

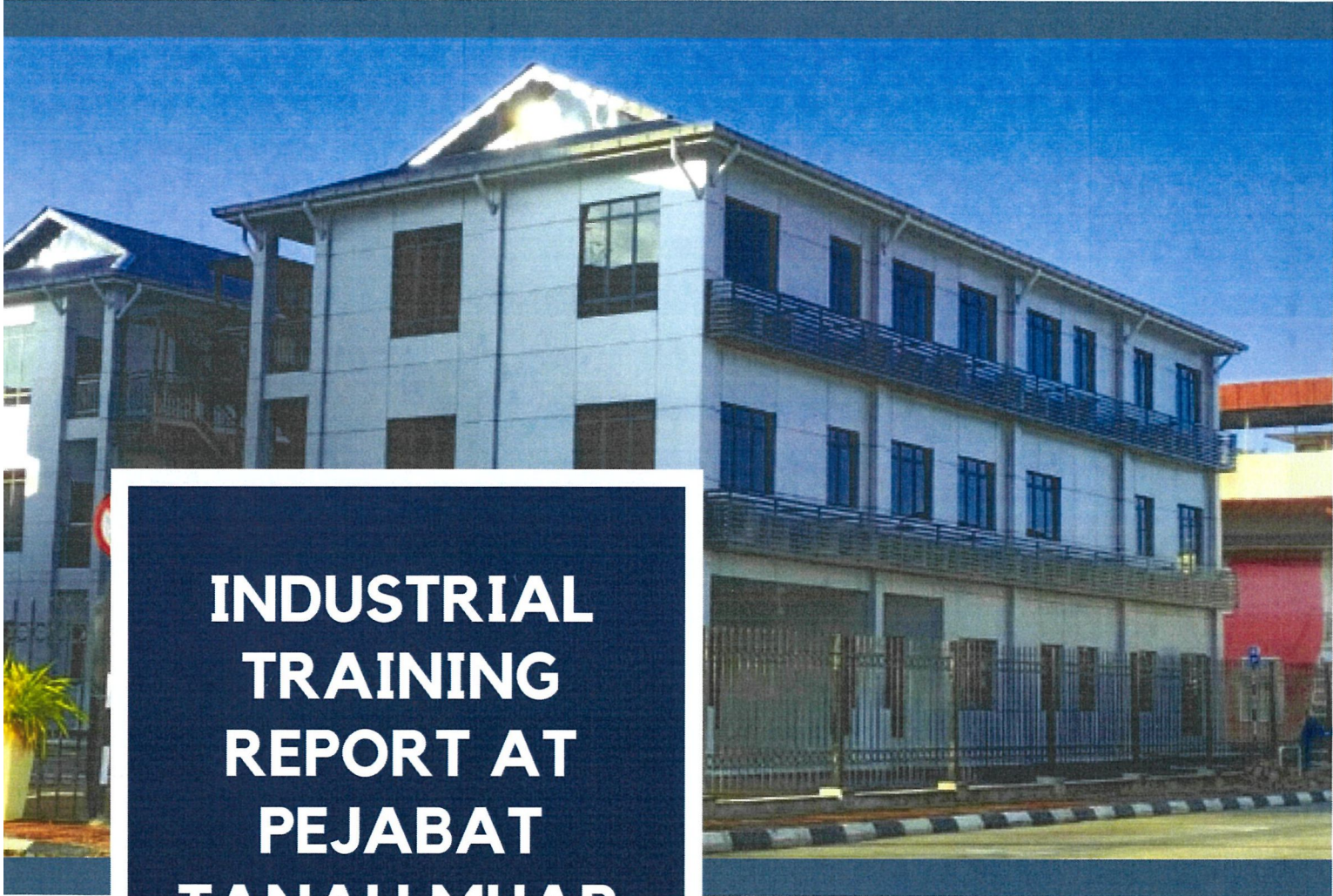


الجامعة
UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka
Kampus Bandaraya Melaka



PEJABAT
TANAH
MUAR



INDUSTRIAL TRAINING REPORT AT PEJABAT TANAH MUAR

1 March 2023 – 15 August 2023

Prepared By:

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Student ID: 2020609122

Program: BA243 (Human Resource)

Advisor: Madam Nurul Aida Binti Harun

EXECUTIVE SUMMARY

Industrial training (MGT666) is for all undergraduate programs in the Faculty of Business and Management's final course. Students should take the training on dealing with the actual work environment after graduating from the university soon. In the end, they should be able to gain practical knowledge and job skills to develop his or her knowledge, skills, and capacities in organizations certified by the faculty's Industrial Training Unit. My six-month industrial training experience was at Pejabat Tanah Muar, Johor. This internship's report main goals are to analyse the company's strengths, weaknesses, opportunities and threats. During my six-month industrial training at Pejabat Tanah Muar, I had been assigned to different departments which are Administration & Financial Department, Revenue Department, Development & Disposal Department, Registration Department and Technical & Enforcement Department. Every month, I was required to change departments so that I could experience different tasks in different departments. It was a lot of fun since I met and engaged with new people. Furthermore, I managed to perform different tasks and develop my skills while I was at my practical place. I learned a lot of things, such as how to interact with the public, how to handle the event, and also how employees did their tasks. Throughout my industrial training at Pejabat Tanah Muar, I can identify their strengths, weaknesses, opportunities and threats using SWOT analysis, then give some recommendations and conclusions on how to fix the problem.

