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INDUSTRIAL TRAINING REPORT AT PEJABAT DAERAH MUAR

SAIDATUL FATIHA BINTI MUSTAFA KAMAL

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EXECUTIVE SUMMARY

Muar District Office is a one of the government sectors that helps to improve the development of Muar which must be in line with government policies and community needs. It is because by having District Office as intermediary between community and government at every district can helps the government to improve the wellbeing of the population. Therefore, whenever there is an issue that arise by the community such as during flood where there is a home damage, it is Muar District Office responsibilities to provide aids for them to make sure the wellbeing of the community is being taken care of.

The main objective of Muar District Office is to carry out task and implements programs and projects that is align with population and policy that has been set by the government. It is important for this organization to follow the rules that are set by the government to avoid any issue that will happen such as fraud as it involves money that are given by the government. However, there is no denying that lack of manpower and financial allocation is one of the reasons that contribute to the problem in the organizations. Therefore, the organizations need to use the opportunities that they have to make sure that their organizations can function effectively and efficiently.

There are many experiences that I have gained throughout my industrial training in Muar District Office but joining program of flood aids is one of the memorable experiences where I need to deals with hundreds of people. It thought me a lot on how to be patient while handle people especially older people during the registration process. Other than that, I also has improved my skills during my internship where I learn how to use their system for keeping letter, learn how to communicate effectively with customers regarding the problems that they faced and how to decorate gift basket for important events and meetings. With the skills that I gained throughout my industrial training, I believe it can help me to improve myself and prepare myself for future jobs.

Last but not least, Muar District Office can use their strength and opportunities that they have to improve their services and bring satisfaction to the customers and also employees. Other than that, Muar district Office can also take correction action on weakness and threats to make sure that Muar District Office is able to become effective and efficient in their job.

TABLE OF CONTENT

TITLE	PAGES
EXECUTIVE SUMMARY	2
TABLE OF CONTENT	3
ACKNOWLEDGEMENT	4
1.1 STUDENT'S PROFILE	5
2.1 COMPANY'S PROFILE	7
3.1 TRAINING REFLECTION	11
4.1 SWOT ANALYSIS	13
5.1 DISCUSSION AND RECOMMENDATION	18
6.1 CONCLUSION	22
7.1 REFERENCES	23
8.1 APPENDICES	25

ACKNOWLEDGMENT

In the name of Allah SWT, the Most Beneficent and the Most Merciful. All praises to Allah SWT for the completion of this industrial training report as one of the requirements needed in our final subject assessment for Semester 6 before I graduate. First of all, I would like to take this opportunity to give appreciation to my advisor, Madam Nani Shuhada Binti Sehat for giving me guidance in completing this report and help me a lot during the completion of this report. Furthermore, I would also like to thank my supervisors during my industrial training, Tuan Hj Othman Bin Musa as he is thoughtful and not to forget, all staffs of Pejabat Daerah Muar who have taught me a lot about the real working situations.

Other than that, I would also like to thank both of my parents and family members that give support during the process of completing my report. I really grateful for the financial support and emotional support that are given by my parents to make sure that I can get excellent marks for this report. Same goes to my beloved classmates and friends that showed me support, thank you. I also want to take this chance to congratulate myself as I has succeeded in completing this report for Semester 6. Last but not least, I sincerely apologize for my mistakes to everyone that involved in completing this assignment directly and indirectly and I hope by completing this report, I will gain a new knowledge that can be used in future jobs.

1.1 STUDENT'S PROFILE



SAIDATUL FATIHA BINTI MUSTAFA KAMAL



OBJECTIVE

I am currently looking for an internship placement majoring in Human Resource Management in reputable company. I would like to take this opportunity to work in a professional and active environment where I can enhance both of my communication skills and managements skills to be the best performer in the organization.

