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UNIVERSITI
TEKNOLOGI
MARA

**INDUSTRIAL TRAINING REPORT
(MGT666)**

**PEJABAT SETIAUSAHA KERAJAAN NEGERI PERAK,
IPOH, PERAK (SUK PERAK)**

By

**FATEN NURNAJEEHA BINTI AZIZAN
(2021933257)**

**Report Submitted to the Universiti Teknologi MARA in Fulfillment of the Requirements
for MGT666**

Submission Date:

14 July 2023

Executive Summary

Industrial training is one of the requirements to graduate from Universiti Teknologi MARA in any major, including my Bachelor of Office System Management (Hons.) for Industrial Training subject (MGT666). Before we can finish our degree, we must undergo a six-month industrial training program. I also got the chance to obtain experience working in administrative offices where I adapt to their theoretical expertise to real-world situations. This report describes my internship at the Pejabat Setiausaha Kerajaan Negeri Perak. This government organization is a state government secretariat that handles affairs related to state administration affairs. It also acts as head of office for all government departments or agencies and state and federal statutory bodies as well as all state local authorities. I was placed at the Corporate Division where I am responsible for all the official letters coming in and out of the organizations as well as writing them for official request during events' preparation. This report will also show SWOT analysis from my own observation throughout my six months of internship. This report will go over a lot of significant state government-related topics that I learned about during my time of training. SUK Perak's employees have shared several helpful and useful tips in order to achieve work perfection. Problem-solving, critical thinking, and customer-acquisition strategies are a few examples.

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Acknowledgement

I would like to express my gratitude to Almighty Allah and my mom for their help in completing this report. Without their help and support in every step of the way, I would be unable to complete this report. Puan Munirah binti Mohd Jidi, my internship supervisor, has been helpful throughout my internship. I am extremely grateful to Puan Anita binti Amri and her staffs for allowing me to do my internship at Pejabat Setiausaha Kerajaan Negeri Perak and provides such warm hospitality to me.


Furthermore, I would like to thank my internship supervisor, Encik Reza Amirul Adib bin Redzawan, who maintains my practical area, explains the work processes to the me, and solves any problems that emerge during my internship period. Not to forget, my classmates from BA2326C who always exchange important knowledge, thoughts, and help me with any problems faced throughout the internship period.

Most importantly, I would like to thank my parents and family members for all of their help, directly or indirectly, especially with financial issues, and for always supporting everything I do and being there for me. Finally, thank you to everyone who helped, both directly and indirectly, with the completion of my practical report.

Student's Profile

FATEN NURAJEEHA BINTI AZIZAN

A passionate individual with a Bachelor in Office Systems Management (Honours) is seeking job opportunities at your reputable company to have vast opportunities to explore and discover many aspects of office systems. Demonstrate understanding of the office administration of any organization, with emphasis on office procedures, office management, office automation, office competencies, communication, and personality development. Also skilled at completing scheduling and organizing, preparing documentation and memos, and handling correspondence. Specialize in assessing operating procedures and optimizing workflow.



PERSONAL CONTACT

📞
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SKILL AND STRENGTH

Professional Skill

- Ability to maintain general office files, including job files, vendor files, and other files related to the company's operations.
- Typewriting speed skills at 40 words per minute (wpm).
- Provide excellent knowledge, competent, and innovative, which will contribute towards the requirement of office administration and technology.
- Demonstrated knowledge of financial accounting and management, business law, occupational safety, health and environmental, and human resources management.
- Understand and commit to professional ethics and responsibilities and norms of office systems management and technology practice.

Interpersonal Skill

- Outstanding communication and interpersonal abilities.
- Excellent organizational and leadership skills.
- Multi-tasking and time-management skills, with the ability to prioritize tasks.

Software and Informative Technology (IT) Skill

- Proficient in a variety of computer software applications including Microsoft Office Suite (Word, Excel, Access and PowerPoint).
- General computer applications competencies (word processing, spreadsheet, internet data search, accounting software programming, etc.)

Language Skill (Speaking and Writing)

- Malay: Advanced/Native Proficiency
- English: Professional Working Proficiency.