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ACKNOWLEDGEMENT

First and foremost, Alhamdulillah, I am very grateful to Allah SWT that I finally completed my assignment as I have been assigned by an Industrial Training (MGT666) lecturer. We were given a task to explore in modest depth review and evaluation of an existing organization that I chose. I had the opportunity to do my industrial training at Pejabat Tanah Muar, Johor, and to be a part of the organization. I want to thank Pejabat Tanah Muar for choosing me to complete my internship at the company. Especially Puan Anis Athirah Binti Mahazar, my industrial supervisor, who gave advice and guidance throughout my internship.

I want to express sincere gratitude to my advisor, Madam Nurul Aida Binti Harun for giving me an opportunity to do this assignment and providing all support and guidance which made my assignment complete on time. I want to thank her for teaching and guiding me during the drafting of my industrial training report.

Not to forget, this assignment report could not have been completed without the support from my family who is always there for me. I would like to express my gratitude to my family and friends for their support and willingness to spend some time with me. Hopefully, all of the time and work put into this assignment was worthy and will benefit me in the future.

3.0 STUDENT'S PROFILE



NUR NATASHA BINTI KASIM

PROFESSIONAL SUMMARY:

I am 23 -years old with a great passion for all things about Human Resource and I intend on working towards a career in the same industry. Passionate in developing knowledge in Human Resource Management in the areas of compensation, recruitment, and training also experience in working on projects in teams or individually in a timely manner.

EDUCATION:

2020 - 2023 | University Technology MARA (UiTM) Kampus Bandaraya Melaka)

Bachelor of Business Administration (Hons) - Human Resource Management

- CGPA : 3.50 (Semester 5)

2018 - 2019 | Sekolah Tinggi Muar

- CGPA : 3.50 / MUET: Band 3

2013 - 2017 | SMK Bandar Maharani

- 3A 1B 3C 1D 1E

WORK EXPERIENCE

Internship | 01 March, 2023 - 15 August, 2023

PEJABAT TANAH MUAR

- Assigned various administrative duties such as data entry, document filing, organizing files and documents related to land registration, land transactions, or land ownership.
- Assist in responding to inquiries, providing basic information or guidance on land-related matters, and directing individuals to the appropriate departments or personnel for further assistance.
- Attend internal meetings, training sessions, or public hearings related to land matters.

Sales Promoter | 01 January, 2018 - 23 December, 2020

PASARAYA KU TRADING MUAR

- Provided all-time excellent customer service to clients and was responsible for the promotion of new products.
- Explain products, methods, or services to customer.
- Persuade customers to purchase products or use services.

ACHIEVEMENTS :

Virtual Talent Talk Battle (VATTLE 2022) Series-2

Silver Award | 27 January - 28 January 2022

- Success to discover the issues related to to staffing organisations, strategic management and business ecosystems
- Managed to complete the forum with the title "*The success can be in the veterans hands*"

Virtual Melaka International Intellectual Exposition 2022 Melaka, Malaysia

Gold Award | 28 June - 6 July 2022

- Managed to came up with the idea to produce multifunctional footwear.
- Prepared a report and slide to propose a new innovative product which is "Versatile Shoes".

SKILLS:

- ✓ Teamwork
- ✓ Good Communication
- ✓ Problem Solving
- ✓ Proactive Learner
- ✓ Discipline
- ✓ Microsoft Office (Word, Excel, Powerpoint)
- ✓ Proficient in handling online meeting platforms (Webex, Google Meet and Zoom)

LANGUAGES

- Malay: Proficient in verbal and writing
- English: Intermediate in verbal and writing

REFERENCE:

Puan Norraeffa Binti Md Talib
Academic Advisor,
Faculty of Business and Management,
UiTM Cawangan Melaka, Kampus Bandaraya Melaka

4.0 COMPANY'S PROFILE

4.1 Background of Establishment

The original name for Pejabat Tanah Muar (PTDM) was the Department of Survey, Land, and Public Works. His Majesty Sultan Abu Bakar founded it on April 10, 1887, and it is currently known as Pejabat Tanah Muar. Pejabat Tanah Muar is a Malaysian government organisation in charge of land administration and management in Johor state's Muar district. Pejabat Tanah Muar, originally located at Bangunan Sultan Abu Bakar, Jalan Petrie, Taman Sri Tanjung, 84000 Muar, Johor. However, because of the renovation at their old office, they moved to a new building in Jalan Meriam for a while until the renovation process is completed. There are six departments at Pejabat Tanah Muar which are Administration & Financial Department, Revenue Department, Development & Disposal Department, Registration Department and Technical & Enforcement Department. All of the departments have different functions at Pejabat Tanah Muar.

One of the functions of Pejabat Tanah Muar is controlling and planning revenue through land tax, temporary occupation license, material-stone permits, premium fines, transactions and non-transactions and others. They also function as planning development and land use for agriculture, housing, business and so on in line with the current economic development. After Johor Bahru, Kulai, and Kluang, Muar is one of the districts that collects the most in terms of land tax. In other words, Pejabat Tanah Muar office is the main driving force behind infrastructure development and contributes to the Johor State Government's revenue.

Encik Mohd Hisam Bin Said is our Muar land administrator, and there are four administrative officers: Encik Mohd NurulAmin Bin Abd Rahman, who handles department development and disposal, Encik Muhammad Izzudin Bin Mohd Azman, who handles the registration department, and Encik Khairul Asraf Bin Ibrahim, who handles revenue department. As well as Encik Muhammad Affifarhan Bin Mohd Azam is in charge of the Technical & Enforcement Department.

