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INDUSTRIAL TRAINING REPORT AT NEGERI SEMBILAN STATE SECRETARY'S OFFICE



1 MARCH – 15 AUGUST 2023

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EXECUTIVE SUMMARY

This report examines and evaluates the present and future internal strengths and weaknesses of the Negeri Sembilan State Secretary's Office and the external possibilities and threats. It outlines the many Negeri Sembilan State Secretary's Office SWOT Analysis components. It analyzes each to identify the best strategies, address gaps, reduce risks, and increase the likelihood of success.

The student and company profiles are briefly introduced in the first section, which is essential since it allows both to explain what they are about. The effectiveness of the learning that describes our particular experience was covered in the second section, along with how it could help me in future academic or professional success. Even though it may seem complicated to put this experience into writing, there are many easy ways to do so.

After that, the central part of the report is the SWOT Analysis and the discussion of its results. For the next section, determine what works well and what does not work well for the company and explain the new insights gained from the analysis as a result of incorporating the findings.

Last but not least, by evaluating the positive and negative forces inside and outside of the company, the outcome of the SWOT Analysis element assists the reader in understanding why the analysis should be critical after reading the paper.

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ACKNOWLEDGEMENT

First and foremost, I would like to thank Allah SWT for granting me the power and capability to complete the industrial training report in less than 24 weeks. I also want to thank Negeri Sembilan State Secretary's Office for allowing me to complete my industrial training on schedule.

My supervisor Puan Nurkhairun Nisa binti Mokhtar, deserves a particular mention for his constant support and direction during the internship. I had a great time at Negeri Sembilan State Secretary's Office and learned much new information I can use later.

In addition, I want to express my gratitude to Puan Siti Musliha binti Mohd Idris, who greatly assisted me in finishing the report. I was able to create a high-quality report with the help of the directions and recommendations supplied.

Finally, I would like to thank my internship coworkers, classmates, and family for their continuous encouragement and creative suggestions that enabled me to complete the report on time. I could not finish on time and produce a high-quality report without the assistance of others around me.

PART 2: STUDENT'S PROFILE



NUR YASMIN BINTI MD TAUFIK

To acquire the position of HR Executive at your organization, where I can put my interpersonal abilities to use while simultaneously learning about and contributing to the growth of the organization. I am a passionate and enthusiastic accounting student that wants to gain experience in this industry and loves to pursue new challenges.

INFORMATION

Contact :
Email :
Address :
Age :

SKILLS

Technical Skills

- Microsoft Office - Word, Excel, Powerpoint (Advance)
- Graphics Editor - Canva, Lightroom, Capcut (Advance)
- Data Entry (Advance)
- Filing and paper management (Advance)

LANGUAGES

- Bahasa Malaysia (Expert)
- English (Advance)
- Mandarin (Basic)

REFERENCE

Puan Nur Hidayah binti Zaini
Academic Advisor

EDUCATION

Bachelor of Business Administration (Hons) Human Resource Management

UiTM Malacca Campus Bandaraya
• Duration: March 2021 - Present
• CGPA 3.77

Diploma in Accounting

UiTM Malacca Campus Alor Gajah
• Duration: July 2018 - February 2021
• CGPA 3.48
• Relevant Coursework: Financial Accounting 1-5, Auditing, Taxation, Company Law, Commercial Law, Entrepreneurship

WORK EXPERIENCES

Part-Time Salesperson

DNS Global Enterprise, September 2019 - November 2019

Responsibilities:

- Stocked and clearly labelled items, and arranged them according to size or color.
- Items were pressed and folded upon arrival in-store to boost their visual attractiveness.
- Welcomed customers and helped with product questions, selections, and purchases.
- Created an appealing environment for customers by keeping the store organized and clean.
- Prioritized assisting customers over doing other regular activities in the store. End of shift: cleaned, closed, and secured store.

INVOLVEMENTS

Organizer

- Webinar "Malaysia Labour Law Reform: The Good & Bad from Industrial Relation Perspective"
- Program AKademik Pemantapan Minda Cilik
- Webinar Equity and Discrimination Issue in Recruitment (Hiring Ex-Convicts)

PART 3: COMPANY'S PROFILE

3.1 Company's Name, Logo, Location, Operation hours

3.1.1 Company's Name:

- Negeri Sembilan State Secretary's Office
- Pejabat Setiausaha Kerajaan Negeri Sembilan (PSUKNS)

3.1.2 Company's Logo:



3.1.3 Company's Location:





Google Map View of PSUKNS

3.1.4 Operation Hour:

- Monday to Friday
- 8.00 am – 5.00 pm

3.2 Background of the Company

Negeri Sembilan State Secretary's Office (PSUKNS) was established in 1948 under the leadership of the first Secretary State Government which is Mr Othman bin Mohammed. He implemented this responsibility began on February 1, 1948, until June 27, 1949. At that time, the building PSUKNS is located near Taman Bunga Seremban town and opposite the palace Until His Majesty the Yang diPertuan Besar of Negeri Sembilan. On April 16th, 1987, the entire PSUKNS moved to a new building nearby. This new Office was inaugurated by His Majesty Seri Tuanku Yang di Pertuan Besar Negeri Sembilan on September 26, 1987, with known as Wisma Negeri until today.