ADDITIONAL INFORMATION

- Possess Own Transport: Yes
- Willing to Travel: Yes

WORKING EXPERIENCE

Administrative Assistant (Internship) | 2023
Pejabat Setiausaha Kerajaan Negeri Perak, Ipoh, Perak

- Preparing expenses reports and office budgets.
- Forwarding all correspondence, such as letters and memos to related person.
- Scheduling meeting and booking conference rooms.
- Organized a filing system for important and confidential company documents.
- Assisted in organizing a monthly event, Hari MESRA Bertemu Pelanggan Kerajaan Negeri Perak.

Sales Assistant (Part-Time) | 2021
Bielate HQ, Meru Jaya, Ipoh, Perak

- Greeting customers and offering assistance.
- Recommending products to help customers.
- Taking payments for purchases.
- Stocking products and creating displays.

Assistant Baker (Part-Time) | 2018
Rumah Biskut HQ, Meru Jaya, Ipoh, Perak

- Managing the baking ingredients inventory and requesting the purchase of stock.
- Tracking ingredient expiry dates and arranging their use accordingly.
- Maintaining a clean and tidy kitchen and performing other duties on request.
- Adhere to all food handling and sanitation guidelines.
- Follow established timelines for cookies production.

EDUCATION BACKGROUND

Bachelor in Office Systems Management (Hons) | 2021 – current
Universiti Teknologi Mara (UiTM) Malacca City Branch, Malacca.
GPA: 3.84

Malaysian University English Test (MUET) | 2020
Majlis Peperiksaan Malaysia:
Result: Band 3

Diploma in Office Management and Technology | 2018 – 2021
Universiti Teknologi Mara (UiTM) Campus Dungun, Terengganu.
CGPA: 3.34

PROFESSIONAL REFERENCES

Puan Anita binti Anni
Ketua Penolong Setiausaha Kerajaan
Pejabat Setiausaha Kerajaan Negeri Perak
Bahagian Korporat.

Figure 1: Student's latest resume

1.0 COMPANY'S PROFILE

1.1 Name of the company

Pejabat Setiausaha Kerajaan Negeri Perak (SUK Perak)

1.2 Company's logo



Figure 1.2: Pejabat Setiausaha Kerajaan Negeri Perak's logo

1.3 Location

Pejabat Setiausaha Kerajaan Negeri Perak, Bangunan Perak Darul Ridzuan, Jalan Panglima Bukit Gantang Wahab, 3000, Ipoh, Perak.



Figure 1.3: Pejabat Setiausaha Kerajaan Negeri Perak's map location

1.4 Background of the company

The Perak State Secretary's office was established in 1948 as a result of the Perak Treaty signed on 21 January 1948 by Sultan Abdul Aziz Al-Mutasim Billah and Sir Gerard Edward J.Gent. On 1 February 1948, Perak's constitutional laws were established through the treaty. The Sultan's rights and powers were outlined in the constitution, along with a state administration comprised of the State Executive Council and Council of State, which were charged with assisting and advising the Sultan. According to the constitution, the Sultan is to appoint the Menteri Besar, State Secretary, and State Financial Officer. The first appointed Perak Menteri Besar (before Independence) was Tuan Haji Abdul Wahab bin Toh Muda Abdul Aziz, and State Secretary Che Ahmad bin Osman. The Perak State Secretariat was responsible for the planning, running, managing, regulating, and monitoring of the economic and social development through a clean, efficient, and trustworthy service. The Office also determines and ensures the smooth implementation of state policies concerning planning and development, security, activities of the state departments, statutory bodies, local authorities, staff service, and other state matter.



Figure 1.4: Pejabat Setiausaha Kerajaan Negeri Perak's building

1.5 Vision, Mission, and Objective

- Vision** : To be the leader of the transformation of the public service delivery system in the state of Perak.
- Mission** : Driving the transformation of the management and development of Perak through efficient, innovative, creative and integrity governance for the well-being of the people at Perak.
- Objective** : SUK Perak's administration is committed in providing high quality services for the well-being and prosperity of the people of Perak through an efficient and effective delivery system continuously in order to achieve customer satisfaction.

