HRM666 : HR INTERNSHIP

INTERNSHIP REPORT

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PART 1 :
PRELIMINARY PAGES

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EXECUTIVE SUMMARY

Perlis State Government Secretary's Office (PSUK Perlis) was established in 1938, during the British colonial era in Malaya. At that time it was known as the British Office responsible for managing the affairs of the British Colonial Administration in the State of Perlis. The first Malay to be appointed as Secretary of the Perlis State Government was Yang Berhormat Tuan Osman bin Talib who served from 1 February 1948 to 19 November 1949.

PSUK Perlis is the most important machinery under the State Government which is responsible for carrying out the administration and development of the State of Perlis, to bring prosperity to the people as a whole and to contribute to the development of the country.
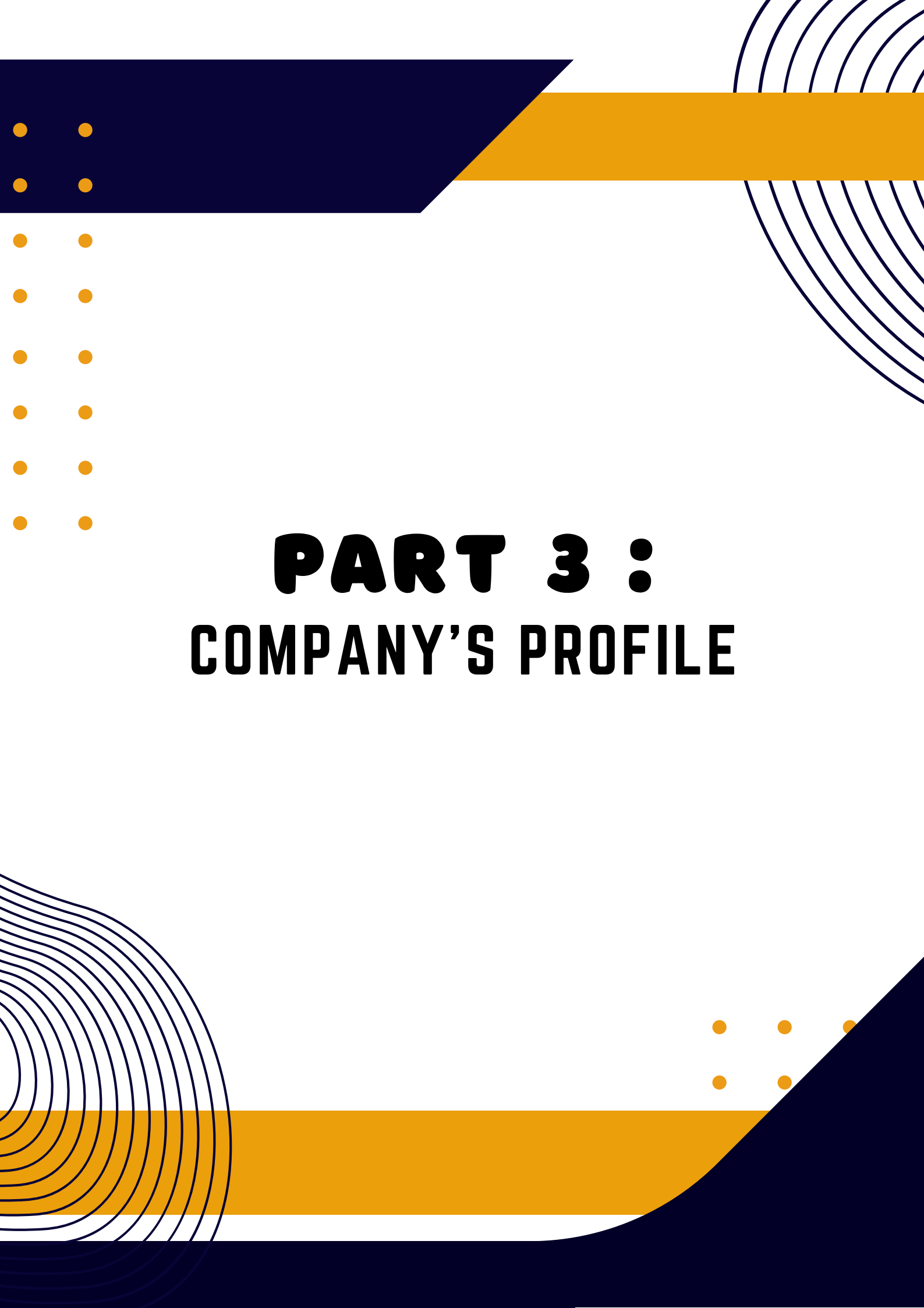
The administrative structure of the PSUK Perlis's Office is divided into two sections, namely the Management and Development Section. The Management Division of the Perlis State Secretary's Office performs administrative and secretarial duties through the Office of the Menteri Besar, the State Legislative Assembly Office, the Management Services Division, the Human Resources Division, the Information Technology Management Division, the Corporate Unit, the Protocol Unit and the State Sports Council. While the Development Division carries out planning and implementation tasks through the State Economic Planning Unit, Housing Division, Local Government Division and District Administration Division.