The administration of PSUKNS is divided into two main divisions, namely the Development Division and the Management Division as follows:

The Government Secretary's Office

- Corporate
- Innovation and Quality Unit
- Integrity Unit
- Internal Audit Unit

Development sector

- State Economic Planning Unit
- Housing Division
- Local Government Division
- Negeri Sembilan Water Regulatory Agency
- Negeri Sembilan Tourism Board

Management sector

- Management Services Division
- Human Resource Management Division
- Division of the State Legislature
- Information Technology Management Unit
- Office of the Negeri Sembilan Chief Minister State Sports Council
- Official Council and Protocol Management Unit

The Development Division consists of five (5) units and Divisions namely the State Economic Planning Unit (UPEN), the Water Regulatory Agency (BKSA), the Housing Division (BP), the Local Government Division (BKT) and the Negeri Sembilan Tourism Board (LPNS).

Meanwhile, the Management Division is made up of 11 divisions and units namely the Office of the Chief Minister (PMB), Human Resource Management Division (BPSM), Management Services Division (BKP), Integrity Unit (UI), Information Technology Management Unit (UPTM), State Legislative Assembly Division (BDUN), State Sports Council (MSN), Corporate, Innovation and Quality Unit (UKIK), Official Council and Protocol Management Unit (UPMP), Internal Audit Unit (UAD) and Negeri Sembilan Public Complaints Unit (UPANS).

Administrative and management matters related to public services are managed and coordinated by PSUKNS in addition to acting as a negotiating expert in matters related to economic development and is the main planner of the development of information and communication technology in the public sector in Negeri Sembilan. In addition, PSUKNS also becomes a coordinator and liaison to other agencies consisting of State and Federal Departments, Statutory Bodies and Local Authorities.

3.3 Vision, Mission, Motto, Objective

3.3.1 Vision

Public Service Leader Towards Superior and Prosperous Negeri Sembilan.

3.3.2 Mission

Empowering Service Management And Sustainable Development Through Transparent, Efficient And Innovative Governance For The People's Well-Being.

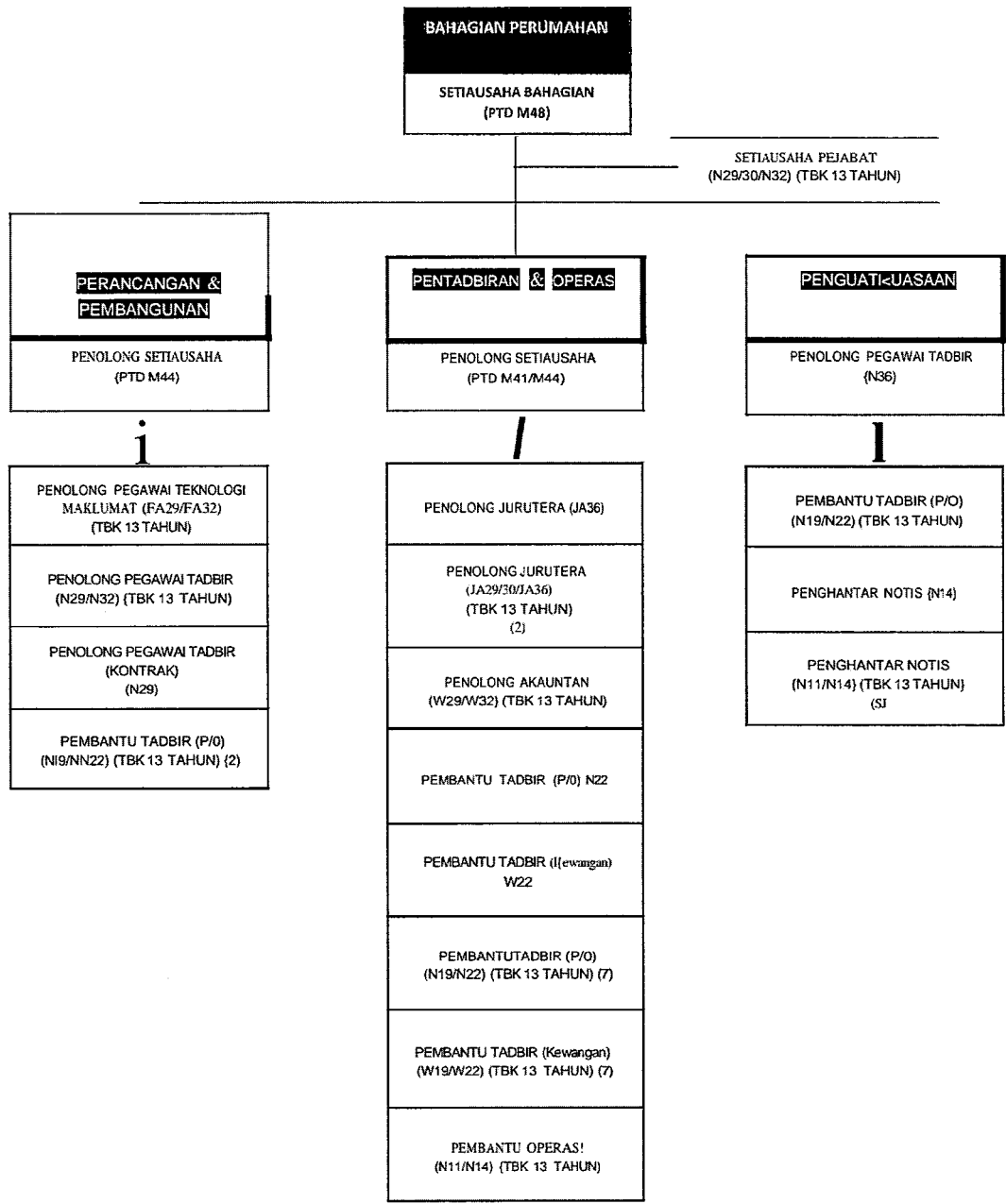
3.3.3 Motto

"Together Lead to Excellence"

3.3.4 Objective:

1. Develop and implement governmental policies and initiatives to advance, stimulate, and assist Negeri Sembilan's socioeconomic development.
2. Carry out the missions, programmes, and activities established for Negeri Sembilan.
3. Promote a good work culture among state civil servants by encouraging positive thinking, productive, creative, and innovative practises.
4. Widely implement measures to modernise Negeri Sembilan administration through information technology.

