



اَوْبُوْ سَيْبِيْ تَيْكُوْ لُوْ كِنْ مَبَارَا
UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka

**FACULTY OF BUSINESS AND MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MALACCA BRANCH**

MGT 666

INDUSTRIAL TRAINING REPORT

KEMENTERIAN PERDAGANGAN DALAM NEGERI DAN KOS SARA HIDUP

(1 MARCH - 15 AUGUST 2023)



**KEMENTERIAN PERDAGANGAN DALAM NEGERI
DAN KOS SARA HIDUP**

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**MATRIC NO
2020620716**

**PROGRAM
BA246 INTERNATIONAL BUSINESS**

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All praise to Allah that I have completed the report of internship. First and foremost, I want to extend my gratitude to my lecturer, Madam Nurul Azrin Binti Ariffin, who has guided me amidst her busy schedule. She always helps to guide me while doing the internship report. Next, I also want to give my thanks to my family, Talib Bin Man and Onijah Binti Sharif for the endless support that they gave to me during my internship period. Additionally, I also want to express appreciation to my supervisor, Mr. Abdul Razak Bin Yahaya for supervising me. I also want to give deepest thanks to Mrs. Armaniza Binti Ariffin, Mrs. Che Wan Jamaliah Agos Binti Che Wan Sulaiman and Mr. Nazrulhisyam Hamudi Bin Ismail and every employee in Kementerian Perdagangan Dalam Negeri Dan Kos Sara Hidup (KPDN) that helped me during my internship.

EXECUTIVE SUMMARY

Internship is an important phase in a student's life because this semester gives students a chance to upgrade their skills, gain new knowledge and skills as well as experience the real work environment. The internship report comprises the work done by the student in the organization that they choose. This report includes the background, mission and of the organization, training reflection, SWOT analysis of the organization which are strengths, weaknesses, opportunities and threats obtained from observation and recommend to improve overall performance of the organization.

Kementerian Perdagangan Dalam Negeri Dan Kos Sara Hidup (KPDN) is an organization that helps the community in lawful business. They must make sure that business is transparent and follow the rules that was stated by government. KPDN is an important organization in Malaysia and every state has a KPDN organization to ensure business runs in the right order.

During my internship, I worked in seven departments which are administration and finance, investigation and legislation, supply control, price control and anti-profiteering, exhibits and logistics, consumerism and industrial control and price council for national goods. I learn new knowledge in every department.

CHAPTER 1
STUDENT'S PROFILE

1.0 STUDENT'S PROFILE



PROFILE

ADDRESS

AGE
23 years old

ID CARD

GENDER
Female

NATIONALITY
Malaysian

PHONE

EMAIL

REFERENCE
Madam Nurul Azrin Binti Ariffin

FARHANA BINTI MUHAMAD LUKMAN

EDUCATION

- University Technology Mara (UiTM) Bandaraya Melaka (2020 - 2023)
- Polytechnic Sultan Salahuddin Abdul Aziz Shah, Shah Alam (2018 - 2020)
- Sekolah Kebangsaan Tengku Ampuan Afzan Chenor, Pahang (2012 - 2016)

WORK EXPERIENCE

Family Business (Promoter and Seller-2019)

- Promote and sell the product
- Arrange the business account
- Arrange the product

Tabika Kemas Bukit Lada (Kindergarten Assistant Teacher-2018)

- Prepared instruction material
- Maintained a safe and healthy environment for children
- Help to arrange flow of the money

EXTRA - CURRICULAR ACTIVITIES

- Receive a certificate of Dean's list at UiTM
- Arrange the Aid Day celebration and nasyid competition
- Receive a certificate when joining in Sekrentariat Rukun Negara at Universiti Putra Malaysia
- Arrange the fire drills event
- Receive a certificate of Dean's list at polytechnic

SKILLS

- Problem Solving & Perseverance
- Technical Skills
- Microsoft Word, Microsoft Excel, Power point
- Interpersonal Skills
- Language

