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UNIVERSITI
TEKNOLOGI
MARA



INDUSTRIAL TRAINING REPORT
MAJLIS PERBANDARAN KLUANG

12TH AUGUST 2024 - 24TH JANUARY 2025



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Tajuk Laporan	Industrial Training Report : SWOT Analysis on Majlis Perbandaran Kluang	Nama Syarikat	Majlis Perbandaran Kluang

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.....
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Jawatan : Pegawai Tadbir N41
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No. Faks :

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EXECUTIVE SUMMARY

The purpose of this document is to **express gratitude for the opportunity to undertake an internship program at Majlis Perbandaran Kluang.** This experience has been invaluable in enhancing my skills and understanding of administrative functions within a municipal council.

Also, **involvement in events coordinated by the Management Services Department** that consisting both the Human Resources Department and the General Administration Department, which provided practical insights into event management and community engagement.

During my internship, I engaged in various activities that contributed significantly to my professional development, including **performing administrative tasks essential** for the smooth operation of the council, participating in projects, particularly in organizing and sorting applications for new vacancies.

The experiences and lessons learned throughout this internship have equipped me with valuable skills that will undoubtedly contribute to a successful future career. The knowledge gained here not only enhances my professional capabilities but also prepares me for future challenges in my chosen field which Human Resources Management.





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ACKNOWLEDGEMENT

In the name of God, the Most Gracious, the Most Merciful.

I am genuinely incredibly grateful to Allah Subhanahu wa ta'ala for His blessings, which facilitated the **completion of this report on industrial training at Majlis Perbandaran Kluang**. This accomplishment would not have been attainable without the assistance of many individuals, to whom I am profoundly grateful. I express sincere thanks to Dr. Hainnuraqma Binti Rahim, my academic advisor, for her advice, motivation, and support during HRM 666. Her dedication and insightful critique were essential to the report's successful conclusion. My disposition and commitment to this endeavour were significantly shaped by **Dr. Hainnuraqma's steadfast encouragement and support**.

I also would like to express my sincere gratitude to my supervisor, **Mr. Mohamed Zafar Bin Mohamed Ghazali**, for all of his help, patience, and advice during my internship. His guidance has been really helpful in helping me overcome the real-world obstacles and deepen my knowledge of the subject.

My profound gratitude is extended to my friends and the Majlis Perbandaran Kluang team for their support, advice, and suggestions, all of which were crucial in helping me finish my report. Their collaboration and knowledge sharing created a cooperative atmosphere that enhanced my educational experience. I also want to sincerely thank my parents and extended family for their constant support, love, and strength. Their unwavering faith in my skills and encouragement provided me the will and confidence to push through the difficulties of my industrial training.

Lastly, I would like to express my gratitude to everyone who helped me, directly or indirectly, to make this report a success. Your help, advice, encouragement, or even just a kind word has been greatly appreciated. May Allah bestow wealth and dignity upon each and every one of these people. Thank you so much.





1.0 STUDENT'S PROFILE



SYAZA AMALIA

Human Resource Undergraduate

OBJECTIVES

Dedicated and results-driven Human Resource Management student seeking a job opportunity to apply theoretical knowledge in a practical HR environment. Possessing a solid foundation in HR principles and a passion for fostering a positive workplace culture. Proven ability to communicate effectively, collaborate with diverse teams, and contribute to the strategic objectives of an organization.

EDUCATION

Oct 2022 – present

Bachelor of Business Administration (Hons.) Human Resource Management

Universiti Teknologi MARA (UiTM) Bandaraya Melaka campus (CGPA: 3.58)

- Equipped with the necessary broad-based and specialized knowledge and skills in Human Resource Management.
- Relevant coursework in Strategic Management, Human Resource Development, Performance Management, Compensation Management, Industrial Relations, Employment Law and Current Issues in HRM.

June 2019 – May 2022

Diploma in Business Studies

Universiti Teknologi MARA (UiTM) Segamat campus (CGPA: 3.55)

- Relevant coursework in accounting, micro and macroeconomics, marketing, management, math and statistics, language and communication, information technology and legal foundations.

EXPERIENCES

Aug 2024 – Jan 2025

Human Resource Admin Intern, Majlis Perbandaran Kluang

- Review application forms to identify suitable candidates for job vacancies.
- Maintain and update employee records in HR databases (HRMIS).
- Perform various administrative tasks as needed, such as update the filing with index, and printing documents.
- Took part in Sistem Saran Perkhidmatan Awam documentation.

May 2022 – June 2022

Sales Promoter, Kong Brothers Enterprise Sdn. Bhd.

- Increased brand awareness and generated sales leads for Noveni and Louis Cuppers through engaging produce demonstrations and presentations at Parkson Kluang Parade.
- Accurately count, track and maintain stock (ladies' shoes) levels at closing.

Mar 2019 – Apr 2019

Sales Assistant (1), Parkson Corporation Kluang

- Maintained accurate and up-to-date pricing on the sales floor by preparing and attaching price tags to merchandise according Parkson guidelines.
- Contributed to efficient inventory management by processing incoming deliveries in the receiving department, ensuring accurate item counts and proper stock allocation.

INVOLVEMENT

- Joined Corporate Social Responsibility (MGT538) at SK Batu Berendam 2 (Served as Emcee).
- Conducted training programme "Team Building" (HRM549) at IPG Kampus Perempuan Melayu (Completed Pre & Post Test).
- Joined netball team and took part in "Sukan Antara Program" (SAP).
- Conducted the "The Role of Talent Onboarding" (TROTA) webinar (Served as Project Leader).
- Conducted the "Hasta La Vista" programme (Served as Biro Pengurusan Majlis).

REFERENCES

- En. Khairi Bin Yusoff | Assistant Store of Parkson Kluang Parade
- En. Mohamed Zafar | Pegawai Tadbir N41

2.0 COMPANY'S PROFILE



Figure 1: The official logo or coat of arms of the Kluang Municipal Council

According to Nazariah (2024), the **Local Government Act of 1976 (Act 171)**, several related laws, and its own rules enable the Kluang Municipal Council to carry out its responsibilities. Strategically in the **middle of Johor Darul Ta'zim**, Kluang is surrounded by all the districts except Muar and Johor Bahru.



