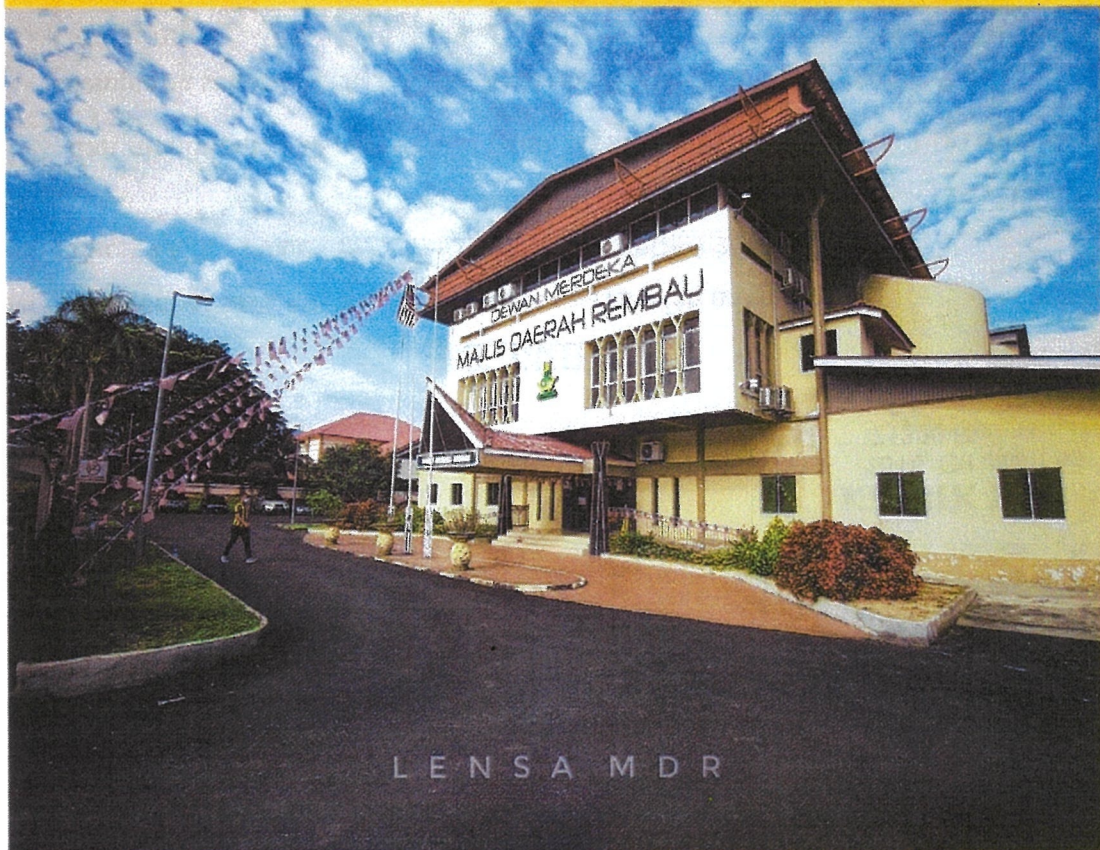


INDUSTRIAL TRAINING REPORT



FAKULTI PENGURUSAN
DAN PERNIAGAAN

**NOR FAZIERA BINTI
MOHAMMAD
2020495338**

EXECUTIVE SUMMARY

I will be discussing my industrial training at Majlis Daerah Rembau (MDR) in this report. This report includes information on MDR as well as my learnings and experiences from my industrial training. This report includes information from both my resume and the profile of the company, including its name, history, location, vision and mission, objectives, and goals, as well as its organisational structure and services provided by Majlis Daerah Rembau. In the section on training reflection, I discussed the length of my industrial training, the specifics of my job description, my roles and responsibilities, and what I had learned. Based on what I saw during my industrial training, I also discussed SWOT analysis, which identifies strengths, weaknesses, opportunities, and threats. I concluded by explaining my discussion and recommendations. More information regarding SWOT analysis and recommendations is briefly included in this section.