3.5 Housing Unit Chart



3.5 Services at Housing Unit

As a part of the Negeri Sembilan State Secretary's Office (PSUKNS), this unit will take care of everything that has to do with the houses run by the state government. In other words, the housing in Negeri Sembilan will be handled by this unit. There are a few different kinds of housing in the housing unit, which are:

1. Low-cost public housing (LCPH)

The government constructs this sort of housing for low-income individuals. The government administers it. Houses are offered on a "hire purchase" basis, meaning the buyer can either rent the home from the Housing Unit for 25 years or buy it outright. They are required to make monthly payments to the Housing Unit, which is responsible for all related services, including management and upkeep. All of the houses under the low-cost concepts that I am aware of were landed houses. Among them are Ulu Bendul, Ulu Parit, and Pekat Johol in Kuala Pilah, Ayer Hitam in Jempol, and Pengkalan Pasir Intan Duyung in Port Dickson.

2. People's Housing Program @ Program Perumahan Rakyat (PPR)

One of the initiatives run by the Ministry of Housing is called the Program Perumahan Rakyat (PPR). In Negeri Sembilan, the State government was only in charge of PPR Taman Jasmin Senawang. According to what I understand, the state government is tasked with handling projects of this nature in order to deal with issues or other occurrences. As a result, anyone interested in renting the house must get a form from the housing unit. A procedure will be in place to look into the property's vacant status and take the necessary measures. This kind of house will solely be available for rent and is not intended to be low-cost public housing.



3. Flats



The housing unit of the state Negeri Sembilan manages a select number of flats, as those in pictures above. Among the locations included are Rumah Pangsa Senawang 1, Rumah pangsa Tun Dr Ismail, and Wisma Sentosa in Kuala Pilah. Everything here will be oriented toward married, disabled, and low-income individuals. The state government's goal is to provide them with assistance in obtaining shelter and to stop them from sleeping outside or in other public spaces. In the event that they receive any concerns or reports regarding those locations, the employees of the Housing Unit will conduct inspections of their condition.

4. Affordable Housing @ Rumah Mampu Milik (RMM)

In Negeri Sembilan area, the housing unit is also responsible for private, low-cost accommodation. The housing policy of Negeri Sembilan must be followed by developers in this program, who must build 50% affordable housing and rely on it for the remaining 50% of their projects. 20% will go toward house type A, which already has prices below RM 80,000, and the remaining percentage will go toward housing types B and C, which have greater prices due to the policy. The Housing Unit will administer Type A housing for low-income individuals, which will be under their control. This program will include applicant sorting and an opening ceremony for voting, which will occur after the final result is known. Therefore, the developers need to follow the specifications and prices stated by the state government; if not, they need to apply to the government again.

PART 4: TRAINING'S REFLECTION

4.1 Duration

As part of the UiTM requirements for this batch of BA243 programs under subject HRM666, an internship at the office of the state secretary of Negeri Sembilan lasted six months. Reporting begins on March 1, 2023, and finishes on August 15, 2023. The location was Wisma Negeri, Seremban, and travel time from my house was about 20 minutes. Since MCO ceased and the covid epidemic's spread has slowed, everyone is required to report to work every day. Only Monday through Friday were workdays, with eight working hours from 8 a.m. to 5 p.m.

4.2 Details

4.2.1 Department

I was assigned to the Housing Unit throughout my six-month internship. Puan Roslina Binti Rosli, the secretary for the housing unit, will be assisted by Puan Nurul Huda and Puan Nurkhairun Nisa as deputy secretaries for the housing unit. This department has 37 employees, including myself, and is divided into three teams: Planning and Development, Administration and Operations, and Enforcement. They were in constant need of communication with one another since they were intrinsically linked to one another. This division focuses on its services, such as low-cost public and private housing, affordable housing programs, and other housing-related programs. All decisions will ultimately be conveyed to the housing policy and the Negeri Sembilan State Executive Council (MMK). This division also used technology by using EPENS to track payments for low-cost public and private housing projects. All information will be saved in the system for future reference if something happens.

4.2.2 Roles and Responsibilities

I have been given the opportunity to work as an Administration Assistant in the Housing Unit. In this capacity, I will provide assistance to the personnel of the Administration Assistant, notably the Development Team. As a trainee, I have been responsible for performing the tasks associated with this team, including assisting other teams, such as the development team. As an assistant in the Secretary Division at Housing Unit, Negeri Sembilan, I am supervised by Puan Nurkhairun Nisa Binti Mokhtar. She delegated a few responsibilities to me to carry out as a member of the team.

4.2.3 Task

➤ Sorting for Affordable Housing Program (RMM)

This is the first job that has been given to me because, as part of my internship, I am already taking part in the workshop for sifting candidates for the Affordable Housing Program (RMM) for five projects. The projects I have already contributed to include Taman Bukit Senawang Perdana Fasa 2, Seremban, Taman Kirby, Seremban, Jade Hill, Tampin, and Taman Quasar. This task required greater concentration and attention to detail because I would be reviewing the data provided by applicants via a Google Form. Then, I will compare their mailed-in document to the requirements and determine whether or not it meets them. If they don't, I will tell them why they are being charged and help them figure out what to do next. This is the first job that will be connected to another task where I will collaborate with the Development Team on this project.

