



اَوْنُوْرُ سِيْقِيْ تِيْكُوْ لُوْجِيْ مَارَا
UNIVERSITI
TEKNOLOGI
MARA



INDUSTRIAL TRAINING REPORT AT JABATAN KASTAM DIRAJA MALAYSIA, MELAKA (1 MARCH - 15 AUGUST 2023)

BA232 – BACHELOR OF OFFICE SYSTEM
MANAGEMENT (HONS.)

PREPARED BY

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EXECUTIVE SUMMARY

Industrial training is like a pre-working life phase for university and college students which enable them to experience working life. In fact, it also become a compulsory subject for all students to complete their study. Through industrial training, students are exposed to real working life and they are able to apply knowledge about their study while develop soft skills and hard skills. For instance, UiTM students are required to undergo a six-month industrial training in a company and it is a long and adequate period for students to experience working life and improve their skills before applying for real job. In additions, students are exposed to the proper way of job application starting from developing resume and applying for industrial training at the company of their choice.

This industrial training report contains an overview of the experience that gained during six months of my industrial training at Jabatan Kastam Diraja Malaysia, Melaka. Throughout the industrial training period, I was exposed towards the main operation and functions of Jabatan Kastam Diraja Malaysia and during that period also, I have been placed at Bahagian Khidmat Pengurusan dan Sumber Manusia (KPSM). Six months of trainings allows me to be familiar with the office and administration activities that related to my field of studies. I have learnt a lot from this training where I am able to build networking with the employees which lead to information sharing that valuable to be applied in future.

Other than that, I am able to analyse the SWOT of JKDM and reflect my trainings activities in this report. It is a valuable memory to undergo my industrial training at JKDM as it taught ways to adapt with working environment in the future.

ACKNOWLEDGEMENT



First of all, Alhamdulillah and thanks to Allah for the opportunity and time granted to finish this industrial training at Jabatan Kastam Diraja Malaysia, Melaka while completing this industrial training report with full of care and attention. I am so grateful with the opportunity given to learn, explore, doing consultation also preparing this report. During completion of the industrial training and report, I realized that this program is an eye-opening experience towards working life as I have zero experience in working before.

Next, I would like to express my gratitude to my MGT666 advisor, Puan Munirah binti Mohd Jidi, who helped me a lot in preparing this industrial training report by guiding and give consultation for me to produce a high quality and professional report. Without her guide, I might be loss and unable to complete this assignment according to the requirements needed.

Other than that, thank you to my supervisor at Jabatan Kastam Diraja Malaysia Melaka, Tuan Mohd. Tuah bin Mohamed, also other officers and employees for the opportunity to undergo my industrial training there. From the opportunity given, I am able to learn on how Jabatan Kastam Diraja Malaysia function in serving to the nation.

Last but not least, I really appreciate and would like to thank for those who have assisted and supported me throughout my journey during this industrial training and completing my report. Without their direct and indirect support, I might not be able to be here, completing this journey.

1.0 STUDENT'S PROFILE



FARISHA NAZURAH JOHARI

OFFICE SYSTEM MANAGEMENT STUDENT



Objective

I am seeking an opportunity an entry-level position to launch my career in administration field. I wish to work in a vibrant organization that will contribute to my professional and personal development while helping with the company growth and engage in taking opportunities to advance the company's aims.

Experience

Industrial Training (March 2023 - Present)

Jabatan Kastam Diraja Malaysia, Melaka

- Documentations (preparing letters, memo, etc.)
- Managing personal, confidential and public files
- Data entry

COVID-19 Outreach Vaccination Program Volunteer (Aug-Sept 2021)

Masjid Ar-Rahman, Krubong, Melaka

- Observe post-vaccine reaction on vaccine receiver
- Schedule next dose vaccine appointment
- Record vaccine receivers' details into MYVAS system

Education

2021 - Present

Universiti Teknologi Mara (UiTM)

Bachelor of Office System Management
CGPA: 3.57

2018-2021

Universiti Teknologi Mara (UiTM)

Diploma of Office Management and Technology
CGPA: 3.71

2013-2017

SMK Tun Mutahir (INTEG)

SPM: 4A, 1B, 2C
PT3: 5A, 3B, 1C

Achievement/ Extra Curriculum

Webinar: Finding Answer In The Hope (F.A.I.T.H)

[2022]

Protocol & Discipline Bureau

- Prepare speech text
- Prepare program tentative
- Ensure that the program runs according to the tentative and established protocol

Language

Malay

English

Mandarin

Skills

- Microsoft Office (Word, Powerpoint, Excel, etc.)
- Google Product Services (Drive, Photos, Workspace, etc.)
- Social Media Management
- Accounting
- Financing
- Graphic Design

Reference

Mrs. Masliza Mohd Razali
Lecturer

Phone

(+60) 65582116

FIGURE 1.1: UPDATED RESUME

2.0 COMPANY'S PROFILE

2.1 COMPANY'S NAME, LOCATION AND BACKGROUND



FIGURE 2.1: LOGO OF JKDM

Company's Name	JABATAN KASTAM DIRAJA MALAYSIA, MELAKA
Address	WISMA KASTAM AYER KEROH, PETI SURAT 92, LEBUH AYER KEROH, 75450, MELAKA.
Phone number	06-232 5855
Year of Establishment	1948
Director	Dato' Haji Zazuli bin Johan (Director – General of Customs Malaysia)
Main Functions	<ul style="list-style-type: none">• Implementing the nation's indirect taxation policy.• Tax collection is the primary business with its objective is to be a reputable, well-known and first-class Customs Administration.
Vision	"Safeguarding the economy and securing the frontier towards progressive nation"
Mission	"Responsive on revenue collection, trade facilitation and border control through integration of society and technology."

