



**INDUSTRIAL TRAINING REPORT AT MAJLIS PERBANDARAN
JEMPOL**

1 MARCH 2023 – 15 AUGUST 2023

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MATRIC NO: 2021118355

PROGRAMME: HUMAN RESOURCE MANAGEMENT (BA243)

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EXECUTIVE SUMMARY

For students in their last year of study at their individual institutions, the internship program is a requirement. Additionally, it serves as a platform for students to see firsthand the realities of the workplace. Additionally, it is to obtain experience in the actual work processes or working settings that they may require in the future. Students can profit from this practical program's experience by developing a professional attitude towards work and knowledge of the workplace they will encounter in the future. They can learn how to interact with individuals based on their circumstances. As a result, it can increase their maturity of thinking and also their action towards that.

Jempol Municipal Council (MPJL) was the starting point of my wonderful six-month industrial training, during which I gained a lot of knowledge and experiences. Jempol Municipal Council (MPJL) is a government body whose function is as a development center and also provides comfortable services to the residents of the Jempol area. It is under recognized local authority (PBT). This means that it is under the supervision of the Negeri Sembilan Government.

The essence of the content that needs to be in this internship report is quite a lot and it is divided into many parts and starts by introducing the company profile. The following section is a reflection on the industrial training, and it discusses the knowledge and expertise gained during the training and applied. The main conclusions of the report are based on a SWOT analysis of the company's strengths, weaknesses, opportunities and threats. Discussions and advice on company SWOT analysis are provided in this area.

After analyzing the swot for the Jempol Municipal Council, I finally managed to identify what this company's swot is. For Strength, it must be due to Well-known recognized local authority (PBT) and good working environment or condition. For weaknesses, Non-Technology Updated and Lack of job opportunities for high level positions such as officers. For opportunities, it is a surplus in the budget for allocation and also has a strategic local area. Lastly, for threat is economic crisis and also change the government

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ACKNOWLEDGEMENT

First of all, I would like to express my gratitude to someone who is very important in the process of me preparing my report and going through the day of my practical training, which is my training supervisor, Mrs. Zarina Binti Jahya for her guidance and enthusiasm in sharing all her knowledge with me and her invaluable services throughout my training. From the beginning of my internship here, Mrs. Zarina took the time to get to know me and understand my goals for the internship. Also, she was always ready to answer my questions and provide valuable feedback. Her support helped me to stay motivated and focused, and her helpful criticism helped me better my abilities and approach to my work. I appreciate her dedication to my accomplishment as well as their time and effort.

Secondly, I would also like to thank my advisor, Madam Siti Musliha for all her guideless and efforts in helping me and my other friends by providing ideas and insights in preparing this internship report. She gave us enthusiasm in preparing this report and was patient in answering our questions. In addition, she also gave us new information regarding the internship. I will appreciate her service forever. Last but not least, I would like to say thank you for my backbone which is my parents and friends who gave me support and encouragement in completing this report. I will never forget your kindness to me.




STUDENT'S PROFILE



NUR SYUHaida BINTI SHUHAIMAN

Human Resource Management

I'm Nur Syuhaida, fresh graduate in Human Resource Management. I'm looking for a challenging position with a forward-thinking company that can enhance my interpersonal skills and abilities in the Human Resources industry.

Skills

- Microsoft Skills
- Teamwork skills
- Communication Skills
- Problem Solving Skills
- Interpersonal Skills

Language

- Bahasa Melayu (Expert)
- English (Expert)
- Mandarin (Intermediate)

Education

2018-2021
UITM Campus Rembau

- Diploma in Business Studies

2021- Present
UITM Campus Bandaraya Melaka

- Bachelor of Business Administration (Honors)
Human Resource Management

Extracurricular

Jan 2023
Webinar Program : " EQUITY AND DISCRIMINATION ISSUE IN RECRUITMENT (HIRING EX- CONVICTS)"

- Head of Activity Bureau

Jan 2023
Webinar Program : "MALAYSIA LABOUR LAW REFORM : THE GOOD AND BAD FROM INDUSTRIAL RELATION PERSPECTIVES "