In this report, I focuses on HR practices at PSUK Perlis, and this report also consists of my resume, company profile, SWOT analysis, political factor, economic factor, social factor, technology factor, and legal factor, and recommendations to the company.
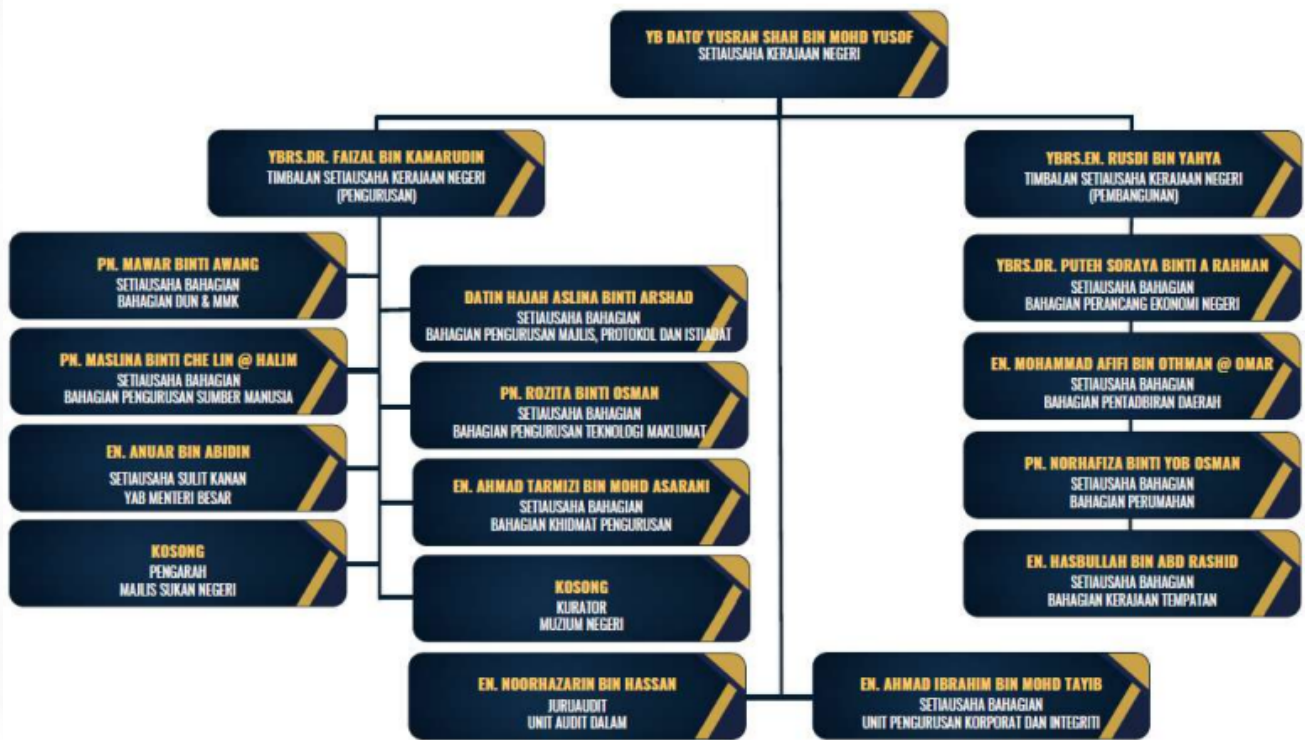
PART 2 :
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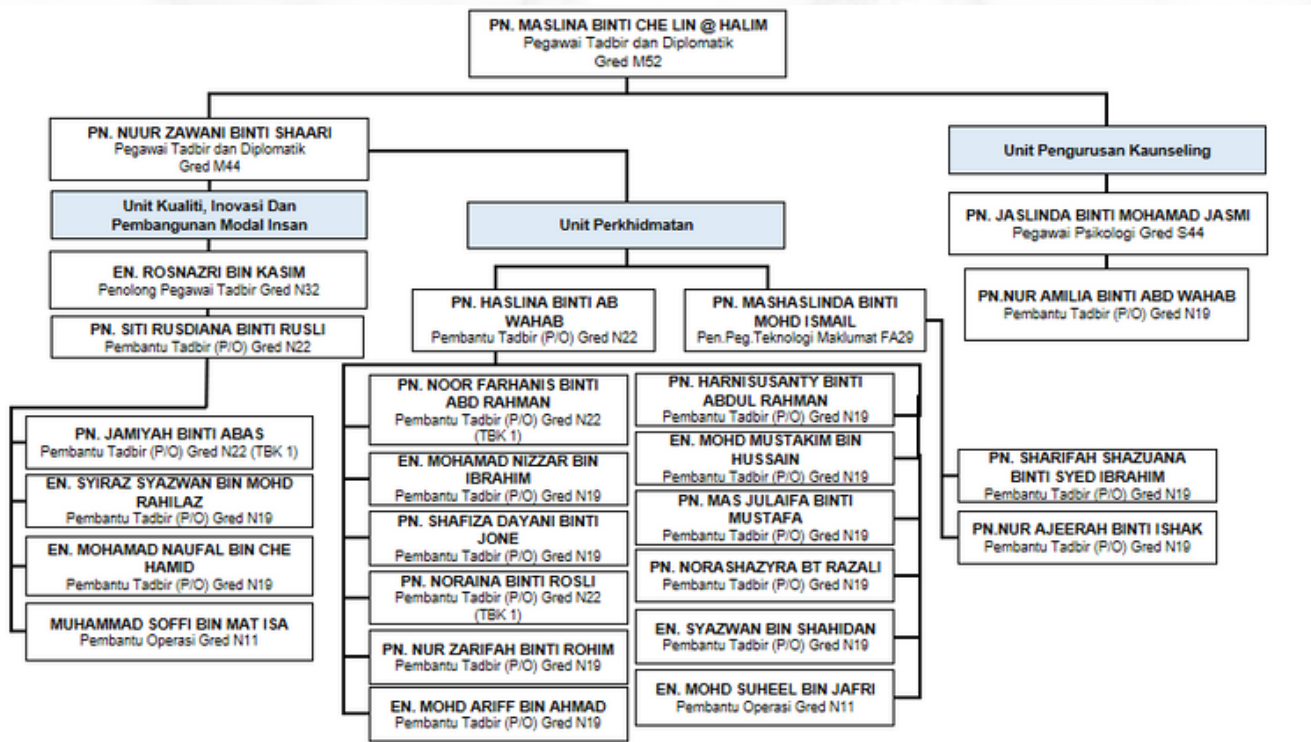
PART 3 :
COMPANY'S PROFILE

ORGANIZATIONAL CHART AND BACKGROUND

YB DATO' YUSRAN SHAH BIN MOHD YUSOF
SETIAUSAHA KERAJAAN NEGERI

YBRS.DR. FAIZAL BIN KAMARUDIN
TIMBALAN SETIAUSAHA KERAJAAN NEGERI (PENGURUSAN)

YBRS.EN. RUSDI BIN YAHYA
TIMBALAN SETIAUSAHA KERAJAAN NEGERI (PEMBANGUNAN)

PN. MAWAR BINTI AWANG
SETIAUSAHA BAHAGIAN
BAHAGIAN DUN & MMK

DATIN HAJAH ASLINA BINTI ARSHAD
SETIAUSAHA BAHAGIAN
BAHAGIAN PENGURUSAN MAJLIS, PROTOKOL DAN ISTIADAT

YBRS.DR. PUTEH SORAYA BINTI A RAHMAN
SETIAUSAHA BAHAGIAN
BAHAGIAN PERANCANG EKONOMI NEGERI

PN. MASLINA BINTI CHE LIN @ HALIM
SETIAUSAHA BAHAGIAN
BAHAGIAN PENGURUSAN SUMBER MANUSIA

PN. ROZITA BINTI OSMAN
SETIAUSAHA BAHAGIAN
BAHAGIAN PENGURUSAN TEKNOLOGI MAKLUMAT

EN. MOHAMMAD AFIFI BIN OTHMAN @ OMAR
SETIAUSAHA BAHAGIAN
BAHAGIAN PENTADBIRAN DAERAH

EN. ANUAR BIN ABIDIN
SETIAUSAHA SULIT KANAN
YAB MENTERI BESAR

EN. AHMAD TARMIZI BIN MOHD ASARANI
SETIAUSAHA BAHAGIAN
BAHAGIAN KHIDMAT PENGURUSAN

PN. NORHAFIZA BINTI YOB OSMAN
SETIAUSAHA BAHAGIAN
BAHAGIAN PERUMAHAN

KOSONG
PENGARAH
MAJLIS SUKAN NEGERI

KOSONG
KURATOR
MUZIUM NEGERI

EN. HASBULLAH BIN ABD RASHID
SETIAUSAHA BAHAGIAN
BAHAGIAN KERAJAAN TEMPATAN

EN. NOORHAZARIN BIN HASSAN
JURUAUDIT
UNIT AUDIT DALAM

EN. AHMAD IBRAHIM BIN MOHD TAYIB
SETIAUSAHA BAHAGIAN
UNIT PENGURUSAN KORPORAT DAN INTEGRITI

The Office of the Secretary of the Perlis State Government is the most important apparatus under the State Government, responsible for the administration and development of Perlis State, delivering prosperity to the people as a whole and contributing to national development initiatives. The Perlis State Secretary's Office is divided into two administrative divisions: management and development. The Management Department of the Perlis State Secretary's Office is responsible for administrative and secretarial duties through the Office of the Menteri Besar, the State Legislative Assembly Office, the Management Services Department, the Human Resources Department, the Information Technology Management Department, the Corporate Unit, the Protocol Unit, and the State Sports Council. The Development Department is in charge of planning and implementation, but the State Economic Planning Unit, Housing Department, Local Government Department, and District Administration Department are all engaged. The Perlis State Government Secretary's Office, being the most important government machinery, also acts as a liaison between state and federal agencies to ensure the smooth operation of the whole state government machinery.

ORGANIZATIONAL CHART AND BACKGROUND (HR DEPARTMENT)

PN. MASLINA BINTI CHE LIN @ HALIM
Pegawai Tadbir dan Diplomatik
Gred M52

PN. NUUR ZAWANI BINTI SHAARI
Pegawai Tadbir dan Diplomatik
Gred M44

Unit Pengurusan Kaunseling

Unit Kualiti, Inovasi Dan Pembangunan Modal Insan

Unit Perkhidmatan

PN. JASLINDA BINTI MOHAMAD JASMI
Pegawai Psikologi Gred S44

EN. ROSNAZRI BIN KASIM
Penolong Pegawai Tadbir Gred N32

PN. HASLINA BINTI AB WAHAB
Pembantu Tadbir (P/O) Gred N22

PN. MASHASLINDA BINTI MOHD ISMAIL
Pen.Peg.Teknologi Maklumat FA29

PN.NUR AMILIA BINTI ABD WAHAB
Pembantu Tadbir (P/O) Gred N19

PN. SITI RUSDIANA BINTI RUSLI
Pembantu Tadbir (P/O) Gred N22

PN. NOOR FARHANIS BINTI ABD RAHMAN
Pembantu Tadbir (P/O) Gred N22 (TBK 1)

PN. HARNISUSANTY BINTI ABDUL RAHMAN
Pembantu Tadbir (P/O) Gred N19

PN. JAMIYAH BINTI ABAS
Pembantu Tadbir (P/O) Gred N22 (TBK 1)