TABLE 1.1: COMPANY'S PROFILE

SERVICE ETHICS

Trustworthy Services, Sincere and Dedicated (A.B.I.D.)

SLOGAN

Safeguard Economy, Secure the Frontier

SHARED VALUES

i-SPEED

<i>INTEGRITY</i>	- INTEGRITI
<i>SPEED</i>	- PANTAS
<i>PROFESSIONAL</i>	- PROFESIONAL
<i>EFFICIENT</i>	- CEKAP
<i>EFFECTIVE</i>	- BERKESAN
<i>DYNAMIC</i>	- DINAMIK

FIGURE 2.2: SERVICE ETHICS, SLOGAN AND SHARED VALUES OF JKDM

2.2 ORGANIZATIONAL STRUCTURE

CARTA AGENSI JABATAN KASTAM DIRAJA MALAYSIA MELAKA 2023

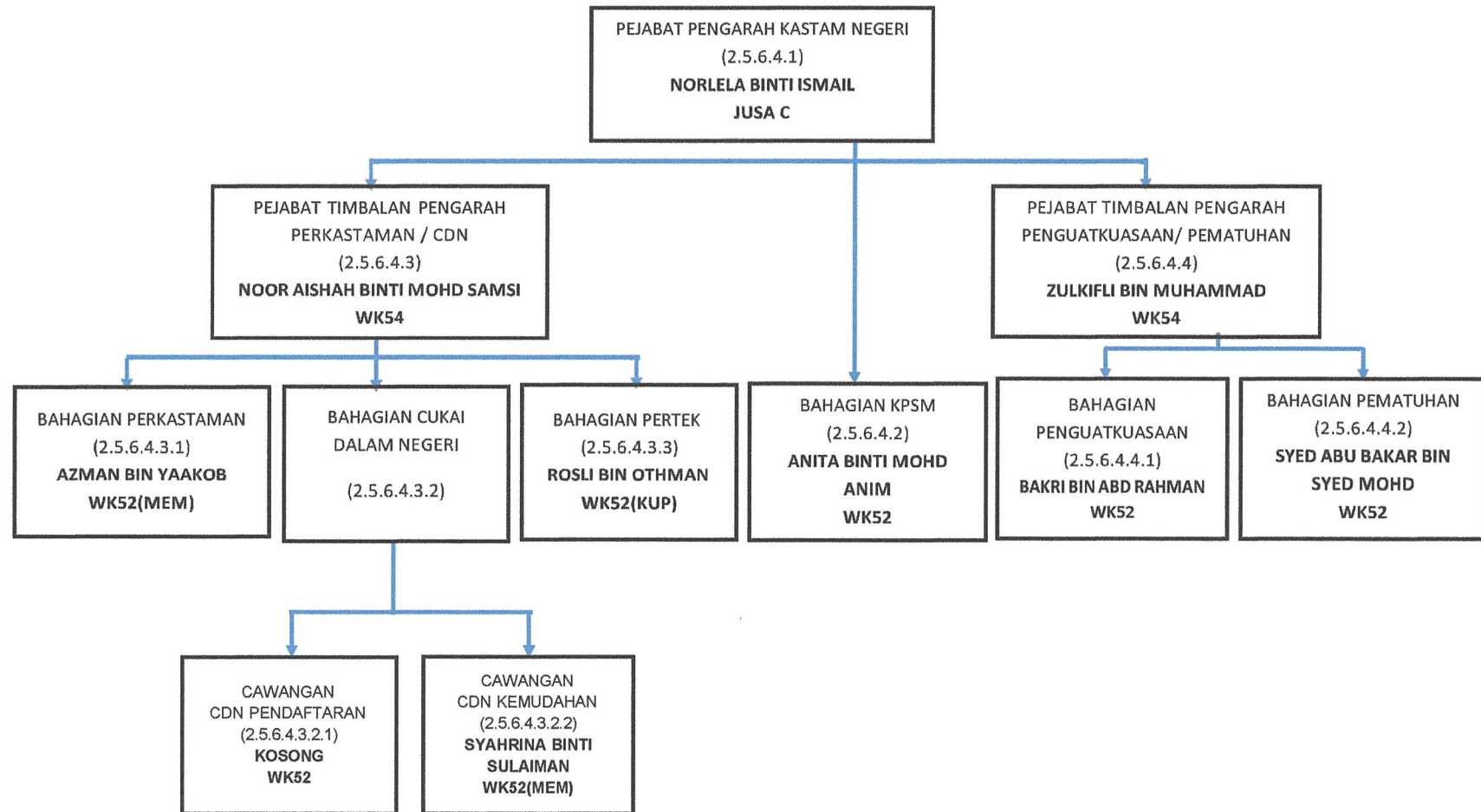
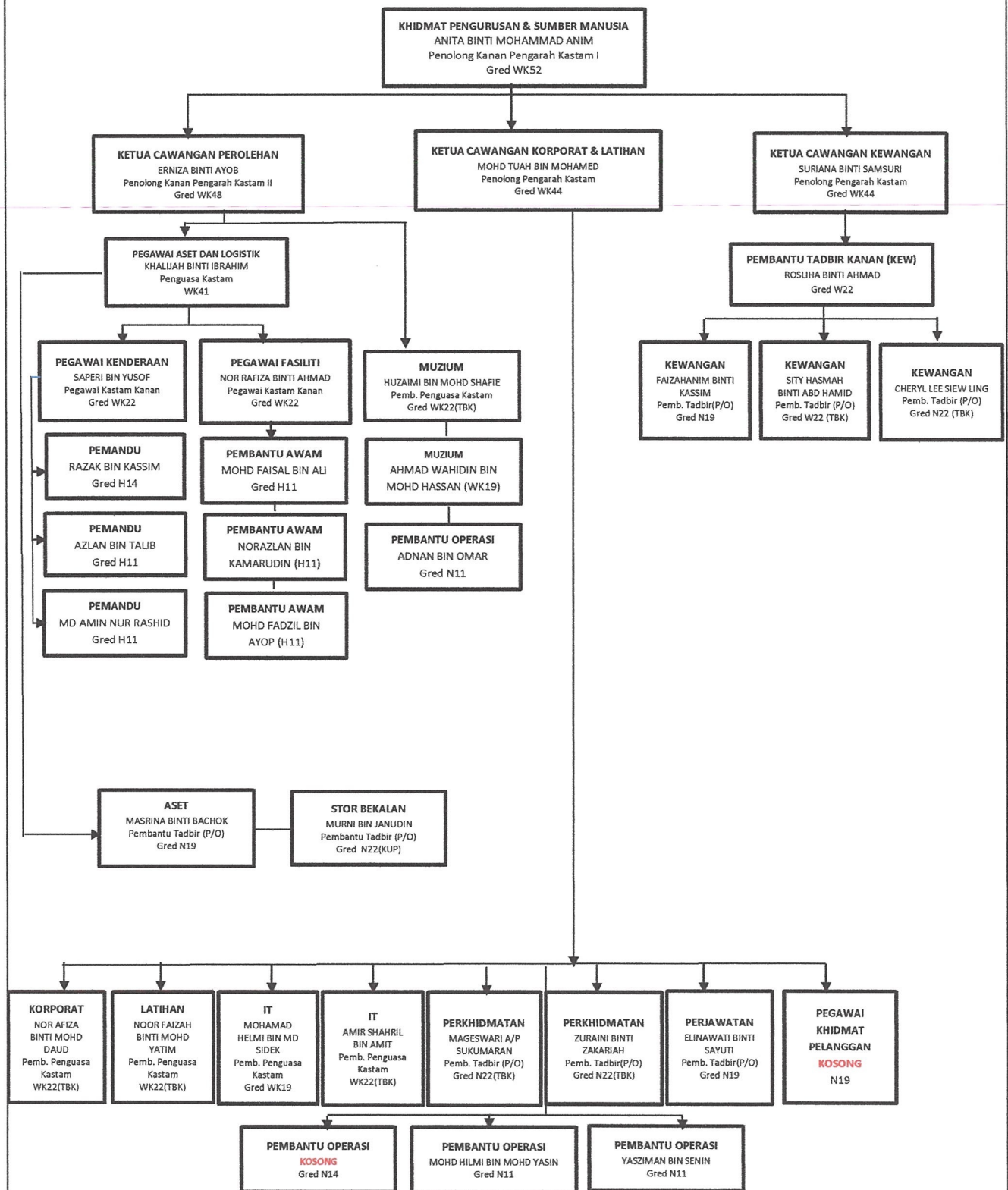