CHAPTER 2

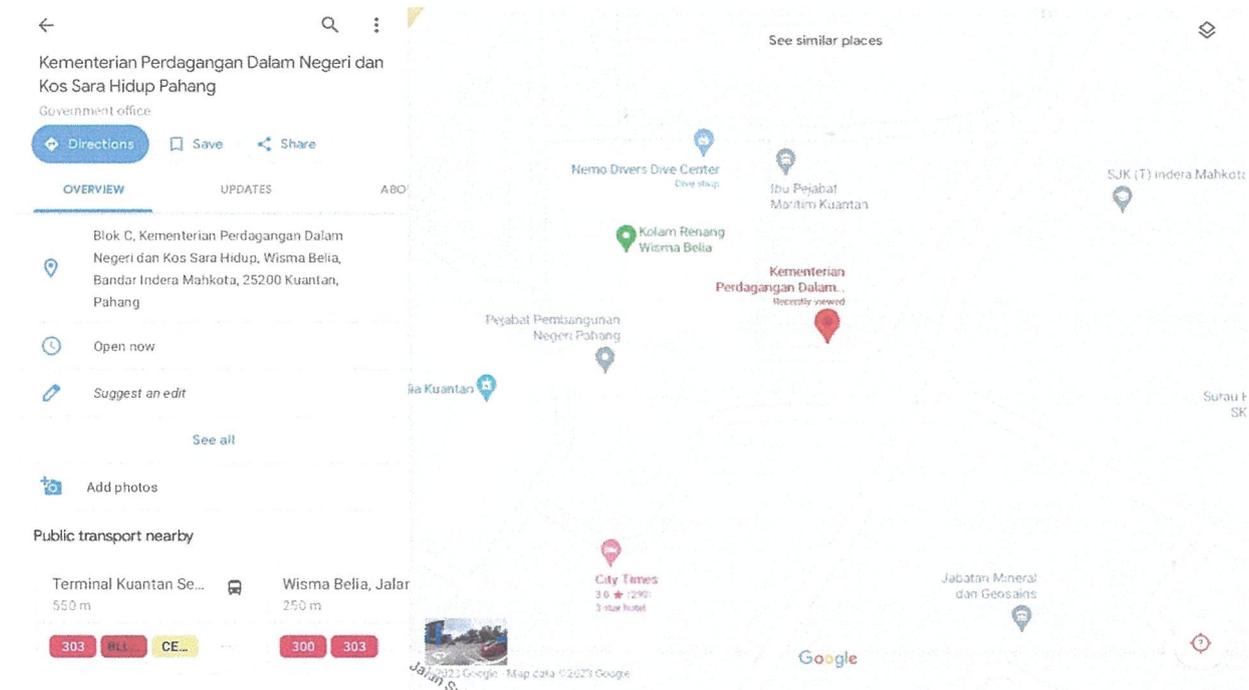
COMPANY'S PROFILE

2.0 COMPANY'S PROFILE

2.1 Name and Location

Name : Kementerian Perdagangan Dalam Negeri Dan Kos Sara Hidup

Location : No. 2 Jalan Pak Sako 3, Bandar Semantan, 28000 Temerloh, Pahang Darul Makmur.



2.2 Background

The Ministry of Domestic Trade and Cost of Living was established on 27 October 1990. The aim of the establishment of the Ministry is to promote the development of viable, competitive and sustainable domestic trade, particularly in the distribution trade sector. The distribution trade sector is one of the main contributors to the country's GDP and it acts as a bastion of economic stability, especially when the external economic situation is in a state of uncertainty. Distribution trade needs to be strong to buffer any instability in the national economy. At the same time, the Ministry is also committed to protecting the interests and rights of consumers. This includes

developing a consumer and merchant ecosystem that is complementary and towards self-regulation, in line with aspirations towards the society of developed countries. It is hoped that it will produce consumers and traders who are mature and ethical in doing business, and the result is a country that is balanced economically and socially. The role and functions of the Ministry were expanded in 2009 to include the franchise sector.