1.6 Organizational Structure



Figure 1.6: Organizational Chart SUK Perak

1.7 Services Offered

- **The MyPesara counter** at the Human Resource Unit at SUK Perak makes it easier for government retirees to get advice on retirement matters. The JPA initiative in collaboration with SUK Office aims to improve services for retirees. The facilities provided at the MyPesara counter includes printout of pension statement, print retirement benefit approval letter, retirement status check, and application receipt, update marriage/divorce/child information, update mailing address information, application for issued pension for death in retirement, application for assistance in managing the body, bank account exchange application, application for the appointment of scheme a representative, and appointment of self-representative for retirees/pension recipients
- The Perak state government has offered a student loan for Malaysians, specifically for those in Perak to pursue their higher education called **Perak State Government Education Loan**. The Perak State Education loan aims to provide loans to Malaysian students who are interested to pursue higher education. Loan covers the following courses: certificate, diploma, distance learning (diploma & degree), diploma, degree, masters and PhD. Students who are interested to apply can submit their documents at counters dedicated for this program at Management Division Services, SUK Perak.
- Pejabat Setiausaha Kerajaan Negeri Perak has introduced the **Public Complaints Management System (SISPAA)** to channel any complaints, suggestions, appreciation, requests or inquiries. People from any state of Perak can either send it through the website itself or walk-in to Corporate Division at SUK Perak for any further inquiries regarding the system.

- YAB Menteri Besar of Perak, Dato' Seri Saarani Mohamad informed that the state government has decided to continue the **Perak State Government Customer Meeting Day Program** which will be held every Thursday, the second week of every month. This program aims to give the public, especially the people of Perak, the opportunity to personally meet YAB Menteri Besar of Perak, the top management of the state government, the ranks of State Government Meeting Members and the heads of state departments and agencies. This program is also held at district level to facilitate residents in each district of the state of Perak to voice their problems.

2.0 TRAINING'S REFLECTION

2.1 Duration

In order to complete my Bachelor Degree in Office System Management (Hons), industrial training for six (6) months is one of the requirements that need to be fulfilled. I did my internship at Pejabat Setiausaha Kerajaan Negeri Perak (SUK Perak) for six (6) months starting from 1st March 2023 until 15th August 2023 and I was instructed to work at the office building on weekdays from 8am-5pm.

2.2 Roles, responsibilities, assignments, and tasks

During my internship training at SUK Perak, I was assigned by the head of the Corporate Division, Puan Anita binti Amri to be placed under Customer Service and Complaints Unit led by Encik Reza Amirul Adib bin Redzawan. While undergoing my internship there, I was given tasks to handle a complaint system called SISPAA where I must filter complaints from all over Perak and channeled it to the relevant governments agencies. This task was assigned to me for a very short period as most of the complaints in the system are private and confidential. Most days, I will attend meetings at the office and recorded the entire thing because I was instructed to write down minute of meetings after the meeting ended.

The Corporate Division are responsible for handling and organizing a monthly event with YAB Menteri Besar of Perak which is Perak State Government Customer Meeting Day Program. Every month, I will help to draft official letters to be send to government related agencies before the event to notify them about the event details. After the respective person received the email, I will create a QR Code to a Google Form link to verify their attendance to the event. During the event, I am responsible for event registration where I help customers filtered their complaints and channeled them to the relevant government agencies there. Usually, after the event ended, I have to write three (3) reports related to the events such as main HBP report, customer satisfaction report and customer related analysis report. All of these reports will be presented in the meeting with Dato' Nor Sham binti Rahman, Deputy Secretary of Pejabat Setiausaha Kerajaan Negeri Perak.

2.3 Benefit

Through this internship, I acquire important insight into how an organization operates by participating in meetings and performing assigned duties in a real-world context. In addition, I can secure a good references and recommendations that might be useful in job searches. They can speak to particular and highlight my improving talents as well as how my education prepares me for job. The shift from college to full-time job can be exciting, anxious, hopeful, and ambitious all at the same time. An internship is a good approach to fill some gap time with the work that I want to pursue in the long run. It can relieve some of the pressure of finding a permanent job fast and assist me in applying the skills and information I have gained in a practical context. In simple words, this internship helps me build my confidence for my future employment.