EN. MOHAMAD NIZZAR BIN IBRAHIM
Pembantu Tadbir (P/O) Gred N19

EN. MOHD MUSTAKIM BIN HUSSAIN
Pembantu Tadbir (P/O) Gred N19

PN. SHARIFAH SHAZUANA BINTI SYED IBRAHIM
Pembantu Tadbir (P/O) Gred N19

EN. SYIRAZ SYAZWAN BIN MOHD RAHILAZ
Pembantu Tadbir (P/O) Gred N19

PN. SHAFIZA DAYANI BINTI JONE
Pembantu Tadbir (P/O) Gred N19

PN. MAS JULAIFA BINTI MUSTAFA
Pembantu Tadbir (P/O) Gred N19

PN.NUR AJEERAH BINTI ISHAK
Pembantu Tadbir (P/O) Gred N19

EN. MOHAMAD NAUFAL BIN CHE HAMID
Pembantu Tadbir (P/O) Gred N19

PN. NORAINA BINTI ROSLI
Pembantu Tadbir (P/O) Gred N22 (TBK 1)

PN. NORASHAZYRA BT RAZALI
Pembantu Tadbir (P/O) Gred N19

MUHAMMAD SOFFI BIN MAT ISA
Pembantu Operasi Gred N11

PN. NUR ZARIFAH BINTI ROHIM
Pembantu Tadbir (P/O) Gred N19

EN. SYAZWAN BIN SHAHIDAN
Pembantu Tadbir (P/O) Gred N19

EN. MOHD ARIFF BIN AHMAD
Pembantu Tadbir (P/O) Gred N19

EN. MOHD SUHEEL BIN JAFRI
Pembantu Operasi Gred N11

PRODUCT AND SERVICES

Overall, PSUK Perlis's HR Department functions on the backs of three key activities which is prepare, manage and develop affairs related to Quality, Innovation and Human Capital Development unit (UKIPMI), Service unit and Counseling Service unit. The HR Department serves as a cornerstone in the comprehensive management and development of affairs related to the personnel within an organization. One of its primary functions lies in Quality, Innovation and Human Capital Development unit (UKIPMI), where the department meticulously designs and executes applications for industrial training by IPTA, be the secretary for the implementation of 5S/EKSA, training programs, workshops, and seminars to increase the professional competencies of civil servants. This initiative extends beyond conventional skill-building to encompass leadership training and specialized programs that cater to the evolving needs of the public sector.

As for Counseling Service Unit plays a crucial role in supporting the well-being and effectiveness of employees within an organization. Psychological management stands as another critical facet, as the HR Department is committed to safeguarding the mental well-being of civil servants. This involves the implementation of support mechanisms, stress management workshops, and counseling services to foster resilience and a healthy work-life balance.

Lastly, the Service Unit manages service affairs by overseeing administrative functions such as manage HRMIS workflow settings, coordinate monitoring and implementing events under BPSM; "Majlis Jasamu Dikenang", "Mjalis Anugerah Perkhidmatan Cemerlang (APC)", secreteriat for , coordinate and implement the Service Record Book and HRMIS review program, issuing appointment letters, process medical claims, process all types of retirement applications and process all types of leave applications. In the realm of recruitment, the HR Department takes charge of advertising job vacancies, conducting interviews, and selecting candidates who align with the organization's ethos. Moreover, the department actively engages in employee relations, mediating conflicts, addressing grievances, and cultivating a workplace culture that values fairness, equal opportunities, and mutual respect. In essence, the HR Department's array of services spans the entire spectrum of affairs related to human capital, organizational dynamics, and the holistic well-being of civil servants, contributing significantly to the efficiency and success of the organization.

COMPANY'S PROFILE

SETIAUSAHA KERAJAAN (SUK) NEGERI PERLIS

Company Name	:	**Pejabat Setiausaha Kerajaan Negeri Perlis (PSUK Perlis)**
Company Address	:	**Kompleks Pentadbiran Kerajaan Negeri, Persiaran Wawasan, 01000 Kangar Perlis**
Year Of Establishment	:	**1938**
Headquarters	:	**12 departments, 2 units**
Type Of Company	:	**Government Agency**
Type Of Industry	:	**Public Service**
Company Activities	:	**The PSUK Perlis is the most crucial entity under the State Government, tasked with administering and developing the State of Perlis. Its mission is to bring prosperity to the people as a whole and contribute to the overall development of the country.**
Number Of Employees	:	**26 individuals (Human Resource Department)**
General Manager	:	**YB Datuk Muhd Khair Razman Bin Mohamed Annuar**
Website	:	**perlis.gov.my**
E-mail	:	**korporat[at]perlis.gov.my**
Phone	:	**04-9738800**

VISSION

01

TO BE THE BEST PUBLIC SERVICE IN THE STATE OF PERLIS, EXCELLENT AND ASPIRING TOWARDS A SMART, PROSPEROUS AND ADVANCED STATE OF PERLIS BY 2025.

MISSION

01

DRIVING THE DELIVERY OF STATE PUBLIC SERVICES TOWARDS SUSTAINING THE DEVELOPMENT AND PROSPERITY OF A SMART PERLIS AND CARING FOR THE PEOPLE.

MOTTO

01

THE SUSTAINABILITY OF QUALITY SERVICES FOR THE WELL-BEING OF PERLIS

PART 4 :
TRAINING'S REFLECTION

TRAINING REFLECTION

INTRODUCTION

An invaluable learning opportunity for a student is the opportunity to participate in practical learning. Internships provide a rare opportunity to gain insight into the inner workings of a business while also gaining valuable experience in a particular field. The lessons we learn from this experience can motivate us as we navigate the professional world in the future. I was previously unaware of the precise operation of Pejabat Setiausaha Kerajaan (SUK) Negeri Perlis. Nevertheless, after about a half a year of joining this industrial training, I have now gained an understanding of how each unit of SUK operates and how it is connected to the other units.

EXPERIENCE

Practical training experiences are crucial in moulding a person's professional development because they provide a setting where theoretical knowledge meets hands-on application. One such memorable moment occurred during a team-based assignment in a practical training programme. This chapter dives into the importance of collaboration and task delegation in the context of this revolutionary practical training.

A real-world project requiring a multidisciplinary approach was used as part of the training experience. Our team was made up of people with a wide range of experiences, skills, and expertise. This variety, while first difficult, became the foundation of our success. As we progressed through the project's stages, teamwork became more than just a buzzword; it became a regular practise.

The project required problem-solving creativity. Each team member offered a distinct point of view to the table, which contributed to a dynamic problem-solving atmosphere. Trainee discovered that effective cooperation does not entail people working in isolation, but rather pooling abilities to address problems collectively. This method not only increased the quality of our solutions, but it also expanded our problem-solving talents.

Afterwards, the necessity of job delegation became clear during the collaborative working process. Recognising individual talents, limitations, and areas of competence enabled us to properly assign duties. Delegating jobs based on talents and interests improved both the efficiency and quality of our process. This experience reinforced the view that successful work delegation does not include dividing duties at random, but rather matching them with the competencies of each team member.

Not to mention, the skills gained throughout the internship are a part of it. One of the skills obtained by the trainee is technical competence. Hands-on exposure with industry-specific tools, software, and equipment was offered during the internship. Trainee gained technical knowledge that is directly applicable to the field, making me more proficient in work execution. Then there's communication ability. Interactions with team members, clients, and supervisors helped trainees enhance their communication abilities. Trainees learnt to effectively explain concepts through written reports, presentations, and day-to-day discussions. Furthermore, teamwork is essential. Collaboration with multiple teams on various projects improved trainee teamwork skills. The trainee taught how to capitalise on individual skills, communicate effectively, and contribute to group goals. Following that, adaptability, exposure to various tasks and projects improved trainee adaptability. The trainee learned to navigate change, adjust to new duties, and thrive in fast-paced work situations. Finally, time management is essential. Managing many obligations while interning increased trainee time management abilities. The trainee learnt to prioritise activities, fulfil deadlines, and manage resources efficiently.

Finally, the actual training experience demonstrated the transforming potential of collaboration and task delegation. The hands-on application in a real-world environment provides a meaningful learning experience in addition to the academic comprehension of these principles. This training not only provided me with practical skills, but it also ingrained in me a strong respect for the collaborative procedures that drive successful projects. As trainee reflects on this event, trainee takes the lessons acquired and applies them to my professional career, seeing that successful cooperation and task delegation are not only abilities, but the foundations of success in any endeavour.