FIGURE 2.3: ORGANIZATIONAL STRUCTURE FOR JKDM MELAKA

**CARTA BAHAGIAN KHIDMAT PENGURUSAN DAN SUMBER MANUSIA
JKDM MELAKA 2023**



2.4: ORGANIZATIONAL STRUCTURE FOR MANAGEMENT SERVICES AND HUMAN RESOURCE DEPARTMENT

2.3 PRODUCTS OR SERVICES




Products or Services	Descriptions
 <p>FIGURE 2.5: MySST SYSTEM</p>	<p>MySST is a platform which allow taxable person to manage their sales and service tax that are being imposed to their goods and services. This is the platform where they can register their businesses, paying taxes and penalties also to filling for tax returns.</p>
 <p>FIGURE 2.6: MyTTx SYSTEM</p>	<p>MyTTx is a filling and payment platform for tourism tax. This platform allows businesses in tourism field and digital service provider platform to register their business in order to imposed tourism tax to foreign tourists.</p>
 <p>FIGURE 2.7: MyExcise SYSTEM</p>	<p>MyExcise system is an online tool made available to excise licensees and manufacturers that allows them to register businesses, submit excise license applications, pledge Excise Forms No. 7 and 8, and pay local excise duty online.</p>

TABLE 1.2: PRODUCTS OR SERVICES OF JKDM

3.0 TRAINING'S REFLECTION

3.1 DURATION



FIGURE 3.1: WISMA KASTAM AYER KEROH'S BUILDING

I chose Jabatan Kastam Diraja Malaysia (JKDM) Melaka as the organization to undergo six (6) months of industrial training also to experience working life on my own before choosing my career path after finish my degree journey. The six months training started on 1st March 2023 and ended on 15th August 2023. During my industrial training, I worked on weekdays which is from Monday to Friday, from 8 a.m. to 5 p.m. every day except for public holidays.

