



Cawangan Melaka

INDUSTRIAL TRAINING REPORT TEMERLOH MUNICIPAL COUNCIL (MPT)

(12 AUGUST - 24 JANUARY 2024)

NUR NABILAH HUDA BINTI A D OSMARA | 2022935767 | (BA243)
BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE MANAGEMENT

SURAT KEBENARAN

Tarikh : 8 JANUARI 2025

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Ketua Bahagian Pengurusan
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Majlis Perbandaran Temerloh



Cop jabatan/organisasi:

EXECUTIVE SUMMARY

An unforgettable and enlightening 6-month industrial training covering a total of 24 weeks starting from 12 August 2024 until 24 January 2025 at the Temerloh Municipal Council (MPT) which is one of the local authorities organizations. In this internship report, I have included my updated and current resume. Besides that, it also has a MPT company profile that has been located at Temerloh which runs in line with the vision, mission and objectives that have been set to measure the level of achievement. MPT has offered their services in the application, licensing, rental, tenders and quotations, economic development and also legislation. All of the payment can be made physically at the counter, mobile counter and also online through e-services like PBTPay, eBayar, Pahanggo, JOMPAY, Bank Rakyat, Bank Simpanan Nasional and also Maybank. At MPT, I have been placed to serve in the Management Services Department, which is in the Human Resource and Organization Management Division and sometimes working and helping in the Procurement and Store Division which is both in the same department under the Management Services Department at Floor 6 of MPT. There are many experiences and knowledge that I gain supporting my career development in areas like in the good expertise in handling HRMIS systems, documentation, file labeling, registration letter, being as personal assistance, administrative staff and more. I also experience and gain many skills after serving here which are leadership skills, communication skills, teamwork, client relationship management, and also negotiation skills. I need to interact with the upper level (vertical irregularity) and the lower level (horizontal irregularity) in all the programs that are handled by my department. I need to face all of the complicated situations and this trains me to be a better person in the future and can be practised in the future next. Then, the organization chart shows that there are many departments in MPT which contribute towards organizational success. The SWOT Analysis measures the internal and external aspects which are related with the strength, weaknesses, opportunities and also threat that occurs in MPT to oversee and improve from all of the aspects and make preparation for any changes that will happen in the future. There is also a discussion on SWOT and the actual situation in the organization that can be improved and resolved further in the future. Last but not least, there are also some good recommendations from the aspect of human resource, environment conditions, technology advancement, environmental changes, social engagement, economic factors, economic conditions and also politics that can be generated and view the ideas and refer from the supervisor opinion and the expert one by referring to the articles and published journal. This industrial training has equipped me with the most valuable skills.

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1.0 ACKNOWLEDGEMENT

First and foremost, I wanna express my deepest appreciation towards my lecturer who acts as my advisor for this semester with a long journey, Madam Noor Haty Binti Nor Azam, for her exceptional guidance, insightful feedback, and unwavering support throughout the course. Her expertise and encouragement were instrumental in shaping the direction and quality of my work, and I am proudly grateful for having her mentorship and sharing the ideas and others opinion with those which gave valuable monitoring to me and also the others. She is successful at being the best advisor willing to sacrifice time to find the best time to discuss and briefing for internship things, do and don'ts and follow up all of the task, assignment, guidance, filling form and more.

In addition, I would like to express my deepest appreciation to my supervisor Mr. Azmir bin Yahaya as the Director General of the Management Services Department for giving me some guidance during my internship period at MPT with good help from Puan Masnizaayu who handles the admission and practical students in this organization. Not forgetting also to all the staff in this organization who provide a lot of guidance and the best experience, valuable knowledge and the best memories in the organization. In the period of 6 months I have learned many tasks and jobs doing work related to the field of human resources management, administrative and as a personal assistant to Mr. Secretary of MPT, Mr. Haji Muhamad Bin Mohd Nor. I have also managed to gain experience by doing several tasks for the Procurement and Store Departments. I would like to appreciate the cooperative efforts of my colleagues, whose dedication, teamwork, and tireless efforts are essential at every level of work in the organization.

Finally, I am also very grateful to the people of UiTM Kampus Bandaraya Melaka, especially the management of industrial training for helping me and the other students to undergo the internship session. I would like to express my deepest appreciation to all parties, especially towards my family and also my friends, for contributing to my success in completing the study, whether directly or indirectly involved. This study was conducted under the subject of Industrial Training Report (HRM666) with the experience of undergoing industrial training at the Temerloh Municipal Council for a period of 6 months.

2.0 STUDENT'S PROFILE



NUR NABILAH HUDA A D OSMARA HUMAN RESOURCE MANAGEMENT

I am highly motivated to excel and eager to apply my leadership skills in talent acquisition, employee development, organizational strategy and committed to enhancing team performance and customer engagement, eager to learn quickly and contribute effectively to your HR initiatives with a proactive mindset.

WORKING EXPERIENCES	MAJLIS PERBANDARAN TEMERLOH HUMAN RESOURCES INTERN (12 AUGUST 2024 - 25 JANUARY 2025)	
	AZNUR IMPIAN ENTERPRISE ASSISTANT COOK & CATERING SERVICES (PART-TIME EVERY SEMESTER BREAK) (SEPTEMBER 2020 - FEBRUARY 2024)	
	TALENT BRIGHT CONSULTING SDN. BHD. 3-MONTHS APPRENTICE JOB AND TRAINING PROGRAM (JUNE 2021 - SEPTEMBER 2021)	
EDUCATION	UNIVERSITI TEKNOLOGI MARA KAMPUS BANDARAYA MELAKA BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE MANAGEMENT (MARCH 2022 - JAN 2025) CGPA: 3.16 GPA: 3.13 (CURRENT SEMESTER)	
	UNIVERSITI TEKNOLOGI MARA KAMPUS JENGKA DIPLOMA IN OFFICE MANAGEMENT AND TECHNOLOGY (SEPTEMBER 2018 - FEB 2021) CGPA: 2.97 GPA: 3.28	
	SMK JENGKA 2 2012 - 2017 SPM RESULT: 3A- 3B 1C 1D	
EXPERIENCE	<ul style="list-style-type: none">• JAWATANKUASA PERWAKILAN NON-RESIDENT - UITM KAMPUS BANDARAYA MELAKA (OCTOBER 2022- FEBRUARY 2023)• TEAM RECREATION CLUB - UITM KAMPUS BANDARAYA MELAKA (OCTOBER 2022 - FEBRUARY 2023)• STUDENT POLICE VOLUNTEER CORPS (SUKSIS) - UITM KAMPUS JENGKA (NOVEMBER 2018 - JANUARY 2021)	
AWARDS	<ul style="list-style-type: none">• SILVER AWARDS IN CATEGORY B (UNIVERSITY, COLLEGE, TECHNICAL TRAINING INSTITUTE, AND VOCATIONAL STUDENTS): TEACHING AND LEARNING AIDS (ITAC150)	
LANGUAGE	<ul style="list-style-type: none">• MALAY LANGUAGE• ENGLISH LANGUAGE	
SKILLS, STRENGTHS, AND EXPERTISE	<ul style="list-style-type: none">• TEAM LEADERSHIP• COMMUNICATION SKILLS• TEAMWORK• CLIENT RELATIONSHIP MANAGEMENT• NEGOTIATION SKILLS• SECRETARY TASK• CANVA• MICROSOFT OFFICE• HRMIS PLATFORM• ADOBE PHOTOSHOP	
REFERENCES	EN. AZMIR BIN YAHAYA (PMK OF THE DIRECTOR OF THE MANAGEMENT SERVICES DEPARTMENT IN MAJLIS PERBANDARAN TEMERLOH)	
	MASNIZAAYU BINTI MALEK (ADMINISTRATIVE ASSISTANT IN MAJLIS PERBANDARAN TEMERLOH)	

Figure 1: Nur Nabilah Huda Binti A D Osmara's Resume

3.0 COMPANY'S PROFILE

3.1 Name, Location, Background

3.1.1 Company's Name

According to Primuscoreadmin (2016), previously, the name of the Temerloh Municipal Council (MPT) was derived from the Temerloh District Council (MDT). But after going through many changes and progress in terms of development, site rental, rental revenue, taxes and so on, which made the MDT's revenue and income exceed RM10 million and the total population has also reached more than 100,000 people in their administrative area throughout the Temerloh, Kuala Krau, Lanchang and Mentakab areas, making them need to be upgraded. MDT has applied to the state government and then to the Federal Government to be upgraded to the MPT and successfully achieved the result where the upgrade of the Temerloh District Council (MDT) to the Temerloh Municipal Council (MPT) was approved on 27 March 1996 and was inaugurated on 15 January 1997.