ROLES AND RESPONSIBILITIES

During my internship I gained practical knowledge on how the human resource division of an organization operates and coordinates its activities to ensure smooth functioning of the organization at all levels by ensuring right numbers of people are available at the right time to do the right job. Not only that I have also gained insight into the working culture of the organization and observed how PSUK Perlis handles its employees with value and empowerment to ensure they are motivated to give their best to the organization.

As a trainee of Human Resource at PSUK Perlis, the job description given that required me to deliver and finish it whether on the daily basis or weekly basis was including the part of recruitment and selection, leave application, and training and development. There are also ad-hoc jobs or unplanned task given which I need to finish it immediately. Carrying out the office ad-hoc duties such as organizing files, files tagging, sending form to the desired unit/department, being an emcee and, answering and making calls. The responsibilities during a practical training period can vary depending on the nature of the training and the industry involved.

As a trainee, my responsibility is I always seek for opportunities to acquire and build practical skills relating to my career or subject of study. Gaining hands-on experience with tools, software, equipment, or specialised procedures may be included. This section was successfully finished with the assistance of supervisors and the team. For example, working with Microsoft Office may confuse trainees, especially when it comes to tasks the trainee has never completed, supervisors, and unit leaders such as the chief administrative assistant. I also participate in team meetings, debates, and collaborative efforts to fulfil project objectives. Seek advice and mentoring from experienced colleagues inside the organisation. I always learnt from their experience and use what I've learned to improve the talents.

Next, I was involved is in filing task. In the previous agenda the organization never arrange files neatly and orderly. The organization only keeps all the files in the store and gives an unimpressive effect when they want to find the files they want to use again. So, from here the trainee has given a contribution to arrange all the files in the store neatly and according to the year the file was opened and which files are no longer active are separated. All files have been arranged according to their own categories. This will make it easier for them to find the files they need at any time. All files have also been labelled to make searching easier. This also indirectly facilitates file storage when opening a new file immediately in terms of tidying up.

PART 5 :
SWOT ANALYSIS

SWOT AND PESTEL THEOROTICAL

SWOT

SWOT Analysis (short for strengths, weaknesses, opportunities, and threats) is a business method that evaluates how a company compares to its competitors. SWOT Analysis may also be used on an individual level to evaluate a person's status in comparison to their competitors. The tool includes both internal and external aspects. "Strengths" and "weaknesses" have an intrinsic relationship. The former represents a characteristic of an organization/entity that gives it an advantage over its competitors. The latter is distinctive of the same entity, resulting in a relative disadvantage over the competitors. Externally, "opportunities" are facts in the larger environment that may be leveraged to benefit the company. In contrast, "threats" are facts in the larger environment that may cause issues for the business (Teoli et al., 2019).

PESTEL

PESTEL analysis is a method businesses use to evaluate macroeconomic issues that affect their operations. Macroeconomics is the study of large-scale economic issues that frequently apply to whole countries.This analysis covers political, economic, social, technological, legal, and environmental issues. A country's circumstances have an impact on its businesses, and PESTLE research may assist these firms comprehend the potential implications of these elements (Indeed Editorial Team, 2022).
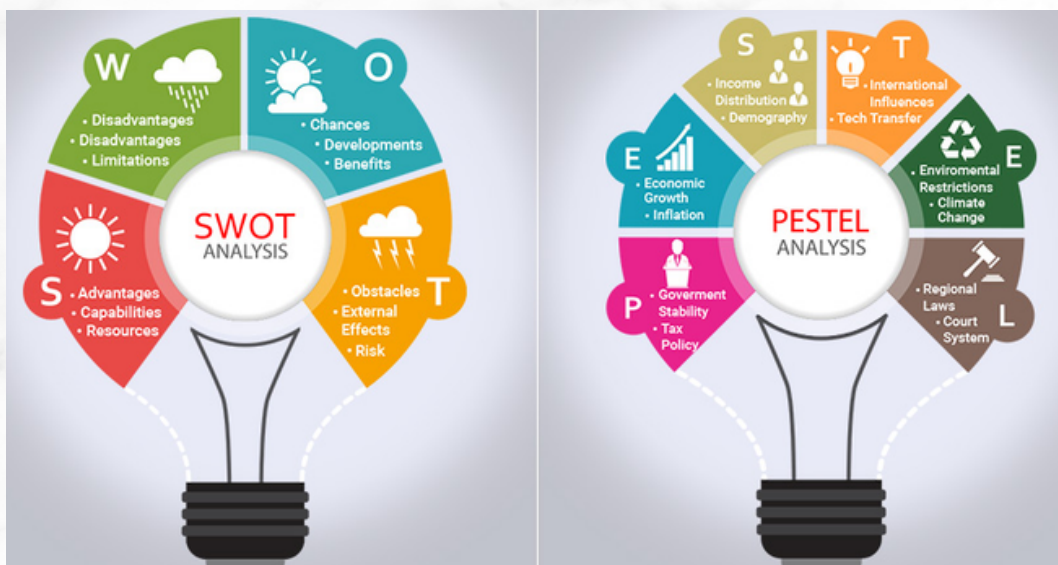
SWOT ANALYSIS

STRENGTHS

1) Employees productivity at work :
-- Work smarter in handling with specific task since there are lack of staff

2) Effective communications :
-- Using two ways communications
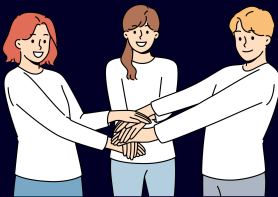
WEAKNESSES

1) Constraints on insufficient staff :
-- Lead to overload of work and burnout

2) Employees using outdated Microsoft software on office computers :
-- Limitation can hinder employees from utilizing advanced tools

OPPORTUNITIES

1) Collaboration with external departments or agencies :
-- Gaining support, sharing resources and exchanging valuable information

2) Support from departments and agencies :
-- Leverage resources, expertise and manpower

THREATS

1) Lack of employee engagement :
-- Efforts and contribution are not adequately rewarded, lead to disengagement

2) Performance management issues :
-- Limited resources and staffing issues

STRENGTH 1

EMPLOYEES PRODUCTIVITY AT WORK

According to James Clear (2020) eloquently defines employee productivity as the quantity of work generated by an employee within a specified timeframe. Recognizing this principle, the HR department strategically navigates the challenges posed by a lack of staff, emphasizing the need for working smarter to enhance productivity.

This demand for ingenuity is particularly evident in the commitment to managing Local Orders (LO), where urgent documents are efficiently processed within a day. Despite the time-sensitive nature of the tasks, the HR service unit ensures that all documents are completed within 14 days of receipt, mitigating potential queries and streamlining approval processes. This commitment not only showcases the staff's dedication to meeting deadlines but also highlights their proactive approach to preventing issues, exemplifying a strength that fortifies the department's operational efficiency.

STRENGTH 2

EFFECTIVE COMMUNICATIONS

In the dynamic environment of PSUK Perlis, the strength of regular and transparent communication surfaces as a cornerstone of organisational vitality. Employees receive not just updates but relevant information about changes, policies, and initiatives, creating a nexus of a well-informed and engaged workforce. The commitment to transparent and timely communication is not merely a procedural formality but a strategic choice that empowers employees to actively participate in the decision-making process.

This culture extends beyond information dissemination, as Jean Rene (2013) astutely highlighted sincere and effective communication styles among organization members enable members to integrate the organization through internalization of the organization's objectives and rules by the employees. Thus, commitment of the person who works in this atmosphere increases and as the rise of job satisfaction, employee contributes to the increase of organization's success.

COLLABORATION WITH EXTERNAL DEPARTMENTS OR AGENCIES

Within the strategic landscape of opportunities, the prospect of collaborating with external departments or agencies emerges as a catalyst for building robust networks. This collaborative ethos is not merely a conduit for gaining support but a gateway to sharing resources and exchanging invaluable information, amplifying the organisation's efficacy in addressing complex state issues. The benefits extend beyond mere collaboration, as the engagement with various departments and agencies fosters a more comprehensive flow of information.