Figure 2: Maps of Kluang

The Kluang region covers **285,164.132 hectares**, whereas the council's administrative jurisdiction spans 185,674.00 hectares. Kluang is linked to other towns with a comprehensive network of roadways and railways. In 2018, in reaction to the rapid development in Johor, districts within the state were required to modify their administrative symbols to enhance local identity. Kluang has recognised its advantages and established a new administrative identity.

2.0 COMPANY'S PROFILE



Figure 3: The Whole View of Majlis Perbandaran Kluang

ADDRESS:

**WISMA MAJLIS PERBANDARAN KLUANG,
JALAN KOTA TINGGI, 86000 KLUANG, JOHOR.**

OPERATION HOURS:

MAJLIS PERBANDARAN KLUANG

Monday	8.00 A.M. - 5.00 P.M.
Tuesday	8.00 A.M. - 5.00 P.M.
Wednesday	8.00 A.M. - 5.00 P.M.
Thursday	8.00 A.M. - 5.00 P.M.
Friday	8.00 A.M. - 5.00 P.M.
Saturday	Closed
Sunday	Closed

Break Time from 1:00 Noon to 2:00 P.M.

2.1 MISSION AND VISION

Vision



Kluang: A Prosperous and Livable City

An efficient, responsive and effective local authority.



Mission



2.2 OBJECTIVES AND GOALS

OBJECTIVE

- **Enhances overall council performance and influence.**
- **Improves service delivery system for prompt and effective municipal services.**
- **Strengthens governance and organizational cultural values for excellence.**
- **Builds a work environment prioritizing integrity, accountability, and continuous progress.**

GOALS

- **Stabilizes and enhances revenue streams to support growth of Kluang area.**
- **Enhances public facilities and infrastructure to improve quality of life for residents.**
- **Aims to enhance strategic collaboration with stakeholders and clients for Kluang's prosperity and development.**

Source: Primuscoreadmin. (2025, January 21). Functions & quality base. Official Portal of Kluang Municipal Council (MPK).



2.3 FIVE CORE PILLARS



FIVE CORE PILLARS

01.

To formulate up new revenue sources in addition to existing ones to aid in the advancement of Kluang District.

02.

To improve the organisation's capability and capacity for better efficiency in service delivery systems.

03.

To improve the standards of physical extension which aims for the welfare of the people who reside in Kluang.

04.

To reinforce strategic partnerships with stakeholders, customers, and partners so as to enhance the image of the council and community social welfare.

05.

To enhance the image of the organization proficiently combining legal and company business compliance in the process of reaching an organization's excellence.

Source: Primuscoreadmin. (2025, January 21). Functions & quality base. Official Portal of Kluang Municipal Council (MPK).



2.4 BACKGROUND OF ESTABLISHMENTS

Kluang, a **prominent rubber-producing region** in Johor, became the **administrative center in 1915** and was connected to other towns through a railway line according to Syahmi (2024). In 1920, the Lembaga Bandaran Kluang was established, with a population of 5,000. In 1957, it was elevated to the Majlis Bandaran Kluang, with the District Officer of Kluang acting as its President. In 1962, five Local Councils were established, and in 1977, the Majlis Bandaran Kluang merged with five Local Councils to form the Majlis Daerah Kluang Utara. The governance of Majlis Daerah Kluang Utara covers 126.5 square kilometers and has a population of over 65,000.

In 2001, the Johor State Government elevated Majlis Daerah Kluang Utara to a Municipal Council, and **the proclamation of Majlis Perbandaran Kluang occurred on May 8, 2001**. Kluang is interconnected with other municipalities via an extensive network of highways and trains. The district's growth in the 1920s and 1930s was largely due to infrastructural development, with the council focusing on meeting residents' needs, such as health and sanitation.

In 1977, Majlis Daerah Kluang Utara was established to provide services to the growing population. **In 1999, the Yang Dipertua was appointed full-time**, highlighting the council's evolving nature and responsibilities. The council was elevated to a municipality status on 2001, enhancing its effectiveness in service delivery. This change improved staffing and control, allowing for more extensive developmental activities.

Today, the **Kluang Municipal Council** remains a **key player** in the **region's administrative and developmental agenda**, using its ideal location and well-developed systems to improve residents' quality of life.