3.1.2 Temerloh Municipal Council Logo



Figure 2: Temerloh Municipal Council Logo

The MPT logo has a lot of meanings which is that there are five abstract lines forming a "T" which means Temerloh with the five abstract lines meaning that the Temerloh Municipal Council works based on the Five Principles of the National Pillar. In addition, there are also three blue abstract lines meaning that Municipal Development is implemented based on the principles of "Efficiency, Effectiveness and Integrity". In addition, there are two yellow abstract lines that mean Temerloh as a district within the state of Pahang whose residents fully uphold the principle of loyalty and obedience to the King. Next, the red Jawi script symbolizes "Will, Effort and Sacrifice". The Municipal Council text in green means that the municipal areas where the environment is preserved and development is sustainable.

Last but not least, the writing "*TEMERLOH*" in blue symbolizes the unity of the townspeople who live in peace, security and prosperity. In conclusion, the entire logo that carries a corporate image symbolizes Temerloh Municipal Council which is always dynamic, progressive and always ready to bring innovation, development and success all the time

3.1.3 Location

Temerloh Municipal Council (MPT) is located in Temerloh with the address Kompleks Pejabat MPT Plaza Majlis Perbandaran Temerloh, Jalan Ahmad Shah 28000 Temerloh Pahang Darul Makmur. It is the administrative and public service center that operates, manages and covers all of the operations like industrial, renting, business and more around Temerloh, Lanchang, Mentakab and also Kuala Krau for the purpose of strengthening the municipality. This building is located among many service centers that are easily accessible and very strategic because it is the main route for residents to get to the city and obtain the other services.

3.1.4 Operation Hours

The operating hours at the Temerloh Municipal Council are according to the standard working hours for the public sector in Malaysia which work from Monday to Friday which will start at 8 am to 5 pm for every working day and the break time is from 1 pm to 2 pm for every Monday to Thursday but on Friday, the break time is contra which will start from 12:15 pm to 2:45 pm to give men a chance to fulfill their obligations in Friday prayers. On Saturday and Sunday or weekends are rest days for all employees in this organization and the organization does not operate. However, there are other activities or programs that will be held on weekends and require employees to attend to show their support for the organization and their involvement.

3.2 Vision, Mission, Objective and Goal

3.2.1 Vision

- Clean, Green, Sustainable.

3.2.2 Mission

- Committed & dedicated to providing consistent service.

3.2.3 Goal / Objectives

According to Primuscoreadmin (2016), MPT has set their objectives to improve the quality of the municipality through efficient, effective and comprehensive services and this can be seen from the Department that has been assigned to operate it such as the Department of Municipal and Community Services. Development as one of the main departments involved with other departments.

Secondly, MPT also wants to always attract and encourage development or investment, especially in the tourism industry and this has been assigned to the Department of Tourism, Cultural Heritage and Sports.

Third, ensuring that the cleanliness and beauty of the environment is always at the best level possible with the help and cooperation of the Landscape Department which has successfully beautified Temerloh and the areas under the auspices of MPT.

In addition, MPT also tries to practice a corporate work culture by implementing noble and positive values, especially in the Corporate Division, Public Relations Division, Property Valuation and Management Division and other departments because they are involved and need to deal with many people such as the public, corporate and external organizations. So noble values and positive attitudes need to be more instilled in themselves to show good employee personalities.

The final objective is to carry out and implement law enforcement in a fair, equitable and effective manner and this is more aimed at the legal and enforcement departments which are empowered to impose legal action on offenders or members of the public within their administrative areas during operating hours without any bias or favoritism.

3.3 Background of Establishment

According to Primuscoreadmin (2016), Temerloh Municipal Council (MPT) is one of the local government organizations (PBT) of the state government which is responsible for organizing and operating the shaded areas. Local authorities (PBT) or better known as local government is the third level of government where the first level of government is the Federal Government, and the State Government is the second level of government in the national administrative system. There are three types of PBT namely District Council, Municipal Council and City Council. MPT got its name as Municipal Council on 15 January 1997 which was previously only named as district council starting on 1 July 1981. At that time, the district council was collaborated by four local councils namely Temerloh, Mentakab City Council, Kuala Krau Local Council, Kerdau Local Council and Lanchang Local Council. MPT is one of the PBT's that has obtained the rights of the authorities and generates its own income which is different compared to other government sectors. In addition, the position of Yang Dipertua was held by the Temerloh District Officer when under the administration of the Temerloh District Council (MDT).

Furthermore, nowadays, MPT consists of 17 departments, namely the Legal and Enforcement Department, the Business Licensing and Control Department, the Tourism, Culture, Heritage and Sports Department, the Finance Department, the Property Valuation and Management Department, the Building Control Department, the Urban Planning Department, the Local Center Department, the Engineering Department, the Landscape Department, the Municipal Services and Community Development Department, the Information Technology Department, the Corporate and Public Relations Division. Latest, MPT is successfully staffed by a total of 296 employees in the organization consisting of 181 permanent employees, 49 Contract of Services (COS) employees, 57 Contract for Services (CFS) employees and 10 Nazifa Resources Sdn. Bhd. Nazifa is one of the private sectors that has established an agreement with the MPT and provides their services in operating parking lots in the Temerloh area.

In general, the Municipal Council is an organization that generates its own income and this organization has income from a sustainable financial source, with an annual income of not less than RM20 million and is able to provide good services in line with the quality of life of the community. The MPT area is divided into two, namely the Operational Control Area and the Control Area. The Operational Area is an area that is subject to assessment tax and

provides services while the Control Area is an area that is not subject to assessment tax and does not provide services but imposes control on proposed development activities.

In addition, a city usually does not run away from having industrial, business, tourism and housing activities as well as various other activities that have the potential to contribute to increasing taxable holdings and generate job opportunities in various sectors in an area. The Municipal Council is also able to provide space and opportunities for traders in addition to encouraging the growth of investment, business and commercial activities widely. Basically, MPT has satisfactory infrastructure facilities and is connected to an efficient highway system that allows the community to use the highway faster and to be able to access other facilities well. MPT is also able to provide a safe and comfortable environment to live in with good environmental conditions and located in a strategic area. There is also a program organized to emphasize the involvement of three stakeholders, which are local authorities (PBT), Government Agencies, Private Agencies, NGO members and residents to get involved together through development programs towards balanced sustainability. One of the examples is the Local Agenda 21 Program (LA 21) which is held periodically every year to encourage local residents to improve themselves, the environment and the community and can strengthen friendly relations between the surrounding residents and the Municipal Council to improve the area of an area (*Department of Local Government, 2024*).

Management Department, Tourism, Cultural Heritage and Sports Department, Management Services Department, Finance Department Accountant, Property Valuation and Management Department, Engineering Department, Town Planning Department, Landscape Department, Law and Enforcement Department, Municipal Services and Community Development Department and Building Control Department.

The Management Service Department consists of two parts namely Human Resource Management and Organization Division and Procurement and Store Division and the objective of the Management Service Department is to strive to provide a viable workforce in addition to improving the quality of the workforce through guidance, training and courses conducted to improve knowledge, skills and abilities for an employee. The department also always provides facilities and incentives to staff to encourage quality improvement and make employees highly motivated. This department is also firm in ensuring that work rules, the use of MS ISO, Laws and Acts are followed in the workplace. They are always transparent in performing services such as friendly and tolerant.

Besides that, the Department of Internal Audit, Integrity and Revenue Leakage functions in monitoring and inspecting accounts and audit management as well as making warnings and certificates to strengthen accounts and regulations that need to be followed. They also coordinate the Audit remarks of each Division or Unit of the MPT.