2.3 Vision and Mission

KPDN is taking steps towards becoming the National Premier Ministry guided by its vision of 'Progressive, sustainable domestic trade'.

There are 3 missions of the Ministry namely:

1. Strengthen domestic trade through value creation and digitization
2. Adapting innovation and technology as the foundation of an excellent organization
3. Improve rational consumer behavior by empowering communities and civil society

MOTTO KEMENTERIAN

“PERDAGANGAN SIHAT PENGGUNA BERKAT”



2.4 Responsibilities

KPDN formulates policies, strategies and studies matters related to the development of domestic trade, particularly in the Distribution and Consumer Trade Sector.

Ministry Duties:

- Develop business opportunities and the socio-economic position of the people through wholesale and retail profiles, franchises, direct sales, and the petroleum downstream sector
- Determine and monitor the price of necessary items
- Regulating the sale and distribution of essential goods, petroleum and petrochemical goods, and direct sales transactions
- Implement weighing and measuring regulation
- Coordinating matters regarding corporations, companies and businesses in accordance with relevant acts
- Promote good corporate governance practices
- Administer and develop the Intellectual Property Protection System.

CHAPTER 3

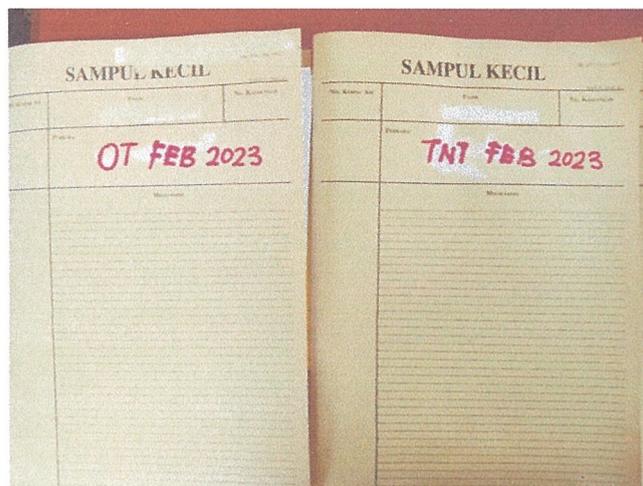
TRAINING'S REFLECTION

3.0 TRAINING'S REFLECTION

3.1 Administrative and Finance Department

Duration : 1 March 2023 - 24 March 2023

In the Administration and Finance Department, I was given several tasks to complete. Among the tasks that I have done are checking overtime allowance claim statements and domestic travel allowance claim statements for every employee. Employees need to prepare for themselves, then the overtime allowance claim statement and domestic travel allowance claim statement will be checked by their admin to make sure every detail is correct. Overtime allowance claim statement is filled with the details when they do overtime such as guarding the office when office hours are over. Meanwhile, the domestic travel allowance claim statement is the cost when doing a job outside of the office. They need to include date, hour and work instructions. The detail they write must be synchronized with the work instructions. I need to check the overtime allowance claim statement and domestic travel allowance claim statement for every employee and give it to the admin to sign and solve any problem with the details. Then, the overtime allowance claim statement and domestic travel allowance claim statement will need a signature from Assistant Head of Branch and Head of Branch. Lastly, the overtime allowance claim statement and domestic travel allowance claim statement will be sent to the organization headquarter in Kuantan. From this, I learned that a quick response is very important while doing a job so that the job can be solved.



3.2 Investigation and Legislation Department

Duration : 25 March 2023 - 17 April 2023

In the Investigation and Legislation Department, I was given several tasks to complete. Among the tasks that I have done are recording every investigation file in a blue book called an investigation paper register book. Every complaint and sue will be recorded in the investigation file. Investigation file is usually in green color. After the complaint and sue was recorded, the details needed to be inserted in a big blue book. The big blue book has all the details about the case such as who the investigator is, how much to pay, name of the person being sued and the date issued. The work needed to be detailed so that accurate information was inserted. I learn how to always be careful when doing any job.