EDUCATION

**DIPLOMA IN PUBLIC
ADMINISTRATION**
Universiti Teknologi
Mara (UiTM) Raub,
Pahang.
(2017-2020)

**BACHELOR OF
BUSINESS
ADMINISTRATION
HUMAN RESOURCE
MANAGEMENT**
Universiti Teknologi
Mara (UiTM)
Bandaraya Melaka,
Melaka.
(2020-2023)

KEY SKILLS

Microsoft Word
Microsoft PowerPoint
Microsoft Excel

CO-CURRICULAR ACTIVITIES

2023
Reporting Teams of Webinar Issue in HRM: Encounter
Economic Crisis 2023.

2023
Bureau of Registration of Webinar The Challenges and
Opportunities in Industrial Relations: Perspective from
Trade Union and Employers.

2022
Bureau of Gift of Pembangunan Murid (EDUKIDS)
Program at SK Tengker 1, Melaka.

2022
Secretary of Webinar Preparation for Interview.

2021
Bureau of Logistics and Special Task of Sharing Session:
Career Expectations vs Reality Program.

LANGUAGES

Malay: Native
English: Intermediary
Mandarin: Basic

SAIDATUL FATIHA

BACHELOR OF BUSINESS ADMINISTRATION
(HONS.) HUMAN RESOURCE MANAGEMENT

CONTACT

Batu Pahat, Johor

January 5, 2023

**PEJABAT DAERAH
MUAR,**
BANGUNAN ISTANA
TANJUNG,
PETI SURAT 111,
JALAN PETRIE,
84000 MUAR, JOHOR
DARUL TA'ZIM

To whom it may concern,

My name is Saidatul Fatiha Binti Mustafa Kamal, 24 years old. I am currently a final year student of a Bachelor's degree in Business Administration (Hons.) majoring in Human Resource Management at Universiti Teknologi Mara (UiTM) Kampus Bandaraya Melaka. Currently, I am seeking an opportunity to do my industrial training in the area related to my course of study

Therefore, I am pleased to look for an internship placement in your reputable company that is related to my qualification for my industrial training. In regards, kindly be informed that the duration of industrial training are 6 months, starting from 1st March 2023 until 15th August 2023.

On a separate note, I am perceived by my surroundings for my attention to a detail and precision in the handling work progress. Pertaining to this matter, I have proven track record of my information in the resume as per attached.

Also, I am looking to secure a challenging and rewarding role as I believed this company can help me to enhance my career growth and development by gaining wider experience and knowledges in all aspect.

Lastly, I would like to thank you for your time reviewing my cover letter. I am looking forward to your response. Your kind cooperation and consideration is highly appreciated.

Yours sincerely,

Saidatul Fatiha

SAIDATUL FATIHA BINTI MUSTAFA KAMAL

2.1 COMPANY'S PROFILE



Name of the Organization	Pejabat Daerah Muar
Address	Bangunan Sementara Tingkat 1 & 2, Peti Surat 111, Jalan Meriam, 84000 Muar, Johor.
Operation Hours	8.00 am – 5.00 pm (Sunday to Wednesday) 8.00 am – 3.30 pm (Thursday)
Phone number	06-9522615 (Administrative Unit) 06-9549416 06-9535722 (Community Development Unit)
Email	pdmuar@johor.gov.my

VISION

Developing the State of Johor Holistically.

MISSION

Planning and implementing district development effectively with government policies and community needs.

OBJECTIVE

Carry out tasks based on the concept of Clean, Efficient, Trustworthy and Effective in Mobilizing, Coordinating and Implementing programs and projects from all aspects of administration and development to provide services that balanced to the population and society in accordance with the policy has been set by the government.

GOALS

To be an excellent and high-quality organization and able to bring progress in regional development in line with government policies.

BACKGROUND OF ESTABLISHMENT

In year 1866, the reign of Temenggung in Johor has appointed Absolute Representative of the Emperor of Johor at the colonial level with each one will be led by a Chief Resident (title before 1885) or Government Commissioner (title after 1885) as the chief administrator and representative of the king with the help of several other officials. However, in 1860s and 1870s, Johor state has been divided to western colonies which covers Muar river and the west coast area and the eastern colony, which includes Endau and the east coast area. Other than Absolute Representative of the Emperor, each colony is headed by a Colonial Commissioner. The colony was formed based on the use of the main rivers of the state as a means of communication.