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ACKNOWLEDGEMENT

First and foremost, I would like to express my profound gratitude to my supervisor Puan Azlina Binti Mohamed and the entire Majlis Daerah Rembau personnel for giving me the chance to complete my 6-month internship. I feel like I learned a lot during my internship, and I want to thank my boss Puan Azlina Binti Mohamed for all of her helpful advice.

Second, I would like to convey my profound gratitude to my advisor, Madam Roziana Binti Ahmed, for her invaluable advice and assistance in helping me come up with the ideas, data, and expertise needed to finish the report.

I want to express my gratitude to my family and friends for their support and encouragement while I worked to finish this report. Last but not least, I want to express my gratitude for everyone I mentioned above and for the others who greatly assisted me in finishing this report.

STUDENT'S PROFILE



Hi! I'm Nor Faziera

UNIVERSITI
TEKNOLOGI MARA

Final year Office Management System student. Enthusiastic about overseeing office duties. Incredibly driven to advance professionally and to improve my skills.

WORK EXPERIENCES

01

2023

INTERN

Majlis Daerah Rembau- Rembau

- Photostate payment voucher and arrange it in file.
- Answering phone
- Responsible for performing administrative tasks

2022-2023

WAITERS/CASHIER (PART-TIME)

Kedai Singgah Santap- Rembau

- Served and prepared food for customers
- Open / close duties
- Handling cash, to-go orders.

2018-2019

SALES ASSISTANT (FULL TIME)

B.Family Mart Sdn.Bhd - Rembau

- Speak with the client and offer assistance as necessary.
- Verify that all of the quantities in the received stock are accurate by inspecting it.
- Set up the store's inventory appropriately



Phone

Address

SKILLS & EXPERTISE 02

- The skill to multitask and work under pressure.
- The skill to adhere to directions and produce excellent outcomes.
- Excellent networking and communication abilities.

Microsoft Word

Microsoft Excel

Powerpoint

EDUCATION

03

Universiti Teknologi Mara - Melaka

2020-2023

Degree - Current CGPA 3.59

SMK Dato'Sedia Raja - Rembau

2019-2020

STPM - CGPA 3.58

LANGUAGES

04



English



Malay

SOCIAL MEDIA

05



Nor Faziera



fxzrx.i

COMPANY'S PROFILE



NAME

MAJLIS DAERAH REMBAU

LOCATION

D/A DEWAN MERDEKA, JALAN DATO LELA MAHARAJA, 71309 REMBAU
NEGERI SEMBILAN DARUL KHUSUS

OPERATION HOUR

DAY	TIME
Monday - Friday	8.00 a.m. – 5.00 p.m.

BACKGROUND



Majlis Daerah Rembau is a local superintendent body was established on 1st July 1980 through state government gazette declaration No. 334 dated 23rd June 1980. It is a local superintendent body under The Local Government Act, 1976 (Act 171). Majlis Daerah Rembau is a Local Authoritarian Party (PBT) which is of citizen service orientation that acts as the main initiator in making Rembau a beautiful and developed district. The development of its administration area is parallel to the development of the whole of Negeri Sembilan with focus being on industrial, tourism and agriculture sectors. The rapid infrastructural establishments also help increase the flow of local and overseas investors in boosting capital subsequently presenting more job vacancies for the society.

VISION

- Towards the achievement of high-quality standard of living for the inhabitants within Majlis Daerah Rembau.