3.0 SWOT ANALYSIS

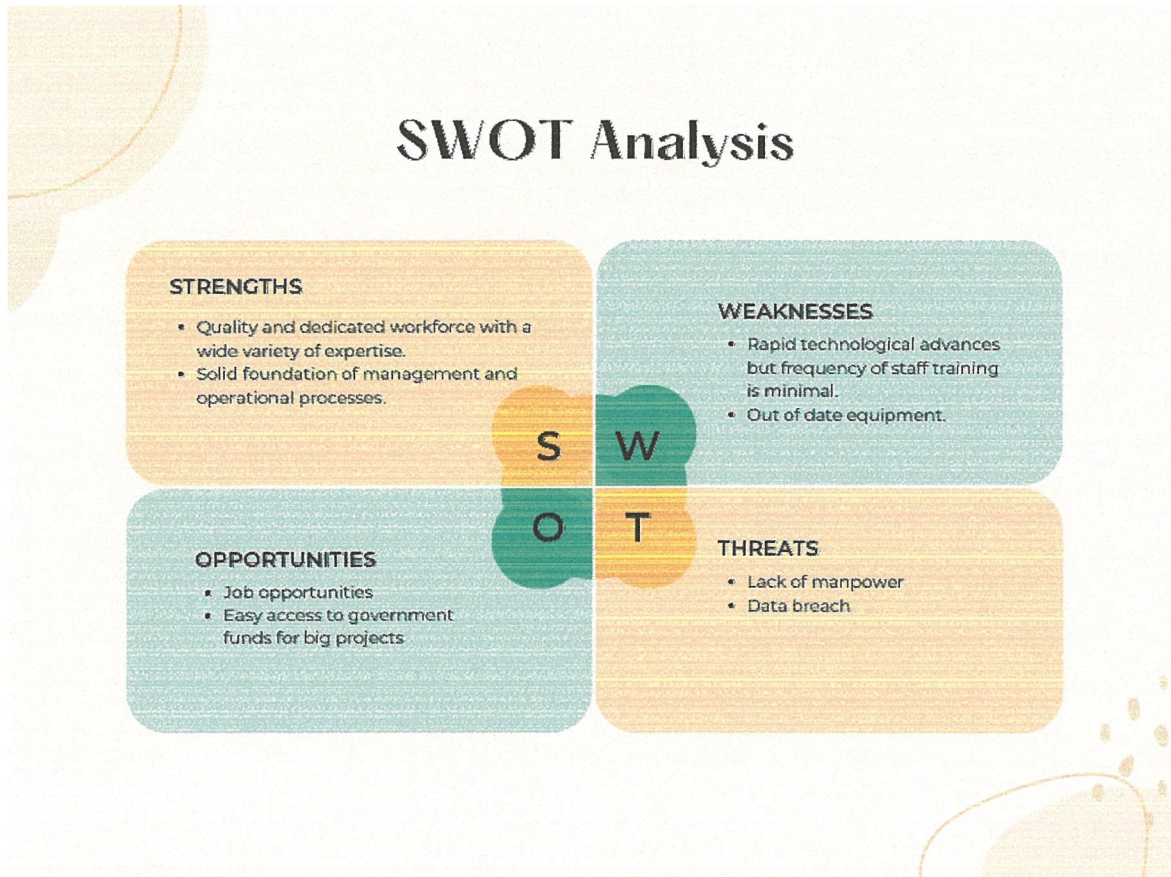


Figure 3.0: SWOT Analysis

Strength

- **Quality and dedicated workforce with a wide variety of expertise**

Diversity skills give managers and staff a competitive advantage and boost productivity. A company with a wide range of skills may assist in reducing turnover, increase job satisfaction, and increase creativity, as well as recruit and keep the best employees. Diversity skills are the abilities required to be able to adjust to a variety of lifestyles and demands, as well as to accept the perspectives and knowledge that various people offer to the workplace. From my six (6) months of experience working at SUK Perak, I can see that this organizations are filled with quality and dedicated employees with wide variety of expertise related to the unit they are assigned to. As for the department I was assigned at,

Corporate Unit, it consisted of people with wide variety of expertise such as admins, reporters, graphic designers, ICT professionals and finance officers. This kind of skills diversity allow us to minimize work timeframe.

- **Solid foundation of management and operational processes**

Solid foundation of management and operational processes is performing day-to-day operation activities in an effective and profitable manner. This field focuses on developing strategies and implementing them to improve management flow and performance. From my observation, the place I work at during my internship, the entire management teams of SUK Perak manage to do the most crucial component of successful management which is to take the actions that are required and appropriate in order to improved effectiveness. The top management there foresee the future growth of the division they oversee by using appropriate techniques in order to accomplish this. For example, Dato' Nor Sham binti Rahman as the Deputy Secretary (Management) of SUK Perak will organize a weekly meeting about management with all of the head secretary of each division to ensure that qualified individuals are in the appropriate positions, and regularly track each division's performance indicators. They believe that this weekly management meeting method can develop a high-performance culture.