Furthermore, the Legislation and Enforcement department objective is to enforce all the Laws and regulations of the Temerloh Municipal Council to create an environment that is free from things that are against the Council's regulations for the comfort and peace of Temerloh residents. This department also aims to establish a good continuous relationship with the local Government Departments and Agencies in Law Enforcement actions.

The function of the Building Control Department is to enforce control over the construction of buildings and residents of buildings in Temerloh. They are also tasked with advising the Council in the control of building planning as well as controlling, inspecting and conducting investigations on all additional buildings and buildings established without permission and not forgotten also, they advise other departments on matters related to the use of buildings and design amendments or proposed buildings to be established.

For the Business Control and Licensing Department, the scope of their assignment is to process all types of licenses according to the Council's Bylaws. They are also assigned as the Secretariat of the Temerloh Municipal Council Licensing Committee. They prepare the budget estimate for the Licensing Unit. This department also carries out efforts to develop the small business community through advisory services, courses, seminars and others by opening up more business opportunities. At the same time they also carry out efforts to reorganize the breeding grounds to adapt to the current situation. They were also appointed to study the existing license rates and submit recommendations for the Committee's review. They also implement all licensing policies as determined by the Full Council Meeting and are tasked with ensuring that all customer complaints are acted upon.

In addition, the objective for the Engineering Department is to provide a complete infrastructure in a planned manner for the comfort of municipal residents through professional and transparent services. In order to fulfill this Quality Policy, they practice Total Quality Management with the following objectives, namely by providing infrastructure facilities in a professional manner and continuously improving infrastructure facilities.

The Finance Department has an objective policy for their department which is to always be friendly with their customers by providing quality service and fulfilling this Quality Policy, they practice Total Quality Management with the following objectives which is to always be proactive in implementing work to improve the overall quality of the services provided by the Finance Division continuously and practices the Quality Management System based on MS ISO 9001:2015.

Moreover, for the landscape department they are tasked with creating a city in a park through quality and comprehensive landscaping to meet the needs and well-being of the residents. They also need to improve a clean, beautiful, comfortable and safe living environment. They also need to guide and control landscape development through the implementation of policies, regulations and laws. They are tasked with maintaining the balance between development and the environment through quality creativity. They also need to keep up-to-date information related to the dedication program in the development project and encourage collaboration between those involved in the landscape industry.

After that, for the Assessment and Property Management Department, they are tasked with answering questions about assessment taxes and processing applications and more. As for the Urban Planning Department, their objective is to give satisfaction to customers by providing quality services where they use a bottom-up planning approach in an effort to produce functional and practical planning and ensure balanced development to create a comfortable and attractive life. They also aim in planning and encouraging development towards making the city of Temerloh a semi-regional growth center and ensuring that development is carried out in accordance with the policies of the Temerloh municipality as well as meeting the needs of structural plans and local plans.

Then, the Municipal Services and Community Development Department provides quality, effective services by ensuring that solid waste is collected and disposed of within the specified period according to the place and time that has been set. In addition, they need to ensure that they also cut the grass, clean the drains, clean the Night Market area, and Pekan Sehari are carried out according to the schedule, day and time that have been set and need to ensure that all customer complaints are acted upon immediately.

As for the local central department, they need to coordinate and speed up the approval process for land development applications at the Land Office and MPT, which includes applications for planning permission, building plans and other plans. In addition, they need to shorten the time norm and simplify the application process for planning permission, building plans and under the Build Then Sell (BKJ) concept, High Impact Projects and Foreign Investment as well as Government Projects within the specified period and they need to standardize procedures and processes applications for planning permission, building plans and applications under the prescribed act.

Last but not least, is the information technology department. Their objective is to provide efficient, fast and dedicated services by practicing a comprehensive Quality Policy by always acting quickly to perform daily tasks and practicing a quality management system based on MS ISO 9001:2015, KPI. In addition, ensure that the Temerloh Municipal Council's computer system is in good condition at an optimal level and is always ready to provide excellent and efficient service.

3.4.2 Department Structure



Figure 4: Management Services Department Organization Chart

In the Management Services Department, there are two departments placed on one floor which is in Level 6 in MPT building, namely the Human Resources and Organizational Management Division together with the Procurement and Stores Division. Not only that, Secretary MPT also has been placed on this Level 6 together with the others staff.

There are eight full-time staff which consist of the Assistant Administrative Officer and Administrative Assistant which consist of the HRMIS Unit, Training Unit, Assistant Office Secretary and also General Service Assistant in this division. Not only that, there are also two practical students who are placed in this division to learn and also help to perform all the tasks given for this division. In addition, there are 4 staff working in the Procurement and Store Department who hold the position of Assistant Administrative Officer and also Administrative Assistant consisting of three permanent staff and another one is contract for service staff (CFS). In this section there is also an internship student who has been chosen to help this section in learning and doing their tasks or work.

3.5 Products or Services

MPT does not offer any products for their organization to generate income and so on but they have offered their services which can be included in various types of services. MPT provides services on application, licensing, rental, tenders and quotations, economic development and also legislation. Moreover, MPT provides services which are on the assessed tax, waste management, landscape maintenance, mobile counters, complaint, licensing, rent, parking, library, court, housing, sports and recreation and also CCTV systems along the Kuala Krau, Mentakab, Lanchang and the largest part is on Temerloh areas.

Firstly, for the licensing, there are many types of licensing that have been categorized under the immediate licenses which are without specific conditions, immediate licenses which with the specific conditions, kiosk licenses in the shopping complex areas, temporary advertisement permits like banners, temporary sales or promotion permit such as tent or canopy and also temporary chair or table permit like sidewalk restaurants and more. For licensing, it focuses on the immediate approval of licenses such as license application forms, dog license applications, business license price lists and business premises license application procedures.

Secondly, there are many places that have been rented by MPT and commonly are rental halls for programs, banquets, meetings, retirement parties, charity events, gatherings, weddings and many other purposes. This can be included for the hall that is placed on Mentakab, Temerloh, Lanchang, and also Kuala Krau. For example, there is Tun Razak Hall, Dato Zaharuddin Hall, Sri Mentakab Hall, Sri Lanchang Hall, Temerloh Jaya Hall, Sri Kerinau Hall and also Sri Bahagia Hall. There is also economic development. It is focused usually on the industrial areas, business premises and also business opportunities like the tenders and quotations that have been opened by MPT.

Thirdly, there is also legislation that can be seen by acts, bylaws, enactments, orders, methods and also appeal boards. For example, legislation by acts can conclude on the Local Government Act, Town and Country Planning Act, and also Street, Drainage and Building Acts. It is because MPT covers all of the permission to allow manufacturing and construction

on government land with proper permission and methods with the guideline that have been prepared for the customers.

In addition, for the legislation by laws, it is related to many types of laws like hawkers, barbershop, dog license, park, control and supervision of food premises, advertisement, food handling, refuse collection and disposal, plan and permit fees, compound offences, and also earthworks by laws. MPT also has a Legal and Enforcement Department where they carry out their tasks such as issuing summonses against offenders in terms of renting sites such as tents, shops, vehicle parking and many more fairly and with full integrity to enforce the law fairly and equitably.

Furthermore there are also enactments which are entertainment enactment, entertainment procedure and poultry farming enactment as set by the authorities. Not only that, there are also orders that have been prepared for the public like customers and also residents for examples of order is addition and modification plan checklist.

From all of the above, MPT gains the chances of economic growth by focusing on two parts which are business premises and business chances. MPT also has many development plans in an organized, prosperous and balanced manner which can be summarized briefly that MPT will organize and operate projects more effectively such as giving suggestions in discussion with the developer company, looking at strategic places, conducting surveys and more based on the needs of the community. Based on active and rapid development activities, the MPT rents out their buildings to companies and individuals by issuing licenses and controlling business activities, advertising and small traders.

After that, their services also aim to provide complete and latest infrastructure facilities in order to promote socio-economic growth and to foster relationships between the local community through socio-cultural and planning activities. For the example right now, MPT have broad-minded in organize program which more received a response from the public in addition to helping the community generate income and the economy as can be seen in Temerloh, MPT has received the largest and most recent on Car Boot Sales, Pasar Anak Muda @ Lepak Lorong and more and CarBoot Sales have been awarded. They successfully gathered all of the sellers around the nearest citizen and customers to enjoy the moments and generate income.