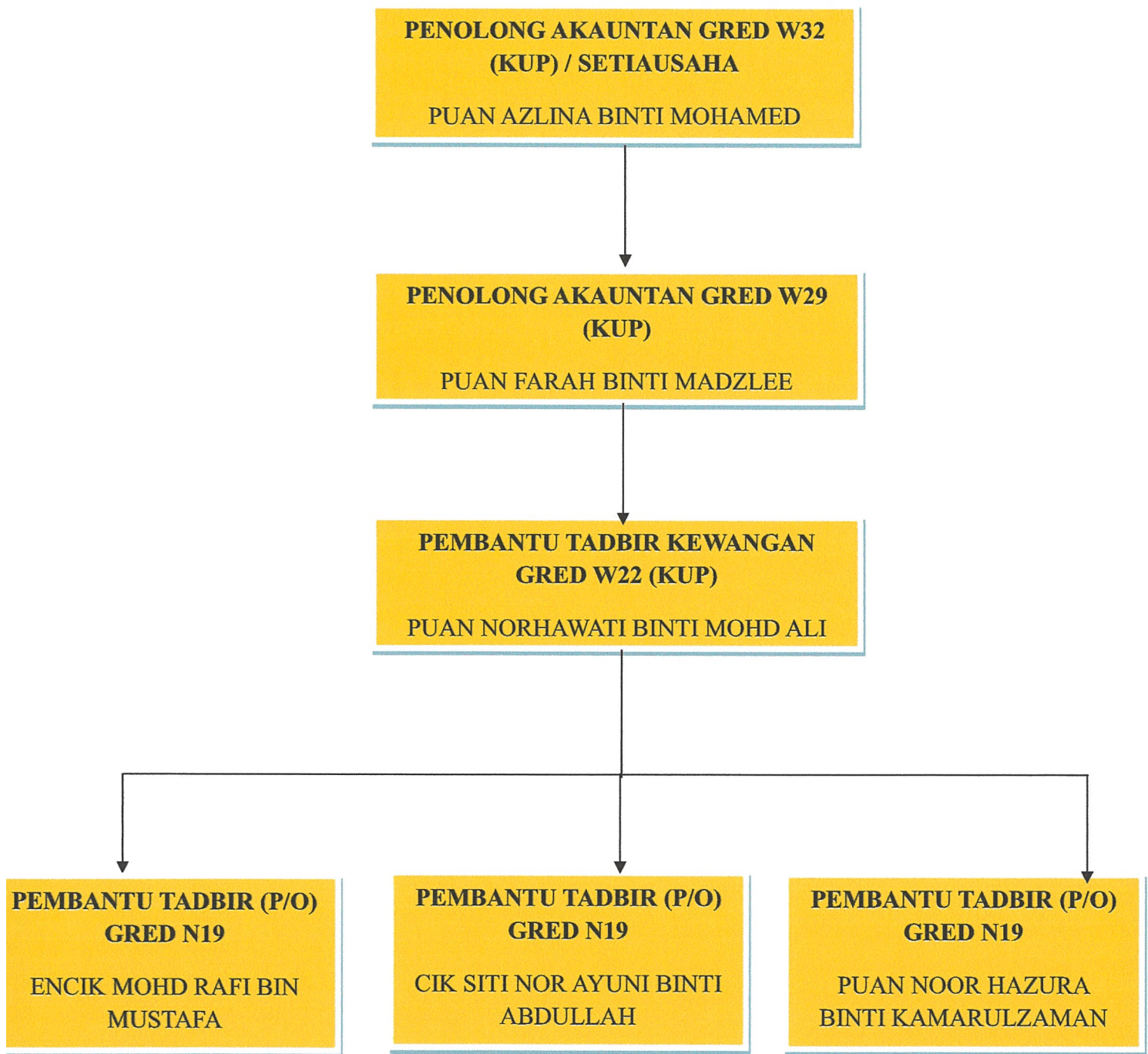
MISSION

- Providing the best in quality services based on the latest technology.