The Pejabat Tanah Muar was founded as part of Malaysia's larger land administration structure. Its primary function is to oversee land-related matters in the Muar district, such as land registration, land transfers, land title issuing, property valuation, and land dispute resolution. The Pejabat Tanah Muar, like other land offices in Malaysia, has undergone

technological developments and procedure changes over the years to increase land administration efficiency, transparency, and accessibility. This includes the use of computerised systems, online services, and land record digitization to streamline operations and improve service delivery.

4.2 Company’s Name, Logo, Location

Company: Pejabat Tanah Muar

Old Address: Bangunan Sultan Abu Bakar,

Peti Surat No Jalan Petrie,

Taman Sri Tanjung, 84000, Muar,

Johor DarulTa’zim.

Current Address: Jalan Meriam,

84000, Muar,

Johor DarulTa’zim

Phone Number: 06-952 7130

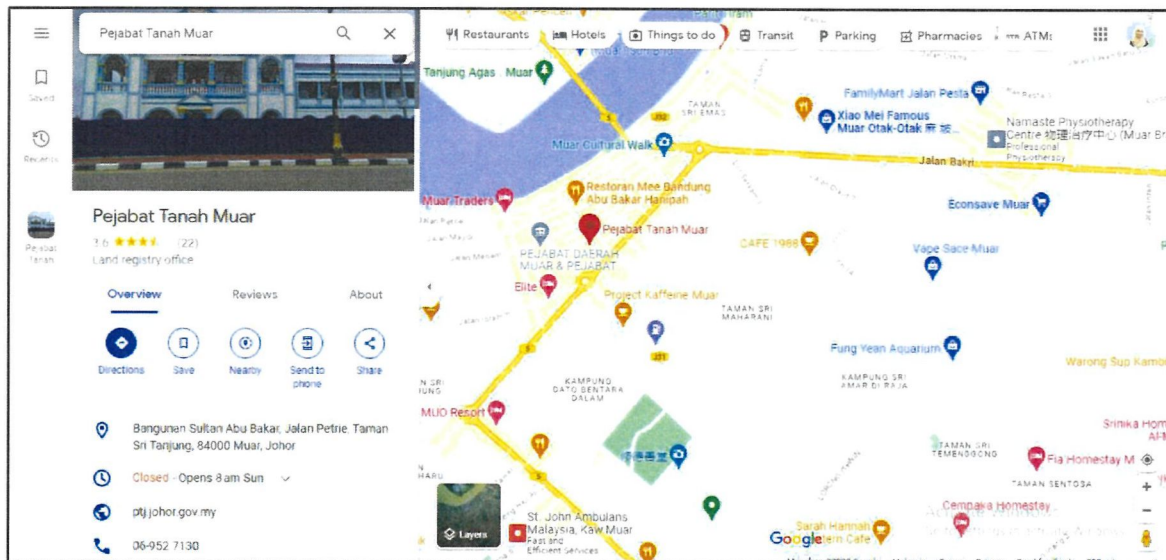


Figure 1: Location of Pejabat Tanah Muar

Company Logo



Figure 2: Logo of Pejabat Tanah Muar

4.3 Vision, Mission, Objective, Goals

Vision

“To be a top land management agency by 2020”

In line with the government objective which is to be a world-class public service by offering proactive, responsive, and customer-centered services, Pejabat Tanah Muar has taken on the challenge of being the best land management agency by 2020. Excellence means that the grade of service provided to clients is of high value, exceeding customer expectations in accordance with the "delighting the customer" strategy. The strategy needs to meet the quality characteristics in three categories which are physical, delivery and emotions. Physical means the workplace must be in a conducive environment and have supportive facilities. Secondly, reliability, responsiveness, timeliness, accuracy, easy to obtain, easy to understand, competent, credibility, and security and lastly, emotions which employees should be friendly and fair, listen and understand, respect the public.

Mission

“Empowering land resource management for the welfare of the community through professional service delivery and integrity”

Pejabat Tanah Muar mission is to empower land resource management by strengthening organisational capabilities and capacity, empowering organisational

governance, strengthening administration, service, and enforcement of land resources also instilling good value. This will enable effective planning and implementation of land resource management. Hence, the management of land resources can be done in a transparent and right manner, services are provided in a professional and ethical manner.

Objective

- 1) Determining the management and administration of land to run efficiently, orderly and effectively in accordance with existing legislation and regulations whether land laws or other related laws.
- 2) Deciding how best to conduct revenue collection and control in compliance with current laws and regulations in order to serve the interests of the government and the general public.
- 3) Ensuring that the land administration provides the greatest service to the public.
- 4) Determining that land use planning for the area may be formed in an orderly manner in accordance with the rapid development that is now taking place in the industrial, commercial, and tourism sectors.

Goals

“To contribute to the tax revenue collection to increase tax collection of 2 billion for the state of Johor in 2024”.