Moreover, MPT also wants to provide effective and comprehensive monitoring, cleaning and health services as well as vector control. MPT has a department Department of Services, Municipalities and Community Development in the waste management that will supervise and manage cleanliness and here there are organized programs such as the one that has been participated in is the mutual cooperation program that was held at Taman Chatin, Temerloh under the organization of the MPT in collaboration.

Last but not least, nowadays, MPT has a beautiful and attractive landscape which has been handled by the Landscape Department in terms of landscape maintenance to supervise and manage the landscape needs along with the budget and expenses required as well as the allocations obtained. The landscape in all the areas covered by MPT has successfully changed a lot and is now better preserved because the administration under the good president, has successfully beautified the landscape in Temerloh, Mentakab, Kuala Krau and also Lanchang.

4.0 TRAINING'S REFLECTION

4.1 Specific Date and Working Days

The Labor Act 1955 was established to ensure that workers' rights are protected. Refer to **Section 60 A (1)** of the Employment Act 1955, the government sets working hours not to exceed 45 hours per week. According to this act, employees cannot work more than 12 hours a day including overtime (*Ani, 2024*) and if the employer fails to follow the instructions they can be prosecuted for not complying with the enacted act.

At MPT, working days have been set for all permanent employees, Contract of Service (COS), Contract for Service (CFS), part-time employees and also practical students who are eligible for a day off and according to position, department and so on. Normally, employees will work on Monday until Friday and have a regular holiday for every Saturday and Sunday since they serve under the government sector and this holiday is entitled to all employees, as well as practical students who serve at MPT. According to *Ying (2024)*, employees are also entitled to holidays on public holidays but if employees are asked to work during public holidays, the employer must pay them at least three times the normal hourly rate for each public holiday under the **Section 8**, Holidays Act 1951. However, there are several departments that need and must attend the program and their participation is encouraged so that all MPT's employees will participate in activities, program or course that have been organized by MPT to increase the number of participants or joiners and receive a warm welcome and support the department that has worked hard in organizing programs in addition to aiming to further strengthen relationships within the organization.

4.2 Time

According to the Employment Act 1955, the government sets working hours not to exceed 45 hours a week, MPT has set operating hours where working hours usually for practical students and other staff start as early as 8 am until 5 pm for every weekdays and for the lunch time will start at 1 pm until 2 pm for every Monday to Thursday but luckily for Friday, lunch time will be longer than other days which will start at 12:15 pm to 2:40 pm to give space and opportunity to men employees to perform their Friday prayers.

However, there is no exception for employees who work earlier or later than the time set by the organization as long as it is sufficient or meets and passes for the amount of working hours as set by the organization where they can choose whether to come early or late to work such as showing up as early as 7:30 am or as late as 8:30 am to work but meeting and fixing for 8 hours of service every day.

4.3 Roles

I am placed to do the task for the Human Resource and Organizational Management Division in the Management Services Department. My role as a practical student is more to do administrative tasks which will be involved in all scope especially in HRMIS Unit and also Training Unit.

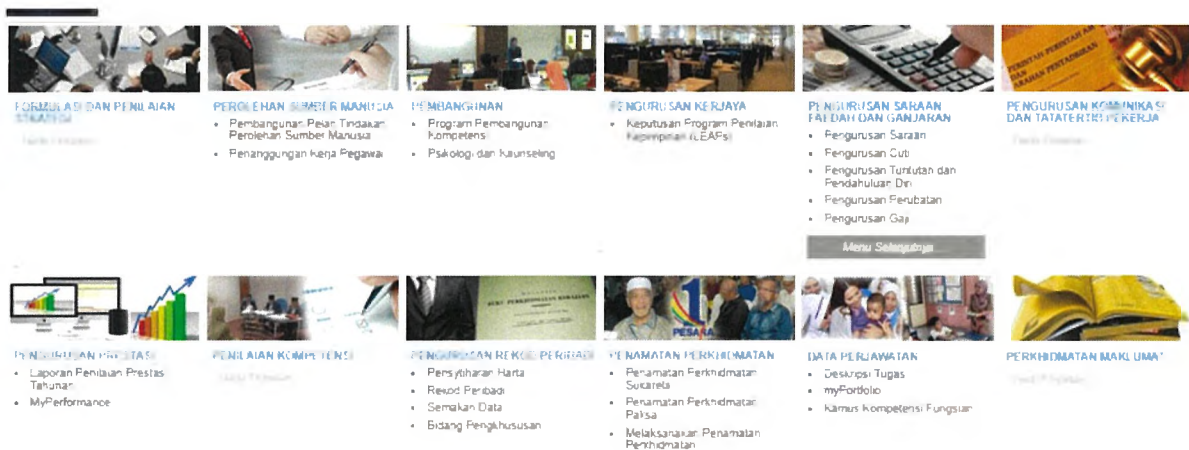


Figure 5: HRMIS System

For the HRMIS Unit, I have been given a task for handling the HRMIS System for all permanent staff for their daily uses especially for their work purpose especially for their performance appraisals and also the important one is leave application. The HRMIS system has many navigation which is strategy formulation and evaluation, human resource procurement, development, career management, compensation management, benefits and rewards, communication management and employee discipline, performance management, competency assessment, personal records management, termination of service, staffing data and information services. The task that I need to do in this Unit's HRMIS is to assist

permanent staff in filling out the Performance Evaluation Report, MyPerformance and the Competency Development Program while for newly appointed permanent staff they also need to fill in personal records, data review, property declarations, areas of specialization, competency development programs, MyPerformance, provides the Annual Performance Evaluation Report, Functional Competency Dictionary, myPortfolio along with showing how to apply for leave in the leave management navigation along with registering My Digital Id and also MyHRMIS Mobile. HRMIS operating courses are often held because there are changes in usage over time and to train employees to be more skilled in the future.

In addition there is a Training Unit. I have been trained to help staff from the Training Unit that Puan Masnizaayu to operate the Kemuning Training Room such as opening and closing the Kemuning Training Room door, arranging the position of chairs, tables and other equipment for use in workshops, courses, seminars, internal activities, interview sessions and activities others that require the use of the Kemuning Training Room. I also have to take care of equipment for training such as laptop equipment because the staff who operates it is only one person and there are not enough hands for him to handle it himself. I also need to make a record of staff courses for the years 2024 and 2025 by making a form according to individual department and position and handling the course pop-up file where in this file will be filled with course memos that have been or will be attended by employees to obtain records and be referred to at the time forward especially in the auditing session. I need to ensure that the entire course conducted is good by making a course effectiveness form for the employees who attend it and their performance will be evaluated by their respective department heads. I assist staff in preparing individual performance evaluation forms for contract employees (COS and CFS) to direct their performance for scoring at the end of the year.

I am also involved with the handling of service books and personal files of employees and this is important for employees who have just started their career at MPT, opening the file is the first thing that is required where their forms will be included in the personal file for example such as the position application form and the required support certificate. This file will expire or be closed if the file is full, changes to a new position, retires or is fired. These service files and books are kept in a closed room because these files are very difficult and the shelves are not locked to ensure that no one can access them except HR employees. Recording in minute paper that needs to be placed in the employee's personal file has also been established where the use of a red pen is a letter from outside or from an individual or an

outside organization. While the use of black pen is from the MPT organization itself. So it is very annoying if there is interference from other parties because there are many steps that need to be done in opening and closing the personal file along with the employee's service book.

I also contribute in handling interview sessions and being a secretariat towards HR staff to handle candidates, arrangement of chair and desk, preparation for filing and also arrangement of panel seats. I am getting a new experience where I watch all of the interview sessions which are from start until the end and the questions from the panel are also very challenging.

After that, I also help the HR staff in updating the list of names and the number of employees in this organization from time to time to keep updating. I have also been entrusted to retype and recalculate the salaries of the employees in this organization with the addition of the salary count and also the bonuses received by the employees. This should be done more sensitively and if there is a mistake, action will be taken.