➤ Site visit at housing project

The paper will be submitted once the all the sorting process has finished so that it may be discussed at the meeting of the Negeri Sembilan State Executive Council (MMK). The date of the ceremony will then be established. In order to learn more about the status of the projects, the ceremony's organizer will then request a site visit where the development team will come to talk about the list of equipment the developer is providing for the voting ceremony. I was able to attend site visits for the Taman Seraya Rembau project. This task enables me to gain a deeper understanding of the issues prior to the voting ceremony process.

➤ Updating information through calling

During the sorting process, if there is a document from the applicants that is unclear, I need to call and get it clarified over the phone. If the question is about the applicant's payslip, for instance, I shall call the applicant's workplace and speak to the human resources department there.

➤ Update project files and record incoming documents

In my department, it is required that everything be recorded. Every official declaration that comes from the leader needs to be documented in the form of a letter or memo, which must then be duplicated and filed away in accordance with the project files. In addition, each incoming and outgoing document associated with a project file needs to be manually logged. This is due to the fact that everything was documented and have proof in case the audit team arrived to check it out.

4.3 Gains: Intrinsic & Extrinsic benefits

4.3.1 Extrinsic benefits

➤ Allowance

As stated in my offer letter, I was eligible for the allowance from the company. The offer letter specifies that it will only be for three months if I accept the position. I am aware of that, and I accept it. Even though I will only receive the allowance for only three months, I am so grateful because it can help me financially. Thus, the allowance I do receive encourages me to give the company my all. By performing my duties to the best of my ability without making excuses, I become more appreciative of everything I have.

4.3.2 Intrinsic benefits

➤ Experience

During my internship, I am obtaining a novel experience from the housing unit. I'm obtaining an opportunity by examining the details of candidates for the housing programme. The officer are putting their faith in me to evaluate applicants according to the requirements listed in the advertisement. I am also learning how to manage the formal ceremony from its inception to its conclusion. Every housing development project that involves brainstorming exposes me to a new experience. After completing my studies, I am able to utilise this experience in my career development.

➤ Knowledge

Then there are the intrinsic benefits that I gain from my internship program, such as collaborating with the task because the coworkers are kind and easy to engage with. The new knowledge I acquire teaches me to some extent about the housing project under the auspices of the Negeri Sembilan state government. My self-discipline has grown because of my ongoing learning about all the processes required for a housing project in a certain area, which I regard as a crucial component of effective learning. After completing my internship, my confidence has grown, and I am now able to carry out my tasks without fear of falling behind. This was a great chance for me to learn about state government, and I believe that I will not be able to have such experience elsewhere.

➤ Skills

1. Time Management Skill

One of the fundamental abilities that help me to manage my time effectively and be more punctual is self-discipline. Since I must go to work every day, drive by myself, and ensure I come on time and complete all the work given.

2. Communication Skill

During my internship, I am polishing abilities that will help me in my future profession. I enhanced my communication skills because the task that was assigned to me required me to call the applicant if there is a document from the applicants that is unclear and get it clarified over the phone. I also need to speak with other coworkers in order to fully understand the task at hand.