4.4 Organisational Structure

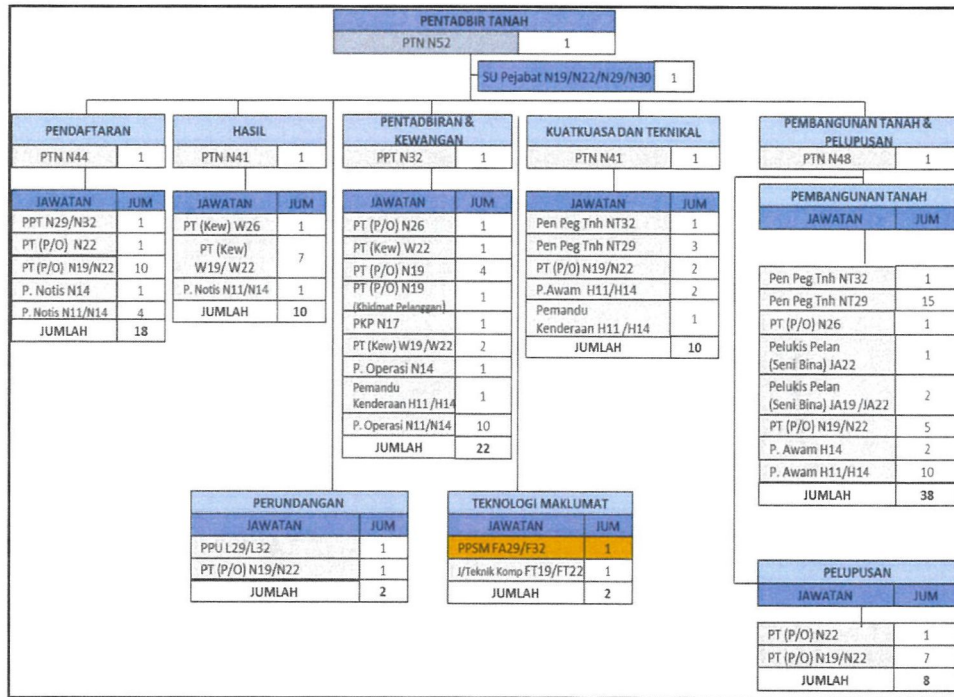


Figure 3: Organizational Structure of Pejabat Tanah Muar

4.5 Product/ Service Offered

- 1) Registration of ownership and land titles, including granting new titles and updating ownership data.
- 2) Providing the public with information about land parcels, boundaries, ownership, and other related matters.
- 3) Facilitating and completing land transactions within the jurisdiction, such as purchasing, selling, and leasing land.
- 4) Reviewing and approving land development projects, such as subdivisions and land-use modifications.
- 5) Assisting in the resolution of land disputes and disagreements between owners or other parties.

5.0 TRAINING REFLECTION

5.1 Duration: Date, Working Day, Time

From 1st March to 15th August, 2023, I completed six months of industrial training at Pejabat Tanah Muar. During those months, I was obligated to rotate across departments, working for one month in each. Pejabat Tanah Muar has six departments in total which are Administration & Financial Department, Revenue Department, Development & Disposal Department, Registration Department, and Technical & Enforcement Department. I have to work from 8.00 am to 5.00 pm except Thursday 8.00 am to 3.30 pm. Friday and Saturday are for holidays.

5.2 Details: Department, Roles, Responsibilities, Assignments, Tasks.

Duration	1 March 2023 -31 March 2023
Specific Department	Revenue Department
Roles, responsibilities, tasks, and assignments	<ul style="list-style-type: none"> ● Separate the debit and credit payments receipts according to the counter and tax payments. ● Check the receipts of permit payments for rock materials in 2023 as included permit form 4C. ● Make a revenue report for Muar distinct land administration for the current month. ● Assist at the customer service counter.

Duration	1 April 2023 - 30 April 2023
Specific Department	Administration & Financial Department
Roles, responsibilities, tasks, and assignment	<ul style="list-style-type: none"> ● Review the monthly report of managing vot for the month ending.



	<ul style="list-style-type: none"> ● Typing a letter offer for rental and maintenance of items. ● Assisting make a procurement (quote advertisement, quote opening report, acceptance letter) ● Assist in the preparation of the proposed budget for managing the department in 2024. ● Updating leave to be entered into the attendance management program based on the leave application status report.
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Duration	1 Mei 2023- 31 Mei 2023
Specific Department	Development Department
Roles, Responsibilities, tasks, and assignment	<ul style="list-style-type: none"> ● Record the temporary occupation license payment in the LPS book form 4A. ● Record KIV notice 5A for JKPTG/ TNB Government Land application according to the date in the application letter. ● Record applications for subdivision and comments from government departments/agencies. ● Enter information about changes in the state of the land into the Johor E-rmk system.

Duration	1 June 2023 - 30 June 2023
Specific Department	Disposal Department
Roles, responsibilities, tasks, and assignment	<ul style="list-style-type: none"> ● Created a slide presentation for the meeting. ● Joining meetings and handle the slide presentation for the department. ● Organising files that will be delivered.

Duration	1 July 2023- 31 July 2023
Specific Department	Registration Department
Roles, responsibilities, task and assignment	<ul style="list-style-type: none"> ● Sorting the files in the right place ● Use the E-Selamat system to conduct exchange of property operations. ● Record the application file to change the conditions of agriculture to agriculture in the receipt book of the business file of the record note. ● Stamping the mukim grant that has been signed by an administrative officer.

Duration	1 August 2023 - 15 August 2023
Specific Department	Technical & Enforcement Department
Roles, responsibilities, tasks, and assignment	<ul style="list-style-type: none"> ● Record the ownership number in the settlement mukim book based on the land lot. ● Perform daily office tasks such as photostate, organizing files and stamping documents.

5.3 Benefits Received and Gained

5.3.1 Allowance or Meals

Students who work in government offices usually will not be given an allowance for internships. However, changes have been made, and our employers have agreed to give allowances to students. One day is equivalent to RM15 and according to the employee's current performance when working. Pay allowances for students who are undergoing industrial training are really important. This is because giving the practical student an allowance helps avoid worker exploitation, which does happen. It may also motivate students to put forth more effort throughout their internship. Creating an effective compensation package for employees can improve an organization's total performance through employee happiness, motivation, and dedication (Ali & Anwar, 2021). Besides that, regarding meals, certain employees constantly refill the office's stock of snacks or food for each department for the use by all employees. On occasion, they will pay for our meal and ask me along. Therefore, the employees' well-being is secure there.