3.3 Supply Control Department

Duration : 18 April 2023 - 11 May 2023

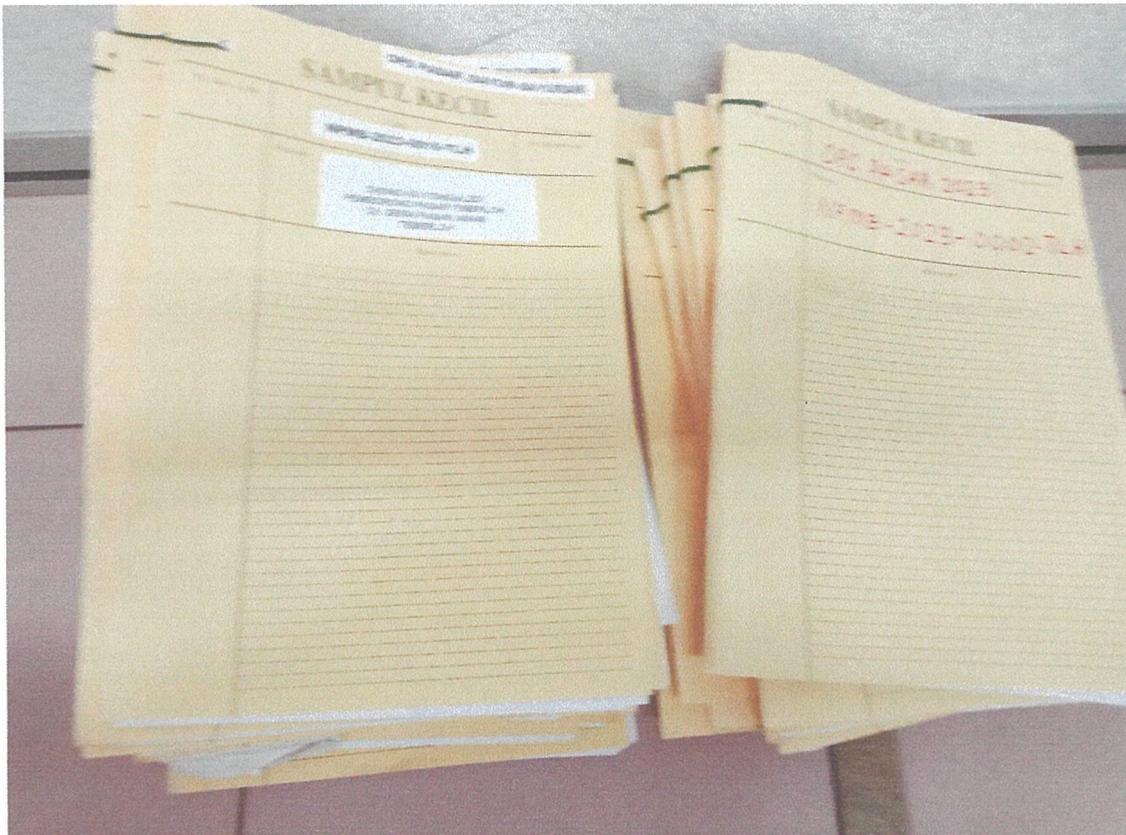
In the Supply Control Department, I was given several tasks to complete. Among the tasks that I have done are changing the file number for every file in KPDN. Due to the recent change in government, organizations also need a little change. The organization name changed from Kementerian Perdagangan Dalam Negeri Dan Hal Ehwal Pengguna to Kementerian Perdagangan Dalam Negeri Dan Kos Sara Hidup. So organizations need to change their file number to a new one according to the new number given by the government. The name changed from PKPDNHEP.PHG.TLH to KPDNPHGCTLH. I need to change all the files and write the minute for the letter. The file used is white file which is used until the file is full and creates a new file with the same name for incoming letters. Yellow file which is called a small file is used only for three months. Yellow file use is only temporary by organization. Supply control department has more than 800 files to change but I just change about 300 to 400 files only because there are not enough files.