2.5 ORGANIZATIONAL STRUCTURES

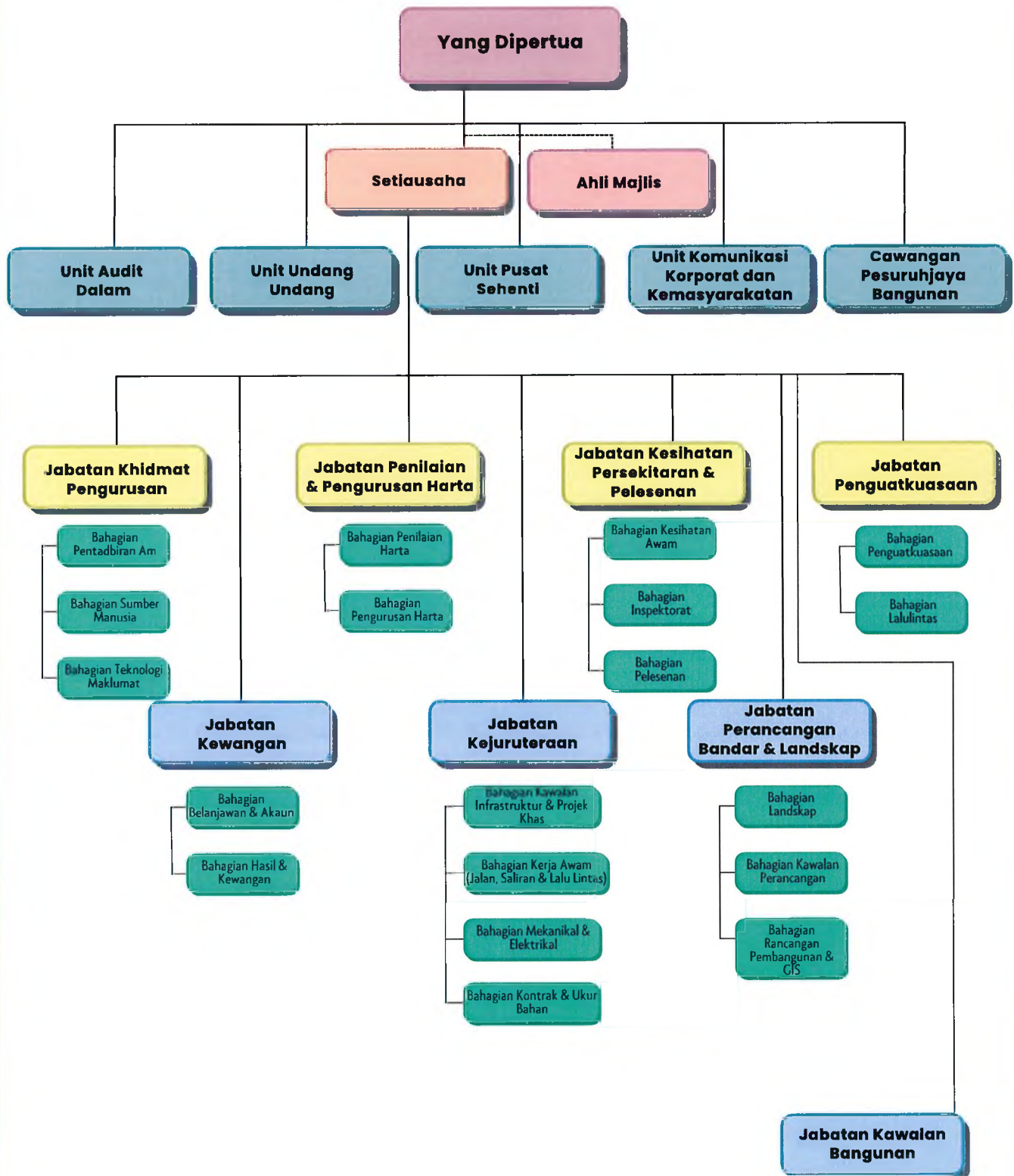


Figure 4: The organizational chart of the Kluang Municipal Council

2.5 PRODUCTS & SERVICES

SERVICES

- Uses a one-stop centre approach to facilitate access to council services.
- Maintains collaboration between the council and residents.
- Supervises parking and traffic management in Kluang.
- Implements Geographic Information Systems (GIS) to assist in urban planning and development programs.
- Maintains green areas for town beautification.
- Maintains roads, drainage systems, and traffic control.
- Develops construction material management plans to ensure quality and regulatory compliance in municipal projects.
- Conducts epidemiological surveillance through inspections and enforcement of health standards.
- Evaluates and ensures property taxes and property management.
- Ensures fairness and consistency in the property tax system within the region.
- Manages and maintains council-owned properties.

Source: Syahmi. (2024, July 16). Background of Kluang Municipal Council. Official Portal of Kluang Municipal Council (MPK).

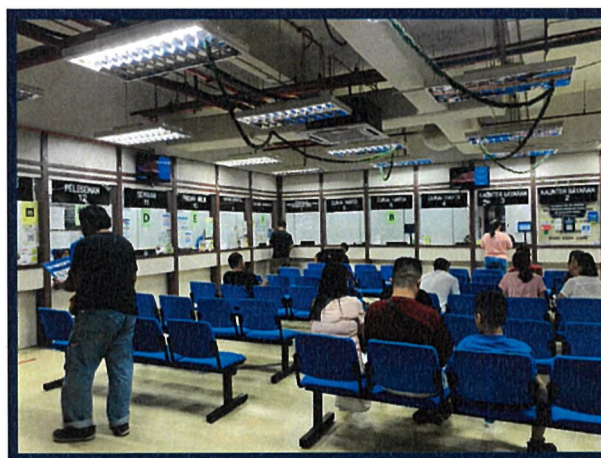
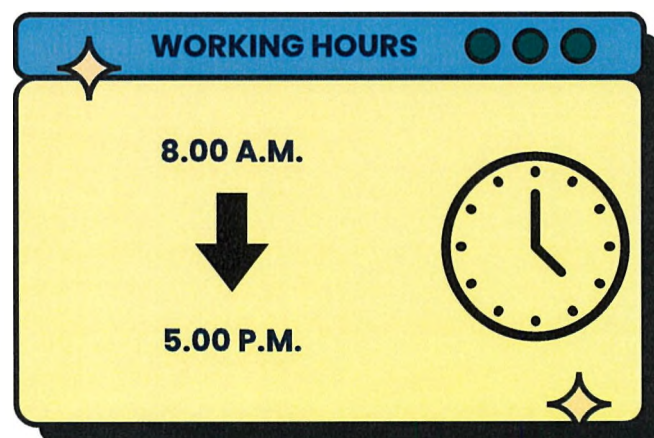
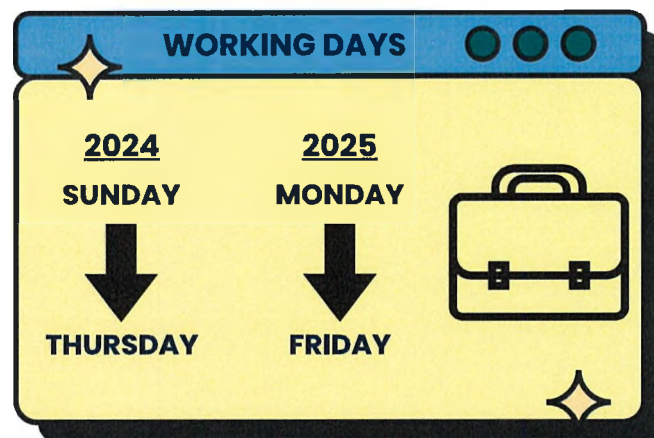
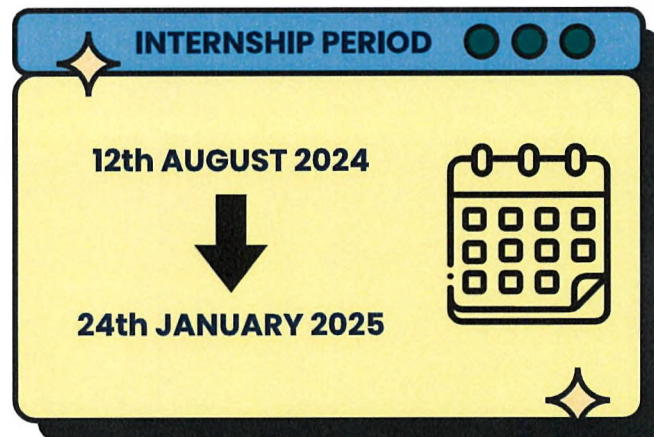