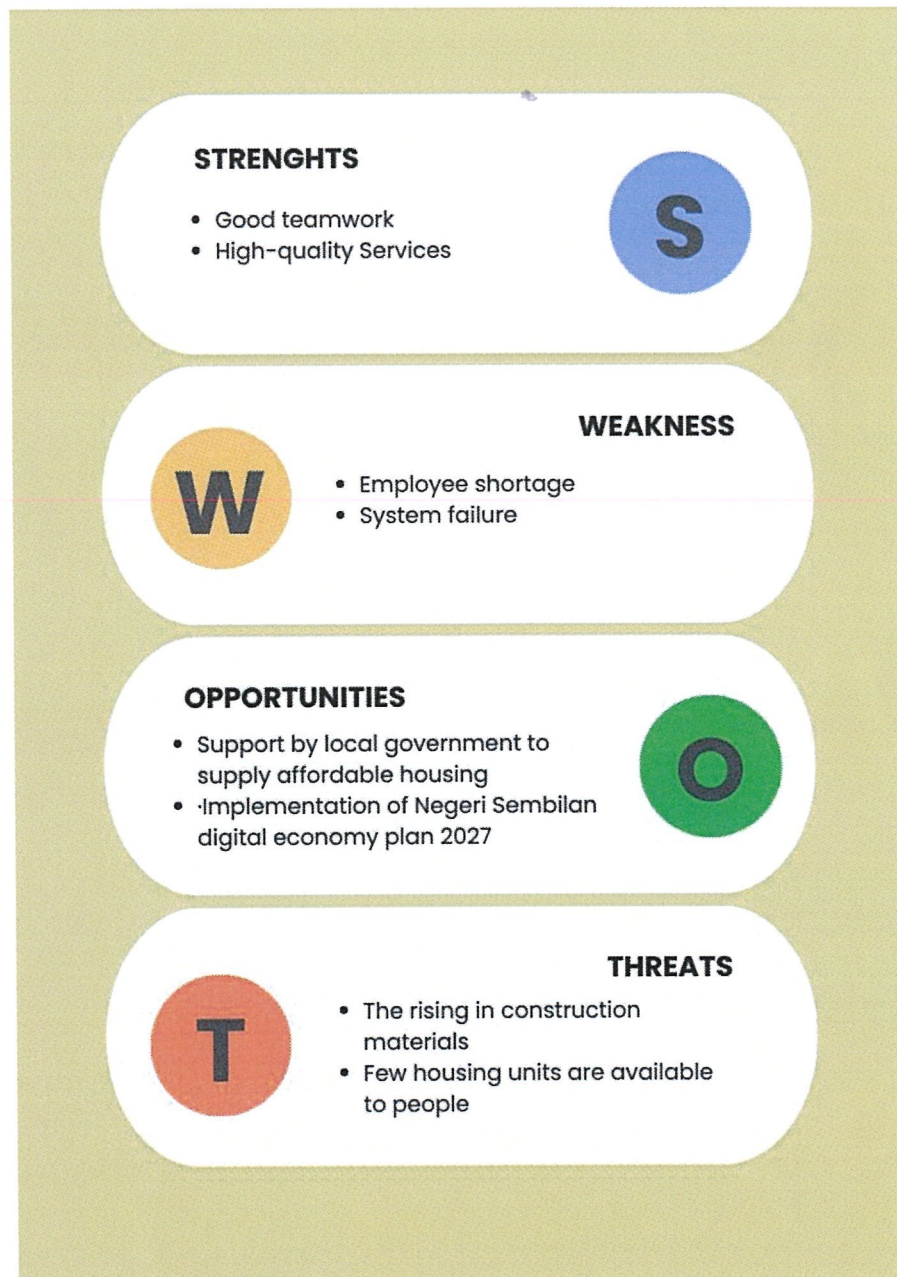
3. Flexibility Skill

Flexibility is an important ability that I am developing in myself before the internship because I know that I will be involved in numerous short-term jobs in order to get additional expertise and experience. For example, I am assigned to the Development team, where my responsibilities include selecting applicants for various projects and assisting the team in arranging the voting ceremony. Aside from that, I assist the operational team by updating the files and data online. Although it falls outside of my team's responsibility, supporting another team and performing other tasks will aid in my development of flexibility.

4. Teamwork Skill

Teamwork is one of the most important things to practice anywhere since we need to work together to improve performance and productivity. I am also improving my teamwork skills because the other members of my team, are required to give up time from their work to assist with the voting process. They always using outstanding interaction with each other to complete the task, demonstrating their good collaboration, which I may apply in my future career.

PART 5: SWOT ANALYSIS



PART 6: DISCUSSION AND RECOMMENDATION

6.1 STRENGTH

6.1.1 Good Teamwork

Teamwork is a vital principle that is adopted in every sector because everything is interconnected, thus strong teamwork will create a positive working atmosphere. Since we are all aware that focusing solely on individual performance will not result in the best performance, we must work together to improve the level of services. There are 37 employees in the housing unit, which will be split into three teams. Despite being on different teams, there is significant cooperation among each of them since they are willing to support one another.

It is demonstrated by each voting opening ceremony that the Development team, which is responsible for conducting the event, will be assisted by other employees in the Housing Unit. In addition, Protocol was involved in writing invitation letters for the executive committee and other offices. It demonstrates that not only will the Housing Division participate, but other divisions will as well and everyone was very helpful.

Furthermore, in my perspective, one of the best examples of outstanding teamwork was provided by the Development team. Because each member of the team is required to take part in the sorting workshop and volunteer some of their time away from their usual job to assist with the sorting workshop, the team members have no choice but to cooperate with one another. They might have to complete the sorting for several projects in a span of two or three weeks. We also hold a brainstorming session for the ceremony's flow, from initial planning to finalizing the list of successful participants' names for the voting ceremony. In addition, the best way to foster cooperation in the workplace is to communicate effectively regarding specific business matters and look for one another at all times when a problem needs to be resolved.

RECCOMENDATION

Teamwork is a collaborative effort between people or organisations to accomplish shared objectives. In order for a cooperation to move forward according to shared objectives without any conflicts, there must constantly be an agreement between the participants about carrying out the same task. They should be able to come up with the team's cooperation because of coordinated efforts and potent synergies. This demonstrates that a team's performance in an organisation or institution is superior to an individual's performance. This demonstrates that work will get done fast if employees cooperate in performing their duties. Nonetheless, cooperation must be successful in order to contribute positively to each employee's performance and job outcomes in an organisation. (Setiyanto et al., n.d.)

In my opinion, it might be related to the housing division since each team would be connected to the other teams, therefore strong collaboration will result in good outcomes in the end. As evidenced by my observation, office space was extremely constrained because partitions were separated by walls. They will find it challenging to speak with one another due to the high divider. If the workplace also wants a partition, I believe it should be put into place in the division. They may use a short wall or piece of glass so they can directly convey the information to the person in charge. With a short partition, you can also strengthen employee relationships. According to Setiyanto et al. (n.d.), employees must communicate more intensely with one another and with their superiors in order to foster a sense of community.

Additionally, I am enhancing their communication skills through utilising open communication, in order to address some issues, it is vital for them to come together and work out a solution. This is because anything can be resolved with the proper communication between individuals. According to Newman and Summer in Arifin et al. (2017:156), communication in organisations is a mechanism for members of the organisation to understand one another. With effective communication, an organisation can operate efficiently and effectively.

6.1.2 High-Quality Services

The Housing Division's primary aim is to satisfy their consumers by offering excellent service. It can be demonstrated through the Affordable Housing (RMM) initiatives managed by the housing unit. Every country's top priority is to provide affordable housing. Housing is represented not only by physical structures that protect its owners, but also by socioeconomics, politics, and the environment (Emirul et al., 2022). The housing unit's personnel will handle the program by selecting candidates who meet the requirements according to Negeri Sembilan's housing policy, which will be administered by the administrative assistant in charge. The goal is for the state government to provide inexpensive housing to persons classified as low-income, particularly in Negeri Sembilan.