- Publicity Bureau

Jan 2023
Seminar Program : " PROGRAM PEMANTAPAN MINDA CILIK" SK PERINGGIT

- Head of Present Bureau

Jan 2021
Program : Mased Young Entrepreneur

- Join as Participant

Achievement

Feb 2021
First Class Of Diploma

- 3.53 GPA In Whole Semester



REFERENCES
PUAN NURHIDAYAH BINTI ZAINI
ACADEMIC ADVISOR



Working Experience

1 Mac - 15 August 2023

Internship : Majlis Perbandaran Jempol

- Administration Department

COMPANY'S PROFILE

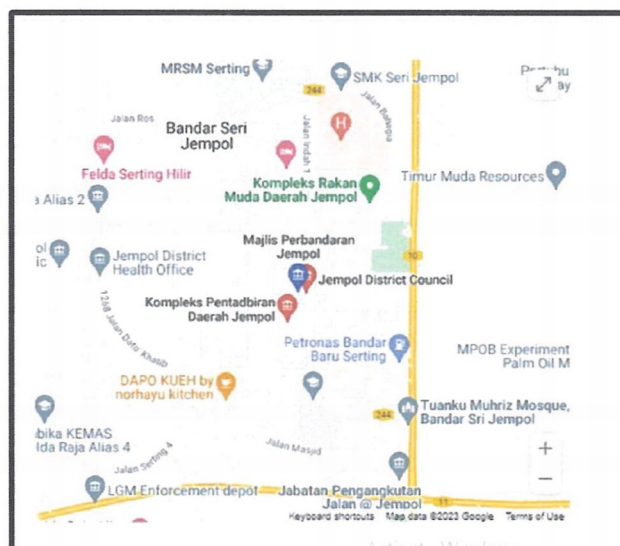
Company's name

- Majlis Perbandaran Jempol @ Jempol Municipal Council

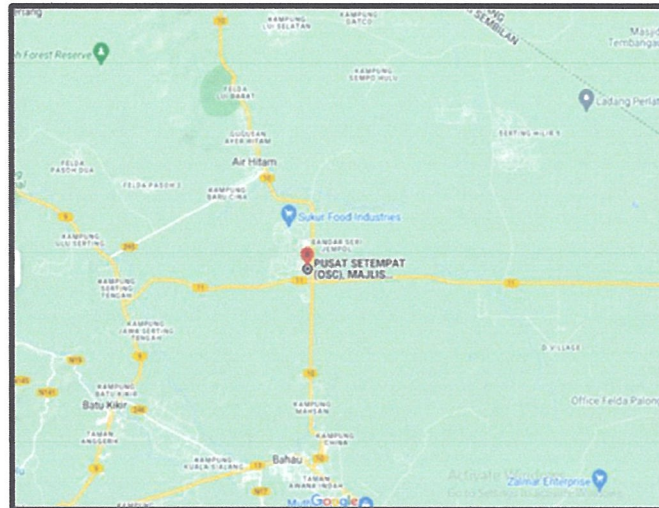


Location

- Jalan Gemilang, Bandar Baru Serting, 72120 Bandar Seri Jempol Negeri Sembilan



- PUSAT SETEMPAT (OSC), MAJLIS PERBANDARAN JEMPOL 172, Jalan Serting Utama 3/3, Bandar Baru Serting, 72120 Bandar Seri Jempol, Negeri Sembilan



3.2 Vision

- Jempol Advanced, Beautiful and Civilized

Mission

- Offering a prosperous and dynamic living environment to the community.
- Practicing the best governance to offer services with integrity, prudence and civility.

Objective

- Improve financial capability and human resource management efficiency
- Create and implement dynamic planning by intensifying and strengthening physical, system, social and economic facilities as well as the environment.
- Provide services and provide quality facilities to the community taking into account the Local Agenda (LA 21)

BACKGROUND OF ESTABLISHMENT

Jempol District Council was founded on August 1, 1980. A new district, Jempol District, formerly known as Bahau Kecil division, has been created as a result of the redelineation operation and is presently managed by Kuala Pilah division.

It is well known that Jempol District is surrounded by Segamat District, Johor in the southeast, Kuala Pilah District in the west, Tampin District in the south, Bera District, Pahang in the north, Jelebu District in the southwest, and Bera District, Pahang in the north. This proves that many states border Jempol because of its large area. With an area of 148,277.32 hectares, Jempol is the largest district in Negeri Sembilan. It is divided into five regions (mukim), namely Serting Iilir, Serting Ulu, Kuala Jempol, Jelai, and Rompin. However, the operational area of the Jempol District Council is only 27,091 hectares (18% of the total area of the district), the majority of which is around Bandar Baru Serting, Bandar Seri Jempol, Pekan Batu Kikir, Pekan Rompin, and Mahsan.