Elizabeth Perry (2023) insight into professional networking aligns seamlessly with the organisational fabric. Professional networking, she posits, is a key element in career development, offering individuals avenues to expand their knowledge, seize opportunities, and cultivate connections. Thus, the synergy between strategic collaborations and professional networking becomes a potent force, not only enhancing decision-making processes through a wealth of data and perspectives but also propelling individuals and the organisation towards a future defined by knowledge, opportunities, and interconnected successes.

OPPORTUNITIES 2

SUPPORT FROM DEPARTMENTS AND AGENCIES

Amidst the realm of opportunities lies the strategic advantage of garnering support from various departments and agencies, a dynamic lever that extends beyond mere collaboration. This support, viewed as an opportunity, becomes a conduit to leverage a pool of resources, tap into expertise, and harness additional manpower. Notably, the organization's practice of conducting activities involving external agencies exemplifies this collaborative ethos. The collaboration between interagencies, there emerges an avenue to implement strategies and plans with enhanced effectiveness. This collaborative support ensures that initiatives are not merely conceptual but have the necessary backing in terms of resources, approval, and seamless ground-level implementation.

According to Ivan Andreev (2019) further reinforces this, emphasizing the untapped knowledge reservoir between interagencies. Leveraging this internal expertise becomes not just an opportunity but a strategic imperative, providing PSUK Perlis with a powerful tool to maximize its potential and navigate the complex landscape of state issues with informed precision.

WEAKNESSES 1

CONSTRAINTS ON INSUFFICIENT STAFF

The strategic landscape of organisational weaknesses exposes the immediate consequences of insufficient staffing within PSUK Perlis' operational framework. The most significant of these difficulties is a noticeable increase in workload for current staff. The resulting responsibility, which would normally be shared by a bigger team, falls on a smaller workforce. This move, although meeting short-term demands, causes increased stress and the looming threat of burnout within the workforce. In reaction to growing workloads, overtime becomes a pragmatic but temporary solution. While addressing immediate needs, extended periods of overtime raise the subtle threat of burnout, casting doubt on job happiness and work-life balance. Beyond the individual toll, the organizational fabric bears the strain of increased pressure, manifesting in strained interpersonal relationships among team members. Collaborative dynamics face challenges, and workplace tensions experience an upswing, posing potential impediments to operational synergy.

As elucidated by Queensland (2022), the nexus between insufficient staff and workplace relationships is underscored by the emergence of unresolved and excessive conflicts. These conflicts span work tasks, processes, and interpersonal issues, extending their reach to interactions with other teams, organizations, clients, or customers. The organizational landscape, therefore, necessitates a nuanced understanding of the interplay between workforce capacity and the intricate tapestry of workplace relationships to foster a resilient and harmonious operational environment.
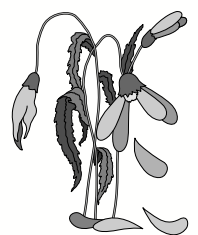
WEAKNESSES 2

EMPLOYEES USING OUTDATED MICROSOFT SOFTWARE ON OFFICE COMPUTERS

A noticeable vulnerability in the PSUK Perlis organisation is the use of obsolete Microsoft software on office computers. The vast majority of computers in use by employees are out of date, lacking the newest features and functions seen in newer releases. This technology lag has a significant impact on employee productivity, limiting their capacity to use new tools that may otherwise improve work processes and efficiency. The real-world consequence of this technology weakness can be seen in situations such as an employee attempting to construct a floor plan. The lack of new features not only provided a challenge, but also had a substantial influence on the quality of their work, highlighting the practical consequences of sticking with outdated software.

In the contemporary working landscape, Qualee (2021) asserts that technology has seamlessly woven itself into the fabric of modern workplaces. Companies at the vanguard of modern technology tend to reap profitability, as it serves as a catalyst in supporting employees, particularly when the job involves technical nuances. The refusal to embrace modern technology emerges as a perilous choice, posing the risk of employee burnout and subsequently denting productivity. Therefore, the imperative for PSUK Perlis lies in transcending this technological gap, not merely as an operational enhancement but as a strategic move to fortify productivity, amplify employee support, and align with the demands of a modern working environment.
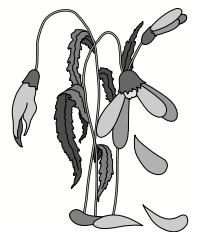
LACK OF EMPLOYEE ENGAGEMENT

The strategic landscape at PSUK Perlis is not immune to the looming threats encapsulated in the fragile equilibrium between employee recognition and engagement. A palpable danger surfaces when employees perceive their efforts and contributions as undervalued, creating a breeding ground for disengagement. The absence of transparent and fair recognition systems exacerbates this risk, fostering a sense of undervaluation that permeates the organizational fabric. Further compounding this threat is the specter of burnout and disengagement, stemming from high workloads, tight deadlines, and chronic stress. An overwhelming workload not only strains employees' ability to find meaning and satisfaction in their work but also acts as a catalyst for disengagement.

The antidote to these threats lies in a deliberate and consistent approach to recognizing and rewarding employees. Praising and rewarding contributions, whether through verbal acknowledgment or performance-based incentives, becomes paramount. As elucidated by Queensland (2022), a robust recognition mechanism is not merely a nicety; it is the linchpin that prevents feelings of alienation and a dearth of job satisfaction. When individuals feel recognized, the pathway to sustained engagement and motivation at work is paved, fortifying the organizational resilience against the threats of disengagement and burnout.
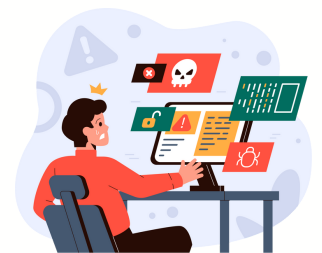
THREATS 2

PERFORMANCE MANAGEMENT ISSUES

In the intricate web of PSUK Perlis's operational landscape, the specter of threats to performance management looms large, influenced by multifaceted factors that hinder effective implementation. Foremost among these challenges is the constraint of limited resources, encompassing budgetary constraints and staffing issues, which intricately interplay to impede the seamless execution of performance management practices. This dearth of resources extends beyond mere financial limitations; it restrains the organization's ability to invest in essential elements such as technology and training, crucial for fostering performance improvement. Compounding this threat is the lack of recognition and rewards for high performance, which has the potential to demotivate employees and sow the seeds of discontent. The intricate link between performance and rewards, when obscured or perceived as unfair, becomes a crucible for performance management challenges, threatening the delicate balance within the organizational framework.

Khan et al.'s insights (2011) shed light on the profound impact of recognition and rewards in the workplace. The chain reaction triggered by observing peers being rewarded for their efforts not only reinforces positive actions but also taps into the fundamental human nature of seeking praise and acknowledgment. Recognition becomes a linchpin in steering desired employee behaviors. Thus, the roadmap to mitigating threats in performance management lies in navigating these challenges with a judicious allocation of resources, a recalibration of reward structures, and a strategic embrace of recognition to foster an environment conducive to sustained performance excellence.
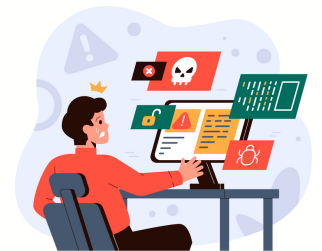
PART 6 :
PESTEL ANALYSIS

PESTEL ANALYSIS

POLITICAL FACTOR

- **Government stability :** The stability of the political environment in Perlis can influence the functioning of the PSUK Perlis.
- **Policy changes :** Political decisions, reforms, or changes in government policies can have implications on the operations and responsibilities of the office.

ECONOMIC FACTOR

- **Budget constraints :** Economic conditions, including budgetary constraints or economic downturns, can impact the financial resources available to the office.
- **Economic development :** The overall economic development of Perlis can influence the office's capacity to implement projects and initiatives.

SOCIAL FACTOR

- **Demographic trends :** Changes in population demographics may affect the nature and volume of services required by the public and, subsequently, the workload of the office.
- **Public expectations :** Social expectations and values may shape the priorities and focus areas of the office in serving the needs of the community.

TECHNOLOGICAL FACTOR

- **Technological advancements :** The adoption of new technologies can enhance efficiency in administrative processes within the office.
- **Data security :** Ensuring the security of sensitive information and adapting to technological advancements in data management is crucial.

ENVIRONMENTAL FACTOR

- **Sustainability Initiatives :** Consideration of environmental factors, such as sustainability practices, can be important in the office's operations.
- **Natural disasters :** The susceptibility of Perlis to natural disasters may necessitate contingency planning and resilience strategies.