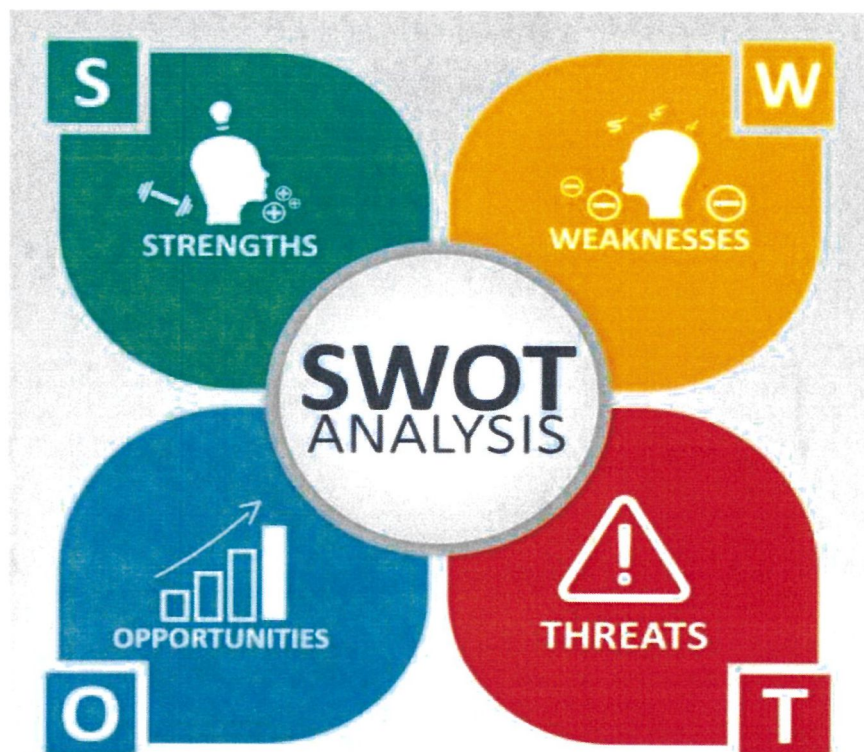
5.3.2 Knowledge and technical skills related to work.

Some knowledge and technical skills related to work that I gained from this internship is that I learned new software, which all the staff of Pejabat Tanah Muar use for their work. For example, new software that I am able to learn to use the system of E-Selamat. This system is for registration of land ownership transfer related to the buyer and receiver. Besides that, another system that I learn to use is the System Attendance Management Program. This. The system is for updating leave to be entered into the attendance management program based on the leave application status report. We can see the attendance, employee schedule and shift management data based on the department. Next is the Johor E-RMKJ system, where you can enter information about changes in the state of the land. Thus, all the systems that have been listed are only the system that the Muar land office only uses.

5.3.3 Knowledge and skills related to personal development

The benefits that I obtained or earned are the ability to increase my communication skills and confidence when dealing with the public. For instance, I was requested to help at the customer service desk. I can assist the public if they are experiencing difficulties or have inquiries about the land. Working with them allows me to improve my communication skills. It also boosts my confidence when speaking to the public. As we know, working in a government office allows you to contribute to public service and community improvement, as land offices play an important role in managing land-related concerns for the benefit of the public. You will always be dealing with public people. It might be a challenge for me to adapt to a professional environment and enhance my skill development, which is my communication skill.

6.0 SWOT ANALYSIS



<p style="text-align: center;"><u>STRENGTHS</u></p> <ol style="list-style-type: none"> 1. Modern method of payment 2. Extensive knowledge and expertise 	<p style="text-align: center;"><u>WEAKNESS</u></p> <ol style="list-style-type: none"> 1. Bureaucratic process 2. Lack of disciplinary action
<p style="text-align: center;"><u>OPPORTUNITIES</u></p> <ol style="list-style-type: none"> 1. Collaboration with another government agency 2. Outdoor tax payment counter 	<p style="text-align: center;"><u>THREATS</u></p> <ol style="list-style-type: none"> 1. Perception about the work culture of civil servants. 2. Changing government policies

7.0 DISCUSSION OR RECOMMENDATION

7.1 STRENGTHS

I. Modern method of payment

Modern payment is one of the strengths Pejabat Tanah Muar has that gives advantage to this company over their competitor. There are several modern payment methods which include credit cards, debit cards, mobile payments or online banking. As we know, the availability of e-payment methods and internet media has accelerated the growth of online transactions (Alzoubi et al., 2022). At Pejabat Tanah Muar, customers can make a payment using credit card, debit card, cash or through online payment. However, from 1 June 2023, Pejabat Tanah Muar will no longer accept checks as payment methods due to many invalid checks.

In this case, Pejabat Tanah Muar offers online payment via government websites or certified payment platforms which have already designated payment methods. The Johor State government has already created one digital payment platform for customers to make a payment which is Johor Pay. It was created to promote cashless transactions for all sorts of payments in Johor and payments possible throughout the state of Johor. This payment method has been introduced since 21 October 2021. Using this platform, users may access the platform via a mobile app or a web interface, making it easy for them to initiate and make payments for government related fees, taxes or services.