The Affordable Housing Program's (RMM) execution is based on the Negeri Sembilan housing policy, which was an effective measure capable of achieving the projects' local government goals. According to the policy, the criteria for the candidates that will be accepted have already been set. The costs of the previously mentioned houses are no more than 86,000 Malaysian Ringgit for Type A houses. It aims to boost the probability of those who buy properties being successful in their loans, because many are now experiencing difficulty getting loans, particularly since the Bank Negara Malaysia (BNM) raised the Overnight Policy Rate (OPR). Housing affordability is defined as a person's ability to purchase a home (Torluccio & Dorakh, 2011, as referenced in Musaddad et al., 2022). This is another one of the state government's programs to help those who have been struggling to keep up with the rising costs of living; by offering chances like this, they will be able to manage the house and commit to their other obligations.

In addition, according to the housing policy, a program for affordable housing that demonstrates the Bumiputera quota, intends to provide choices to Bumiputera who stay in Negeri Sembilan to acquire a home. Moreover, the Housing unit administers low-cost public housing, the Program Perumahan Rakyat (PPR), and apartments, all of which enable low-income individuals to own their own homes. This will decrease the number of expensive projects that are abandoned. We can conclude that the purpose of the state government is to provide low-cost and affordable housing. The whole procedure was based on policy decisions made by the Negeri Sembilan State Executive Council (MMK).

RECCOMENDATION

We are all aware that one of the initiatives that supports the construction of affordable housing is the Affordable Housing Programme (RMM), managed by the state government's housing unit. I believe the current application process is lengthy. It starts when developers request state government authorization to construct a housing project, then after receiving this green light, they handle the project's marketing, posting about it on Facebook and the company portal until they have a short list of qualified candidates. We may infer from the procedure that they are going to use Facebook to disseminate the news, but occasionally people do not realise they have a Facebook account, which indicates a lack of engagement. I recommend them to use other social media platforms, such as Instagram, or to make an application specifically for the Affordable Housing Programme (RMM) utilising technology.

People may use the programme to enter their information, saving them from having to be inputted again for future projects. By employing or utilising their own IT systems to create this type of programme, the state government may make use of every technology that is now accessible. IT use will increase an organization's productivity and quality to the highest levels. As a result, they require a well-planned implementation of the IT infrastructure and tools (Bin et al., 2021). They will save time and receive notification about impending tasks via email or an application on their smartphone. Overall, I think that this programme should be kept going, regardless of the management changes, because it helps individuals to own their own houses at incredibly low costs, especially for those who are low-income, and the number of applicants is anticipated to rise in the future. Simply put, we need to make changes to guarantee that the projects go well and everyone is happy.

6.2 WEAKNESSES

6.2.1 Employee shortage

Every location has a unique set of virtues for which people hold it in high regard and unique flaws. All of this can be enhanced, however, if management takes these problems seriously and discovers a solution. My findings indicate that everyone on the team is overworked as a result of a shortage of staff in the housing unit where the development team is having problems. Every person of this team has certain duties that demand higher concentration and time to complete. They also need to set up time to attend the sorting workshop, which will take up much of their valuable time. During the categorizing task, they will need more time to arrange the applicants' applications. I am also informed about the nature of their jobs, and I believe each one has a significant task because it is meant to take at least two individuals to complete it. As I already mentioned, sorting the Affordable Housing (RM) project entails a lengthy procedure for each project, involving verifying applicants' credentials, categorizing applicants, creating paper to present the project at the higher-ups' meetings, and so forth.

Generally speaking, it will entail many initiatives that must be finished rapidly since the outcomes will not be genuine. Due to a severe workload brought on by a shortage of workers, employees' performance will deteriorate. They will feel stressed out, and their physical well-being will suffer as a consequence of the pressure of the job and having too many tasks to focus on. The work environment is a crucial source of the needs and pressures that initiate stress, as well as the fundamental and social resources used to relieve stress. The identified work environment stress and health hazards can be divided into two categories: those associated with the nature of the work and those associated with the social and hierarchical structure of the workplace. Extended periods of time, work overload, time pressure, tough or complicated tasks, lack of stops, lack of variety, and poor physical work environments are intrinsic to the job. For instance, light, space and temperature (Nordin et al., 2020)

Furthermore, the housing unit is experiencing difficulties following the failure of their housing site, forcing them to sort manually, which is also the source of too many waiting projects because they have their own obligations. Despite having an intern student to help them, they still feel the need for their own employees since the intern will occasionally change, and they will have to explain this again.

RECCOMENDATION

My suggestion for resolving the issue is for the company to hire additional staff and place them in the housing unit in order to decrease or resolve the problems. They have a selection from the recently hired staff. If the company chooses not to hire new hires, it can also transfer jobs within the housing unit or hire new hires for the same role from another department. Utilising current staff will make things much simpler because it will save time and money. Since they know how to execute their jobs, they are not required to be taught too much, although they might require some briefing on their new responsibilities in that division. If the management follows this advice, it will increase the current employees' satisfaction with their jobs because they will not have to handle everything on their own. High job satisfaction may increase employees' zeal and was beneficial to the association's success and growth. It may result in less turnover and superior management (Nordin et al., 2020).

6.2.1 System failure

In today's fast-paced world, it is crucial for businesses to have systems in place that allow employees and customers to quickly get the information they need when they need it. When it comes to the state government, it will be in the context of e-government, in which the vendor will be selected to operate the system for a predetermined amount of time depending on the conditions of the contract. In the past, the housing unit had its own system for applicants for affordable housing (RMM), like the housing portal, however the system is presently inaccessible and cannot be utilised for the programme. As a result, the development team will manually carry out the Affordable Housing Programme (RMM) manually, such as when they need to supply a Google Form via a Facebook advertisement for individuals to apply and then filter it by category. Therefore, there must be some action taken by the IT department to increase productivity. It is the "utilisation of electronic systems to achieve transparency in the dissemination of information, as well as speed and efficiency in the completion of administrative activities." These definitions provide a hint as to how ICT might improve public services for users and guarantee effective performance (Alshaher, 2021).