3.4 Price Control and Anti-Profitteering Department

Duration : 12 May 2023 - 4 June 2023

In the Price Control and Anti-Profitteering Department, I was given several tasks to complete. Among the tasks that I have done is manage the closing minute for the investigation file. Employees in KPDM were assigned to make an investigation related to the price of goods every month such as vegetables, school appliances and seafood. Examples of investigation are OPS Market and OPS Back To School. From this work, I learn that I need to always be honest in everything that I do.



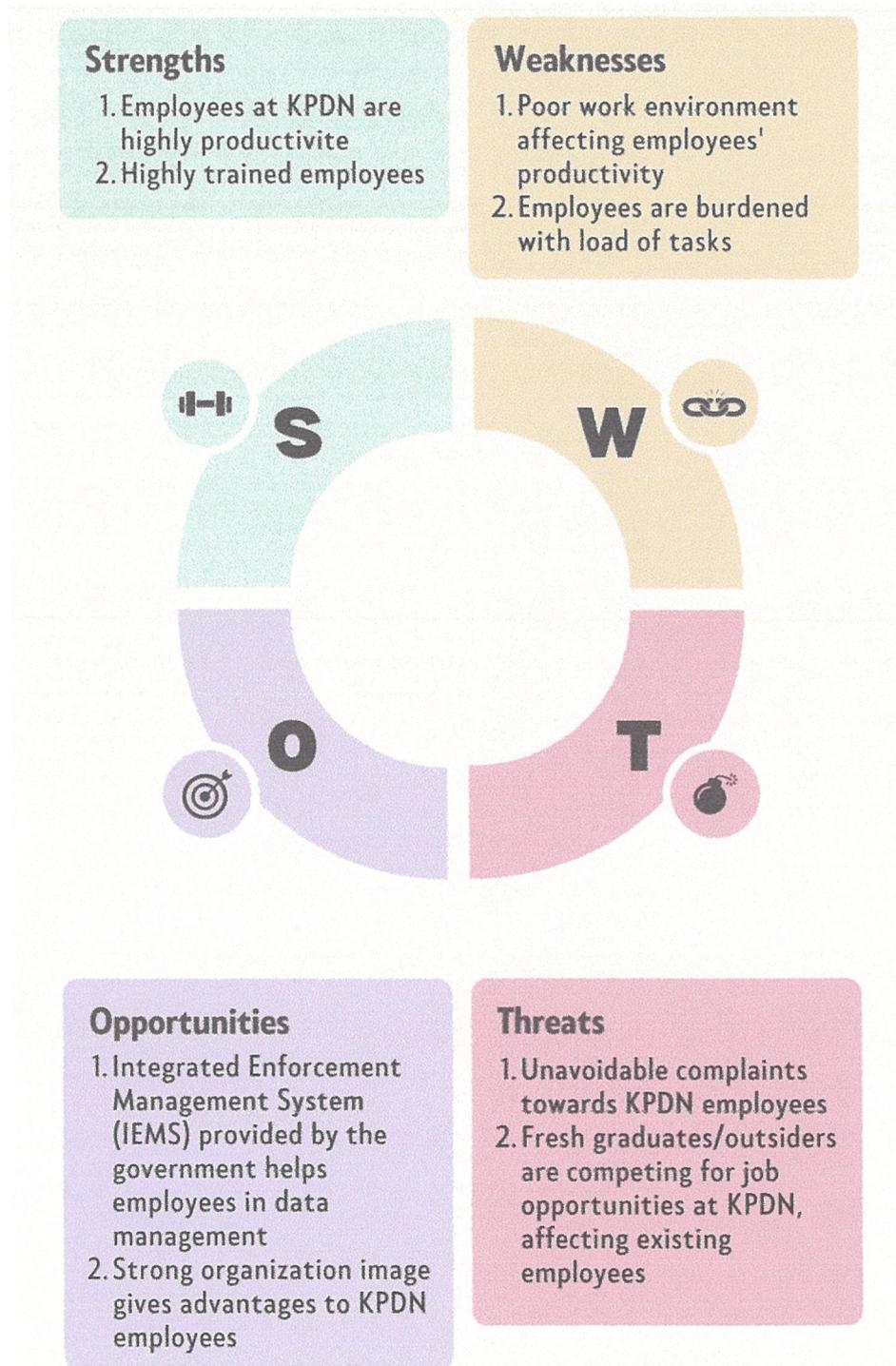
Benefit

- Allowance RM400 for three month

CHAPTER 4

SWOT ANALYSIS

4.0 SWOT ANALYSIS CHART



4.1 STRENGTHS

4.1.1 Employees at KPDN are highly productive

The first strength that KPDN has is the productive employees. According to Indeed (2022), the amount of work a person or organization completes in a given period of time is referred to as productivity. More work gets done with less time or effort when you are more productive. The excellence of the work, the quantity of tasks completed, or the amount of products produced can all be used as indicators of productivity. According to En. Abdul Razak, the head of the branch of KPDN, there are many staff of KPDN that are productive at work. This year, three employees of KPDN were promoted to higher positions and this indicates the level of productivity of the employees. Mrs Norbadariah Binti Tomaran, head department of consumerism and industrial control starts to check complaints online daily and she will appoint an officer to investigate, then the officer will prepare a complaint document and investigate efficiently in 14 working days. This shows that the employees can do tasks within a given period.

Suggestion :

The organization can give rewards to the employees such as non monetary rewards such as to increase employee motivation and inspire them to perform more. For example, KPDN gives awards to their employees such as the best raiding officer, the best investigating officer and the best price monitoring officer. Sometimes non monetary rewards are more important than monetary rewards. Using non monetary rewards, employees will feel that there are people who recognize their hard work. Non monetary rewards also show that the company is aware of their contribution and how important their role is toward the company.

4.1.2 Highly trained employees