LEGAL FACTOR

- **Compliance requirements :** Staying abreast of legal changes and ensuring compliance with regulations is essential for the office's operations.
- **Legal challenges :** The office may need to navigate legal challenges, such as labor laws or regulatory requirements, in its administrative functions.

PART 7 :

DISCUSSION AND RECOMMENDATION

STRENGTH 1 :
EMPLOYEES PRODUCTIVITY AT WORK

In the intricate tapestry of our company, a notable strength emerges — the remarkable productivity of our workforce, even when faced with the challenge of a limited staff. The observation that employees are working smarter, displaying adaptability, resourcefulness, and an innate ability to maximize efficiency, has profound implications for our business. The adaptability demonstrated by our employees is not merely a response to challenges; it is a strategic advantage. In an environment where resources may be constrained, the workforce's ability to adapt ensures the uninterrupted flow of operations. This adaptability is not reactionary but proactive, with teams identifying innovative solutions to navigate challenges with finesse. Resourcefulness is the bedrock upon which this strength stands. Our employees exhibit a creative approach to problem-solving, finding inventive ways to streamline processes and optimize workflows. This resourcefulness extends beyond immediate tasks, contributing to a culture of continuous improvement that permeates our organizational fabric.

The impact on our business is profound. The ability of employees to work smarter is not just a matter of operational effectiveness; it is the linchpin that ensures we meet deadlines and consistently deliver high-quality outputs. It is a testament to the dedication of our workforce and their commitment to upholding standards even in the face of staffing constraints. To sustain and expand this strength, we propose two key recommendations. Firstly, fostering a culture of innovation is paramount. By encouraging employees to explore novel approaches to their tasks, we not only tap into their creative potential but also set the stage for continuous improvement. Recognizing and rewarding innovative solutions becomes a cornerstone of this culture. Secondly, investing in training and skill development emerges as a strategic move. By providing avenues for employees to enhance their skills and knowledge, we empower them to approach tasks with a strategic mindset. This investment not only contributes to the personal and professional growth of our workforce but also lays the foundation for sustained productivity improvements.

In conclusion, the strength of employees' productivity at work, as identified in our SWOT analysis, is not merely a point of resilience but a catalyst for innovation and efficiency. Nurturing this strength involves fostering a culture that values creativity, continuous improvement, and strategic skill development. As we navigate the dynamic landscape of our industry, it is this very strength that positions us not just to weather challenges but to lead the way in shaping a more productive and innovative future.

STRENGTH 2 :
EFFECTIVE COMMUNICATIONS

In the fabric of our organizational strengths, effective communication stands out as a pillar that not only supports but elevates our business operations. The observation that the company embraces two-way communication channels underscores a culture of open dialogue, where information flows seamlessly both from management to employees and vice versa.

The impact of effective communication on our business is profound. It forms the linchpin for understanding organizational goals, addressing challenges, and fostering collaboration. The utilization of two-way communication ensures that information is not merely disseminated but is received, understood, and acted upon. This dynamic flow of information contributes to a cohesive work environment where every member is informed, engaged, and aligned with the company's mission.

To sustain and expand this strength, two key recommendations are proposed. Firstly, there is a need to emphasize training on communication skills for employees at all levels. Investing in programs that enhance the ability to express ideas clearly and listen actively contributes to a workforce that communicates with precision and empathy. This training extends beyond verbal communication to encompass written communication, ensuring that clarity and transparency are maintained in all interactions. Secondly, the implementation of modern technology solutions is pivotal. Utilizing contemporary communication tools and platforms facilitates seamless two-way communication. Intranet systems, messaging apps, and regular town hall meetings provide avenues for information exchange, collaboration, and real-time feedback. Embracing technology not only enhances communication efficiency but also aligns with the evolving expectations of a digital workplace.

In conclusion, the strength of effective communication is not just a mechanism for information transfer; it is the cornerstone of a cohesive and informed workplace. Nurturing this strength involves continuous investment in communication skills and the integration of technology solutions. As we navigate the complexities of our industry, it is through effective communication that we fortify our organizational resilience and pave the way for a collaborative and united future.

WEAKNESS 1 :
CONSTRAINTS ON INSUFFICIENT STAFF

Within the nuanced dynamics of our organizational structure, a noteworthy weakness comes to light — constraints on insufficient staff. The observed challenges, marked by an overload of work and the looming specter of potential burnout among employees, necessitate strategic initiatives for improvement.

The impact of insufficient staff on our business is profound, affecting not only the workload but also the overall well-being of our workforce. The strain imposed by increased work pressure and extended working hours can escalate stress levels, jeopardizing job satisfaction and amplifying the risk of turnover. This, in turn, poses a threat to our organizational performance and the attainment of strategic objectives.

To fortify against these challenges, three key recommendations for improvement are proposed. Firstly, strategic workforce planning emerges as a critical component. A thorough analysis of staffing needs, coupled with the development of a strategic workforce plan, is essential to identify and address critical gaps. This strategic approach ensures that staffing aligns with organizational goals and operational requirements. Secondly, the implementation of cross-training programs becomes instrumental. These programs serve as a proactive measure to equip employees with the skills necessary to handle multiple tasks, mitigating the impact of staff shortages. Cross-trained individuals can seamlessly transition between roles, fostering adaptability and resilience within the workforce. Lastly, exploring flexible work arrangements presents an avenue for relief during peak work periods. Initiatives such as remote work or compressed workweeks not only provide employees with the flexibility to manage their workload but also contribute to a more balanced and sustainable work environment.

In conclusion, acknowledging and addressing the constraints posed by insufficient staff is not a mere acknowledgment of weakness but a strategic move towards fortification. Through strategic workforce planning, cross-training programs, and flexible work arrangements, we embark on a journey to not only alleviate immediate challenges but also build a resilient and adaptable workforce that can navigate the complexities of our industry with finesse.

WEAKNESS 2 :
EMPLOYEES USING OUTDATED
MICROSOFT SOFTWARE

A pertinent weakness comes to the forefront within our organizational landscape — the usage of outdated Microsoft software by our employees. This observation, while indicative of current practices, unveils potential limitations that can impede efficiency and hinder our ability to harness the full spectrum of technological advancements.

The impact of employees using outdated Microsoft software extends beyond the surface inconveniences. The lack of essential features, security updates, and compatibility with newer applications can manifest in inefficiencies, security vulnerabilities, and a diminished capacity to leverage cutting-edge technological tools. This not only compromises our operational efficiency but also exposes the organization to potential risks in the evolving landscape of cybersecurity threats.

To rectify this weakness, three strategic recommendations for improvement are proposed. Foremost, investing in software upgrades to the latest versions is paramount. This ensures that our employees have access to advanced features and benefit from the latest security enhancements, fortifying our digital infrastructure against potential vulnerabilities. Simultaneously, employee training initiatives are crucial. By providing comprehensive training sessions, we facilitate a seamless transition to the upgraded software, empowering our workforce to navigate its features with confidence and efficiency. This approach ensures that the technological upgrade is not just a procedural change but a catalyst for enhanced productivity. Furthermore, the implementation of regular software audits becomes instrumental. These audits serve as a proactive measure to identify outdated software across all office computers and ensure timely updates. This not only fosters a culture of continuous improvement but also guarantees that our technological arsenal remains up-to-date and aligned with industry standards.

In conclusion, recognizing and addressing the usage of outdated Microsoft software is not merely an acknowledgment of a weakness but a strategic move towards modernizing our technological infrastructure. Through software upgrades, employee training, and regular audits, we embark on a trajectory that not only resolves immediate challenges but also positions our organization to harness the full potential of contemporary technology for sustained success.

OPPORTUNITY 1 :
COLLABORATION WITH EXTERNAL
DEPARTMENTS OR AGENCIES

An enticing opportunity beckons within the company's horizon — the prospect of collaboration with external departments or agencies. The observation of this opportunity suggests that beyond our organizational boundaries lies a realm of potential support, resource sharing, and invaluable information exchange that can significantly impact the trajectory of our business.

The potential impact on our business is nothing short of transformative. Collaboration with external entities brings forth a myriad of benefits, ranging from fresh perspectives and shared resources to a more expansive network. This dynamic exchange can lead to more effective problem-solving approaches, the enhancement of our services, and an overarching increase in efficiency across various facets of our operations.