The JKR Building in Bandar Bahau served as the initial home of the Jempol District Council. Then, in 1985, it moved to the Jempol District Council Hall on Jalan Murah in Bahau, before returning to Rumah JKR in 1986. Jalan Taman Tasik, Bahau was the location of the Jempol District Council office from 1987 to 16 December 2001. Currently, Bandar Seri Jempol, formerly known as Bandar Baru Serting, houses the Jempol District Council in its own structure.

The District Government Law UU 1876 171 specifies how the Jempol Municipal Council operates in terms of the procedure's primary goal. In essence and in principle, the job of the Jempol Municipal Council is to offer the best services possible to the locals who fall under its purview, i.e., those involved in town and country planning, waste management, community health issues, and building inspections.

On January 29, 2019, 39 years after its founding, Jempol District Council officially changed its name to Jempol Municipal Council, becoming the fourth municipal council in Negeri Sembilan. The Yang Dipertuan Besar of Negeri Sembilan, Tuanku Muhriz ibni Almarhum Tuanku Munawir, concluded the declaration ceremony at the Jempol Municipal Council Square. Now, Jempol Municipal Council is adapting to change their management and also increased the roles because of the up level from District to Municipal. It's not easy at first, but Jempol Municipal

Council can do it with the support of the other Government body to manage it. YDP for now is Raja Norazli Bin Raja Nordin.

PRODUCT / SERVICES OFFERED

1. Waste Management and Disposal

The Jempol Municipal Council gives priority in creating a clean and healthy environment in the Jempol area. So, in achieving the goals, the Council has implemented a schedule for tasks such as cleaning the drains, cutting the grass and also picking up the garbage in the housing estate area and also in the area close to it to be cleared and well maintained. The task has been carried out by a private party namely Southern Waste Management (SWM) to implement it.

2. Town and Country Planning

Planning an area's development requires MPJL to adhere to every planning requirement contained in the Regional Local Plan (RTD). The National Physical Plan (RFN), at the federal level, contains planning objectives that are intended to be translated into this local plan. Additionally, the State Structure Plan, Negeri Sembilan (RSN), as well as other state-level strategic initiatives, are improved.

3. Social and Economic Development

In order to develop social and economic activity, MPJL needs to provide infrastructure. One of MPJL's responsibilities is to provide multipurpose halls, playgrounds, recreational areas, and other public facilities so that local communities can conduct their social activities. While providing business centers with the bare necessities is a crucial part of MPJL's role in growing the local economy. The council's roles in economic development include issuing business licenses and providing stalls, markets, and commercial lots.

4. Public Health and Sanitation

Referring to the responsibility above, the MPJL needs to ensure that environmental hygiene factors are always under control, especially the sanitation system to prevent the spread of infectious diseases or epidemics. In today's context, many of the above functions have been taken over by the Indah Water Konsortium (IWK) in an effort to further improve the health of the population.

5. Payment of Assessment Tax which is called gate tax

As you already know, each Council throughout the state will implement the payment of assessment tax for all citizens in the district who reside in houses under the supervision of the Jempol Municipal Council. This is to pay for the services offered by the Council in creating a comfortable and convenient place. This payment is made twice a year, namely in the 6th month and also in the 12th month.

7. Building Control

Every building that needs to be erected is required by the MPJL to submit a building plan in order to perform this role. Additionally, if a building owner wants to renovate, they must comply with this. This control is required to make sure that safety considerations are not overlooked. This is due to MPJL's obligation to provide the best services possible to its residents, making resident comfort a top priority. The building's intended usage is again controlled under this function.

8. Municipal Infrastructure Maintenance

To ensure the welfare of the community under the MPJL, are fully responsible for maintaining the roads, sewers, public lighting, and other infrastructure owned by MPJL. The Engineering Division will fix this issue. The Council must overcome a number of obstacles to effectively carry out this job, particularly in terms of its limited people and financial resources.

ORGANIZATIONAL STRUCTURE

An organization's organizational structure is how its human resources are systematically arranged to fulfill its shared business goals. In order to promote efficient work and information flow, it explains the tasks and responsibilities of each member of the organization (Vaidya) . It also helps to know the top ranks from manager to assistant, which makes it simpler for outside parties to conduct business by just glancing at the organizational structure to determine who is qualified to be discussed with and interviewed. The Organizational Structure for Majlis Perbandaran Jempol is led by YDP Raja Norazli Bin Raja Nordin that is responsible for the whole management of Majlis Perbandaran Jempol. He is also responsible alongside the council members who represent the political party and serve as a channel of contact between the local administration and the citizens who live under their jurisdiction.