Weaknesses

- **Rapid technological advances but frequency of staff training is minimal**

Over the past year, organizations have spent millions on new technology, but less than one in ten have taught personnel on how to use it. It should come as no surprise that staff members are utilizing them improperly and getting into trouble as a result. Employees suffer as a result of this lack of training, as their improper use of the technology at their disposal lands them in hot water. SUK Perak are one of the organizations suffering from this problem because of the frequent and quick technical advancements, some employees get irritated and burned out from learning new software or updated systems. They already feel comfortable with one they have been using for years but sometimes the systems need to be updated to reflect component, version, or update changes. In order for them to thrive and grow, the top management must develop a training program for employees to learn about most up-to-date material.

- **Out of date equipment**

To function well, every organization requires access to modern equipment. Every asset has a lifecycle, and while organization want to get the most out of their equipment, exceeding its natural life can be detrimental to the business in terms of both productivity and profitability. This organizations are one of the many government agencies that still do not have the access to digital tools and are still using out of date equipment such as outdated computers. Outdated computers may be unable to operate the most recent software, including communications and cybersecurity solutions. Not to mention the costs associated with maintenance and repairs. They risk losing data or having their data corrupted if they do not invest in cutting-edge cloud-based technologies. They will also struggle to collaborate or communicate effectively since they will be unable to process information rapidly.

Opportunities

- **Job opportunities**

Menteri Besar Perak launched the Perak Career Program in order to boost the economy of the people of Perak through effective job placement. Before the actual job placement, candidates will go through a profiling evaluation and job-matching process. This program offers hands-on industrial exposure and experiences through on-the-job training at no expense. Those who match the description needed for the job vacancy will have the opportunities to work at SUK Perak. This career program benefits the firm, particularly SUK Perak, by introducing fresh ideas. Furthermore, new employees may enhance the skill set that is lacking among current employees.

- **Easy access to government funds for big project**

Big projects are often organized by government agencies and while organizations do aim to use the profits from ongoing business operations to fund such projects, it is often more favorable to seek internal lenders to do so. The government organization that I did my internship use their privilege wisely by benefiting from having YAB Menteri Besar of Perak in the same building as the chairperson of the place to secure huge amount of funds for big projects throughout the year easily.

Threats

- **Lack of manpower**

The amount of work exceeds the number of employees especially government servant needs to be reviewed as the organization can no longer keep up with the development and changes due to the lack of manpower. SUK Perak's been dealing with this problem for a very long time as the state government refuse to hire more staff after doing internal study on financial implication and needs of the organization. Even if they decided to hire more staff, the whole recruiting process may take more than a year to complete. This problem cause burn-out to existing employees as they are doing extra workloads throughout the day. To solve this issue, SUK Perak needs to ask for government's consideration of increasing its funding allocation and reviewing the needs of the organizations.

- **Data breach**

This large personal data leak has endangered people' security and interests, as seen by the increasing number of scammers daily. Personal information such as names, phone numbers, addresses, and bank account numbers have made it simpler for scammers to pose as bank, court, or police agents. SUK Perak, for instance, have possibilities of exposing customer's personal information to danger when they are collecting them in several websites with weak security system. There have been several recorded cases where they have admitted to system flaws that have resulted in the leak of citizens' personal data and Individuals who have been affected have also been alerted of the data breach and provided advice on how to protect their personal information and online identities. To avoid this issue from happening again, they should conduct regular training and awareness programs on data protection and cyber security protocols to public officials. In addition, to prevent prospective cyber-attacks from being undetected, government organizations such as SUK Perak should increase the quality of their database security by investing in upgraded cloud-based software, recruiting qualified IT personnel, and strengthening their IT ticketing approach.

Conclusion

This internship subject enables students in gaining hands-on experience in corporate communication and public relations. My experience doing my internship training at Pejabat Setiausaha Kerajaan Negeri Perak provides a variety of real-world work experiences, including environments and workload. Through this internship program, I do also learn how to brace myself psychologically, physically, and emotionally for unforeseen circumstances. Furthermore, through a variety of experiences gained throughout the internship program, I can learn on how to survive in an actual working environment. This experience can help students like me prepare themselves when they begin their real career in the future. Finally, even though there are many challenges I faced during the internship training; I am glad that I managed to complete the training without having to extend the training session at my internship workplace.

Personally, I think this workplace should bring on new graduates who can bring innovative ideas to the program or event's content and design. Combining newly graduated employees with experienced staff members will make the project more engaging and can serve as a stepping stone in the future.