3.2 DEPARTMENT



FIGURE 3.2: MANAGEMENT SERVICES AND HUMAN RESOURCE DEPARTMENT

As a student from Bachelor of Office System Management, I have been assigned to the Management Services and Human Resources department, which also called as KPSM (*Bahagian Khidmat Pengurusan Sumber Manusia*), and the Head of Department is Puan Anita binti Mohammad Anim. This department consists of three divisions and internship students are under the supervision of Corporate and Trainings division which led by Tuan. Mohd Tuah bin Mohamed.

3.3 ROLES, RESPONSIBILITIES AND TASKS

During my practical training at KPSM, I have been assigned with tasks that related to the administrative job which are aligned with my field of study. Those tasks allow me to be familiar with daily working procedures and operations. I have assigned for few different tasks which are:

Filing and records management

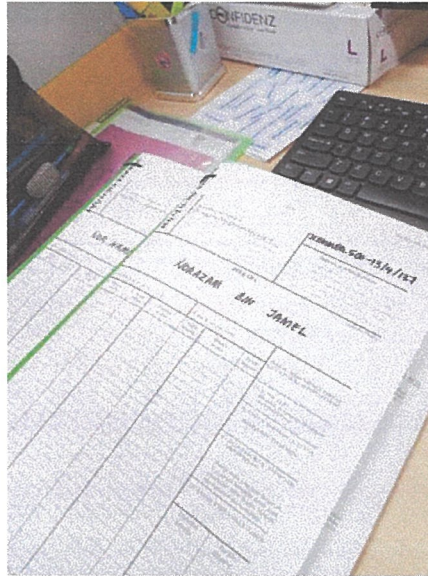


FIGURE 3.3: EMPLOYEE PERSONAL FILES

During my internship period, most of the task that I have done is managing and handling filing and records management at KPSM. This include three (3) types of filing which are, confidential files, general files and employee personal files. For filing and records management-related tasks, I have done opening new files with new classification, opening new files for new officers and employees, closing old files and updating file minutes.



**FIGURE 3.4: STORAGE BOXES FOR CLOSED OLD CLASSIFICATION
CONFIDENTIAL FILES**

Other than that, in managing confidential files, I have prepared storage boxes for confidential files that have been closed. Each storage box has labels such as date the file was closed, file name and file number.



**FIGURE 3.5: CLOSING RETIRED AND TRANSFERRED OUT OFFICER'S
PERSONAL FILES**

While for employee personal files, I managed to prepare employees personal files storage boxes for transferred out officers and employees. Every box is labelled with transferred out year, officers and employees name, date of transferred out and the organization's name for their new placement. Besides, in order to facilitate the

retrieving process of employee personal files, I have re-arranged the arrangement of the files in the file room. This is because, the current arrangement of the files does not according to the new placement of the officers where they are department rotation occurred.



FIGURE 3.6: STORAGE BOXES FOR CLOSED PERSONAL FILES FOR TRANSFERRED OUT OFFICERS

Document, letter and postage preparation

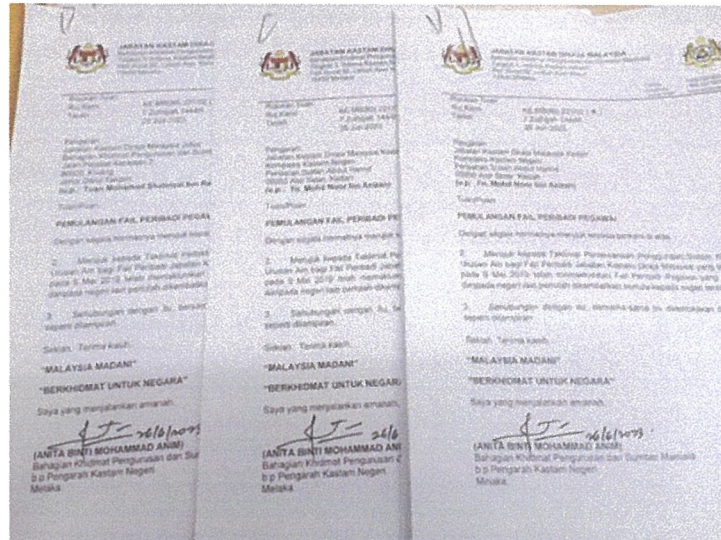


FIGURE 3.7: COVERING LETTERS FOR THE RETURN OF OFFICERS' PERSONAL FILES

Besides handling filing and records management, daily office procedures such as preparing for memos, covering letters, outgoing mails and postage for both mails and parcels. From here, I learned the formal formatting for letter, record Poslaju registration and stamps value determination for outgoing mails.

Assisting other divisions



FIGURE 3.8: CERTIFY DOCUMENTS FOR COMPLETED PAYMENTS WITH A “PAID” STAMPS

Other than that, I am also assigned in assisting other division under KPSM such as financial division and procurement division. For tasks that I have done with financial division are key in employee's personal details for income tax purposes and certify documents for completed payments with a “PAID” stamps.