Next, KPDN also has highly trained employees. The employees always engage in an event or seminar to upgrade their skills and knowledge. They also always had a meeting if any issues arise in the organization. According to Mrs Nor Hasliani Binti Othman, an enforcement officer in KPDN who attended Seminar Jati Diri. In the Seminar Jati Diri, activities are outdoor. After attending the seminar, Mrs Nor Hasliani learned that enforcers need to be efficient, agile and firm. There are also outdoor activities included in the seminar. The outdoor activities carried out are exploration, hiking, performance, crosswalk and marching. They also need to cooperate with each other. Another event that Mrs Nor Hasliani has attended is Integrity Seminar which displays that enforcers must be transparent while working. These events increase KPDN employees' knowledge and they are also able to gain new skills. This shows that the involvement of KPDN employees in an event results in gaining more new knowledge and skills.

Suggestion :

Organizations can create new training plans. Mr Nazrulhisham Hamudi Bin Ismail said that training is divided into three types which are skill, knowledge and technical skills (raid, investigation and persecution). Additionally, Mr Nazrulhisham Hamudi Bin Ismail also said that KPDN can held a team building seminar, communication skill seminar and motivation seminar for the employees.

4.2 WEAKNESSES

4.2.1 Poor work environment affecting employees' productivity

KPDN has limited space. The most important thing is that the working space for the employees is quite small and the table for work is tightly attached to each other. According to Mr Sabri Bin A. Manaf, an enforcement officer at KPDN said that the working environment was not good such as the aircond did not reach his work space which led him to buy a fan and cause discomfort when doing work. For instance, their prayer room is There are also not enough toilets for employees. Employees also need to fight over toilets. There are three floors in KPDN but toilets only have two. One of the toilets also does not function properly. When doing work, employees in KPDN cannot move leisurely and freely because of limited space. Employees in KPDN also have problems with equipment in KPDN, which is a computer. The computer at KPDN is not up to date which causes many problems such as shut down on its own or too slow. Mr Sabri Bin A. Manaf also said that they did not have enough printers which led them to share printers and take another initiative to print work. This shows that KPDN does not have enough space for the convenience of their employees and causes delays in their job.