The heads of the colonial administration are headed by the High Commissioner and a large district colony will be headed by a District Officer. When the British succeeded in formally controlling Johor in 1910, the colony and district were united into a district. This change was done as a step to standardize Johor's administrative organization method to be in line with the Malay states under British patronage. On 28.03.2007, the Johor government announced the creation of Ledang by separating part of the Muar district. Therefore, Muar district is divided into 11 mukims which are Bukit Kepong, Lenga, Jorak, Air Hitam, Sungai Balang, Sri Menanti, Parit Bakar, Parit Jawa, Jalan Bakri, Sungai Terap/ Sungai Raya and Bandar. The total number of populations in Muar is 518,455 people according to statistics in 2010.

The Muar District Office is located in a separate building on the Muar Riverside which is known as Sultan Abu Bakar building. However, during World War II, this building was occupied by the Japanese army. Although the function is maintained but the administrative system is patterned after the Japanese Administration. After the end of the war, this building and the administration of Muar district, was taken over by the British government and the Johor state government. There are 3 units under Muar District Office which are administrative unit, physical development unit and community development unit. However, since 2022, Muar District Office is located in different building as Sultan Abu Bakar building is under maintenance. Administrative unit is located in front of Telecom Malaysia Muar building while for both physical development unit and community development unit, it is located in the same area of village headman office at Jalan Petrie, Taman Sri Tanjung.

SERVICE OFFERED

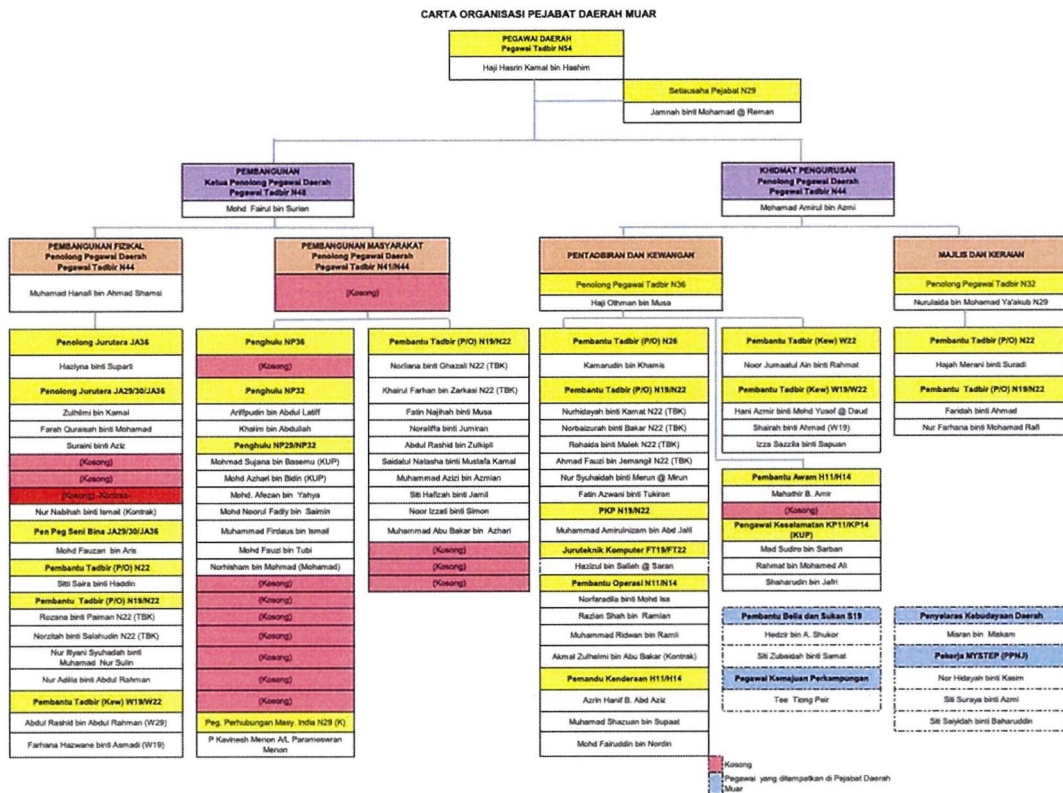
The service offered by Muar District Office is based on the unit which are administrative unit, physical development unit and community development unit. The service offered by administrative unit are processing and issuing the relevant licenses in the district according to the procedures that have been set through the enactments, regulations and guidelines of the Johor state government that are in force. There are 3 types of licenses which are entertainment licenses (various), liquor licenses (various) and writer's licenses letter. It is important for this type of business to get this license to make sure they can legally operate their business without any issue in future. Under this unit, they also managing matters related to crisis and disaster management security as well as other matters related to public safety and order according to the mechanism of the National Security Council and the guidelines used. It is because this unit will help to improve the welfare of the society by providing aid financially or in terms of basic necessities. Therefore, the information from applicants will be filtered based on the requirements to make sure that those who received aids are the one who are eligible.