FIGURE 3.9: STOCK COUNTS AT SUPPLY STORE

As for the procurement division, I have become a registration bureau during tender briefing and site visit, stock counts at supply store and distribution of equipment and accessories to the officer who make the applications.

3.4 GAINS

Industrial training is compulsory for student to complete their study either Diploma or Bachelor level in order to allow students to experience real-working life. Throughout my six months industrial trainings at JKDM, I learnt a lot regarding working life which help me to prepare myself before getting real job after graduate.



FIGURE 3.10: RECORDING OF HARI RAYA AIDILFITRI SPEECH WITH KPSM OFFICERS AND STAFFS

One of the knowledges that I gained as an intern is building networking. Networking is important for us to gain more knowledge from other coworkers as we maintained good networking, it will make other people become comfortable with us and it will lead to information sharing which can be valuable to ourselves.

Besides, from industrial training I also learnt to be a multi-task person where I am able to manage several tasks at one time. Being a multi-task person can enhance my working performance and productivity as few tasks can be done at the same time.

BORANG PERMOHONAN TUNTUTAN ELAJAN SAGI PELAJAR
INSTITUSI PENGAJIAN TINGGI YANG MENGIKUTI LATIHAN INDUSTRI
DI AGENSI KERAJAAN
SAGI BULAN

Kepada:
 Pengerusi Kastam Negeri
 Jabatan Kastam Diraja Malaysia Melaka
 Unit Latihan, Bahagian Khidmat Pengurusan dan Sumber Manusia
 Peti Surat 92,
 Wisma Kastam, Lebuhraya Ayer Kechil
 Hang Tuah Jaya
 75400 Melaka

BAHAGIAN 1 (Dianalisis Pengiraan Praktikal)

A. BUTIR-BUTIR PERIBADI

1. Nama _____
 2. No K/P _____
 3. Tarikh Mula Praktikal _____
 4. Tarikh Akhir Praktikal _____
 5. Nama Institusi Pengajian Tinggi _____
 6. Alamat Institusi Pengajian Tinggi _____

B. BUTIRAN TUNTUTAN ELAJAN PELAJAR

1. Bil hari bekerja : _____
 2. Perkiraan tuntutan : (Bil hari X Bil Jari X Kadar Sagi) = _____

Bil jam bekerja	Kadar sagi (RM5.00)	Jumlah Bayaran (RM)
8 jam	5.00	

3. Jumlah tuntutan adalah sebanyak _____ dengan surat daripada Pejabat Perkhidmatan Awam-
 na Rajuan JPAD/JS 1754/4.2 Kuit 4 (27) bertarikh 06 September 2019 berkuatku-
 ra pada 1 September 2019.

C. PERAKUAN

Saya mengesahkan butir-butir yang dinyatakan di atas adalah benar.

Tandatangan: _____
 (Tandatangan Pemohon)

Nama: _____

FIGURE 3.11: PRACTICAL STUDENT ALLOWANCE CLAIM FORM

Aside from that, JKDM give allowance to all student who undergo industrial trainings at their organization. The allowance rate is RM5.00 per hour and it is limited to only 90 working days from the overall six months trainings. As a result, I received between RM720.00-RM880.00 in a month.

4.0 SWOT ANALYSIS

SWOT (*strengths, weaknesses, opportunities and threats*) analysis is an effective method for a company to assess its business strengths and weaknesses using internal factors and identify its opportunities and threats by taking into account external factors. The primary objective of SWOT analysis is to establish and selecting a strategy by taking both external and internal elements into consideration. Other than that, SWOT analysis mainly aids businesses in precisely defining their current condition and enabling them to obtain long-term success by identifying the factors that will assure growth and removing those that will cause failure to the business. Throughout my industrial training period, I have analyzed the SWOT for Jabatan Kastam Diraja Malaysia, Melaka.