Figure 5: The counters of services

3.0 TRAINING'S REFLECTION



3.1 SPECIFIC DEPARTMENT

Management Services Department: Human Resources Division



Figure 6: The Whole View of Management Services Department Workstations.

Encik Mohamed Zafar Bin Mohamed Ghazali Pegawai Tadbir (N9)



The main function involves **managing appointments, confirmations, pensionable status, and probation extensions, as well as overseeing pensions and retirement benefits in line with service conditions.** It includes **handling staff transfers, terminations, and all types of leave, including eligibility for rest leave replacement.** Responsibilities also cover **managing contractual staff matters, preparing documents for the Appointment & Promotion Board, and processing overseas travel applications.** Additionally, it involves **managing allowances, emoluments, salary adjustments, disciplinary actions, promotions, acting appointments, and acting positions.** The role also includes **maintaining and disposing of department files and records.**

3.2 ROLES AND RESPONSIBILITIES

Throughout my 6-month internship, I have been placed in **Management Services Department**, which was quite beneficial for me since it taught me about the whole process of administration management. In that department, I was also appointed or placed in **the Human Resources division**, which aligns with the field of study I pursued. So, in this section, I will go through my roles and responsibilities in this division.

a) Assist in the preparation of recruitment:

- Recruitment of employees for 7 different positions.
- Managing applications through the E-Job system.
- Conducting screening using *Microsoft Excel* to determine eligible applicants for the advertised positions.
- The information in the Screening Excel included name, identity card number, residential address, nationality, age, place of birth, race, occupation and husband/wife information.

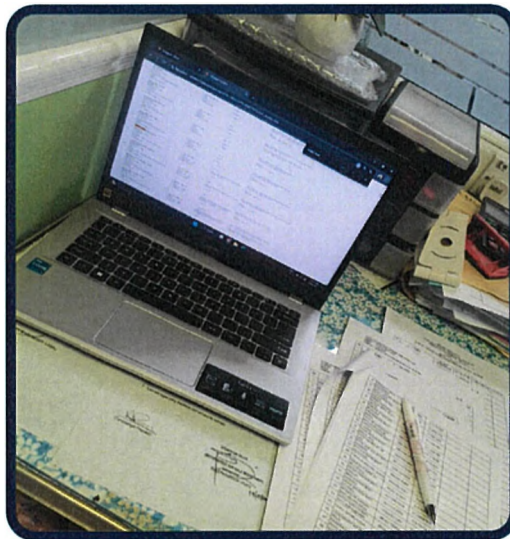


Figure 7: Screening Process Excel

3.2 ROLES AND RESPONSIBILITIES

b) Preparing and send letters or documents for the correspondence register:

- The department review letters logbook have a distinct logbooks called 'Despatch Book'.
- Obtain the signatures of department representatives from each department on the logbook.
- Able to differentiate between routine mail and a department review letter after getting letters from the administration before filling out the logbook's information.
- The details that must be included in the logbook were number, date, department, the representative's and position and official signature.



Figure 8: Despatch Book



Figure 9: Letters that should be sent

3.2 ROLES AND RESPONSIBILITIES

c) Open new file:

- Open a new file for a file that was old using all components necessary, including new file skin, treasury tags, a puncher, stamps, and a marker pen.
- The applicant's name, identity card number, address, application type are the details that must be included in the new file.
- Place brand-new files in the file box and organize them.

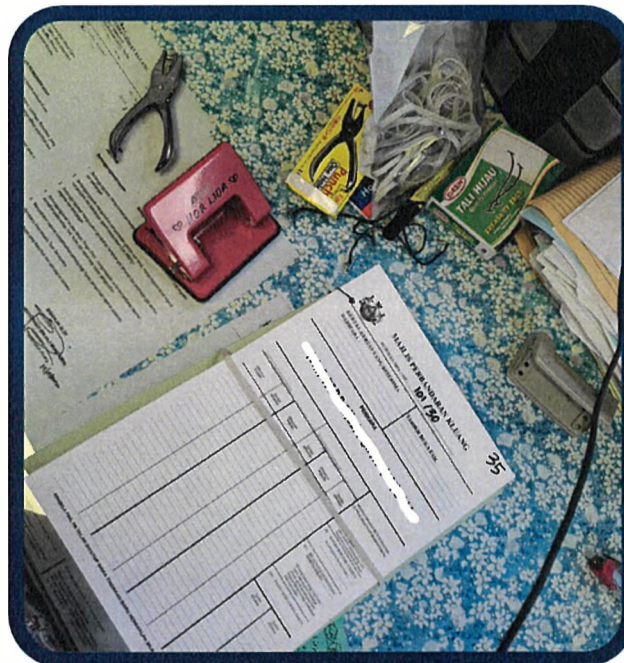


Figure 10: New files for each employees



Figure 11: Place brand-new files in the file box and organize them.

3.2 ROLES AND RESPONSIBILITIES

d) Updating Service Record Book:

- Information regarding an officer that needs to be recorded must be documented promptly.
- The service record book has been recorded using handwritten entries and *Microsoft Excel* as well as stamps for service statements and leave records.