OBJECTIVE

- Ensuring rational and dynamic development through planning control to preserve the quality of the environment.
- Supporting the efforts by the State Government to encourage growth and development in residential, tourism, and industrial sectors.
- Providing public health facilities
- Providing the infrastructure and public amenities, including recreational amenities, at attractive places

ORGANIZATIONAL CHART OF TREASURY UNITS



PRODUCT / SERVICES OFFERED

Majlis Daerah Rembau (MDR) provides business licence services to customers, such as Business licences, Special Business licences, Hawker licences (move, temporary, or valid), Auction Market licences (25 HB), Night Market licences, and Public Market licences. Besides, MDR also offers business permit services to clients. MDR is also responsible for managing the public facilities that are related to Hall Rental, tent rental, chair and table Rental, and Machine Rental. This makes it easier for customers to hold any event, such as weddings, tahlil feasts, birthday celebrations, and so on. In addition, machine rental will avoid the upfront costs associated with purchasing and allow businesses to better allocate their financial resources. Moreover, Majlis Daerah Rembau is a local superintendent body that provides stop-house centre services such as building plan approval applications, landscape plan approval applications, arrangement plan approval applications, street, drainage, and building approval applications, and modification and additional plan approval applications. Next, MDR also provides booths and MDR public market rental applications to customers.

TRAINING'S REFLECTION

I am doing my industrial training at Majlis Daerah Rembau (MDR) from March 1st, 2023, until August 15th, 2023, which is 6 months as required by Universiti Teknologi Mara (UiTM) to complete my study. My working day in MDR is from Monday to Friday, and my working time is from 8 a.m. to 5.00 p.m., which is 8 hours a day and 1 hour for lunch (1.00 p.m. until 2.00 p.m.).

I was assigned to the Treasury Unit at Majlis Daerah Rembau with supervision from Puan Azlina Binti Mohamed. The Treasury Unit is in charge of collecting MDR revenue and managing MDR expenses, which involves making sure that MDR income funds are used to make taxpayers' lives better. Apart from that, this department also acts as an advisor in matters related to finance while trying to increase the MDR's income sources so that it does not only depend on taxes as the main source of income. The functions of the treasury department include preparing the annual MDR statement, processing payment claims, preparing the payment of MDR staff emoluments, processing assessment tax bills, recording MDR revenue collection, collecting MDR revenue collection, and preparing the MDR Annual Financial Statement.

My tasks in Treasury Units include being responsible for the payment voucher photocopy. It is required to make copies of approved payment vouchers. My job is to copy the voucher and then file a copy for future use. Besides, I also have to send a postal letter to the customer according to the name and address written on that payment voucher. Other than that, I am also responsible for recording payment receipts from customers. This task required me to open the e-PBT and key in the records in the system. Furthermore, I am also responsible for searching the files or records required by the staff. Besides, my task also

needs to keep the document in the file on the rack according to the file reference number. During my industrial training, I have attended some of the events organised by MDR, such as "JOM SIHAT, gotong-royong for Eid events, Ihya Ramadhan, and many more.

In terms of allowance, I get an allowance of RM 100 per month. The experience and knowledge that I gained during my Industrial Training at Majlis Daerah Rembau is that I have learned a lot about the procedures in Majlis Daerah and also assisted staff in creating meeting minutes for upcoming meetings. The knowledge that I gain during my internship is that I get to know a lot about daily administrative tasks in terms of how to use the equipment in the office, such as the photocopier machine, the way we keep important documents, how to handle records, and how to dispose of documents that are not used in shredders. This knowledge is very important to me so that it can be utilised in the future. Additionally, I became aware of the file reference number. I learned what number was assigned to each of the files. For instance, the code has been used in the Mesyuarat Ketua-Ketua Bahagian file MDR.438/91. MDR stands for the place, which is Majlis Daerah Rembau; 438 is the title of the meeting; and 91 is its volume. Also, I discovered how to store records, in which I must photocopy the originals before storing the copies in different files for future use as references.

The skills that I get from this training are that I have improved my communication skills because all the tasks are new to me, so I need to communicate with the staff to ask questions or get guidance about the work. Besides that, I also enhanced my talent in typing skills such as Microsoft Word and Microsoft Excel since I have to help staff key in data and information. Furthermore, I also learned new software like e-PBT when I needed to

key in a payment receipt. I was also ready to more effectively organise my time since I had accomplished all of my tasks within the staff's designated period of time.