Other than that, the service offered by physical development unit are preparing and managing offers or quotation and tender documents for state and federal projects. This service is for contractor who want to apply for the project. This unit will open quotation based on the projects and allocation given by Johor State Secretary Office and Chief Minister of Johor. There is limited time on entering the quotation which is based on the quotations that the contractor chooses. Besides that, physical development unit need to prepare and issue work specifications, orders and indents up to the stage of the payment process. Therefore, contractor need to register and make payments beforehand on registration to make sure that they can proceeds with the quotation. This unit will also need to prepare document for standard specification for road works so that contractor understand and follow the guidelines that has been provided.

Furthermore, the service offered by community development unit are managing and coordinating Mukim activities covering socio-economic, religious, educational and cultural aspects. It is because Muar District Office will help in terms on increase income of the community by promoting their Mukims small and medium enterprise such as in Lenga Mukim where they are selling their famous 'Mee Siput'. For example, this unit will be the one will be

responsible to promote the products of Mukims which will be held once a year during Majestic Johor festival where mostly people from other agencies will come to promote their products. Under this unit, they are also responsible in coordinating general assistance, elderly, children, disabled and disaster relief coordinating courses and training for village heads, JKKK, youth and other organizations to make sure that they are compatible

ORGANIZATION CHART



3.1 TRAINING'S REFLECTION

The duration of my industrial training at Muar District Office are 6 months, starting from 1 March 2023 until 15 August 2023. During my industrial training in Muar District Office, I have been assigned to 3 different units which consist of administrative unit, physical development unit and community development unit. Every unit has different function which can helps to achieve the objectives of the organizations. The role of administrative unit is to manage administrative, financial, security, licensing and enforcement, and district festivals while physical development unit is to identify and implement district physical development projects. Last but not least, community development unit functions in managing and coordinating sub-district activities covering aspects of socio-economic, religious, educational and cultural. Therefore, by placing me in three different units can help me to gain insight and knowledge from all perspective of the units on how government sector works.

During my time in administrative unit, I have been assigned in daily office administration such as document management of vouchers which help me to identify which payments have been made so that they will not make a double payment. Document management is my regular task which I need to put the employees document inside their file so that it can make it easier for them to find it as it has already had number on each staff names. Other than that, I also responsible in updating the staff service books especially on new employees who currently being transferred in our unit. Meeting minutes for every file also need to be updated based on the letter than we received from back then until now. Under this unit, I also need to help in preparing gift that will be given to every department in Johor that are involves in current meeting. It is also an honor to me as the employees give their trust to me to designing a birthday gift for DYAM Crown Prince of Johor, Tunku Ismail Ibni Sultan Ibrahim.

During my time in physical development unit, I am required to handling a phone call regarding the receipt of tender that they have purchased, and provide directory to the customers on how to purchase the quotation and document needed during the purchases. It is important for me to communicate with the customer as it can improve my communication skills. However, there are also problem that arise as there are miscommunication that happen between me and customers as I did not know how to react on the questions. However, with the guide given by the staff can increase my confidence level when interacting with customers. I also need to do meeting of minutes for every file of the quotation. By do meeting of minutes can

help me to identify the letter received and sent from the date. Other than that, I also need to go to construction site for the projects that will be made in that place. This activity helps me to gain insight on how engineer follow up their projects and by asking the engineer regarding what problems that arise during the projects can also help me to gain new knowledge as it is not in my scope of studies.