As we know, the Jempol Municipal Council has many departments under it which are 16 departments and so far, staff in Jempol Municipal Council have 174. All of them play a very important role in ensuring the smooth running of everything. Among them is the main part which is the administrative part followed by finance, law, engineering, information technology, assets and so on related to the Council. So, here the detailed diagram below shows the organizational structure for the entire department under the Jempol Municipal Council (MPJL)

TRAINING'S REFLECTION

For my requirement to complete my degree in my final year, I'm doing my internship program at Jempol Municipal Council which is under the Government sector. The duration is 24 weeks which is from 1 March 2023 until 15 August 2023. It is estimated for 6 months for me to find as much experience as possible to prepare me to face the real world of work. The operating hours for the Jempol Municipal Council are similar with the other company which is using the office hours which are from 8.00 am to 5.00 pm , Monday to Friday. During the internship, I was assigned to the Administration Department. Even Though I am assigned to the Administration, I also need to help the staff from Human Resource if they need my help. There are 12 people in total in this department which include the Assistant Administrative Officer, Chief Clerk (CC) , Assistant in administrative and Human Resource , and also Assistant Engineer in handling the MPJL vehicles.

For general knowledge, the administration department at MPJL plays a very important role in the overall management at MPJL. Their tasks are also considered as heavy because there is a lot that needs to be managed including preparing purchase forms and government orders and vouchers, registering letters from the administrative department, maintaining and updating general administrative files, managing all MPJL meetings and also receiving complaints from phone calls. So, my presence as a practical student at their department has reduced their burden to carry out their tasks.

There are many tasks that I do throughout the practical and these are some of the tasks that I often do. The first is that I register the letters that have been received in Microsoft Word. The letters are received from email, fax, post and also sent directly to MPJL. Therefore, the letters are collected and registered with the aim of being proof that the letter has been received. Once registered, I will also make a letter distribution in Microsoft Word as well. The letter distribution means the letter that will be distributed to the departments related to the received letter. The purpose of the distribution of the letter is registered because to be a proof that the letter will be distributed and will be received by the relevant department. So, sometimes I make both and sometimes I only do one according to the needs of the staff.

The second task that I do is, registering the worker's claims in the officer's claim book. Every officer who makes a claim will be written in the Officer's Claim Book and sent to the finance department to make payment. The claims that staff can do are Overtime (OT) , telephone allowance , travel allowance , driving allowance and daily allowance . All of these claims will mostly be written in the officer's claim book at the end of the month when staff make claims. The purpose of writing all staff claims into the officer's claim book is as a reference and also as proof that the staff claim has been received and registered. Third task I also do is to 'Minute' letters that have been received in files. This task is one of the most frequent tasks that I do throughout this practical. This is because letters received or letters to be saved must be minuted first before being stored in the file. This is because it is evidence that the letter has been kept in the file and this is a reference if they want to use it again. The method is that if the letter is a letter or email from an outside party, it is necessary to use a Red Pen which is like "Srt drpd (company name) bth (letter date) dmpd (date of letter entered)". If the letter or email is from MPJL, it is necessary to use a black pen such as "Srt kpd (company name) bth (letter date) dmpd (date of letter entered)".

The Fourth task is to fill and send the documents to the relevant department through the 'Despatch' Book (Am 109-Pin.3/82). Every document or letter that needs to be given to the staff in the MPJL that is distributed in this must be written in the Despatch Book which is in the Government Act which is (Am 109-Pin.3/82) . So, I learned how to write things in the book and distribute it to the relevant staff. Fifth task is to register the purchase in the government order form (LO) to be submitted to the Supplier and send the document to the finance department to be recorded. Every purchase made by MPJL must be done on the Government Order Form (LO) to pay the purchase to the supplier using the allocation of MPJL. Also, I am also responsible to put the 'carbon' and 'tagging' on the Government Order Form (LO) for the secretary signing the form and also open it after the secretary has finished signing the form.

