 Poor documentation.**

In the office, the documentation or file management is quite poor. There is no space or area to put the file that need to minute before keep in the file room. They still use old system for filing. There are old record files that are not organized properly. The file is required at certain times for review purposes. However, the place is not appropriate which shows that the file management in PPD is unorganised.

In the administrative unit and Personal Assistance which is a room with the Chief Education Officer of the District, this office has limited space to place a lot of furniture because the room is an office space and also a guest hall to VIP guest. As a result, PPD employees cannot place many file cabinets in this room to store redundant files. The effect of unorganised file, it will create employee discomfort when working at the office desk and makes it difficult to the employees to access outdated record information.

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## 5.4 Poor Facilities

There are some poor facilities in PPD Pasir Puteh such as Wi-Fi and computer. The coverage for Wi-Fi connection in PPD Pasir Puteh is quite slow and it give us some difficulty to do our task, especially to key in data and open an IdMe system. IdMe website need a really good internet connection to use it. It will take a longer time to finish the registration for student. Parents who need to be assist will take a long time to wait for us to finish their registration.

Computer or PC that has been placed at the counter for intern students is quite slow and not updated. It difficult to finish the task on time because of the lagging on computer. It will take some time to wait to access another website to do the job. To make sure the job and task can be submitting on time, intern students bring their own laptop and use it for company task.



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# OPPORTUNITY

## **5.5 The technology system will assist in the delivery and services.**

The technology of PPD Pasir Puteh has been changed for an easy management and improving the system to follow the era. Ease of access to technology provides an opportunity for PPD organizations to improve the delivery of services to all school teachers as well as external clients. Among the technology systems owned by PPD is SPLKPM (Training Management System of the Ministry of Education Malaysia). In the beginning, PPD only used a manual method use of a lot of paper for take the data of the teachers who attend all program. Not only that, using an IdMe system also an advance technology for PPD Pasir Puteh because parents no longer need to go to school to register their children for year one. They only can register using the website. But if have some difficulty, parents can come to PPD asking for help to register.

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## **5.6 Malaysia ministry of education (KPM) and state Education Department (JPN) support.**

District Education Office (PPD) got support from the Malaysian Ministry of Education (KPM) and the State Education Department (JPN) in every various factors and priorities. The Ministry of Education and the State Education Department are critical in giving funding to PPD for education purpose. This financial assistance contributes to the smooth operation of educational services at the district level. It may include support for infrastructure development, school maintenance, the purchase of educational materials and equipment, and teacher and staff education programmes.

The professional development programmes are offered by the KPM and JPN to help educators and administrators at the district level improve their abilities and knowledge. These programmes include workshops, seminars, conferences, and training sessions on teaching techniques, educational leadership, curriculum changes, and educational technology integration. This program is to improve the quality of education in the districts.

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# THREAT

## **5.7 Vacant position between teachers and PPD officers.**

The vacant of positions between teachers and PPD officials. Vacant of positions occurs due to officer retirement, resignation or death. It becomes a threat to PPD because when the officer wants to retire, a qualified school teacher will be appointed to replace the position in PPD. School will lack of qualified teachers when the teacher moves to PPD. Teacher who qualified and matches the grade will fill the vacancy at PPD. Not only for the teachers, Executive Group Members (AKP) also lacking in the school, AKP in the PPD will be use to do the work of the school.

## **5.8 Lack of parental support for school programs.**

Another threat that has been found in PPD Pasir Puteh is the lack of parental support for school programs. PPD has been responsible for monitoring all programs that organized by the school such as PIBG programs which is meeting with parents, motivational programs with parents and more. As a parents, they should give support to all this kind of program to make sure the goals the school can be achieve successfully.

PPD will provide information and explanation to the school and the school will assign to expose information to the parents about the program that will be organize. Some school did not give a right information to the parents and parents will lack of information about the program and how the program can improve the academic of their child.

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# **DISCUSSION AND RECOMENDATION**

## **6.1 Organised all the documentation.**

File should be keep in the right place because it is important things in the organization. To overcome this problem, PPD Pasir Puteh need to have a better space and room for documentation. Create an enough space, file shelves, creating labels to make sure the document will put in the right place, etc. so it will be easy for filing system and it will be more organised and efficient. It is also need a systematic record for the file to make sure the file will not disappear. By doing this method, the documentation at PPD Pasir Puteh will be more efficient.