Meanwhile, in community development unit, I have been assigned to help in key in data in Excel regarding flood victims in area of Muar and sorting forms regarding financial aid where it teaches me on how to focus as it involves hundreds of data of applicants. It is because this unit is closely related with community activities. I also need to prepared items that will be used during the giving of financial aid programs such as numbers, the list name of those who are eligible. The employees have also appointed me as a committee member to help in managing the financial aid programs. During my turn in community development unit, I have been assigned to key in data and make a pictorial report regarding 'Gotong-royong' activities which are held at every mukims for every month. By doing this task actually helps me to become a discipline person because the employee has set a time of when it has to be done. I also required to key in data of those who receive grant from Crown Prince of Johor from Mukims.

Benefits that I have received and gained during industrial training is whenever there is an event in Muar District Office, the officers and the staffs will always provide food for all of practical students. It can be seen during Ramadhan where practical students and staff have received dates. Muar District Office club which is more known as Event and Celebration Club also has provide food such as bread and drinks to all staff and practical students. Other than that, before the celebration of Hari Raya AidilFitri, District Officer has made Khatam Al-Quran program where after the program, he provides us with grilled chicken, drinks and porridge. Furthermore, District Officers also has made a meeting with all of us to give out mystery box that containing cookies, instant ketupat, chicken and fish marinade paste for and also a sum of money. Therefore, I feel appreciated to be included in every of the programs with the other staffs as it can help me to engage with the staff during that time.

The knowledge that I gained throughout my industrial training at Muar District Office is I get a knowledge on what documents is required when purchasing quotation and why it must be send together during the registration process. It is to ensure that all document is not expired

so that they can continue to continue with the payment process. During site visit, I gained a knowledge on what is being inspect and discuss by engineer on site as this work is not in my scope of studies and it is really interesting to me on how everything is being measured to avoid any problems. Furthermore, the skills that I get during my industrial training is I manage to improve my interpersonal conflict skills where I communicate effectively with those who have a question to asked regarding the financial aid programs. As a result, it also enhances my communication skills as I have become committee members for financial aid program for multiple time. Other than that, I learn how to use a system called correspondence system where the letter that we send and received will be saved in the system. This system is actually made by the staff itself to simplify the process of keeping letter.

4.1 SWOT ANALYSIS

<p>Strength</p> <ul style="list-style-type: none"> • The welfare of staff is maintained • Positive community engagement 	<p>Weakness</p> <ul style="list-style-type: none"> • Labor shortage • Low customer satisfaction
<p>Opportunities</p> <ul style="list-style-type: none"> • Build positive image • Provide a systematic system for financial assistance 	<p>Threats</p> <ul style="list-style-type: none"> • Low financial allocation on project. • Technological change

Strength

1. The welfare of staff is maintained.

The first strength of Muar District Office is the welfare of the staff is maintained. It is important to have a good relationship with our employees to create a positive working environment and at the same time it can help to achieved the objectives of the organizations. Based on my observation in this organization, there are positive relationship between both employers and employees. It can be seen where Muar District Office has made indoor games which is held by their own club and there will be full involvement of the staff itself. There are many activities that are held such as badminton, volleyball, dart games and also table tennis. Other than that, Muar District Office staffs have also go to Langkawi to spend time together while release their stress. As a result, it can help to create a positive relationship between the employers and employees. Therefore, by taking care of the staff welfare can help the staff to have a positive mindset and at the same time will make them contribute back to the organizations.

2. Positive community engagement

Furthermore, positive community engagement is also one of the strengths of Muar District Office. It is because the functions of Muar District Office are closely related with community. Therefore, they need to have a good relationship with the community to make sure that positive changes can be made in their area. For instance, there is a program called 'Rumah Kasih Johor Program' where the main objective is to eradicate poverty by building a house that cost Rm 10,000.00 with the financial allocation provided by Perbadanan Kemajuan Perumahan Johor. However, the number of people that is accepted is limited to 5 person this year and there will be details investigation as it involves a lot of money. Other than that, Majestic Johor is also one of the programs that strengthen the relationship with community as it helps to promote small and medium-sized enterprises (SMEs). One of the famous products in Muar is Mak Pon's Mee Bandung cooking paste and also other type of cooking paste. As a result, it will create a positive community engagement as Muar District Office provide a lot of benefits especially to those who are in needs and helps their community especially in promoting their business so that they can get a profit to support their life.

