

INTERNSHIP REPORT

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PREPARED BY:

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EXECUTIVE SUMMARY

During my internship at the Department of Labour, Peninsular Malaysia, I gained invaluable insights into the operations of a governmental body focused on regulating labour standards and ensuring fair treatment of workers. My responsibilities included assisting in the documentation and management of labour dispute cases, participating in field inspections to ensure compliance with labour regulations, and conducting research on existing labour laws and policies.

Additionally, I engaged with various stakeholders, including employers, employees, and union representatives, to gather insights and address concerns related to labour practices. I provided administrative support to different departments, which included preparing correspondence, managing schedules, and assisting with event planning. This experience allowed me to develop a comprehensive understanding of Malaysian labour laws, practical skills in case management and policy research, and enhanced communication and organizational abilities. I faced challenges such as managing complex cases and adapting to field inspection protocols, which I overcame by developing strong organizational skills and following the guidance of experienced inspectors.

Overall, the internship was an enriching experience that significantly contributed to my professional growth and prepared me for future endeavors in labour regulations and public administration. I am grateful for the opportunity and support provided by the department and look forward to applying these learnings in my career.



ORGANIZATION'S PROFILE

The Jabatan Tenaga Kerja Semenanjung Malaysia (JTKSM) was established as Jabatan Buruh Semenanjung Malaysia (JBSM) in 1912 and is one of 14 departments and agencies under the jurisdiction of the Malaysian Ministry of Human Resources.

Before the 1960s, the Department's primary goal was to protect the interests of workers in the plantation and mining sectors. In 1970, the Department of Industrial Relations (JPP) was merged with JBSM, focusing on resolving disputes between workers and unions. Subsequent changes included separating JBSM and JPP and redefining the Department's responsibilities to enhance the labour institution's effectiveness. JBSM became responsible for preserving worker welfare and interests, fostering harmony between employers and employees.

In February 2003, JBSM took over employment services from the Department of People's Labour, leading to its rebranding as the Department of Labour of Peninsular Malaysia (JTKSM). This merger expanded JBSM's functions to include labour information collection and job seeker placement in the private sector, along with initiatives such as Job Matching and Services, JobsMalaysia Portal, Career Talks, and Job Carnivals.

Starting January 1, 2021, JTKSM's employment service functions were transferred to the Social Security Organization (PERKESO), transforming JTKSM into a fully enforcement-focused department. JTKSM emerged as a key frontline agency in law enforcement during the Emergency Proclamation 2021, implementing the Emergency Ordinance (Minimum Standards of Housing, Accommodation, and Employee Facilities) (Amendment) 2021 [Act 446] and the Prevention and Control of Infectious Diseases Act 1988 [Act 342].



ABOUT ORGANIZATION

Department of Labour Peninsular Malaysia Taiping is located at Tingkat 3, Wisma Persekutuan Taiping, Jalan Istana Larut, 34000 Taiping, Perak.

Operation Hours:

- Monday – Thursday : 8.00 am – 1.00 pm
2.00 pm – 5.00 pm
- Friday : 8.00 am – 12.15 pm
2.45 pm – 5.00 pm