For the organization to sustain or expand this modern payment the app must be constantly upgraded to ensure the users do not experience difficulty in making payments using Johor Pay. This is because sometimes the platform might be difficult to access because of technical issues like downtime that causes frustration for users attempting to make payments. Hence, the state government expects the use of this new digital platform for payments to reach 70% by 2025 (Affan, 2022). Moving to this digital platform usually brings some advantages to the user because it is really convenient, secure and faster for the customer to make a payment.

II. Extensive knowledge and expertise

Extensive knowledge and expertise are one of the strengths Pejabat Tanah Muar has that give an advantage to this company over their competitors. Extensive knowledge is where you have a team of competent professionals experienced in land-related issues such as land administration, registration, revenue, or management. Thus, when you have employees with the skills and experience, you can use them as an asset. Having knowledgeable staff can be invaluable in differentiating you from the competitor (Chamber of Commerce of Metropolitan Montreal (CCMM), 2023). For example, Pejabat Tanah Muar has many employees who are knowledgeable and have a lot of experience with land-related matters.

In this case, they employed experienced employees with in-depth knowledge of land administration procedures, such as land administrators, surveyors, and legal experts. When you have many experienced or knowledgeable people, it can help solve their concerns about land and facilitate the process of managing land. The public can refer to them if they have questions or concerns about land matters. However, some recommendations exist for the organization to sustain or expand the extensive knowledge and expertise of people in the organization.

Firstly, the organization can create learning and development programs for their employees. For example, employees can join workshops or seminars to enhance the skills and knowledge of employees at Pejabat Tanah Muar. The company also can create a sharing session where expert employees can share their knowledge. Sharing knowledge inside an organization enhances production and empowers individuals to accomplish their tasks more effectively and efficiently (Starmind, 2022). The Pejabat Tanah Muar can ensure that its employees' skills and knowledge continue to expand and positively impact the organization's success by embracing a culture of sharing their expertise and knowledge.

7.2 WEAKNESSES

I. Bureaucratic process

The bureaucratic system is a complex organisation with multilayered procedures and processes (Banton, 2022). The systems and processes implemented have slowed down the process to make decisions. This system is the processes that are widely used in governments and large organisations. Bureaucracies are generally slow to respond to unexpected situations and slow to adjust to changing social conditions because of their rigid rules and procedures also can cause delays and inefficiencies. According to the critic, this process can slow down the ability to offer a service to the public, at the same time costing taxpayers money and time (Longley, 2022).

Bureaucratic processes can impact the organization itself. For example, bureaucratic processes can limit an individual employee's capacity to operate freely or make decisions without approval from above. An employee may be unable to make a decision because the approval process is too time-consuming (Indeed Editorial Team, 2022). Bureaucratic processes and procedures that can slow down decision-making or create challenges for customers seeking assistance or information.

Therefore, to overcome or to lessen the impacts Pejabat Tanah Muar can take several ways in which a leader must set good examples for other employees to follow. The leader needs to communicate openly about the organization's initiatives to improve efficiency and service delivery. Thus, the superior in Pejabat Tanah Muar should set a good example and encourage employees to use more efficient practices. So, the other employee will follow the practices if the leader shows strong leadership to them.

II. Lack of disciplinary action

Disciplinary action is intended to improve employee performance by ensuring that employee behaviour is compatible with the organization's aims. It also ensures that employees behave appropriately at the workplace and follow the organization's rules and regulations. Discipline plays an important role for organisational growth, particularly in motivating people to be disciplined in carrying out tasks both individually and in groups (Sulila, 2019). However, in Pejabat Tanah Muar from my observation disciplinary action towards employees is rarely being imposed. Some rules are violated by a number of employees at the Pejabat Tanah Muar. For example, smoking in restricted areas, coming late, and using mobile phones extensively.

If the organisation failed to take action against an employee who violated the rules and regulations, it will portray a bad image on the public servant and become the norm among employees and organisations. Hence, the organization can use the approaches where disciplinary action must be imposed. The Pejabat Tanah Muar can take strict action by giving a written reminder. The employee will get a warning letter. The document describes the new or repeated remedy to the problem, together with an affirmation that progress is the employee's responsibility and a conviction of ongoing employment (Udom & Okolie, 2019). It will prevent the employees from breaking the rules repeatedly during working hours. If there is no improvement from the employees, they may be transferred to another department or workplace.

7.3 OPPORTUNITIES

I. Collaboration with another government agency

Working together with another organization allows the Pejabat Tanah Muar to make better decisions, promote openness, and foster community trust. Collaboration with another agency is really effective because it can lead to better decision-making, better policies and more efficient land management practices. Furthermore, when the organization constantly communicates with another government agency, they can maintain a positive collaboration and improve the relationship between them.

Pejabat Tanah Muar collaborate with Majlis Perbandaran Muar, Jabatan Kerja Raya, Jabatan Pengairan dan Saliran dan Jabatan Perancang Bandar dan Desa Johor. All of these governments are related to Pejabat Tanah Muar. They can collaborate at the local, regional, or national level to align land-related policies, share data, and coordinate on land-use planning-related development projects. For instance, collaborating with Majlis Perbandaran Muar is to obtain technical comments regarding the land by setting rules for the use of land and the types of structures that can be built on it which it calls zoning. Generally, all related agencies work to determine the area's particular use.

Pejabat Tanah Muar can gain many advantages by collaborating with another government agency. Pejabat Tanah Muar can access useful data and information from various sources by working with other government entities. Adding this data into their systems can lead to more accurate assessments of land-related concerns and better decision-making. In addition, efficiency will also increase and cause other land-related services to be faster. Thus, collaboration with other government agencies may significantly improve Pejabat Tanah Muar's land management functions, productivity, and also the effectiveness.