Weakness

1. Labor shortage

Labor shortage is one of the weaknesses to Muar District Office as it can cause the works to slow down. It is because they will need to cover the work of that job vacancy. As for example, there are 7 job vacancies for village headman position. Therefore, the other village headman will need to take over the responsibility of that positions for a while until that position has been filled. Other than that, lack of manpower can also cause miscommunication to happen as there will be information that will not be delivered successfully especially to the community. As for example, during the giving of financial aid for flood victims, many people have made a complaint as they did not get information regarding how to apply for the assistance and when the program will be held. Therefore, it causes a lot of dissatisfaction among communities as they did not receive information from those who are responsible. As a result, lack of manpower is a serious matter that need to be highlighted so that the organization are able to functions affectively and efficiently towards community.

2. Low customer satisfaction

Secondly, the weakness of Muar District Office is low customer satisfactions. Low customer can be caused by a system or the person itself. As for example, Muar District Office faced an issue regarding flood aid. After the giving of financial aid, some people state their problem on why they did not get the financial aid. There are many possibilities that cause this problem to happen such as that persons did not send the form of aids or they are not entitled to get the aids as they did not meet the conditions. Longer waiting time for those who want to take the financial aid is also one of the issues that create customer dissatisfaction where they need to wait around 30 minutes to 40 minutes to take the money. Another example of low customer satisfaction that is caused by human mistakes can be seen where customer received a call that he did not yet make a payment for quotation, although the customer has actually made a payment. As a result, it causes a conflict which shows that he is dissatisfied with the problem that arise which is caused by a small mistake. Therefore, Muar District Office need to make sure that the system used is strategic and minimize mistakes so that people will satisfy with the service provided by the Muar District Office.

Opportunities

1. Build positive image

Positive image is one of the essential parts for the organizations as it can help either to upgrade or downgrade our business. It is because, nowadays people have a knowledge on how and what does the organization do to help the environment or the community. Therefore, with the connections that Muar District Office have between the other government agencies and community can help Muar District Office in creating good images. For example, based on the news in 2022 by Faculty of Agriculture Universiti Putra Malaysia (UPM) has stated that The Faculty of Agriculture, UPM has made an active collaboration with Muar District office to help increase rice production and the socio-economy of the rice farmers community at paddy fields in Sungai Balang (Prof Dr, 2022). As a result, with the collaboration by both parties will directly help to build a positive image of the university as they provide their knowledge on new technology for the benefits of the community in Sungai Balang with the help of Muar District Office as a government agency that help to provide the location that will be used for that purpose.

2. Provide a system for financial assistance

It is important for Muar District Office to have system for financial aid. It is because, during the program of financial aid to flood victims, there are many problems that arise where the flood victims do not bring the required documents and it will be caused a problem as it will make the lines become longer. Other than that, there are also issues that arise where customer wanted to apply for another assistance during the giving of money which supposedly there is no more registration for financial aids as the government has provide aids based on the list name that has been given beforehand. Therefore, Muar District Office need to make sure that they have a good system to make sure that this problem can be avoided as this program involved hundreds of people for every Mukims.

Threats.**1. Low financial allocation on project.**

Low financial allocation on projects is one of the threats for Muar District Office. Financial allocation is one of the important elements for Muar District office as the allocation will be used for development of area in Muar such as road constructions for village road. However, there are limited financial allocation for every projects. As for example, the financial allocation for road constructions for village road is from RM 20 000 to RM 50 000. The financial allocation will be based on the length of the road and the level of damages. Unfortunately, the projects that need an immediate repair will be the one that we will prioritize as the cost of materials is high. Therefore, low financial allocation can be a threat to Muar District Office as they get limited financial allocation from Johor State Secretary Office and Chief Minister of Johor to improve the community problems.