Suggestion :

First of all, I suggest for KPDN to create a cubicle workplace for employees. According to Hilma Tamiami F., employees carried out their own tasks in their own cubicle workplace. Thus, employees can comfortably complete their task and avoid any interference. The prayer room can also be enlarged, therefore, all staff can pray at the same time and proceed with work immediately. To reduce the weaknesses of a poor work environment, KPDN can create more space for employees to pray and rest. It does have to be a large space, just one small space at one time. This space is important as a medium to elevate motivation among KPDN employees. KPDN also can ask the headquarters for two or three new computers to replace the old computer and new printer.

4.2.2 Employees are burdened with a load of tasks

In KPDN, there are seven departments but employees are burdened with a lot of tasks. From my observation, KPDN does not have enough employees to complete their tasks. So one employee must take several tasks at one time so that the job is completed. According to Mr Nazrulhisyam Hamudi Bin Ismail, assistant head of branch, KPDN has 11 Acts which means that they have many tasks. The higher the number of Acts, the more load of tasks for the employees to bear. It also happens because the ratio of employees to business is not equal which results in a load of tasks towards employees. For example, according to Mrs Armaniza Binti Ariffin, her task that she needs to complete is finance and administration only. However, due to not enough employees to cover tasks, she needs to do task such as consumer claims tribunal court, logistics in office which is about equipment management in office and club management which is Club Sports And Recreation Welfare club also known as KESURAT. At first, Mrs Armaniza only needed to handle finance matters but now there are a lot of tasks she needs to complete. Sometimes, Mrs Armaniza brings the task back home because there is not enough time to complete the task. This shows that the large number of tasks being carried was too much for an employee to complete. Another example is Mrs Badariah Binti Tomaran, head department of consumerism and industrial control, who also needs to work as team leader.

Suggestion :

Mr Nazrulhisham Hamudi Bin Ismail, assistant head of department recommended for KPDN to hire more qualified employees for KPDN. By hiring more employees, KPDN can release the employees burden of load of tasks. Although the process may be long to hire people, it will bring a great effect to KPDN and elevate the harmonized environment between employees when KPDN succeeds in hiring more employees.

4.3 OPPORTUNITIES

4.3.1 Integrated Enforcement Management System (IEMS) provided by the government helps employees in data management

Minister Datuk Seri Saifuddin Nasution Ismail, Minister of Home Affairs said that Integrated Enforcement Management System (IEMS) is created as an outcome of more compound and high number of premises for inspection. He also said that phase 1 development of the system is an improvement over methods of inspection and compounding, which in turn helps to implement a comprehensive enforcement management based on the 11 Acts enacted under the KPDM. IEMS is a benefit for online enforcement administration since it makes it possible for the substance to be distributed digitally and consistently. Additionally, it makes information available and updated in less time 24 hours as opposed to one to two weeks earlier improving the efficiency and expertise of our enforcement personnel. The implementation of the system will reduce unfavorable opinions and boost public confidence. According to Mr Nazrulhisham Hamudi Bin Ismail, assistant head of the branch said that IEMS helps the employees of KPDM while performing their task. He said IEMS helps to store information such as fines and complaints.

Suggestion :

From my observation, I suggest for organizations to continue the usage of IEMS devices while performing tasks and reduce the steps of work to increase which can result in high efficiency of work and employees able to achieve optimal work. The benefit of IEMS is the devices make it easier for employees to handle fines, compound and seizures. The long process becomes short by using IEMS devices.