As a result of their system failing, more projects will experience delays and require more time to complete. In addition, several projects are falling behind schedule because of the time and effort required to map out their workflow. The system is still inoperable, and the company is encountering difficulties because the vendor is no longer available.

RECCOMENDATION

The failure of the system necessitates the implementation of a solution that is both more effective and powerful than the current one. Then, it has to be more accessible than it was before, which will boost customer happiness while simultaneously enhancing staff performance by lowering the amount of work they have to do. Constructing a system that is web-based comes highly recommended as a replacement for the housing portal. They can be substituted by the creation of a single programme that is available for users to download and use on a variety of electronic devices, including laptop computers and mobile phones. They may design an application that resembles a job registration system (SPA9), as I described in my advice for the strength, in which they can enter their information and have the system analyse it. The applicants are exempt from having to re-download the material or fill it out. It is quite convenient for me, and it is not difficult to use.

6.3 Opportunities

6.3.1 Support by local government to supply affordable housing

According to Kamaruzzaman & Azmal (2019), affordable housing is defined as a cheap shelter with acceptable places and quality, where the cost does not surpass or hinder the occupants from meeting their basic daily needs. As we all know, private housing that is controlled by the government's Housing Unit is referred to as affordable housing (RMM). The proportion that developers must adhere to is as stated in Negeri Sembilan's housing policy: 20% for Type A houses with RM80,000 maximum prices, 15% for Type B houses with RM250,000 maximum prices, and 15% for Type C houses with RM400,000 maximum costs. In Malaysia, there are about four primary home price ranges: cheap, low-medium, and high cost. (Ministry of Housing and Local Government Malaysia, 1998 referenced in Kamaruzzaman & Azmal, 2019). It was mentioned at the announcement of Negeri Sembilan's budget 2023 that private affordable housing had already finished construction 18,796 units and 351-unit homes for governmental employees in the three years between 2019 and 2021. That demonstrates the programmes being run by the Housing Unit, one of the state government's programmes to assist individuals in getting their own homes, particularly low-income individuals.

RECCOMENDATION

As I previously stated, the state government manages private affordable housing via the Housing Unit, and developers are required to abide by its rules. I believe it presents a significant opportunity for those who are trying to keep up with rising living expenses, as well as a chance for developers to avoid empty homes brought on by rising costs. I think that the Affordable Housing (RMM) programme has already proven that this programme is beneficial and should be continued in the future, despite changes in state administration. Therefore, i am just recommending that the housing unit and developers publicise the availability of affordable homes because many individuals are unaware of the projects that are available.

6.3.2 Implementation of Negeri Sembilan digital economy plan 2027

In the era of the digital economy, people cherish and desire technology, particularly during the COVID-19 epidemic. This is due to the fact that most individuals now do things like ordering a meal, paying bills, submitting files, and other tasks digitally. The Negeri Sembilan state administration unveiled its Negeri Sembilan Digital Economy Plan 2027 at the beginning of December 2022 in an effort to further their goals of advancing economic technology adoption. Based on the national strategy—Malaysia's Digital Economy Blueprint—this plan was an action plan. The housing department's system failure means that services, like customers paying house rent at the counter at Wisma Negeri, must be conducted manually, which is inconvenient for everyone and especially those who have trouble getting around.

After the advent of the digital economy, everything was simple to identify, and having a completely digital economy may save time since individuals will not have to stand in queue to physically submit paperwork or make payments. All they have to do is complete it online using their mobile phone or another kind of gadget. The local government's implementation of the plan is one method to demonstrate their support for the government's ambition to establish a cashless society and employ digital technology for development.

To establish a unique platform for communication between the government and the people of Malaysia, an integrated digital platform is being built. This might also be used by the government as one of its attempts to reduce the upcoming uncertainties. The "Digital Strategic Plan' (PSD) for improving staff in the public sector using technology tools," also known as the "five-year plan," is conducted as part of the economy plan. Additionally, leveraging the digital economy helps the local government generate more income since individuals can access it from anywhere and make payments whenever they want. They can also use the housing unit system to check whether any payments are past due. According to Bukht & Heeks (2019), the digital economy has great potential for developing countries since it will increase economic growth, increase labour and capital productivity, reduce transaction costs, and ease access to international markets.

RECCOMENDATION

Since the adoption of the digital economy would both boost income and make it simpler to generate information, I feel that the execution of the plan for the digital economy was one of the best efforts that the government undertook in order to please its consumers. In addition, the utilisation of technology may assist in streamlining of the management process due to the fact that they can quickly access the data online without needing any additional time. This is especially beneficial for companies that require totally online processing, such as the Affordable Housing (RMM), which is administered by the Housing Unit. I am in favour of local and national governments putting their best efforts into carrying out the plan, especially in the public sector and digital economy, which could elevate governance to an international standard.

6.4 Threats

6.4.1 The rising in construction materials

Developers must be aware of their expenses and profits when constructing the houses. In terms of affordable housing, developers must obey the policy and pay all expenses while development is underway. As we all are aware, the cost of living is currently rising due to inflation, which will also have an impact on developers. The cost of building will go up, which will affect the developers. According to data comparing costs between December 2021 and December 2022, the price of commodities like steel and cement increased by 1.8% and 8.4%, respectively (Ministry of Economy Department of Statistics Malaysia Special Release 2 (For Building and Structural Works), 2023). The growing demand for commodities makes it clear that costs will increase yearly. Since the OPR will climb four times in 2022, thereby making it harder to borrow money from a bank, the developers will need to control their expenses in order to turn a profit. To avoid utilising poor resources to build inexpensive homes, the individual responsible for the project must be concerned with these difficulties.