I was also entrusted to do tasks related to the scope of work of a personal assistant where I was instructed to be the personal assistant to the deputy secretary and acting president during the absence of his personal assistant due to emergencies and personal matters. Here I have learned a lot where I have to deal with the superiors, which include the Secretary, President, the personal assistant of the president, other departments in the organization, heads of departments along with customers from other companies. Here I polished my talent to interact with others, especially customers, by using my services such as booking appointments with the secretary, making a list of letters, sending important documents to the relevant department and many more.

Last but not least, I have also successfully carried out a task where I was entrusted to make a score count for suppliers according to the years 2023 and 2024, make a marking record for MPT property for example such as desks, computers, furniture and other items along with a recalculation of the market research results for meeting, quotation and tender bill 1/2025 for procurement and store division.

5.0 SWOT ANALYSIS

<p style="text-align: center;"><u>STRENGTHS</u></p> <ol style="list-style-type: none"> 1. <u>Human Resources</u> <ul style="list-style-type: none"> • Temerloh Municipal Council (MPT) provides training for their employees to ensure the employees gain more knowledge, skills and abilities (KSA) in doing their work and tasks and can work in a long-term period. 2. <u>Environment Conditions</u> <ul style="list-style-type: none"> • MPT has work environments with great spaces, ergonomic workspaces and department conditions are good which make their employees comfortable and able to work calmly and perform their task and job. 	<p style="text-align: center;"><u>WEAKNESSES</u></p> <ol style="list-style-type: none"> 1. <u>Technological Advancement</u> <ul style="list-style-type: none"> • Employees in MPT need to adapt to technological changes in terms of technological advancements regardless of age. they need to learn more about the systems and information technology even not in their field. 2. <u>Environmental Changes</u> <ul style="list-style-type: none"> • Weather conditions that often change and sometimes cause floods make workers in MPT have problems coming to work due to floods, facing health problems such as fever, unwell and related which cause them to not perform their job and task that they have been given.
<p style="text-align: center;"><u>OPPORTUNITIES</u></p> <ol style="list-style-type: none"> 1. <u>Social Engagement</u> <ul style="list-style-type: none"> • MPT has a good engagement with the public because they are seen as reliable organizations and stands out because it is better known by all people and the government. 2. <u>Economic Factor</u> <ul style="list-style-type: none"> • Easy to get facilities like stadiums, fields, courts, halls and others belong to them and government assistants like benefits in terms of subsidies, bonuses, special assistance for government employees and so on. 	<p style="text-align: center;"><u>THREATS</u></p> <ol style="list-style-type: none"> 1. <u>Economic Conditions</u> <ul style="list-style-type: none"> • Unstable organizational income refers to the income that MPT has generated from their taxes, summonses, rent payments, and more. 2. <u>Political</u> <ul style="list-style-type: none"> • Government controls over all the regulations that the organization which makes MPT needs to obey in any instructions issued from time to time.

Table 1: SWOT Analysis

6.0 DISCUSSION AND RECOMMENDATION

6.1 Strength

6.1.1 Human Resources

There are two main strengths in this organization which can be concluded in terms of Human Resources and Environmental Conditions. According to *Lestari (2021)*, human performance is seen as producing economic value where human performance affects economic growth where countries need extensive expertise, skills and knowledge and abilities to complete their tasks (*Nadezhina & Avduevskaia, 2021*). In human capital theory, to work and earn income, people are supported by experience, and mental and physical health (*Abbas et al., 2022*).

Temerloh Municipal Council has good human resource capital with experienced employees who have extensive knowledge about their jobs where they are placed in positions that fit their knowledge, ability and qualifications. Most of employees have knowledge, skill and abilities (KSA) and are able to perform tasks without waiting for instructions from employers or superiors where their work is work that has become a habit where for example in the HR department, if there is an increase in the position of Contract of Services (COS) to a permanent position. HR staff need to prepare new personal documents such as by entering the forms that have been filled in by employees to apply for a position. HR also needs to register or create an HRMIS account for permanent employees and adjust the password to facilitate reference matters and create classes or workshops on the use of HRMIS. HR must update the new salary value, bonus value, annual leave entitlement, leave and others according to the position qualification. HR also needs to update the list and the number of employees who increase or decrease and update the list of employee names by changing the most recent position held by the employee. The staff who are in the MPT are also staff who are hired to work for a long period of time to reduce turnover and ensure that every job done is organized. Staff who come to work also have to go through an interview process which makes it difficult for them to get a job because they have to go through several screenings to get employment in this organization. MPT also prioritizes the personal behavior of employees in the selection of employees to join together.

MPT also has given the proper training towards their employees and upper level which can be seen based on training and activities recorded for the “2024 Employees Training Records File”. According to *Yimam (2022)*, training is one of the continuous processes to improve the employees skill and make them as a caliber employees with a pack of knowledge. There is also Employee Performance Management which is the process to measure the performance improvement or not by setting the individual or team goals which are aligned with the strategic goals in the organization. It also includes planning, review, assessment and also develops the employee’s knowledge, skill and abilities (*Armstrong, 2020*). There are also measurement for value performance like productivity, efficiency, effectiveness, quality and profitability

There are recommendations for the organization to sustain and expand their business. Firstly, Temerloh Municipal Council always makes and must continue to do job rotation in one time for a duration of 5 years for every worker to ensure the positions will fit with their employees ability and can perform task and job perfectly. Job rotation is the practice of moving employees to new positions in organizations to overcome boredom, increase motivation, and develop skills (*Helaudho et al., 2024*). The aim is to give chances towards the employees to increase their knowledge in learning something new with the other department tasks and improve their skill in other fields.

Second, MPT should improve the quality of employee selection that refers to their qualifications at the level of education to suit the position applied for. For example, by choosing educated and academically qualified workers who are currently many unemployed graduates based on the Malaysian Labor Force statistics, the unemployment rate is at 3.3 percent involving 563,700 unemployed people and it has been detected that 35 percent are unemployed graduates in Malaysia (*Hizwani, 2024*). So this is a good opportunity for MPT to attract this group to cooperate with this organization by getting good job opportunities.

6.1.2 Environment Conditions

The second main strength is the environment conditions where MPT has a working environment with large spaces, ergonomic workspaces and also good department conditions which can make the employees work in comfortable and able work calmly and perform their task which lead to success. According to *StackWiley & Ostrom (2023)*, ergonomic workspace is the goal-oriented science of ergonomics aimed to increase productivity, reduce and

eliminate injuries and distractions, and improve workers' quality of life. Ergonomic workspaces also aim to improve performance and overall well-being.

There are some recommendations for the ergonomic workspace which firstly the MPT must organize the online ergonomic training programs (*Heidarimoghadam et al., 2020*). The ergonomics training program is one of the good programs to keep up the employees well-being and welfare (*Zerguine et al., 2023*). These online ergonomic training programs are usually provided by Occupational Health and Safety (OHS) agencies which evaluate the design and user-related results during online training like wellbeing, ergonomics information, posture position. According to *Voordt & Jensen (2021)*, the physical environment, color selection, arrangement of tables and chairs, shelves, ergonomic workstations, main location, hardware requirements, lighting, noise and room privacy are things that need to be emphasized. As a result, this training advantage will contribute to increase employees knowledge, decrease pain, embrace good practices behaviour, and improve employees performance and effectiveness.

In addition, MPT can also take initiatives like green actions. This initiative aims to protect the environment and also to improve the well-being of employees in terms of physical and mental health. Interior office design is very important where design contributes and contributes to employee performance such as increasing and decreasing performance. An unattractive environment can reduce employee motivation to work while an attractive workplace environment can increase employee motivation and enthusiasm to serve. Green initiatives can be held or formed by improving design, for example, currently there are carpet grasses that have been specially designed to be placed inside buildings. Planting trees in the organization is also important in ensuring that the organization looks more cheerful by changing the interior design to improve air quality, reduce stress and increase creativity in design or composition in the organization and also create a good relationship at top level and lower level by organized mutual cooperation in the MPT (*Norton et al., 2021*). According to research findings, employee satisfaction, productivity and expenses can all be affected by a healthy workplace. There are also studies that have proven that organizational performance really affects the performance of the environment and the organization in maintaining and developing this strength, especially in terms of environmental conditions. So by changing the layout and neat design can also increase motivation to work to be more efficient.