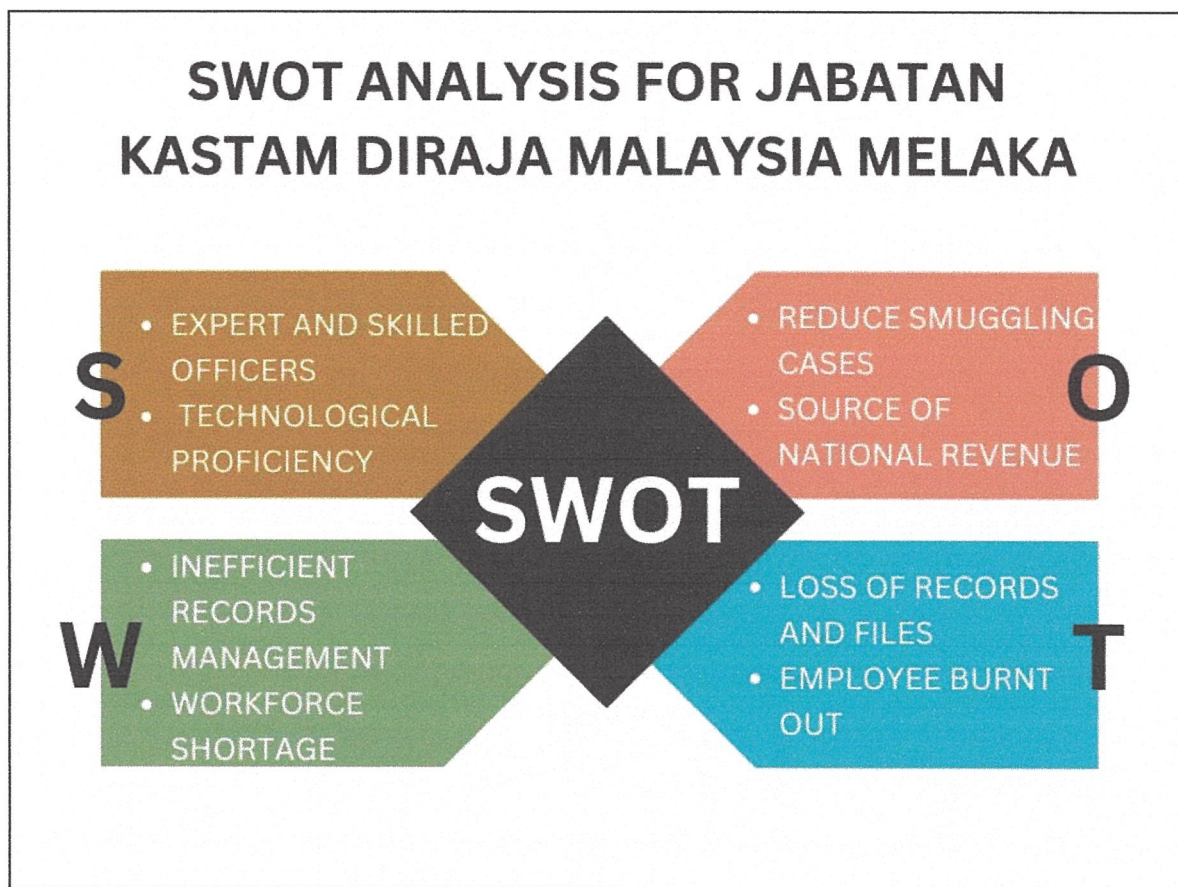


FIGURE 4.1: SWOT ANALYSIS FOR JABATAN KASTAM DIRAJA MALAYSIA, MELAKA

5.0 DISCUSSION AND RECOMMENDATIONS

5.1 STRENGTHS

5.1.1 Expert and Skilled Officers



FIGURE 5.1: AKADEMI KASTAM DIRAJA MALAYSIA

Every organization and business need to have capable employees in every field and department in their organization to ensure their business functions and workflow run smoothly. As well as JKDM, this organization has capable and skilled officers in various fields especially related to taxation and customs procedures as they undergo intensive training to learn specialized knowledge in trade laws, customs procedures, trade laws and enforcement methods. For instance, every uniformed officer is required to undergo intensive trainings at Akademi Kastam Diraja Malaysia (AKMAL) for three months to learn about the customs procedures.

5.1.2 Technological Proficiency



FIGURE 5.2: RMCD PORTAL LANDING PAGE

Due to the technology advancement, every organization needs to be prepared to adapt to the increasingly sophisticated technological changes. Not only facilitates internal use for business procedures but also helps external users simplify their daily business virtually. As for JKDM, they make use of contemporary systems and technology to enhance its operational effectiveness where they have online taxation system that allows businesses to submit excise license application through MyExcise system,

paying tax and filing for tax returns through MySST system. By make use of online tax system, it helps in improving tax payment processes and accessibility towards tax services without even need to physically visit to manage the tax processes.

5.2 WEAKNESSES

5.2.1 Inefficient Records Management



FIGURE 5.3: LIMITED SPACE OF FILE ROOM

An effective and efficient business operations depend on their records management as records are important to aid in daily operations of a business. From my observation at Jabatan Kastam Diraja Malaysia, Melaka, their records management are not managed efficiently. It is because they did not have a proper records management system which should be managed by an expert in records management field to handle their records management.

Besides, limited space of the records rooms also contributes to the inefficiency of their records management. Due to this problem, delays occurred in searching files and it can slow down the business operation. Hence, the recommended solutions to improve this weakness is by hiring experts in records management who are able to manage the records and filing of the organization which also have the ability to adapt with the development of IT.

5.2.2 Workforce Shortage

Workforce shortage is a crisis that has been faced by all sectors and same goes to JKDM where they are faced shortage of workforce. For example, in KPSM, an administrative assistant for Human Resources needs to handle several job scopes which does not belongs to their positions and it leads to excessive number of

workloads and workplace stress due to handling job that they are not trained for. JKDM needs to open more job position in order to manage this issue from getting worse which can affect the organization operations.

5.3 OPPORTUNITIES

5.3.1 Reduce Smuggling Cases



FIGURE 5.4: MEDIA CONFERENCE CONFISCATED SMUGGLING GOODS

Smuggling is a crime that can threaten the economic security of a country. JKDM is a department that takes strict measures of anti-smuggling. As the prevention method of smuggling, a strong collaboration with other government agencies such as immigration can be made to control the movement of trade goods especially import and export activities. In fact, working together with the international agencies for border control to by sharing information to each other to monitor smuggling activities for goods that avoid tax implementation such as drugs, cigarettes and vehicles.