SWOT ANALYSIS



DISCUSSION & RECOMMENDATION

STRENGTHS

EFFECTIVE IN LEADERSHIP

The strengths of Treasury Units in Majlis Daerah Rembau are effective leadership. According to Kapur (2020), the enthusiastic actions of the followers are frequently linked to the leadership. It's not necessary for leadership to take place within the organisation's hierarchical structure. In other words, there are many people who act as leaders but whose positions have never been explicitly established or defined. Muhammad Abid Malik and Sameen Azmat (2019) said that a leader was someone who directed and managed others to achieve predetermined objectives. It essentially aims to change people's mindsets so they can perform their jobs more effectively.

Following the workers at the Treasury Unit, I am able to indicate that they are excellent at guiding me as a new worker at MDR. This is due to Puan Azlina Binti Mohamed, who works as the leader of the Treasury Unit and can direct and oversee the activities of its employees. For instance, Puan Azlina does an excellent job of assigning tasks to their personnel so that all the work may be completed on schedule. She consistently keeps an eye on their team to make sure they are doing their tasks and to make certain that they do not commit errors. For instance, even though there are a lot of files, I and other staff members at Treasury Units were able to do the jobs within the allotted time when we were tasked with tagging and organising payment voucher and penyata kutipan e-PBT files for 2022 and 2023. As a consequence, the team spirit is strong, and the employees are driven to deliver quality work. Effective leaders can influence morale by assisting

employees in developing a sense of confidence and trust so that they approach their work and the organisation as a whole in a positive way. Nandasinghe (2020) stated that effective leadership is essential to the success of organisations.

I advise MDR to implement a training programme for employees in order to improve leadership among its staff. Yedama and Kunchaparti (2021) assert that training and development programmes are crucial for developing future leaders, empowering employees, and boosting workplace engagement, all of which contribute to improved employee retention. Thus, having a training programme allows MDR to create employees with strong leadership potential and good abilities.

Additionally, I suggest MDR always choose employees who have strong leadership qualities in order to maintain the personnel that already possess these qualities. To do this, choose the top applicant during the process of hiring and choosing candidates. According to Leonard (2020), finding quality applicants is the purpose of hiring and choosing. Performance will rise if the right individual is hired for the position. As a result, MDR will have the most productive employee in the company.

WEAKNESESS

UNCONDUCTIVE WORKING ENVIRONMENT

The weakness in the Treasury Unit at MDR is the uncondusive working environment. The surroundings in which an employee works is referred to as their "work environment". Physical elements like office temperature or technological elements like computers can make up the workplace environment. It may also be connected to elements like work processes or procedures. A conducive working environment is important in an organisation. Freedman (2023) stated that a positive work environment is vital to inspiring and engaging staff, which increases job satisfaction and employee retention inside the company. The staff will be less stressed at work and more likely to provide suggestions for the business's success, which will help it expand and flourish.

My experience working at the Treasury Unit in MDR has shown me that the environment is not one in which I can efficiently complete my task. For instance, I was given the task of photocopying and organising payment vouchers because it needed a lot of space and required numerous payment vouchers to be copied. It was challenging for me to finish my assignment within the allotted time because Treasury Units don't have a lot of space. This is due to the Treasury Unit's ineffective office design, which makes it difficult for employees to do their duties. Additionally, it lacks the tools necessary for the person to complete their job. For instance, a computer and printer that help print a check

Additionally, the offices lack adequate air conditioning. The workforce is not at ease performing their duties because of this circumstance.