Figure 12: Service Record Book

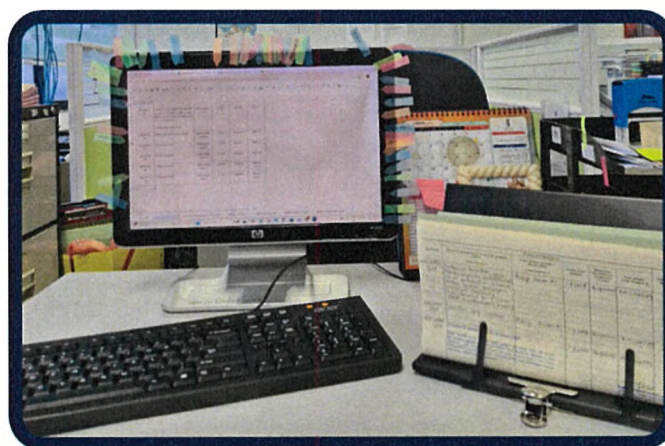


Figure 13: Update the Service Record Book in Microsoft Excel

3.2 ROLES AND RESPONSIBILITIES

e) Filing and Indexing:

- Storing all memos and letters in named files.
- Indexing copies and recording incoming and outgoing letters or memos.
- Incoming letters or memos are written in red pen, while outgoing letters are written in black pen.
- The index contains information such as to whom or from whom the letter is addressed, as well as the date of the letter.

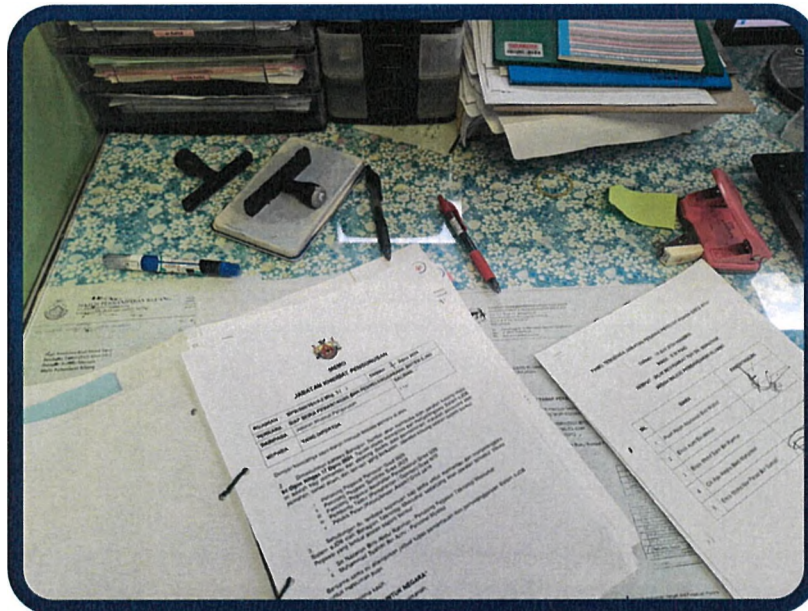


Figure 14: Filing and Index

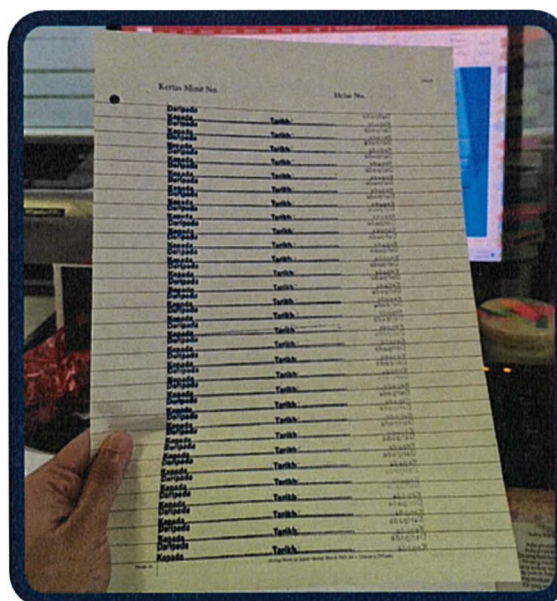


Figure 15: Index

3.2 ROLES AND RESPONSIBILITIES

f) Assist in the documentation of the Public Service Remuneration System:

- Printing all **SSPA (Sistem Saraan Perkhidmatan Awam)** documents for all employees of the Kluang Municipal Council.
- Updating SSPA option information and the approved dates for each officer.
- Assisting the officer in charge of SSPA in managing the event for the handover of SSPA documents to all officers of the Kluang Municipal Council.
- Separating 3 copies of SSPA documents for each officer into respective files, such as personal files, office files, and personal storage.
- Updating SSPA information in the Employee Service Book for each officer.