To fully harness this opportunity, three strategic recommendations for implementation are proposed. Firstly, the establishment of partnerships is crucial. Identifying key external departments or agencies that align with our organizational goals sets the foundation for collaborative endeavors that are mutually beneficial. These partnerships not only amplify our collective strengths but also pave the way for synergistic achievements. Secondly, exploring joint initiatives is a strategic move. Initiatives, projects, or programs that leverage the strengths and resources of both our organization and external partners become catalysts for innovation and expanded capabilities. By pooling our collective expertise, we unlock the potential for groundbreaking achievements that transcend the limitations of individual efforts. Lastly, fostering regular communication channels is fundamental. Open and consistent communication ensures a seamless exchange of information and ideas between our organization and external partners. This proactive approach contributes to the cultivation of a collaborative culture where insights flow freely, paving the way for a dynamic and mutually supportive ecosystem.

In conclusion, the opportunity for collaboration with external departments or agencies is not merely an option; it is a strategic imperative that unlocks new avenues of growth and innovation. By establishing partnerships, exploring joint initiatives, and fostering regular communication, we position ourselves at the forefront of collaborative excellence, ready to propel our business into a future defined by shared successes and synergistic achievements.

OPPORTUNITY 2 :
SUPPORT FROM DEPARTMENTS AND AGENCIES

A compelling opportunity beckons, as the company stands on the brink of leveraging support from various departments and agencies, both internal and external. The astute observation of this opportunity suggests that by tapping into these reservoirs of resources, expertise, and manpower, the company can enhance its capabilities and pave the way for seamless operations and the successful execution of projects and initiatives.

The impact of harnessing support from diverse departments and agencies is transformative. It not only fortifies the company's operational prowess but also introduces a collaborative dynamic that transcends organizational boundaries. The infusion of additional resources, specialized expertise, and extended manpower creates a synergistic environment where challenges are met with collective strength, and opportunities are explored with a broader perspective.

To actualize this opportunity, three strategic recommendations are proposed. Firstly, establishing formal resource-sharing agreements becomes pivotal. These agreements, both internal and external, lay the groundwork for a structured approach to resource utilization, ensuring equitable distribution and optimal use of shared resources. Secondly, the formation of collaborative task forces emerges as a strategic move. By bringing together members from different entities to address specific challenges or opportunities, these task forces become crucibles of innovation and problem-solving. The diversity of perspectives and expertise within these task forces becomes the driving force behind creative solutions and effective decision-making. Lastly, regular coordination meetings serve as the linchpin for successful collaboration. These meetings ensure ongoing alignment and effective utilization of shared resources. By fostering a culture of open communication and coordination, the company can harness the full potential of the support networks in place.

In conclusion, the opportunity to garner support from various departments and agencies is not just a pathway to efficiency; it is a gateway to unlocking collective potential. Through resource-sharing agreements, collaborative task forces, and regular coordination meetings, the company positions itself at the nexus of collaborative excellence, ready to embrace a future where shared strengths propel us towards unprecedented achievements.

THREAT 1 :
LACK OF EMPLOYEE ENGAGEMENT

An imminent threat looms on the organizational horizon — the specter of lack of employee engagement. The astute observation of this threat reveals a landscape where the efforts and contributions of employees are not adequately rewarded, raising concerns about potential disengagement within the workforce.

The impact of a lack of employee engagement is far-reaching, with repercussions that extend beyond individual experiences to permeate the organizational fabric. Decreased productivity, lower morale, and an uptick in turnover rates are among the tangible consequences. Moreover, the potential hindrance to innovation and collaboration poses a threat to the overall performance and success of the organization.

To mitigate this threat, three strategic recommendations are proposed. Firstly, the implementation of employee recognition programs becomes a pivotal step. These programs serve as a tangible expression of acknowledgment and reward for outstanding contributions, creating a culture where efforts are celebrated and valued. Secondly, providing clear pathways for career development, training, and skill enhancement becomes instrumental. By offering opportunities for professional growth, the organization not only retains motivated employees but also fosters a sense of purpose and progression. Lastly, establishing regular feedback mechanisms is fundamental. These mechanisms serve as a two-way street, providing a platform for employees to voice concerns and offering the organization insights to address issues promptly. Open and transparent communication becomes the bedrock for building a workplace where engagement is not just a goal but a lived reality.

In conclusion, recognizing and actively addressing the threat of lack of employee engagement is not a reactive measure; it is a proactive commitment to cultivating a workplace culture where every member feels valued, motivated, and engaged. Through recognition programs, career development opportunities, and regular feedback mechanisms, the organization not only navigates the challenges at hand but also fortifies itself against future threats to employee engagement.

THREAT 2 :
PERFORMANCE MANAGEMENT ISSUES

A looming threat casts a shadow on the organizational landscape — performance management issues arising from limited resources and staffing challenges. The astute observation of this threat unveils a scenario where suboptimal employee performance, difficulty in goal setting and achievement, and challenges in maintaining consistent standards pose a significant risk to overall efficiency and effectiveness.

The impact of performance management issues extends beyond the immediate challenges to permeate the very core of organizational functionality. Suboptimal employee performance can ripple through various facets of the business, hindering the attainment of organizational goals and compromising the standards that define operational excellence.

To mitigate this threat, three strategic recommendations are proposed. Firstly, the implementation of strategic workforce planning becomes paramount. By conducting a thorough analysis and addressing staffing challenges, the organization ensures it has the necessary resources to meet performance objectives, aligning human capital with strategic goals. Secondly, the adoption of technology solutions emerges as a transformative move. Technology can streamline performance management processes, providing a more accurate and efficient framework for assessments. This not only reduces the administrative burden but also enhances the precision and fairness of performance evaluations. Lastly, continuous training for managers and supervisors on effective performance management practices becomes instrumental. Equipping leaders with the skills and knowledge needed to navigate performance challenges ensures that the organization has a cohesive and informed approach to managing its human capital.

In conclusion, recognizing and actively addressing performance management issues is not merely a reaction to immediate challenges; it is a strategic commitment to cultivating a high-performance culture. Through strategic workforce planning, technology adoption, and continuous training, the organization positions itself not only to weather the current storm but also to fortify its performance management framework for sustained success.
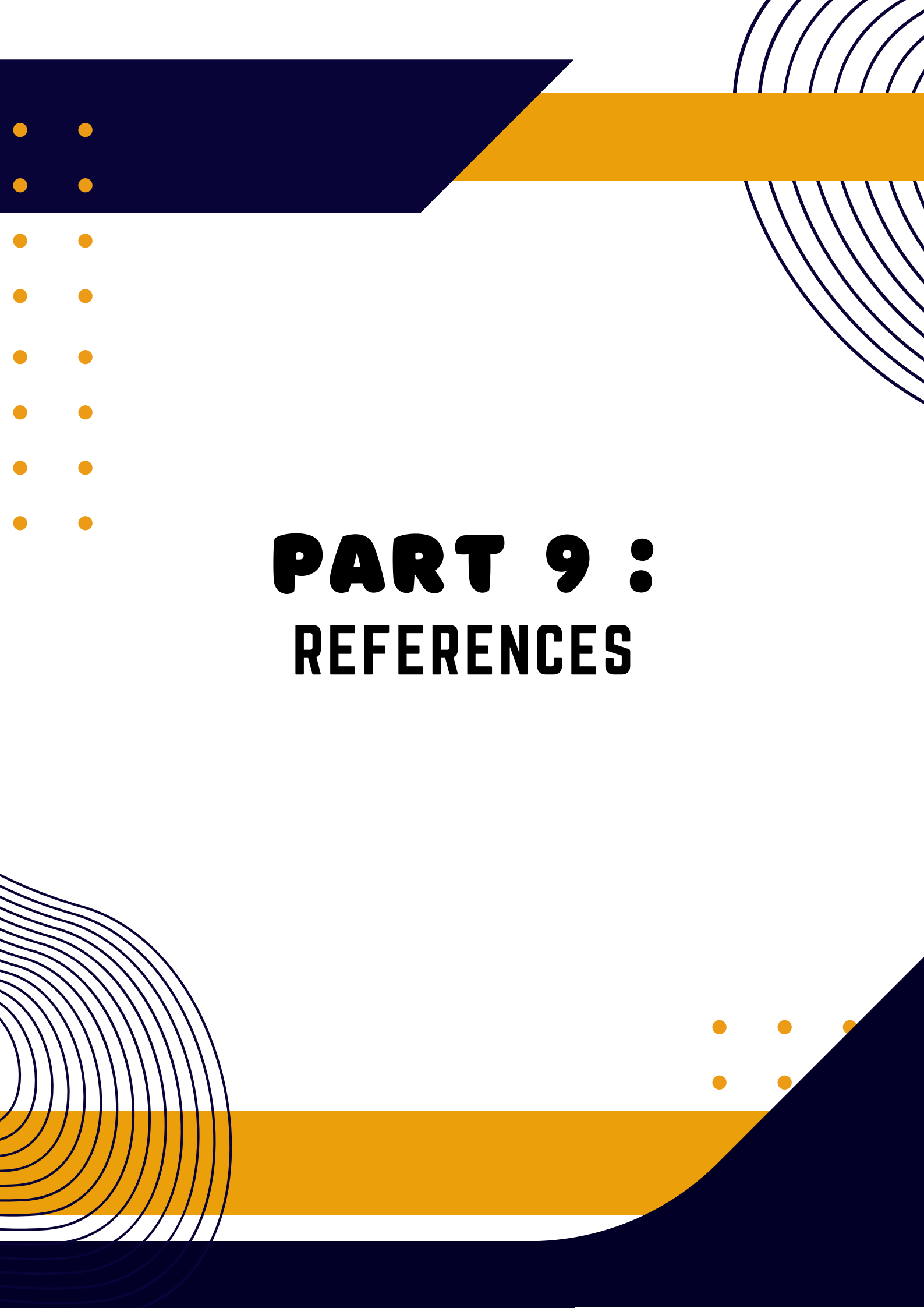
PART 8 :
CONCLUSION