6.2 Weakness

6.2.1 Technological Advancement

Employees at MPT consist of various ages, generations, races, religions and cultures. In MPT, there are various generations that serve, consisting of Gen X, Gen Y and Gen Z who work together. Generation X refers to individuals born between 1965 and 1980 while the millennial generation or Gen Y consists of those born from 1996 to 1981 and Gen Z is the group born in the mid-1990s and today's kids. This generation are smart and skilled in the use of technology and they drive knowledge through quick searches through the Internet and technology.

There are weaknesses that can be found and admitted for sure from this company where technological changes that are increasingly advanced make generations X and Y usually face difficulties where they are less skilled in handling technology and its use. MPT staff consists of employees from ages 22 years old until 60 years old. All of the employees need to adapt to current technological developments which are changing and becoming more sophisticated over time. This generation needs to learn more deeply about information systems and technology, even not their main field. Employees at MPT consist of various qualifications such as the lowest grade of Primary School Achievement Test (UPSR), followed by Lower Secondary Assessment (PMR), Malaysian Education Certificate (SPM) and the others higher qualifications like Foundation, Malaysian Senior Certificate of Schooling (STPM), Diploma, Bachelor's Degrees, Master's Degree and more higher. From this, the problems or weaknesses that have been identified must come from low qualifications where they are less skilled in handling the basic use of computers which can be categorized as groups that need guidance in handling computers (*Siswanto et al., 2023*). This is because it can cause administrative work to slow down as an example that can be given in a real situation that has happened at MPT while using the HRMIS system which has been managed by the Management Services Department shows that work can only be carried out during office hours. This work will be slow and will take quite a long time to manage this system since the staff handling this system is only one and is assisted by industrial training students only. Due to the lack of operating staff can cause limited access.

The second weakness that can be seen is regarding problematic systems, software and programming. There are several departments that need equipment such as new computers

because they are facing computer problems where the computers are heavy, full and have support problems and so on which can cause work to be slow and unproductive. Employees are also unable to work quickly because they are facing delays because the computers are not working properly.

There are several suggestions that need to be made by MPT to overcome this weakness or reduce its impact. MPT needs to hold skills courses such as computer operation courses over a long period of time to help other employees to more easily catch up with the use of technology, especially in the HRMIS operating system. This is because this system needs to be accessed by all permanent staff for daily use every year. The HRMIS system also has a lot of navigation so that by taking a long time, employees can become more proficient in using and operating this system without needing further guidance. In addition, this computer operation course can also help management to some extent by making other employees more efficient in using computers so that work will be carried out more smoothly and in detail.

Secondly, MPT can also increase the number of laptop equipment for use by employees in computer training workshops. This is to provide employees with the opportunity to study more diligently and practically by providing complete computer equipment and hardware without having to share to facilitate learning sessions and make them run smoothly. MPT also needs to take the initiative to update existing system software in the organization, gadgets or platforms that need to be upgraded from time to time, for example Windows, Microsoft and similar systems to facilitate future use. In addition, old computer equipment and hardware also need to be changed and replaced with new computers to prevent employees from experiencing stress and to carry out work more smoothly. Moreover, in the conduct of the training, the number of instructors involved also plays an important role where many instructors facilitate teaching matters because they are handled. These trainers must also be composed of skilled people who have taken instructor-training courses to teach more efficiently and effectively and more professional in teaching to ensure the participants easier to catch-up all of the information.

6.2.2 Environmental Changes

Environmental changes can be linked to weather conditions that often change and sometimes result in disasters such as floods, extreme heat, haze. Floods are a constant threat to communities around the world, causing damage to property, infrastructure, livestock and pets, and the natural environment (*Fadilah et al., 2024*). In fact, Temerloh is one of the districts in Pahang that often experiences flooding, especially between November until January every year (*Jazli & Ramli, 2024*).

The recommendation is that the Municipal Council must together with other organizations and the community in those areas and under their administrative area should take the initiative in organizing effective flood management with local community dynamics that increase community resilience during and after flood events, contributing to the broader literature on disaster risk reduction. According to *Fadilah et al., (2024)*, by studying the Temerloh areas, methodology, flow charts of management methods and results from what is done. Pre-flood management and post-flood management are also important in educating workers in how to manage floods and how to manage work if floods occur in their place and their responsibilities towards family and career. This is to ensure that workers are reliable in handling situations like this and are more professional in overcoming this problem in the future because this area is always flooded and will affect many parties at some point in the future.

In addition, environmental changes can also be linked to the environment that is attacked or affected by the virus, for example, countries in the past have been infected and attacked by viral outbreaks such as Covid 19, Influenza A, and B and other outbreaks that cause employees at MPT to face problems in attending work and carrying out duties. In addition, when there are reforms that trigger interventions such as social distancing, working online and remotely and so on, causing employees to have to adapt to new changes that occur in the blink of an eye in their environment, this also causes health problems such as high fever, being unwell, being infected with infectious diseases. and in turn will have a negative impact on employees because they are unable to attend to carry out important tasks and cannot complete tasks within the specified time, causing performance problems and reduced productivity (*Narayanamurthy & Tortorella, 2021*). The negative side that will result in work performance is each employee cannot perform like others and have no similar skill to cover

all the others employees' tasks. This will cause bad performance expectations which can lead to problems towards the organizations and also their own departments. For example, in the situation where personal assistance has been placed together under the management services which are under the human resources and organization division, it can be said that HR workers cannot manage the actual work and tasks of personal assistants who can carry out the tasks and information searches handled by personal assistants and the results of the task will not be implemented as handled by the person occupying the position themselves. The organization or department must have staff with similar or more advanced skills than the existing employees to cover the tasks of others in the absence of the employee. So the operation in the office will be smooth and going well without any disruption or restriction. The employees also can work with low stress.

MPT can take advantage of the weaknesses in the changing the work environment which have been impacted by the environment changes for the example the organization can provide the employees with financial compensation for employees who are experiencing problems and cannot attend the office to carry out their duties, especially for employees who work daily or part-time such as security guards in MPT who need to work according to hours and days. This is to ensure that they have a source of income even though they cannot physically attend the workplace. To appreciate their work, companies must use intrinsic reward methods or extrinsic rewards that will lead to employee performance (*Alimawi et. al., 2022*). The financial compensation provided by the employer can also to some extent reduce the burden of those who experience floods or are infected with infectious diseases. This is intended to embed sympathy and empathy in the management of the organization and can strengthen the noble values applied by the organization and can motivate employees.

Besides, MPT should organize emotional management courses to facilitate and teach employees the right way to handle emotions in order to be more professional in managing work and personal affairs (*Proceding & Iv, 2009*). This stress and emotional management program will have an impact on social and emotional competence such as increasing individual self-confidence, self-control, improving communication skills and also adaptability in the environment or problems. This training session will contribute to some benefits where the employee's performance will be more improved and more professional to overcome (*Chernis & Adler, 2023*).

6.3 Opportunities

6.3.1 Social Engagement

There are opportunities from the social engagement where 151 PBT's representing all states in Malaysia and MPT is among the well-known PBT's administering the Temerloh, Mentakab, Lanchang and Kuala Krau areas. This shows that the MPT administration got support from all the people to carry out many reforms to make this area safe, prosperous and successful in being a tourist destination. In fact, MPT has good relationships between government agencies, local authorities, suppliers, customers and the public which makes all work, supporters and all matters easy to control and manage which makes MPT more prominent and the focus of the community. This relationship ensures all proposals or suggestions in the paperwork in the process of improving urban affairs under the auspices of MPT are easy to get approval from the state government and third parties like developer companies, customers and also the companies concerned involved for the purpose of improvements and changes according to technological and social advances.