2. Technological change

The advancement of new technologies is a threat of Muar District Office. It is because, most of the data that we have is privacy and with current technologies, it forces Muar District Office to stay with their old ways in terms of data management because there are problems that will arise if using technologies. For example, the using online system for quotation registration. Muar district Office has considered on why they did not make an online system for quotation which will lead to leakage of data and document for quotation. As a result, it will cause a lot of problem to them to start the process of registration all over again. Therefore, technological changes are one of the threats to Muar District Office as Muar District office does not fully using technologies in their works as afraid of data leakage.

5.1 DISCUSSION AND RECOMMENDATION

Strength

1. Rewarding employees with teambuilding or trip.

Muar District Office can sustain relationship with staff by rewarding them with teambuilding or trip every year. It is one of the ways to make sure that the welfare and relationship between them can be strengthen. According to Fapohunda, team building can help to improves employee's performance and relations as they play games. During their free time of the trip, they can also talk about their perspective about works which will help the employer and the employees to have a better understanding and making continuous improvements (Fadillah, 2022). As a result, by rewarding employees with this kind of rewards can help to ease the mind of the staffs and also increase the motivation of the employees as employer is taking care the welfare of their staffs.

2. Give back to community

Muar District Office can sustain or expand this strength is by give back to the community. It is because by having more interactions with various groups can lessen prejudice and conflicts as there are involvement from all parties (Azmina & Nasreen , 2020). For example, Muar District Office can give back to the society by improving tourism places. By improving tourism places such as Dataran Tanjung Emas can increase the income of community because there will be a lot of stalls that can attract people to go there. Other than that, Muar District Office can sustain positive community engagement by joining 'Gotong Royong' program at their mukims. This program will help to strengthen the relationship between Muar District Office and community as it is a voluntary program which helps both of them to become socially responsible. Therefore, by giving back to the community can help to sustain the positive community engagement which will help Muar District Office to become a better government agency for their community.

Weakness.

1. Actively do advertisement

Labor shortage can be defined as longevity of openings and vacant positions (James , 2019). It means that the demand of the job is greater than the supply of workers. Based on my observation, labor shortage does give impacts to the Muar District Office as it causes a lot of problems to the other employees and also to the communities. For example, village headman positions. Muar District Office can take action of this weakness by actively making job vacancy advertisement about the positions and what are the qualifications that are needed for that job. It is to ensure that Muar District Office are able to recruit qualified person for that positions as it is not an easy job as every Mukims has a lot of community that need to be taken care of. Therefore, by actively making an advertisement regarding the job vacancies can help Muar District Office to recruit people for that positions which at the same time can help the information to be successfully delivered to the customers and ease the job of the other employees.

2. Reduce waiting time.

Customer satisfaction can be defined as the act of customers being satisfied with the good or service they have purchased while low customer satisfaction means that the customer unsatisfied with the good or service provided to them (Samuel , Jennifer, & Louise, 2020). Low customer satisfaction does impact Muar District Office as many people come and complain about the services provided especially on financial aid for flood victims. Muar District Office need to reduce waiting time to make sure that customer is satisfied with the service provided. Current research by Tomand Lucey, Whiting and Donthu shows that waiting longer than expected is less satisfying compared to waiting shorter than expected (Delphine, Line, & Anders, 2023). For example, those who miss to attend the financial aid program and want to take the money personally , they will need to wait for at least 30-40 minutes. As a result, it will create a dissatisfaction among the customer. It is important for Muar District Office to take a serious action against this problem and set a limit for waiting time which is below 20 minutes if possible. Therefore, it is important to have a limit waiting time for customers so that dissatisfaction among customers can be lessen and Muar District Office can become more effective and efficient in their work.

Opportunities

1. Collaboration with other government agencies or Non-Governmental Organizations (NGOs)

Muar District Office can build positive image by collaborating with non-governmental organizations (NGOs). Collaboration with outside organizations has become powerful to achieve objectives in more flexible, wider and rapid way (Kumiko, Fernando, & Claudia, 2019). It is important to make a collaboration or partnering with other agencies to show support for their activities which at the same time can help each of the government agencies to build trust and build a good image as they can provide idea for improvement of incoming program. For example, Muar District Office can make a collaboration with Johor Youth Development Centre (JOYDEC). JOYDEC has a group of volunteers that are called Southern Volunteers (SV) which helps to provide and delivering assistance to the community. With the collaboration from both parties not only bring a good image to the Muar District Office but can also encourage youth to participate in volunteering programs to help society. Therefore, it is important to make a collaboration with other agency and NGOs to make sure we can serve the best community which in return help to bring a good image of our organization.