My recommendation for MDR to provide a conducive working environment is to improve the amount of air conditioning. A good air conditioning system helps to reduce heat and humidity, which lessens the influence on our capacity to execute and finish the task. Furthermore, MDR can also make routine visits. This can be accomplished by consistently seeking out the opinions of the employee and any issues they may be having with their employment. By doing this, we can determine the ideal working environment that will allow the individual to accomplish their job in comfort. Besides that, MDR has the ability to create an office that is ergonomic. The Greek terms ergo, which means work, and nomos, which means health, are the origins of the term ergonomics. It is the study of how people work and how to build the workplace so that individuals can quickly adapt to it and be more productive. The study of ergonomics focuses on how an employee interacts with his or her workplace. This comprises the actual environment in which a person works, as well as the equipment and supplies, work procedures, and work organisation, whether the individual works independently or as part of a team. Besides, the application of ergonomics in the workplace benefits the company and increases employee engagement (Koirala & Nepal, 2022). Ergonomics plays an important role because the muscles and tendons will be affected when a worker is performing a job and their body is under stress from an awkward position, an extreme temperature, or repeated movement. Risk indicators that could cause discomfort can be minimised by implementing ergonomic changes. The employee may be happier, more productive, and more satisfied with their job due to the

ergonomic workstation's ability to lower the main risk factors for disorders of the musculoskeletal system.

OPPORTUNITIES

IMPLEMENTING A SECURITY SYSTEM THAT IS BETTER AS WELL AS MORE EFFICIENT

One such opportunity for MDR is to create a better, more efficient security system for the Treasury Unit. Cavas & Baballe (2019) stated that a security system is a way to secure something using a network of cooperating parts and tools. Each company must have a strong security system to guarantee that all assets are protected, particularly in Treasury Units, where all crucial payment-related documents are kept.

My insights reveal that the Treasury Units have a security system. Treasury Units, for instance, have safety precautions like closed-circuit television (CCTV). A CCTV is a kind of television system that monitors signals for surveillance and security (Yeganagi et al., 2020). A company needs CCTV to make sure that all activities can be observed and recorded. The presence of CCTV in the Treasury Unit is crucial to ensuring the security of all the funds and payment information stored in the safe deposit box. For instance, we can use the CCTV footage to track particular records when there is a loss of money. By using this, we can also keep an eye on the Treasury Unit to make sure that everyone is working and that only authorised individuals can get into the room.

By placing more CCTV cameras in Treasury Units, MDR can take advantage of these chances. Employers cannot just secure employee records; they can also keep a check on what they're doing. In addition to having the ability to record illegal activity, CCTV, according to Glavin, Schieman, and Bierman (2022), can assist the employer in keeping an

eye on what employees are up to in the workplace. Additionally, having CCTV cameras within the office may aid in preventing crimes because of the feeling of being watched and the ability to keep track of staff access to critical locations (Piza et al., 2020). Besides that, I also suggest MDR to create door lock system for office. According to Tholen (2023), an electronic door lock is a way to replace keys or add extra home automation functions such as remote locking or unlocking. The goal of a locking system is to offer security and restrict access authorization.

THREATS

CUSTOMER SATISFACTION

Customer satisfaction threats are something MDR must deal with. According to Aksar, Kayani, and Ali (2020), customer satisfaction is a condition that indicates a consumer has had his needs, wants, and demands met as a result of a certain product or service and intends to make another purchase. Customer satisfaction is the way in which customers feel about the items or services they receive, regardless of whether they meet their needs or not. An essential result of the marketing process is client satisfaction. Customers' satisfaction with the goods or services offered by a specific company indicates that everyone involved in that company is working hard to supply those goods or services. MDR often hears complaints from customers as an organisation that offers services to them. Customers' issues include payment tax interpretation, in which they are unable to obtain bills, and payment date settings.

Treasury departments are crucial for all forms of payments, including those involving assessment taxes, hall rent, stalls, and fields. Customers who fail to make payments on time will be punished. When there is no bill, the customer must produce the previous statement in order to obtain the account number. Based on my observation, the customer's lack of knowledge of the bill and due date is caused by the decrease in notification in the Treasury unit. They only disclose the information on the back of an old tax bill. Since they are unaware of the problem, many customers are affected.