According to *Rachmad (2022)*, there are several key steps in Social Engagement Theory, which coordinate efforts to achieve common goals effectively to facilitate leadership that can motivate and inspire the community to participate actively. It creates an environment that can support social engagement through open and transparent communication, namely with two-way communication that will make the discussion run smoothly (*Saks et al., 2021*). According to *Tuin et al. (2021)*, engaging leadership (EL) with employees' perceptions of organizational values, meeting employee needs and involvement. There are many intrinsic benefits such as caring for others, contributing to making the world a better place, stimulating personal growth, the need to meet basic psychological needs of employees and encouraging work engagement, while extrinsic benefits are related to financial success, power and status. The good relationships between local authorities with government agencies can provide them with good trust and support. Active MPT employee involvement indicates organizational success such as employee retention, good morale and productivity. Problematic employees can contribute towards the slowness of organizational achievement due to lack of connection (*Clack, 2021*).

According to the Ministry of Local Government Housing, the local authorities empowerment framework needed to build better relationships with all parties like customers,

suppliers, funders and more. MPT also usually receives support from the national government as well as funding from the private sector for construction and infrastructure projects. This allocation can be used to improve the quality in urban areas, improve accessibility, and build new infrastructure. This can facilitate administrative affairs where they will easily receive solid support that allows reforms and changes to continue with the results of cooperation. Therefore, development and renewal activities under this administration will grow more rapidly in line with current technological changes and political stability can also be fostered.

According to the latest technology that is changing rapidly, leaders are able to make decisions that are great communicators between superiors and subordinates. Strategic management can also build trust, teamwork communication also leads to goodness. It can motivate and drive employees towards the best in the organization so that employees, organizations and leaders are not deviated from achieving their targets. Advances in technology improve the way work is done. Employee involvement is suitable for purposes related to the vision or mission of MPT. A total of 870,127 visitors have visited the official website of MPT. So this proves that MPT has its own advantages with the fame and success it has achieved before with good connection and relationship with the community. Employee involvement will create great opportunities with other organizations or governments to get any opportunities in business. Collaboration with other authorities or government agencies and also other private companies are very welcome.

6.3.2 Economic Factor

There are also opportunities in economic factors that MPT can easily obtain any facilities such as booking facilities provided by the state government, government assistance like police or uniformed bodies under the government sector to organize a program, healthcare, special assistance for government employees and many other benefits. No exception, for organizing programs as well, there are allocations provided by the State Government for organizing large programs that can provide benefits and benefits to the public as well as other allocations for improvements in urbanization activities.

I have observed economic factors to some extent affect the performance of an organization where employees get more advantages while serving in this organization. For example, all employees at MPT are eligible to receive various types of allowances, various types of leave, pension payments, fixed salary and annual increments, health, secure employment status, government loan facilities, educational facilities, bonuses, special hotel discounts, travel. demands, promotions and benefits for the immediate family (*Zumira, 2024*). The state government has also given financial assistance from the expenditure budget and other allocations for municipal upgrading to make renewals every year which with this opportunity allows MPT to make good changes by taking advantage of the benefits or assistance they receive from the state government and other agencies. These benefits allow MPT to make reforms especially in the improvement sector, implementation of urbanization and so on without fear of competing with other states in harmonizing the universal population under their auspices. MPT's have the potential to reform their administrative areas such as changing or expanding their areas with municipal activities, services, providing facilities for residents of Temerloh, Mentakab, Lanchang and Kuala Krau, as well as outside residents to come and visit this area more often by taking advantage of government assistance, incentives, and budgets provided by the state government. Facilities and services to residents can also be more advanced according to current developments in line with the current technological era, making MPT's not outdated and more sophisticated than cities under the auspices of other municipal councils. MPT's need to be more dedicated in handling their planning in implementing reforms. So this can change the surrounding area to be better, more beautiful, peaceful, and harmonious and at the same time can attract tourists to come and perhaps work more in the tourism industry, business and many other activities.

6.4 Threat

6.4.1 Economic Conditions

There is also a threat from the economic situation, namely the unstable organizational income which refers to the income that MPT generates from taxes, summons, rental payments and many more. The financial resources they generate are based on tax collections implemented, state and central government funding, payment collection services based on services provided by MPT and other funding where the results of this income are uncertain and depend on the monthly income that is successfully generated.

The economic situation affects businesses because all financial resources such as MPT profits are based on tax collection, rentals and so on which are activated by MPT. The taxes collected by PBT are assessment tax or gate tax under Act 171, which is the Local Government Act 1976 and also development charges under Act 172, which is the Town and Country Planning Act 1976. According to *Xin et. al. (2022)*, assessment tax is a gate tax or property tax levied by local authorities to cover the cost of developing and maintaining local infrastructure and services. The collection from this tax can also be used for development and services for public use. Besides that, development charges are payments imposed to cause changes in land use and not the annual taxes and are only imposed when there is a change in the type of land use, change in density and a change in floor area.

Previously, Malaysia was hit by the Covid-19 outbreak which caused economic income to be somewhat affected. Assessment tax arrears often occur because property owners fail to pay assessment tax according to the stipulated time, at the end of February or end of August for each year. There are many problems that lead to economic problems, including the problem of staff shortages, dissatisfaction with PBT services, transfer of ownership without reporting to the PBT, owners unable to pay taxes, human attitude factors, owners not updating new addresses, properties that do not have complete addresses and so on cause payment delays and cause MPT's income to decrease and not reach the set target.

There are suggestions to address this threat from recurring in the future where MPT needs to intensify actively making mobile counters and placing the mobile counters in crowded areas and actively advertise the opening of the counter more to attract customer attention according to the set schedule. For example, around Temerloh there are many attractions such as Car Boot Sales, Pasar Anak Muda @ Lepak Lorong Pasar Tani and so on

that receive many visits and employees are encouraged to work by opening mobile counters at night because people usually work during the day and do not have time to pay taxes or summons in the office hour operation which also contribute their payments to be in arrears and this will generate income for MPT because they are actively working. So the problem of arrears in rent payments will be less if successfully addressed in the right way.

Secondly, MPT needs to continue to offers discounts and provide attractive prizes continuously to attract the public's attention in paying taxes, for example, currently MPT is actively running and opening a counter for tax payments for a year and ensuring that there are no arrears before the date set for closing tax payments along with offering lucrative prizes, namely several motorcycles, to attract the public's attention to win the lucky draw. From this it can be seen that discounts must be done more frequently and it is better if they are done over a long period to encourage payments to be made from time to time. For example, on important days such as program participation and so on to provide opportunities by reducing the amount of arrears that need to be paid. This can indirectly attract the attention of payers to pay quickly and at the same time MPT can also generate income quickly.

6.4.2 Political

There is a political threat like the Government controls all the regulations which must be obeyed by all including MPT in any instructions issued from time to time. Government laws and regulations issued on the operation of local authorities greatly affect the organization. This causes conflicts between different points of view in terms of the organization and government. The government tries to create a stable and orderly society according to urban planning. Meanwhile, for MPT, maximum profit is the main target to achieve their income targets. There is an impact from government regulations if the government does not take into account the impact of the legislation issued on the MPT will hinder innovation, development and reduce efficiency. The approved and limited annual budget expenditure can also slow down the change of the municipality. Government needs to take into account and consider more local authorities and the regulatory process. Government needs to focus and think creatively and innovatively for the organization, the competitive advantage for the country to compete with the progress of foreign countries to generate more national economic income by attracting foreign and domestic tourists to visit around Temerloh. Government regulations can change the structure of industry competition. In response to government regulations and changes in market structure, several business model

innovations have been initiated, and joint decision-making, joint regulation between enterprises and government authorities have become common practices (*Yang et al., 2020*).

Appropriate government regulation and proper conflict management between the organization and the government is important during the regulatory process. First, MPT ensures that the system created or used in the organization is one of the dynamic systems, for example all payments can be made through e-Pay, PBTPay, Pahanggo, JOMPAY, Bank Rakyat, Bank Simpanan Nasional and also Maybank who can be contacted by everyone for payment and status checking purposes. The community also has an official website to complete the payment on the Official Portal of Temerloh Municipal Council (MPT). The website has many navigation features that allow customers to use e-payments, allow people to access directories, allow people to apply for jobs, use e-services and more. These systems can be improved with the latest technology and also hire skilled people to create new systems for better future use. It is to ensure that there are no problems attacking users such as encountering system malfunctions, system malfunctions and many more that can cause server downtime, bugs and errors, payment delays, no payment recorded, problems in system integration. It is to achieve innovation in the system.