Figure 16: Storing SSPA in office files

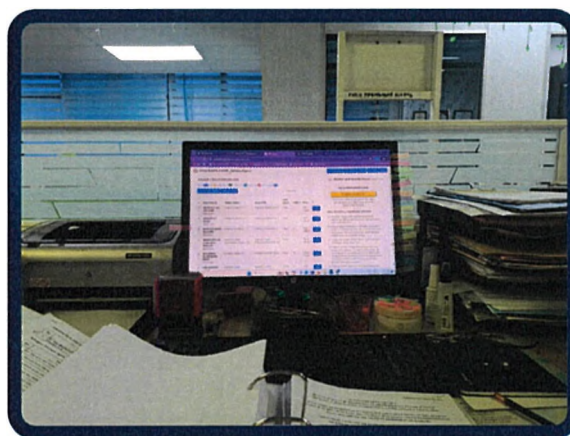


Figure 17: Updating option in SSPA website

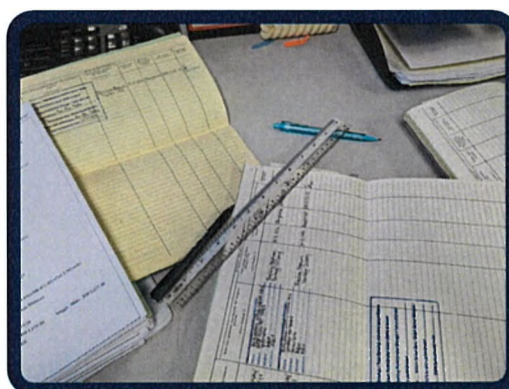


Figure 18: Updating Employee Service Book



3.3 GAINS: INTRINSIC & EXTRINSIC BENEFITS

As a professional and a person, I have accumulated skills throughout the tenure by **shouldering multiple responsibilities**. Some of the tasks entrusted to me were recruitment and staffing, and as part of them, I carefully screened resumes. I was also able to watch and assist in the interview and the physical test which was part of the Ujian Kecergasan Jasmani Dan Kerohanian process – which much improved my understanding of how recruitment works. Another one of the key roles was employee record keeping – taking care of employee files and databases, and ensuring that the utmost confidentiality and accuracy was maintained since there was a program so called Hari Terbuka Buku Perkhidmatan Pekerja. All these assignments **increased my comprehension of the working of the department** and made it possible for me to contribute to the department in a **productive manner** that was in line with the set objectives of the organization.

Most of my day to day activities were tied to administrative work. Some of my other duties include document management, data entry and filing and these activities instilled in me the value of detail and organization. In addition to those, I assisted with letter writing as well as managing incoming phone calls and emails – multitasking which greatly advanced my communication skills. From time to time, I assisted other units with their requirements, which **gave me the impression of about cross functional working**.

In conclusion, the internship was beneficial for me, as it not just **improved my technical understanding** of human resource management, but it also **enabled me to develop professionally** after adjusting to a fixed working environment. The range of different functions and obligations gave me a **better understanding of how a fast-paced public administration department operates**, thus **equipping me for future career prospects**.

4.0 SWOT ANALYSIS



Strengths

- The computerised human resource management system
- The department's policies



Weaknesses

- Bureaucratic constraints
- Ineffective work environments



Opportunities

- File detection system
- Training for writing memos and business letters



Threats

- Lack of monitoring
- Short circuit in old building

Figure 19: The SWOT Analysis of the Kluang Municipal Council

5.0 DISCUSSION AND RECOMMENDATION

5.1 Strength 1

5.1.1 The computerised human resource management system

The HR department of the Majlis Perbandaran Kluang is highly effective and is supported by a variety of factors. The computerised human resource management system that HR implements may be its most significant asset. The Human Resources Management Information System (HRMIS), one of its components, significantly facilitates the management of activities such as recruitment, personnel administration, and performance appraisal management (GovPilot, 2023). This leads to record management and efficacy that are unparalleled. To provide an example, the automation of payroll guarantees the accuracy of record-keeping and the timely payment of salaries, which is a valuable resource for both employees and management.

Recommendation:

An opportunity lies with that department that seeks to construct on those strengths, HRMIS quality can be improved by integrating trusted security mechanisms that shield sensitive employee information, which would protect against hacking or intrusive access (EasyBa, 2023). It is critical to secure the system which contains sensitive information such as identifying details, details regarding salary and performance records, as it may be threatened by cyber attacks. For instance, using better encryption, multi-factor authentication and conducting regular audits will protect the system against such threats. These measures will not only secure the employees' personal information but will also enhance their confidence in the system.

5.0 DISCUSSION AND RECOMMENDATION

5.2 Strength 2

5.2.1 The department's policies and procedures

The Human Resources Division at Majlis Perbandaran Kluang demonstrates a significant strength in its well-structured policies, which are a cornerstone of its operational framework. These policies are meticulously designed to foster a welcoming, inclusive, and enjoyable work environment, ensuring that employees feel valued and supported. A key objective of these policies is to enhance the overall well-being of employees, recognizing that a satisfied and motivated workforce is essential for organizational success. For example, the division prioritizes professional development by providing personnel with access to necessary training programs. These initiatives not only equip employees with the skills and knowledge required to excel in their roles but also contribute to boosting their motivation and job satisfaction. Additionally, the policies emphasize the importance of maintaining a healthy work-life balance, which is crucial for reducing burnout and promoting long-term productivity. By addressing both the professional and personal needs of employees, the Human Resources Division at Majlis Perbandaran Kluang strengthens its internal capabilities and positions itself as a forward-thinking and employee-centric organization. This approach not only enhances individual performance but also contributes to the overall efficiency and effectiveness of the municipal council (GovPilot, 2023)

Recommendation:

Equally, empowering employees to actively participate in reviewing and examining office policies fosters a sense of ownership and inclusivity within the organization. When employees are given the opportunity to provide feedback and contribute to policy development, they feel that their opinions are valued and that their satisfaction is a priority for the organization. This participatory approach not only strengthens employee engagement but also builds trust and transparency between the workforce and management. For instance, the Human Resources Division at Majlis Perbandaran Kluang can implement regular surveys or feedback mechanisms to gather insights into employees' needs, preferences, and concerns.

5.0 DISCUSSION AND RECOMMENDATION

5.3 Weakness 1

5.3.1 Bureaucratic constraints

Despite its strengths, the Human Resources Division at Majlis Perbandaran Kluang faces significant internal weaknesses that hinder its progress and efficiency. One of the most pressing issues is the presence of bureaucratic constraints, which create unnecessary delays and complications in critical processes. The division's reliance on multiple layers of approval and rigid hierarchical structures often slows down decision-making and problem-solving, particularly in areas such as hiring and addressing staff concerns. For example, the process of filling a vacant position can become excessively time-consuming due to the complex and lengthy approval procedures required for onboarding a new employee. This delay not only affects the division's ability to maintain optimal staffing levels but also impacts overall productivity and morale (GovPilot, 2023). Similarly, resolving employee concerns or implementing changes to improve workplace conditions may be stalled by the same bureaucratic red tape, leading to frustration among staff and a perception of inefficiency within the department. These internal stringencies highlight the need for streamlining processes, reducing unnecessary approval levels, and adopting more flexible and agile approaches to decision-making. By addressing these weaknesses, the Human Resources Division can enhance its operational efficiency, improve employee satisfaction, and better support the broader goals of Majlis Perbandaran Kluang.