5.3.2 Source of National Revenue

As an organization with tax collection as their primary business function, JKDM has collected RM42.5 billion on tax imposed on goods and businesses also seizing of illegal products as of 2021. They have surpassed their initial target which are RM40 billion. JKDM managed to collect revenue from imposing tax such as Sales and Service Tax on manufacturers, service providers and goods producers as well as Tourism Tax which imposed to foreign tourist and other custom duties for import and export goods and activities.

5.4 THREATS

5.4.1 Loss of Records and Files

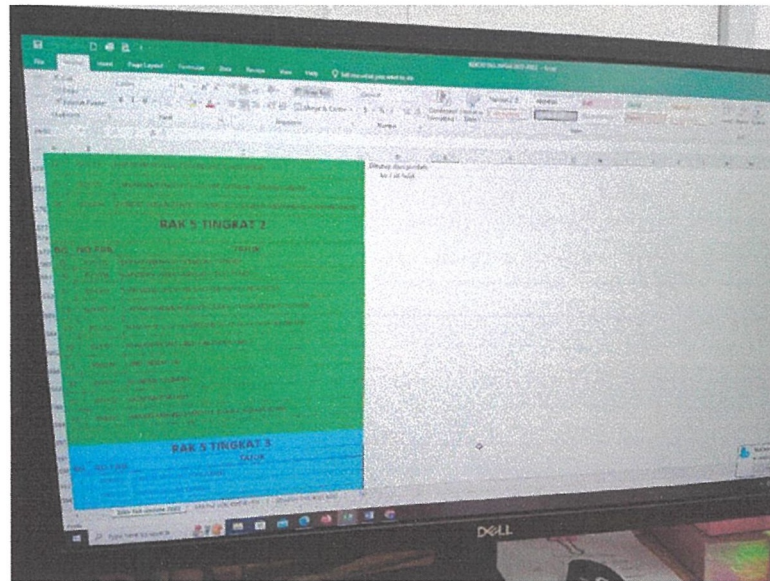


FIGURE 5.5: FILES LISTING IN EXCEL FORMAT

Records and files are crucial for a business to operate smoothly but JKDM are unable to manage the records management efficiently. It is because of the unsystematic records management that are handled manually. In fact, sometimes, the employees are unable to track the records movement as they did not have a proper records management system which could lead to delays in daily operations. Developing a systematic records management like an electronic records system with the collaboration with the Information Technology unit to develop and administer the system perfectly. By doing this, person in charge for records management will be able to manage the records life cycle and tracking records movement efficiently.

5.4.2 Employee Burnt Out

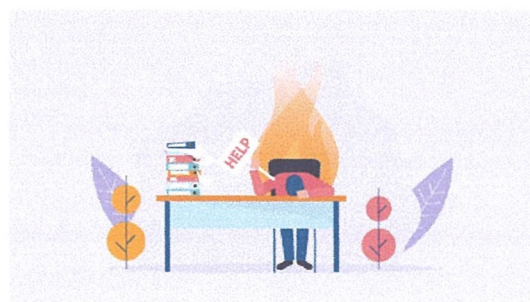


FIGURE 5.6: EMPLOYEE BURNT OUT GIVE BAD EFFECTS TO ORGANIZATIONS

One of the most major occupational hazards in today's culture is burnout, which has great negative impacts towards employees and organizations. Burnout is a reaction

to a persistent work stress that affect an individual health. JKDM employees tends to be burnt out due to the work stress which caused by excessive workloads. For example, in KPSM, the employees always work overtime in order to settle their task before the due date given as the headquarters always give short period to complete the task assigned. Besides, they also need to handle more responsibilities than they should for their position due to shortage of manpower. Hence, it is recommended for the organization to perform job redesign to properly assign the job to the right employees.

6.0 CONCLUSION

In conclusion, undergo industrial training at JKDM is a valuable and meaningful experience. Throughout the training period, various aspects of knowledge and skills obtained which are important that can be applied in the future. As the result, I am able to improve my communication and networking skills as this training requires me to work alongside experienced officers either uniformed or the other employees. Not only exposed with the functions of customs procedure, but I also exposed towards the administrative affairs of government agencies. In fact, industrial training is a golden opportunity for students to practice and apply their knowledge of their studies besides gain more knowledge on working life which can later be applied for future job.

Finally, I strongly believe that industrial training could help in producing qualified graduates who have basic knowledge on working environment which helps them to easily adapt and adopt with new phase of life and this training should be remained for all students.