II. Outdoor tax payment counter

Opening an outside counter of Pejabat Tanah Muar is the one that can give opportunity to the organization. It is also a way to educate the public about land matters. The organisation has taken the initiative to educate and inform the general public about land-related issues and the office's offerings. They choose the location of the outside counter to target areas that will be visited by the public, such as hospitals, carnivals, or shopping malls. However, they also open a counter where the public find it difficult to go to Pejabat Tanah Muar which is in rural areas such as in Felda. Among the services provided are tax payment counters, tax payment checks, and updating the latest information such as phone numbers or addresses.

Therefore, this opportunity brings many benefits towards the organization. One of the benefits is Pejabat Tanah Muar can reach a larger segment of the community by placing an outside counter in a more central or easily accessible position. This improved accessibility may attract more public and make land-related services more accessible. Hence, they can increase the tax revenue collection where this is one of their goals to reach 2 billion tax revenue collection in the year 2024. Besides that, it not only benefits the organisation, but it also provides convenience to the public. An outside counter might be useful to the public, especially those who find it difficult to access the main office and can lead to increased customer satisfaction.

7.4 THREAT

I. Perception about the work culture of civil servants.

Perceptions of the public toward civil servants are mostly negative. From the general perspective and accountability, according to a recent study, the public disagrees with items such as immediate action taken concerning complaints and the inefficiency of local government employees (Manaf et al., 2022). This is because they do not take fast action on maintenance and enforcement due to a lack of human resources. From the service perspective, the public agrees that services are efficient and focused on the needs of the public even though most of the time, the public is not satisfied with the service given by the civil servant. However, some civil servants who are very good at performing tasks and providing good service to customers. We cannot conclude that all employees have a negative work ethic, certain employees have a positive work ethic.

Next, some public perceptions of civil servants are lack of discipline, low culture and work ethic, poor service quality, or low productivity. To deal with this perception about the work culture of civil servants takes time and needs to have a good approach. Pejabat Tanah Muar can show a good example by focusing on the organisation's good stories and positive contributions of civil servants. Showing that may slowly change the perception of the public about the work culture. Besides that, Pejabat Tanah Muar can give civil servants more training and development programmes to help them improve their skills and knowledge. It is important for organizations to hire skilled and capable employees in order to improve performance, and employees will be more than competent if they have the knowledge and skill to do the task (Karim et al., 2019).

II. Changing government policies

Changing government policies may be due to political changes. The reason for changing government policies is because of the political instability that leads to a change of the government. Some policies or regulations will be amended or added when the government changes. This is because all new ministers will be chosen, and various changes will be made. This situation may place an extra burden on all government entities involved. Thus, because of new government policies, Pejabat Tanah Muar may have to follow new rules and regulations. This could result in more paperwork, heavier administrative tasks, and the requirement for employee training to comprehend and follow the new rules.

Therefore, to lessen the impact of the changing government policies, Pejabat Tanah Muar needs to be aware of the changed policies. They should be aware of the newest government policies and laws that may have an impact during their operation. If they are more responsive to changes, they may change their methods faster and make the necessary adjustments to the organization. Besides that, Pejabat Tanah Muar can share insights and comments on how certain policies may affect their business through communicating with the government officials. By participating in policy discussions, they can influence policy outcomes that are more in line with their demands. Thus, Pejabat Tanah Muar needs to accept responsibility for understanding and adapting to policy changes when the government changes so that operations run smoothly.

8.0 CONCLUSION

In conclusion, industrial training exposes students to new environments and experiences. Throughout my six-month industrial training at Pejabat Tanah Muar, I gained a variety of new skills and new knowledge. This industrial training has provided me with knowledge and soft skills that will help my career. During industrial training, I can improve my communication, teamwork, time management, and problem-solving skills. Therefore, the SWOT analysis that I conducted based on Pejabat Tanah Muar will be a useful and meaningful tool for the organisation to enhance their employees' working behaviour in order to raise their productivity. Besides that, I also found that most of the Pejabat Tanah Muar employees are pleasant, polite, and helpful to me as an internship student. They are always willing to assist and properly answer any issues I have and help me to adapt to the work culture at the Pejabat Tanah Muar. I am grateful to meet good people there and it makes me enjoy my industrial training at Pejabat Tanah Muar. Indeed, industrial training is a great opportunity for university students to get industrial knowledge and experience so they can improve students' employability after graduation.