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Appendices



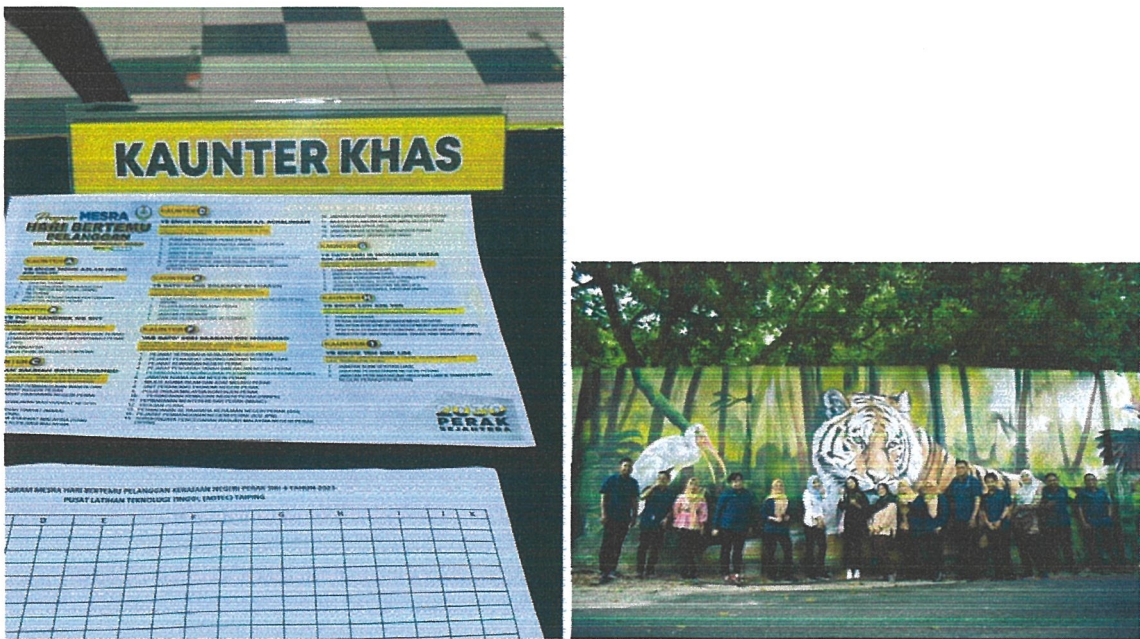
Perak State Government Customer Meeting Day Program at Parit, Perak



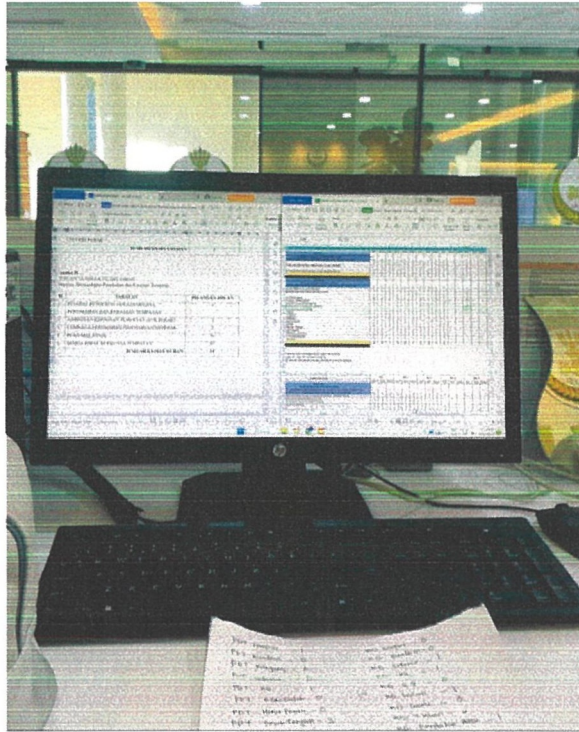
Charity screening at GSC Ipoh Parade organized by YAB Menteri Besar of Perak



A day with YB SUK, Dato Ahmad Suadi bin Abdul Rahim at Taiping, Perak



Perak State Government Customer Meeting Day Program and Site Visit at Taiping, Perak



Doing HBP report based on the number of complaints received at each counter



Perak State Government Customer Meeting Day Program at Stadium Indera Mulia, Ipoh