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8.0 APPENDICES

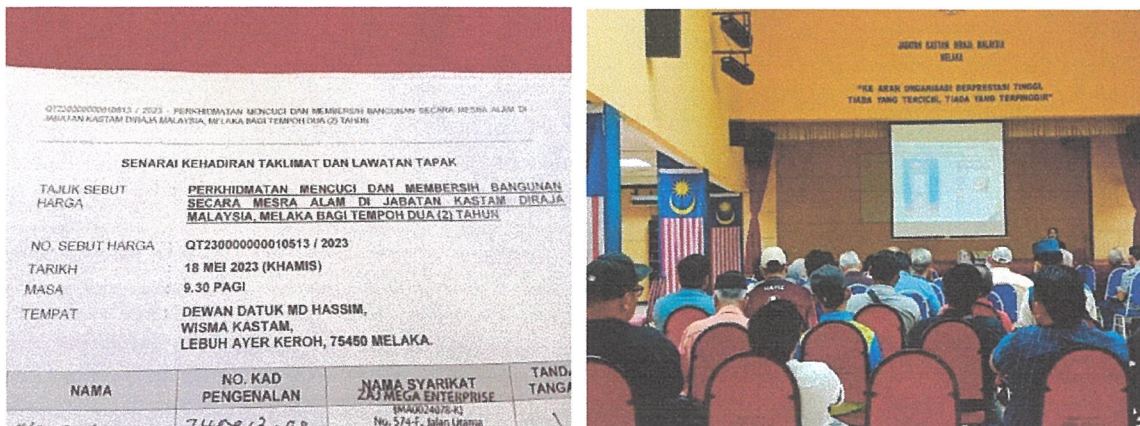


FIGURE 8.1: PARTICIPATE IN SITE VISIT AND TENDER BRIEFING FOR CLEANING SERVICES AS ATTENDANCE BUREAU

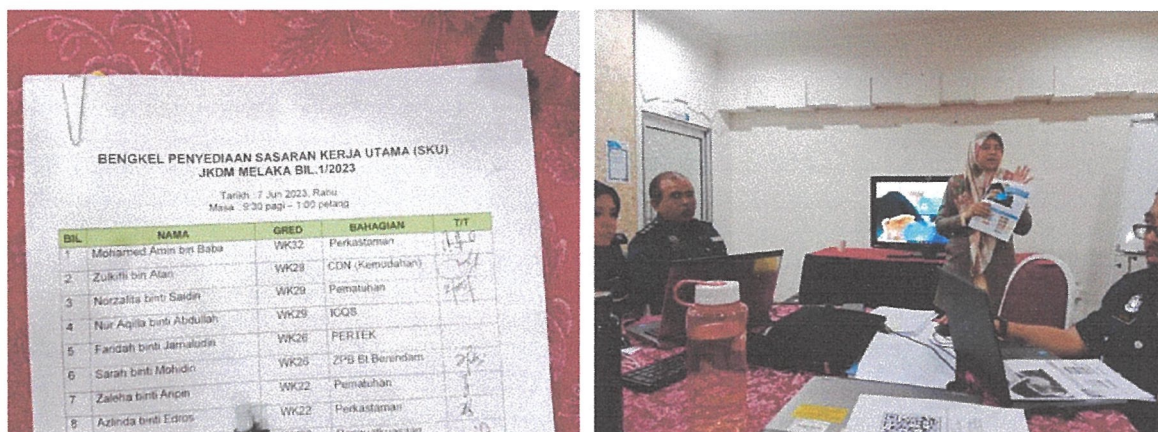


FIGURE 8.2: PARTICIPATE IN SASARAN KERJA UTAMA (SKU) PREPARATION WORKSHOP



FIGURE 8.3: PARTICIPATE IN SITE VISIT AND TENDER BRIEFING FOR LANDSCAPE SERVICES AS ATTENDANCE BUREAU

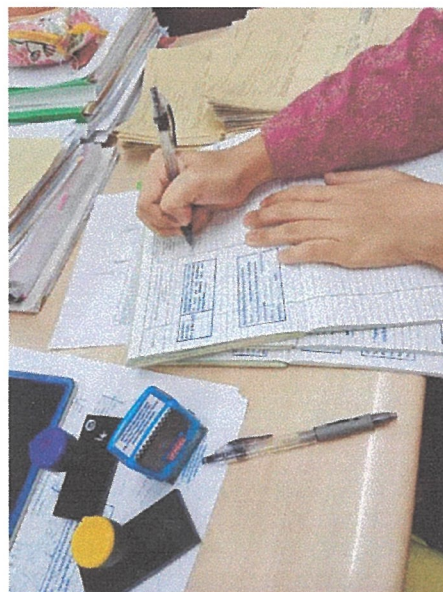


FIGURE 8.4: ASSIST IN UPDATING EMPLOYEE SERVICE BOOK



FIGURE 8.5: ASSIST IN CONDUCTING SASARAN KERJA UTAMA (SKU) PREPARATION WORKSHOP AT TG. BRUAS BRANCH



FIGURE 8.6: ATTENDING FIRE PREVENTION TALK



FIGURE 8.7: ATTENDING IN PRESS CONFERENCE TO ANNOUNCE CONFISCATED GOODS



FIGURE 8.8: PARTICIPATE IN BUBUR LAMBUK'S DISTRIBUTION

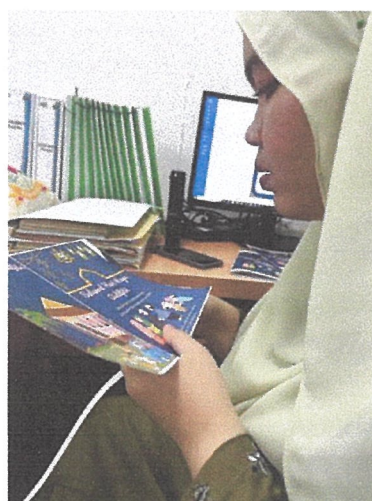


FIGURE 8.9: PREPARING KAD RAYA FOR KPSM RAYA GOODIES BAG