My recommendation for this problem is that staff at the counter interact face-to-face with customers when they pay bills. This is the most effective way to make sure customers know about this notice. Other than that, organisations should act to post it on social media. Dollarhide (2023) stated that digital technology called social media makes it possible to share text and multimedia content through online networks and communities. For example, MDR can use Facebook and their website to make direct contact with their target audience.

CONCLUSION

In conclusion, the industrial training I received at Majlis Daerah Rembau (MDR) taught me a lot about the realities of the working world. I can prepare for a genuine working life with the help of this experience and expertise. I've improved my ability to use applications like Microsoft Word, Excel, and Power Point. Additionally, I am more adept at time management and can function well under stress, all of which will be very helpful when I pursue my profession after finishing my training.

The Treasury Unit believes that the SWOT analysis is crucial because it helps the company figure out how it compares to its competitors in the market and what steps should be taken to prepare for the future. A SWOT analysis gathers data from both internal sources (the company's strengths and weaknesses) and external influences that could have an uncontrollable impact on decisions (opportunities and threats), according to Kenton (2023). My observations show that the Treasury Unit has an advantage in terms of having exemplary leadership. The uncondusive working atmosphere is a drawback of the Treasury Unit. Creating a more effective security system is an opportunity for the Treasury Unit. However, MDR must be aware of client satisfaction levels in the Treasury Unit.

The prospect of working with Majlis Daerah Rembau excites me. Throughout my industrial training, I learned a great deal and gained experience.