Besides that, Government regulations enforced by the government must be obeyed and for non-compliance, offenders will be punished and subject to legal action or fines or both. Malaysia practices a system of Parliamentary Democracy under the administration of a Constitutional Monarch and laws are also enacted through various processes. So MPT and employees must accept all responsibilities and must reconcile and comply with the laws, policies and regulations issued by the government and must take seriously all aspects of the changes carried out. MPT needs to keep up with current developments by adding new knowledge and skills. All rules need to be obeyed and practiced by making it a culture in the workplace and as one of the habits practiced so that problems do not arise in the future and as a sign of love for the country and homeland.

7.0 CONCLUSION

In conclusion, Temerloh Municipal Council (MPT) is a great organization which is active in updating all the programs, advertisements, job opportunities and more and this can lead to public attention on their work. Looking towards their organization that has more departments, convinced that their work and responsibilities are very heavy to be implemented. In addition, the Temerloh Municipal Council (MPT) is one of the most advanced PBT's among other PBT's because it has made many changes in the municipality that improve their digitalization system. The services they offer are also very affordable and complete which makes MPT prosperous and beautiful. Fixed working hours also make employees able to perform well every day. Additional courses that are offered or implemented can also increase employee knowledge from time to time. Based on the SWOT analysis that has been identified, it shows that the following factors are the main factors that can be seen in the organization which contribute to some extent in the organization and for discussion and recommendation for the factors that have been identified earlier, there are several aspects that need to be improved to make the organization more efficient and stable in the future. So the human resource factor, environment condition, technological advancement, environmental changes, social engagement, economic factor, economic conditions and also politics contribute to the organization for the daily operation. MPT needs to focus on these factors to improve and establish MPT in a balanced, harmonious and stable environment.

8.0 REFERENCES

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9.0 APPENDICES

9.1 Human Resources and Organizational Management Division Task



Figure 6: New Staff Course Record File Opening Process

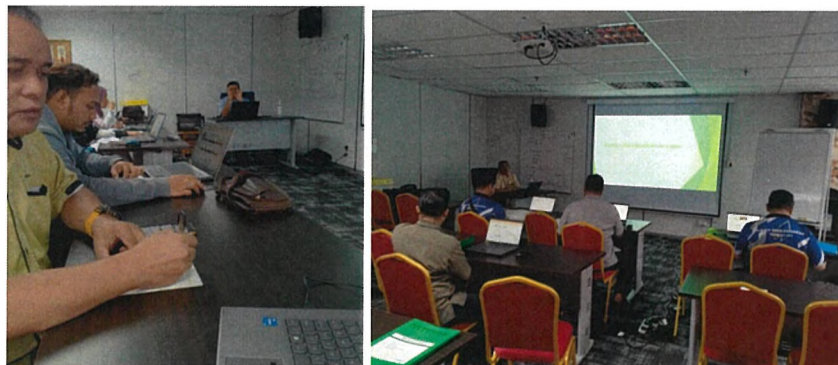


Figure 7: HRMIS Workshop



Figure 8: Form Signing Program (Public Service Compensation System)

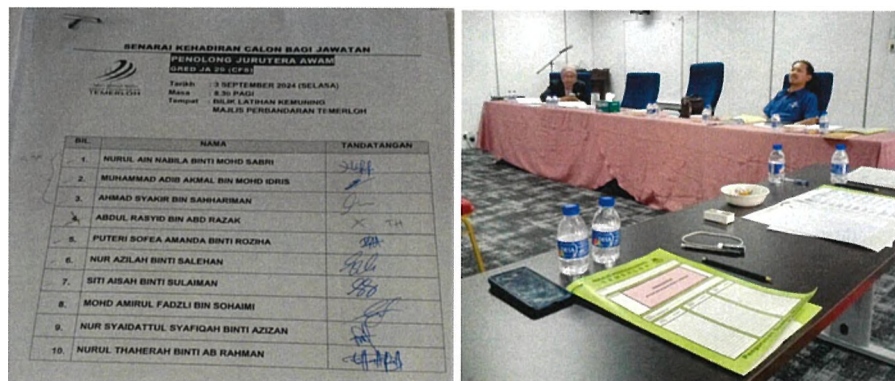


Figure 9: MPT Interview Session



Figure 10: Filing System & Recording Information



Figure 11: Retirement Ceremony

9.2 Procurement and Store Division Task

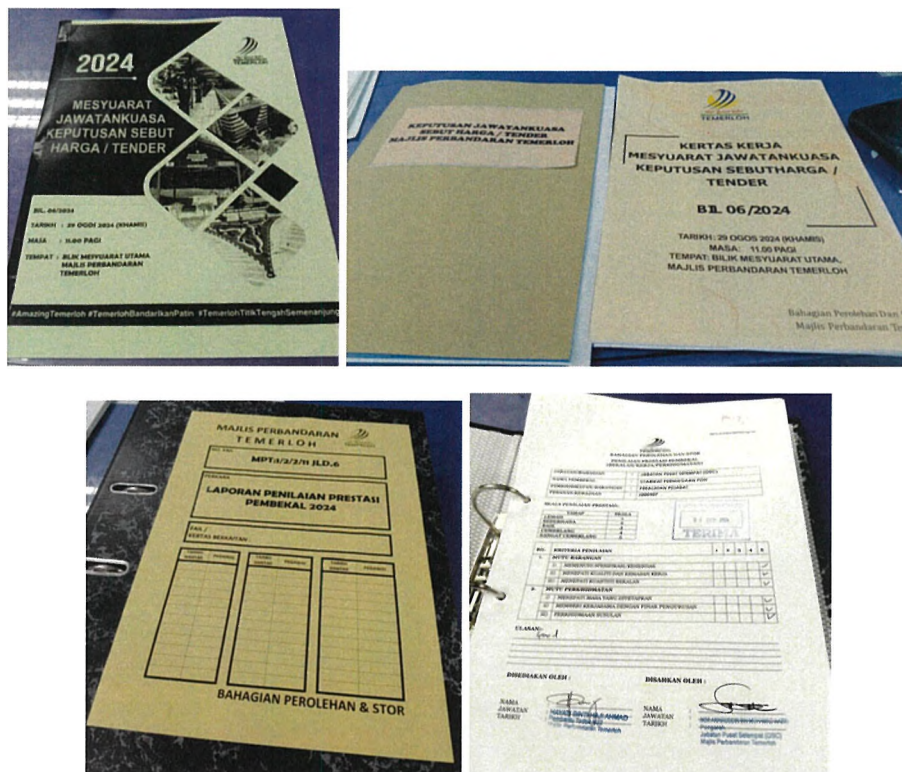


Figure 12: Calculation of Supplier Performance Evaluation for the Year 2023 & 2024



Figure 13: Labelling Tagging For The Low Value Assets Register And The Capital Property Register For The Year 2024

9.3 Personal Assistant Task



Figure 14: Morning Meeting Attendance Book



Figure 15: Mailbox Or Document For Each Department

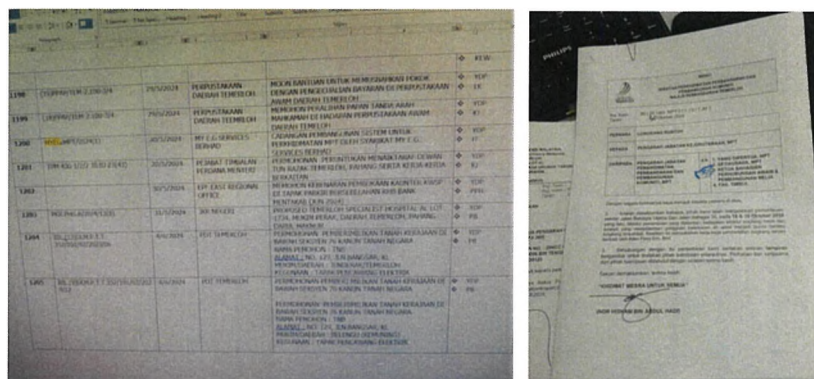


Figure 16: Registration Process Letters and Incoming Letters From Internal Organizations

9.4 Management Services Department



Figure 17: Management Services Department