CONCLUSION

In conclusion, my internship at the Human Resource Department of the PSUK Perlis was both enriching and transformational. Throughout my internship, I have had the opportunity to obtain practical insights into the complexity of human resource management in the public sector. This experience has not only increased my awareness of the complex workings of government administration, but it has also provided me with significant skills and information that will certainly affect my future endeavours.

One of the greatest benefits of my internship was the ability to actively participate in a variety of HR responsibilities, such as recruiting, employee relations and training. Participating in these activities has allowed me to see firsthand the department's dedication to creating a work atmosphere that values professionalism, teamwork and employee development. I've had the opportunity to engage in programmes targeted at increasing worker efficiency and employee happiness. The challenges provided by limits such as limited people have highlighted the team's resilience, resulting in new solutions and focusing smarter solutions to fulfil organisational goals.

Furthermore, my exposure to the complexities of performance management, employee engagement programmes, and collaborative efforts with external agencies has widen my knowledge and experiences in handling tasks related to human resources functions. The emphasis on efficient communication has played an important role in sustaining a cohesive and vibrant workplace. I am grateful for the mentorship provided by the experienced professionals, who have generously shared their knowledge and guided me through the intricacies of HR practices specific. The mentoring has been extremely beneficial to my professional and personal growth, emphasising the significance of adaptation, strategic thinking, and ethical concerns.

In conclusion, I have a profound respect for the Human Resource Department's dedication to the overall success of the PSUK Perlis. This internship not only served as a stepping stone in my academic and professional development, but it also sparked my interest in human resource management in the public sector. Special thanks to everyone who help making my internship journey such a meaningful and transformational experience. I am convinced that the lessons taught and skills gained will provide a solid basis for my future professional goals.

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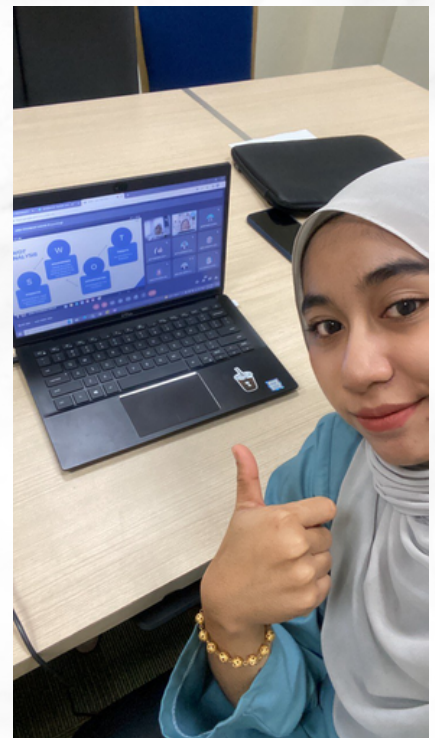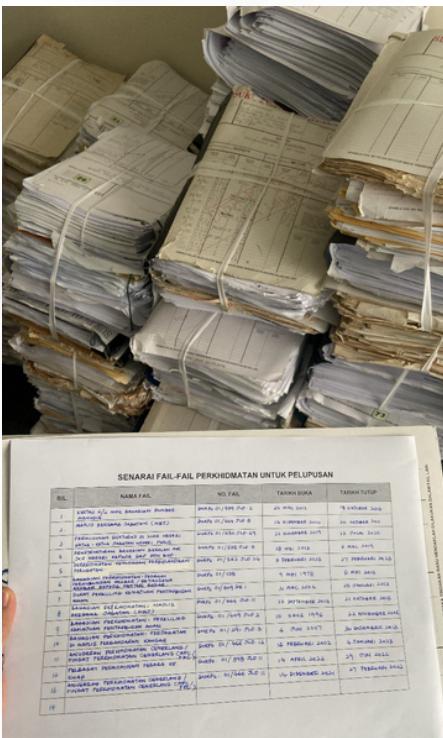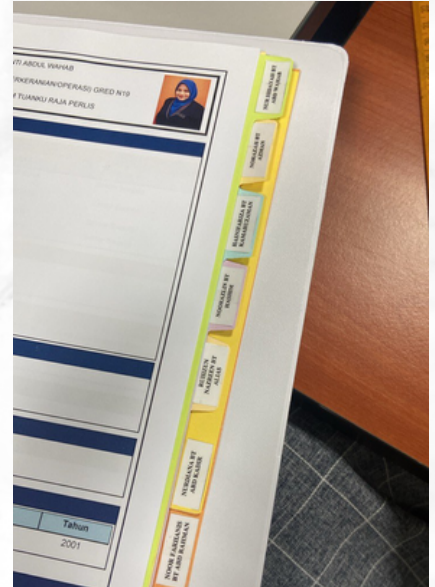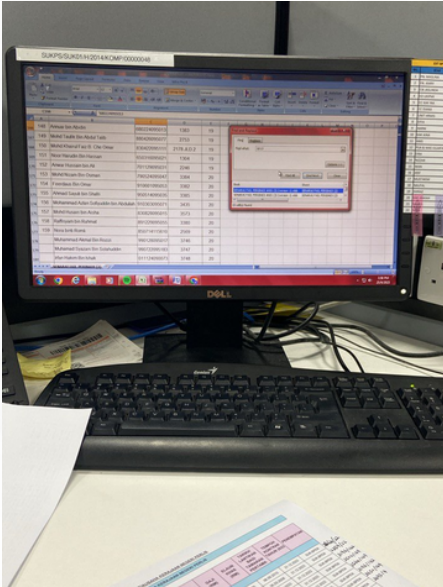
PART 10 :
APPENDICES

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ENDORSEMENT OF OURIGINAL REPORT

Coordinator
Unit Jaminan Kualiti Akademik (UJKA)
Universiti Teknologi MARA Cawangan Perlis
02600 Arau
Perlis

Sir

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

With reference to the work of the candidate below:

Nama   :   KU FARISHA NABILAH BINTI KU MOHD FAUZI

Matric No. :   2021864728

Faculty   :   BUSINESS AND MANAGEMENT

Programme :   BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE
                              MANAGEMENT

Title   :

Percentage of Ouriginal Report : 6%

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.

24 JANUARI 2024

ELIY NAZIRA MAT NAZIR
Koordinator Unit Komunikasi Korporat
UITM Cawangan Perlis
HP : 016-4408014

1st advisor's signature and stamp   Date
Name : ELIY NAZIRA BINTI MAT NAZIR

** Please attach 1st page of ouriginal report.

KOMPLEKS DEWAN UNDANGAN
NEGERI PERLIS