## **6.2 Improve facilities.**

Wi-Fi connection is an important thing in the workplace nowadays. It is because all the work need to keep in the system. Wi-Fi is one of the most important facilities that need to improve and take it serious. Without Wi-Fi, workers cannot do their job and it is a big problem to the organization. PPD need to improve their Wi-Fi coverage to make sure that all their staff can use the Wi-Fi connection. For the computer, it need to be update to make sure there is no lagging and can do the job easily. The task will complete in the right time when there is no disruption.

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### **6.3 To gain parental support.**

An efficient communication method is good skill to ensure parents are informed and involved. However, to communicate information about school programs, activities, and achievements, PPD and school authorities can use various channels such as newsletters, emails, SMS alerts, and social media platforms. Added to that, organise frequent parent education seminars on themes such as curriculum awareness, homework and study habits assistance, good behaviour promotion, and effective communication with teachers. These meetings can give parents with valuable insights and ideas to help their children learn. Enhancing parental support involves consistent effort, good communication, and the development of opportunities for significant engagement. Schools may establish an environment of collaboration that enhances student learning and overall school achievement by including parents as participants in their child's education.

### **6.4 Using the technology system can give more convenience.**

Technology is one of the thing that can make our life easier. For example, KPM created a website for parents to register their child in online way. Online registration can give them more convenience because they do not need to go to school or PPD to register their child in year one. This method can save their time from a busy day. This website known as IdMe. But it is also found some difficulty to the parents who do not know about the technology. They could not register their child in the system and this can give them a problem. To solve this problem, PPD and school need to play their role to give some briefing and knowledge about IdMe system. School can take their action to solve this matters by help to register and make an IdMe account to parents who face this difficulty.

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# CONCLUSION

In the conclusion, PPD Pasir Puteh is a great place for me to gain knowledge and experience to adapt to the working life. All the people here gave a lot of information that how to be a good worker in the future. Education management is not only about teaching and learning, it is also an organization that manage about human resource, financial and also infrastructure. I gained knowledge that I could not get from university which how to deal your work with your boss. Learn how to improve my soft skill such as communication skill. Communication skill is one of the most important skill at the workplace. It is because lack of communication skill will make you be in trouble to do your task.

The officer at PPD Pasir Puteh is also give an opportunity for intern student to gain knowledge and experience by giving permission to join the programme and event. They believe that intern students can do the task excellently. So, as an intern student it was an honoured and great experience.

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# APPENDICES



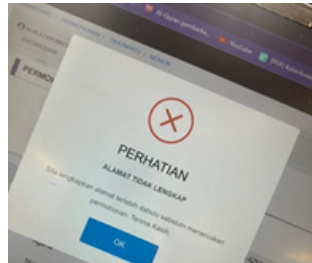
Help an officer for a workshop



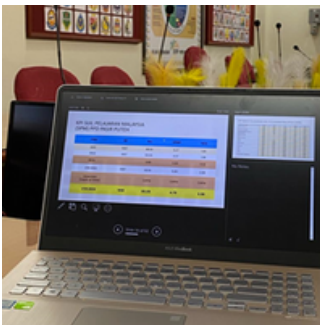
Do filing in filing room



Year one registration in IdMe



Problem solving in IdMe



Prepare slide and data analysis for DTP program





Joining the AKP program "Lawatan Penanda Aras" at Putrajaya



Helping deputy of learning sector for his meeting.



Being an emcee for program "Uli-uli Sayang" under rehabilitation unit.



UNIVERSITI TEKNOLOGI MARA

## ENDORSEMENT OF OURIGINAL REPORT

**Coordinator**

Unit Jaminan Kualiti Akademik (UJKA)  
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Sir

**ENDORSEMENT OF OURIGINAL REPORT FOR PROPOSAL/DISSERTATION/THESIS/PROJECT PAPER/  
ASSIGNMENT**

With reference to the work of the candidate below:

Nama : NUR NADIA BINTI AZMI

Matric No. : 2021849494

Faculty : BUSINESS AND MANAGEMENT

Programme : BA243

Title : INTERNSHIP REPORT AT PEJABAT PENDIDIKAN DAERAH (PPD) PASIR PUTEH

Percentage of Ouriginal Report: 11%

I am pleased that the proposal/thesis/dissertation/project paper/ assignment of the above candidate has fulfilled the Ouriginal percentage of the university's requirement.

Thank you.

1<sup>st</sup> advisor's signature and stamp

Name : **NIK AZLINA NIK ABDULLAH**  
Senior Lecturer  
Faculty of Business and Management  
UiTM Perlis Branch

28/1/2024

Date



\*\* Please attach 1<sup>st</sup> page of ouriginal report.

# OUR ORIGINAL REPORT

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