2. Create a systematic system or process

The first recommendation that can be taken by Muar District Office to improve their service is by create a systematic system or process. Systematic approach can be used by manager by getting feedback of the real process and problems so that it can be reduced and process can be run smoothly (Tech Advisory). It is important to have this kind of system to ensure that they can serve the best service to their customers. As for example, Muar District Office can prepare application form along with the conditions to apply. With the help from village headman can help the process to move faster and they also need to held a meeting to show a clear picture of what they need to know. Muar District Office also need to state the application period. It is to ensure that no one will missing out the aids provided by Muar District Office as the financial aid will be given by Johor state government based on the eligible applicants. As a result, Muar District Office will be able to handle the program successfully with a systematic process or procedure which can bring satisfaction to the customers.

Threats

1. Cost reduction

Low financial allocation does give impacts to the Muar District Office as they cannot run the project smoothly because of the financial implication. However, Muar District Office can handle the issue of low financial allocation by cutting cost of materials. Cost reduction can be defined as a process of cutting down cost in order to gain profitability or to have a control over the cost (Ben-Caleb, Otekunrin, Rasak, Adewara, & Oladipo, 2019). Instead of buying costly materials, Muar District Office can buy materials that is cheaper but with a good quality. For example, for repairing leaking roof, Muar District Office can cut cost by using wood truss ruff instead of the costly materials which is steel c channel roof truss. Muar District Office can also cut cost by only changing the area of the roof that is leaking compared to changing all of it. Therefore, by cutting cost can help Muar District Office to run the project smoothly as there are able to find solution to the problems of limited financial allocation.

2. Create a secure system

Technological changes do give impacts to Muar District Office as it can cause data leakage if the system does not fully equip and prepared. However, Muar District Office can handle this issue by creating a secure system especially in works that related with a large number of moneys. Based on International Journal of Innovative Research in Science, Engineering and Technology, data is the most valuable resource is any organizations (Sourav, 2019). Leakage of data may harm the name of the organizations and at the same time break the trust of their customers. Muar District Office can develop a secure system by creating a unique and strong password and make identification so that only those have made payment can have an access. Therefore, it can reduce the risk of leakage of data and document regarding quotation. as a result, with a secure system that Muar District Office have can make the process of purchasing quotation more secured and fast instead of making a physical registration.

6.1 CONCLUSION

As a conclusion, Muar District Office is one of the government agencies that helps in providing the needs of the community and making a development in Muar. From this industrial training report, I can conclude that Muar District Office has its own strength in terms of the welfare of the staff is maintained and positive community engagement. While for the weakness which are labor shortage and low customer satisfaction, Muar District Office need to improve so that services can be successfully delivered and employees are able to commit in their work. However, Muar District Office need to take note on the opportunities and threats as it can help the organization to success or may harm the organizations. With the recommendation provided for Muar District Office, I hope that Muar District Office can take corrective action so that they can be the best and reputable District Office in Johor.

It is such a memorable memory during my industrial training at Muar District Office as the employees have given full support and taught me a lot especially on things that I did not usually handle as it is my first time working and I would like to thank them a lot. I would also like to thank my supervisors, Tuan Hj Othman Bin Musa because always giving me guidance during my internship. With the experience and skills that I have gained throughout my internship, I hope that I am able to contribute back to Muar District Office as my first workplace and for my future company. As it is my very first job, I am glad to say that this is the best working experience.

After finish my industrial training, I would like to take this opportunity to apply for job in private sector to get a different perspective. I would like to challenge myself to involved in works that requires me to go outside of the office as it can helps me to boost my self-esteem as I need to interact with the other employees and customers. Therefore, I hope I am able to survive in real life working situation which I must compete with other people that have more experience and skills. .

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8.1 APPENDICES