Recommendation:

To address the weaknesses stemming from bureaucratic constraints, one effective solution is to empower managers by granting them greater authority to make certain decisions independently. For instance, managers could be given the autonomy to finalize leave requests or approve minor expenses without requiring approval from higher-level management. This decentralization of decision-making would significantly streamline processes, reduce delays, and eliminate unnecessary bottlenecks.

5.0 DISCUSSION AND RECOMMENDATION

5.4 Weakness 2

5.4.1 Ineffective work environment

Secondly, the weaknesses within the Human Resources Division at Majlis Perbandaran Kluang can contribute to the creation of ineffective work environments, particularly in shared or open office spaces. While open areas are often designed to foster collaboration and communication, they can inadvertently become social hubs where frequent conversations, phone calls, or other distractions disrupt the workflow of employees. For those working in separate offices or on tasks requiring deep concentration, such noise and interruptions can significantly hamper their ability to remain focused and productive (GovPilot, 2024). This lack of focus not only slows down individual performance but also prolongs project timelines, delaying deliverables and reducing the overall return on investment (ROI) for the organization. Prolonged distractions can lead to errors, missed deadlines, and increased stress levels among employees, further impacting their efficiency and job satisfaction. To mitigate these issues, the division could consider implementing measures such as designated quiet zones, soundproofing solutions, or flexible work arrangements that allow employees to choose environments suited to their tasks. By addressing these environmental weaknesses, the organization can create a more conducive work atmosphere that balances collaboration with the need for concentration, ultimately enhancing productivity and achieving better outcomes.

Recommendation:

Moreover, offering employees the flexibility to work from home or adopt alternative working hours can be an effective strategy to minimize disruptions caused by noise and conversations in shared office spaces (EasyBa, 2023). By allowing employees to choose an environment and schedule that best suits their work style and responsibilities, the organization can foster a more productive and focused workforce. Remote work or flexible hours enable employees to concentrate on their tasks without the constant interruptions of a bustling office, leading to higher-quality outcomes and faster project completion.



5.0 DISCUSSION AND RECOMMENDATION

5.5 Opportunities 1

5.5.1 File detection system

One notable opportunity for improvement within the Human Resources Division at Majlis Perbandaran Kluang lies in the implementation of a **file tracking and detection system**. Currently, the absence of a robust mechanism to monitor the movement and location of files creates significant challenges. When files are borrowed or relocated, there is no systematic way to track their whereabouts, leading to instances where documents go missing. This lack of oversight not only disrupts workflow but also causes inefficiencies, as employees waste valuable time searching for misplaced files or recreating lost documents. Such inefficiencies can delay critical processes, hinder decision-making, and negatively impact overall productivity. By introducing a file detection system—such as a digital tracking tool or barcode-based system—the division can streamline document management and enhance accountability. For example, each file could be assigned a unique identifier, and its movement could be logged in a centralized database accessible to authorized personnel.

Recommendation:

To pursue these possibilities, organizations should proactively seize the opportunity to implement a file scanning and detection system. This advanced system would revolutionize document management by enabling real-time tracking of files, ensuring that their location is always known and accessible to authorized personnel. By integrating such a system, the organization can significantly reduce the risk of lost or misplaced files, which often lead to delays, inefficiencies, and frustration among employees. The file scanning detection system would work by assigning a unique identifier, such as a barcode or RFID tag, to each file. Whenever a file is moved or accessed, its location would be updated in a centralized digital database. This real-time tracking capability would allow employees to quickly locate files, monitor their usage, and ensure they are returned to their designated storage areas. Additionally, the system could include automated alerts or reminders for overdue files, further minimizing the chances of misplacement.

5.0 DISCUSSION AND RECOMMENDATION

5.6 Opportunities 2

5.6.1 Training for writing memos and business letters

Moreover, another significant opportunity for the Human Resources Division at Majlis Perbandaran Kluang lies in the provision of specialized training for staff in writing memos and business letters. Effective written communication is a critical skill in any organization, as it ensures clarity, professionalism, and efficiency in conveying information (Primuscoreadmin, 2023). However, it has been observed that many employees lack sufficient practice and expertise in this area, which can lead to poorly drafted documents, misunderstandings, and inefficiencies in communication both within and outside the organization. By offering targeted training programs, the division can equip employees with the necessary skills to draft clear, concise, and professional memos and business letters. These programs could cover essential aspects such as structuring documents, using appropriate language and tone, adhering to organizational formatting standards, and tailoring messages to different audiences. Practical exercises and feedback sessions could be incorporated to help employees refine their skills and build confidence in their writing abilities.

Recommendation:

Besides that, organizations should actively explore and study the potential positive impact of such training programs on daily operations. By equipping staff with the necessary skills to write effective memos and business letters, the quality of both internal and external communication can be significantly enhanced. Improved communication fosters better coordination among teams, ensuring that tasks, goals, and expectations are clearly understood and executed efficiently. This, in turn, reduces the likelihood of errors, delays, or misunderstandings that can disrupt workflow and productivity (GovPilot, 2024). Externally, well-crafted communication reflects a high level of professionalism, strengthening the organization's reputation and relationships with stakeholders, partners, and the public. Clear and concise correspondence ensures that messages are delivered effectively, whether it's negotiating with vendors, responding to public inquiries, or collaborating with other agencies. This professionalism can enhance trust and credibility, which are essential for the organization's long-term success. Furthermore, studying the impact of such training can provide valuable insights into areas for further improvement.



5.0 DISCUSSION AND RECOMMENDATION

5.7 Threats I

5.7.1 Lack of monitoring

A significant threat to organizational efficiency within the Human Resources Division at Majlis Perbandaran Kluang is the lack of a robust monitoring process for employee attendance and performance. Without adequate tracking mechanisms in place, it becomes challenging to ensure accountability and maintain discipline among staff. This gap can lead to disappointing behaviors, such as intentional absenteeism, where employees may take advantage of the system's weaknesses to skip work without valid reasons (Bigelow, 2023). Such actions not only disrupt workflow but also place an unfair burden on other team members who must compensate for the absent employee's responsibilities. Over time, this can erode team morale, as diligent employees may feel overworked and undervalued, while the lack of consequences for absenteeism can foster a culture of complacency. The absence of a reliable monitoring system also makes it difficult to assess employee performance accurately. Without clear data on attendance, punctuality, and productivity, managers may struggle to identify underperforming employees or recognize top performers. This lack of visibility can hinder fair decision-making in areas such as promotions, rewards, or corrective actions, further demotivating employees and reducing overall productivity.