4.3.2 Strong organization image gives advantages to KPDN employees

This strong organization image causes consumer and businesses perception towards KPDN favorable. Organization image is an important aspect for every organization. According to Lievens F., the term organization image is related to people's overall perception of the organization and is used to describe the roughly organized knowledge and ideas that people have about the organization. Armaniza Binti Arifin, head of administration and finance said that employees at KPDN gain absolute trust from consumers. Advantage of a strong organization image is that consumers become more trusted towards KPDN employees. When trust is gained, the working process becomes easier for the KPDN employees. Consumers and KPDN employees can communicate smoothly with each other. Thus KPDN can gain the loyalty of the consumers. Employees in KPDN also can become more motivated to do their work and increase the efficiency of the work plus lead to positive working conditions.

Suggestion :

I suggest KPDN hold an event for consumers to come. In the event, KPDN and consumers can have two way communications in which KPDN employees can understand and listen to business problems and what they want. According to Gupta S. (2021), trust is a key element that allows one to be open and have a sense of security. By doing that, they can build more trust between employees and consumers and value the employees to increase the organization image and work in a healthy environment.

4.4 THREATS

4.4.1 Unavoidable complaints towards KPDN employees

Not every consumer is satisfied with employees in KPDN. Some consumers also did not cooperate well which is a leading cause that a case is not easily solved. For instance, a case where the person who makes complaints comes out by making a video to criticize a worker. It is not a good etique because this affects the worker's life. Unavoidable complaints happen because many people do not understand the job scope of KPDN. According to Mrs Suhailawati Binti Yaakub, an enforcement officer in KPDN said that at one time, if a consumer was not satisfied with an employee's action, the consumer made a report to superior which is integrity.

Suggestion :

Complaints to KPDN employees usually happen because consumers do not truly understand the process and do not know the jurisdiction of KPDN. According to Mr Nazrulhisham Hamudi Bin Ismail suggested that to give early exposure of what is the responsibility of KPDN. By doing this, consumers will know what KPDN can handle and what KPDN cannot handle.

4.4.2 Fresh graduates/outsideers are competing for the job opportunities at KPDN, affecting existing employees

There are some contract workers in KPDN which are in the Price Council For National Goods department. Usually the duration of the contract is one year. When I talk with some of the contract workers, they feel uncertainty in their job because it can end at any time. Mrs Noor Idura Binti Samsudin, a contract employee from Price Council For National Goods said that the work has no future. The work has a salary and additional salary, 15 vacancies, 10 sick leave but the leave cannot be forward to next year. They need to spend the leave within one year. Their leave is also less than permanent employees. According to Mrs Nadia Binti Nor Aripin, she felt insecure and worried when the 11th and 12th months arrived because they were not sure whether the organization would continue the contract or not. They can be replaced at any time by fresh graduates or outsideers. Due to this, employees at KPDN are insecure.

Suggestion :

I suggest for KPDN to make contract employees become permanent employees. The reason for contract employees becoming permanent employees is because contract employees know how the system works and how to handle the work. If KPDN hires new employees, KPDN needs to teach the new employees on how to do the job. It will waste time, energy and money.

CHAPTER 5

CONCLUSION

5.0 CONCLUSION

In a nutshell, Kementerian Perdagangan Dalam Negeri Dan Kos Sara Hidup (KPDN) is known as an organization that helps to protect the community from price manipulation or any manipulation involved in a business. KPDN exists in every state and this shows how important this organization is for the community. KPDN has excellent employees and just a few weaknesses and threats which can be tackled as time passes. In this era, people like to cheat people for self interest. Therefore, Kementerian Perdagangan Dalam Negeri Dan Kos Sara Hidup (KPDN) is the organization that can help to solve the issue that arises in business.

Besides, I also learned how KPDN helps the community. I learned that we must be honest in everything we do. I also learn to become more responsible towards my job and life. I learn to be brave and confident in making any decision. I also managed to improve my communication skills while doing my internship at Kementerian Perdagangan Dalam Negeri Dan Kos Sara Hidup(KPDN).

Last but not least, learning in university is different from working. I learned that I must adapt the knowledge and use my skills to complete tasks given to me by KPDN employees. I hope that the SWOT analysis that I make will become a help to Kementerian Perdagangan Dalam Negeri Dan Kos Sara Hidup(KPDN).

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APPENDICES