RECCOMENDATION

The government consistently places a priority on the wellbeing of its citizens by offering top-notch services like affordably priced housing. As we all know, rising prices for products and services pose a threat to consumers. The cost of building materials has been on the rise over the previous two years, which is also true for developers. I believe that in order to continue providing low-income people with cheap housing, the government must also address the growth in the cost of construction materials. This is so that property prices would not increase in accordance with growing building material costs, developers would not be able to borrow money from banks, and the government would not be able to continue working with private developers. Due to the cost-push inflation phenomenon, research showed a high correlation between inflation and home prices. Cement and other construction-related expenses increased, which in turn had an impact on the pricing of residential homes (Mohd Thas Thaker & Ariff, 2020).

In my view, the government needs to offer subsidies for building supplies in order to supply the market with affordable houses. I believe that the government will be able to manage the subsidy for construction supplies by the time it constructs more public housing projects on public land, such the public low-cost housing programme (PLCHP) or flats, to guard against the misuse of subsidised materials. By utilising high-quality materials, they can also manage the quality of the homes, but this has no bearing on how much they cost.

6.4.2 Few housing units are available to people

There would be a minimum of two to three thousand people applying for RMM programmes whenever there is a new registration for the programmes. On the other hand, the quantity of available units is occasionally just about 100 or 200, or even less. In addition to that, this does not count towards the MB or YB quota. Therefore, there are only about one hundred units available out of the whole number.

Therefore, some individuals continue to express their dissatisfaction with the housing unit, claiming that it is not carrying out its duties effectively and that it selects people based only on demographic factors. People believe that only insiders are accessible to that term since there are not enough units accessible to distribute, therefore the word got around. But in point of fact, it is not what is happening.

RECCOMENDATION

My recommendation is that the government should keep the same percentage for the policy as it now is, but it should increase the amount added for type A home, whose price is typically approximately RM 80,000, from 20% to 30%. The remaining types B and C will each have their respective percentages drop from 15% to 10%. It is possible that it will raise the costs incurred by the government, but the government ought to take into consideration the possibility in order to assist those with low incomes in having a house nowadays.

CONCLUSION

During my internship, I gained a lot of experience and knowledge related to the real working environment that I am not getting at other places. I learned many valuable lessons from my places of internship, and I can be more confident and courageous to finish the task assigned to me with the officer guidance. I am also getting the opportunity to participate in their brainstorming session to build up my critical thinking and teamwork skills that can be used for my future career.

All of the good things I got from my 6 months internship in Pejabat Setiausaha Kerajaan Negeri Sembilan (PSUKNS) were valuable things in my life because I know every place will have a different culture and environment. However, I can utilize all the experience to start my real job after the end of the internship. Apart from that, my mind is already ready to be a more positive person for me to handle the issues peacefully without any fear because I am already getting motivation from my internship that everything will have ups and downs but must handle in a good way. I am also learning always to have a good team relationship because everything related to working will connect.

Furthermore, an internship in the government was a good opportunity because I could learn more about the services being provided, such as policy, ethics and related. I have already been positioned in Housing Unit in the Development team, it was grateful to experience this because I can learn about the process of them choosing the qualification participant in Affordable Housing (RMM) and also learn about the Negeri Sembilan's housing policy related to prices, the requirement of affordable houses and others. Other than that, even in the development team, I also contribute to the activities of the administration team.

Finally, in my report, I discuss the housing division's strengths, weaknesses, opportunities, threats, and some recommendations they can consider and implement. At the end of my internship, I developed my communication skills, understood more about the working environment, and became more effective, especially in my work.

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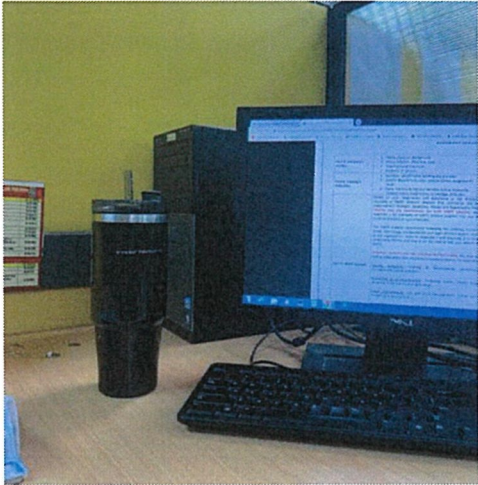
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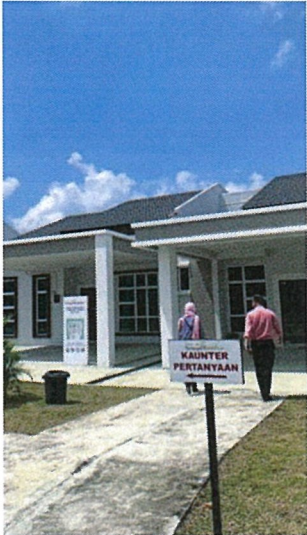
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APPENDICES

1) Working spaces at housing unit



2) Site visit at Taman Seraya, Rembau



3) Site visit at Taman Sena, Seremban



4) Following the enforcer sends a notice of arrears at Rumah Rakyat Gemas



5) Participation certificate to attend the prime minister's mandate ceremony