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APPENDICES



Figure 1: Photocopy voucher payment

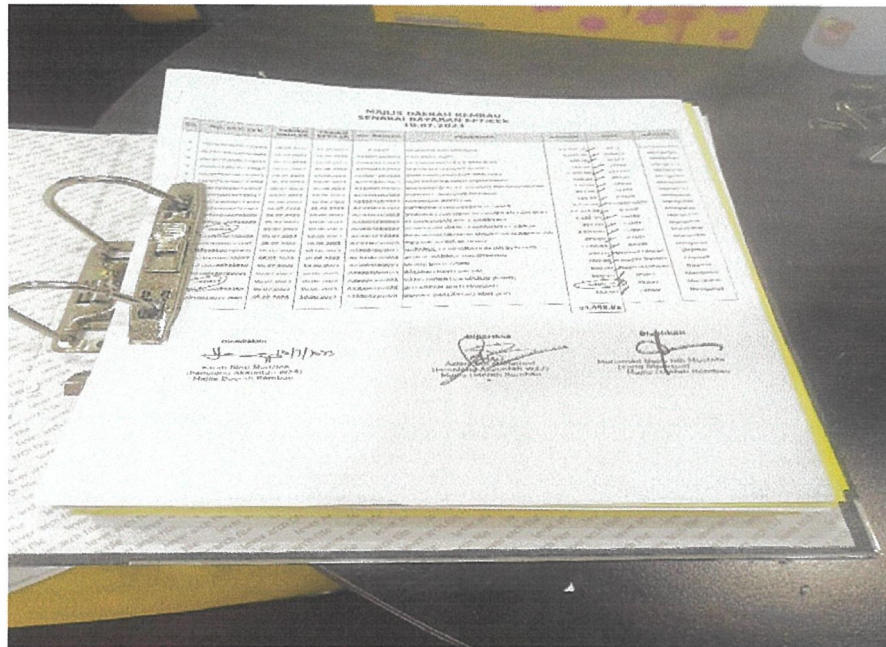


Figure 2: Example of payment voucher that have been arranged in file

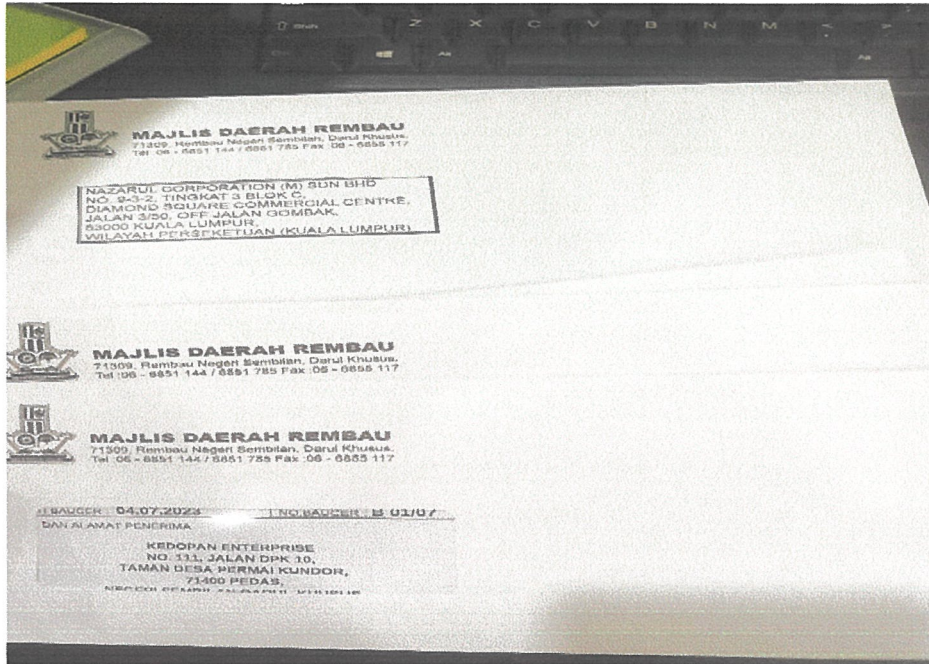


Figure 3: Letter to post



Figure 4: Rack to keep the files



Figure 5: Joining “JOM SIHAT” program



Figure 6: Joining “Gotong -Royong” for Hari Raya event

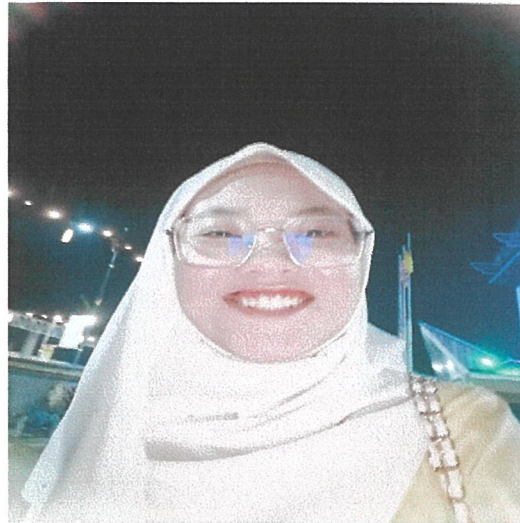


Figure 7: Joining Hari Raya event

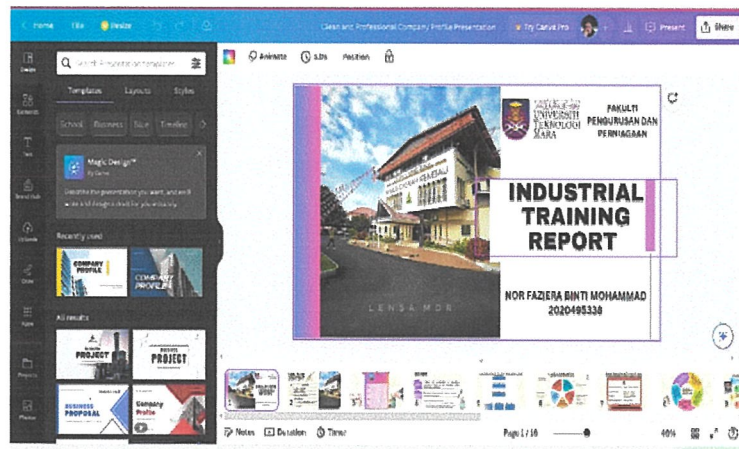


Figure 8: Joining Google Meet for presentation