Recommendation:

To mitigate the threat of inadequate monitoring of attendance and performance, organizations should prioritize the implementation of regular and systematic tracking mechanisms. This involves establishing clear processes to monitor employee attendance, punctuality, and productivity on an ongoing basis. By doing so, managers can identify patterns of absenteeism, lateness, or underperformance early and address these issues promptly. For example, using digital tools such as biometric attendance systems, time-tracking software, or performance management platforms can provide accurate, real-time data to support informed decision-making.

5.0 DISCUSSION AND RECOMMENDATION

5.8 Threats 2

5.8.1 Short circuit in old buildings

Next, another critical threat facing the organization is the risk of short circuits in the old building's electrical system. Over time, the electrical infrastructure has not been adequately serviced or upgraded, increasing the likelihood of malfunctions, overheating, or other electrical failures. This poses a significant safety hazard to employees, visitors, and the organization's assets. Short circuits can lead to severe consequences, including accidents, damage to expensive equipment, data loss, or even fire outbreaks, all of which could disrupt operations and result in substantial financial and reputational damage.

Recommendation:

Moreover, it is essential to conduct a thorough inspection of the electrical system and undertake the necessary repairs or upgrades to address potential hazards. A comprehensive assessment by certified electricians will help identify outdated wiring, overloaded circuits, faulty connections, or other issues that could lead to short circuits or electrical failures (Bigelow, 2023). Based on the findings, immediate actions should be taken to repair or replace defective components, ensuring the system meets current safety standards and regulations. Upgrading the electrical infrastructure may also involve modernizing the system to handle the organization's current and future power demands. This could include installing energy-efficient fixtures, upgrading electrical panels, and adding safety features such as ground fault circuit interrupters (GFCIs) and arc fault circuit interrupters (AFCIs). These measures not only enhance safety but also improve the reliability and efficiency of the electrical system.



6.0 CONCLUSION

Majlis Perbandaran Kluang is a developed municipal council based on a profound history, favorable geographical location and a firm promise towards improving the life of the people (Nazariah, 2024). With time, the council has formulated an elaborate administrative structure as well as built an infrastructure, human resources and great ideas to enhance regional development and governance. Given its vision to develop a thriving and citizens friendly city with a purpose to perform as an effective and reliable local authority, it is accessible and able to serve the dynamic demands of its constituency.

In answering its terms of reference, the Human Resource Department is highly important as it takes responsibility for council's productivity. The Department has delivered its strong performance towards improving organizational effectiveness and embedding suitable work culture through the introduction of such systems as HRMIS and adopting the best relevant practices. Such designs include resolving concerns such as administrative bottlenecks and poor working environments while exploiting the opportunities technologies and employee ownership provides. The division will enhance its performance as it implements best practices recommendations which may include improving adequacy of data protection and simplifying the processes and systems, using electronic document management solutions and concentrating on performance management

In addition, the council has options to restore its good name and its ability to reposition itself in a rapidly evolving environment by dealing with threats such as low public confidence and poor organizational operations. Geared towards sustained trust and other forms of constant growth are transparency, innovation, and engagement of employees.

So, Majlis Perbandaran Kluang has effectively confirmed its commitment to quality through its structures of governance, services and strategic plans. The council can still prosper as an important player in the development and prosperity of the Kluang region by harnessing its strengths, surmounting its weaknesses, taking up opportunities, and eliminating threats.



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8.0 APPENDICES

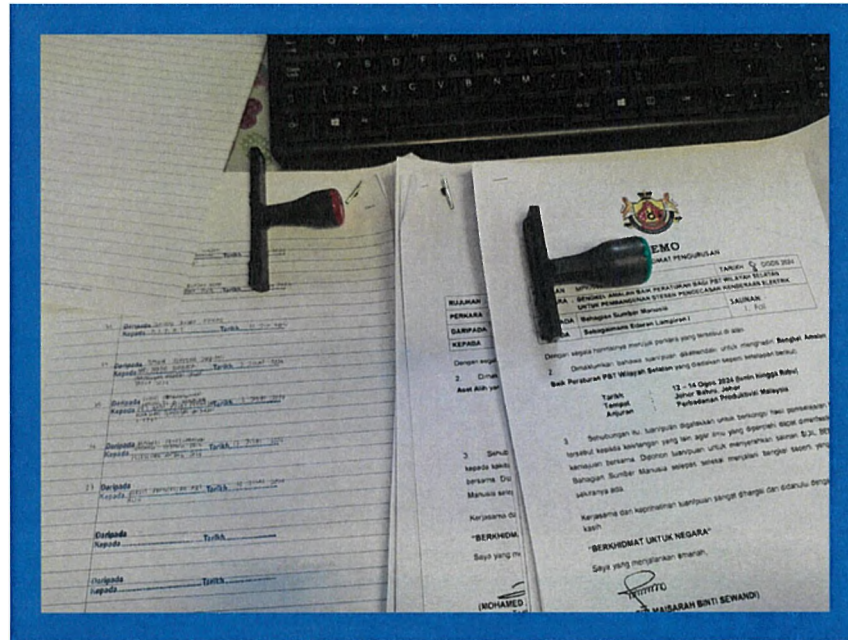


Figure 21: Index and filling



Figure 22: Handle the registration platform with the HR team for the Ujian Kecergasan Jasmani dan Kerohanian

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Figure 23: Handling the filling on the Hari Terbuka Buku KP



Figure 24: With Puan Hakamala, the HR Generalist of Majlis Perbandaran Kluang

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Figure 25: With the people of Human Resources



Figure 26: Team from Majlis Perbandaran Kluang during the election of N.29

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Figure 27: Mutual cooperation with Management Services Department