9.0 REFERENCES

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10.0 APPENDICES

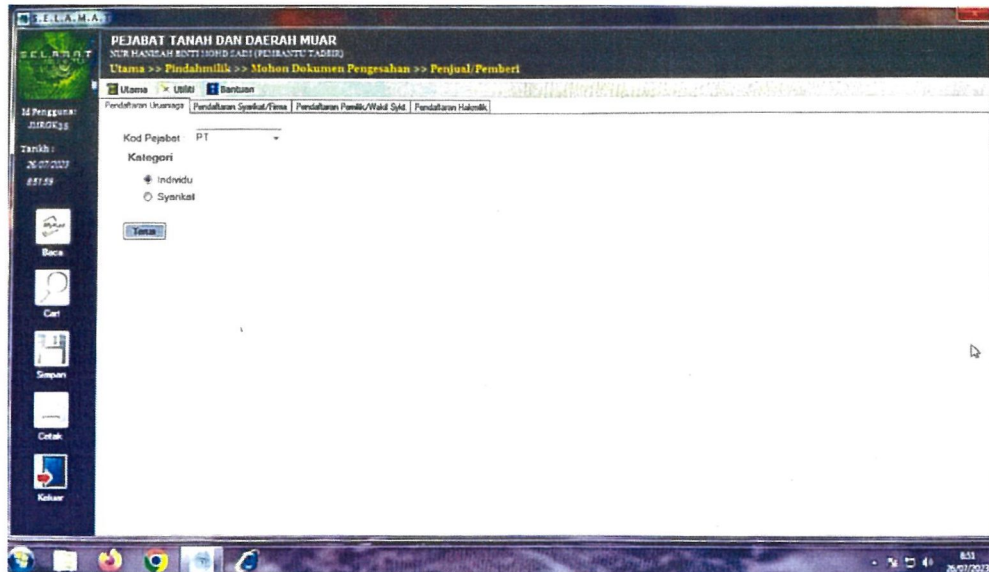


Figure 4: Able to learn to use the system of E-Selamat

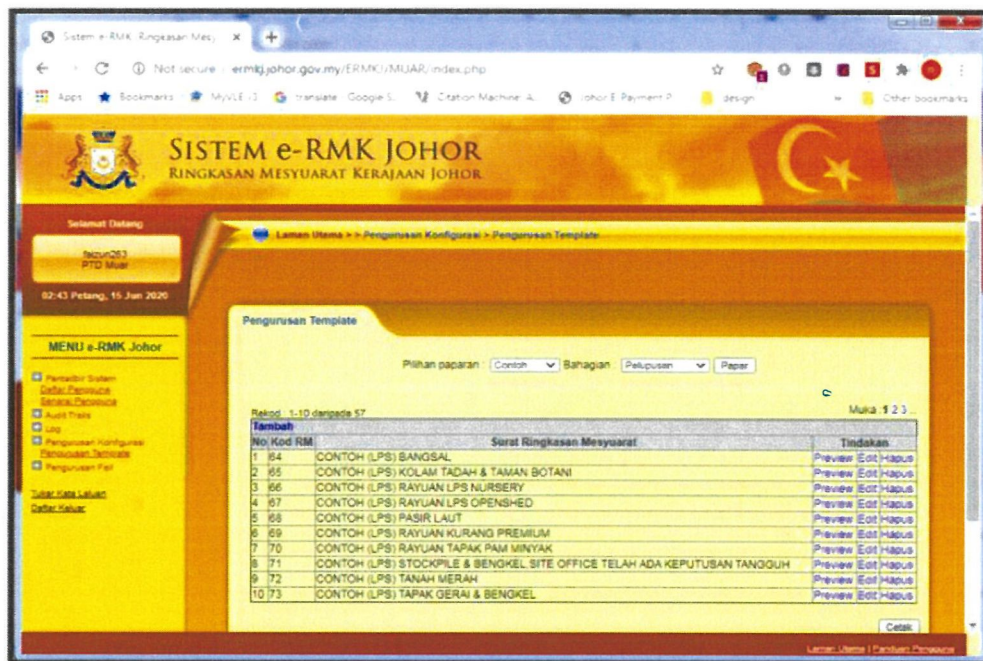


Figure 5: Enter information about state of the land into the E-RMK Johor system

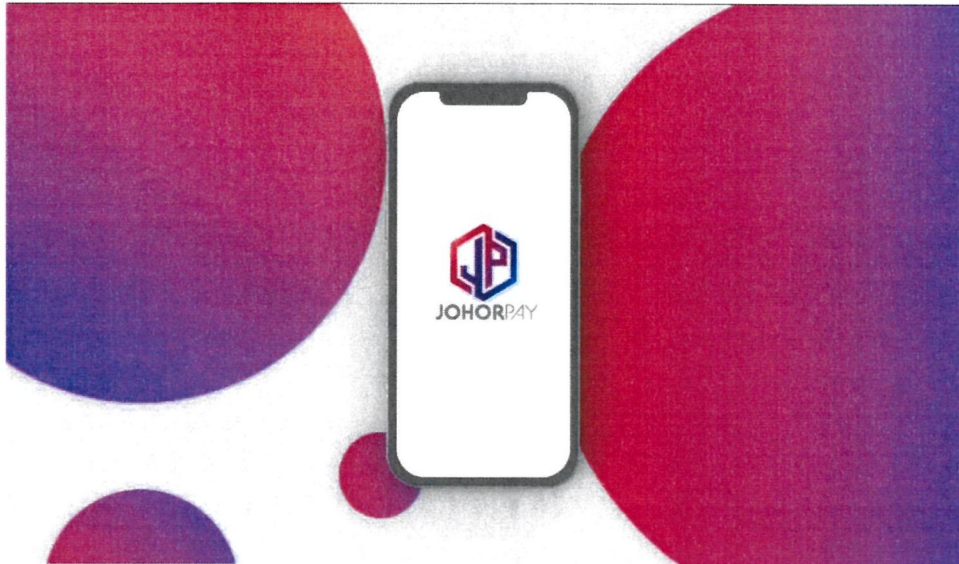


Figure 6: Digital payment platform for customers to make a payment which is Johor Pay.



Figure 7: Opening an outside counter of Pejabat Tanah Muar



Figure 8: Involved in the protocol during the Johor Land Administration Management Meeting



Figure 9: Participated in Program Edaran Pemanis Iftar Daerah Muar organized by Puspanita Daerah Muar



Figure 10: Activity of dispose of old documents



Figure 11: Joining meetings and handle the slide presentation



Figure 12: Program Budaya Al-Quran every Thursday



Figure 13: Manage E-Selamat for registration of land ownership transfer



Figure 14: Certificate of Appreciation for completed industrial training at the Muar Land Office.