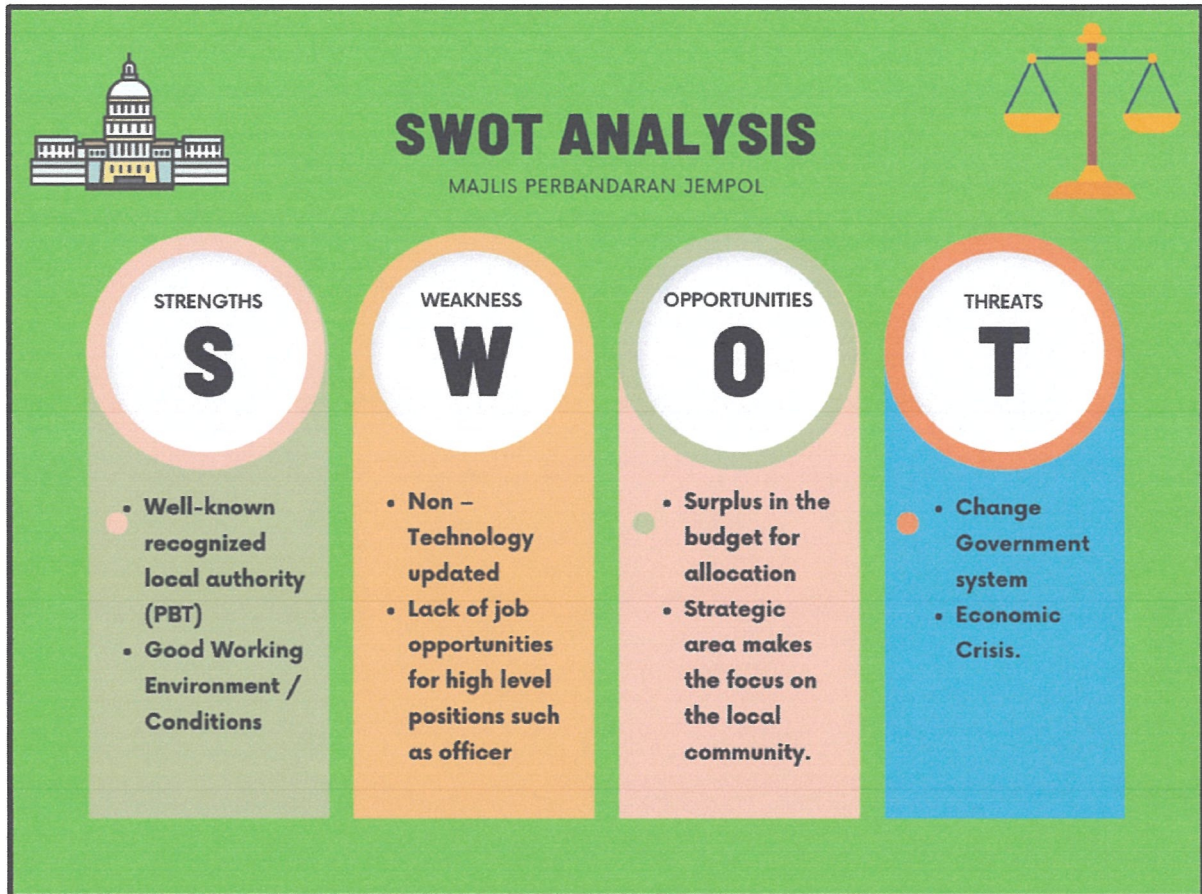
The Sixth Task that is responsible to do is registering the cash checks into the Mail Register Book under the act (Am 10-Pin 3/80) and submitting it to the Finance Department for recording. The purpose of registering the mail in this mail book is that the check received by the Council needs to be recorded in the mail register book to be proof that the check was received and sent to the finance department. This matter is under the government act (Am 10-Pin 3/80) and it is mandatory to be registered in the book. Last task is to close the file that has been full, which is, it

has reached the number of 100 or has reached 4 cm and also open a new file when the old file has already been closed.

Not only the task I do during my internship, but I also attend the MPJL's activities . Many activities they implemented and among them are "Bacaan Yasin" , Iftar ceremony, Eid al-Fitr ceremony, MPJL Official Assembly and MPJL fire drill. This program made me become more familiar and strengthened the brotherhood between them because this program is implemented for all MPJL staff. In addition to the internal program, I also attended an external program organized by MPJL which is the "Sentuhan Kasih " program by the Minister of KPKT YB Nga Kor Ming. My staff and I are responsible for providing food and drinks to VVIPs and also to the media and also painting the mural . From there, I was able to learn how to work as a team. I had a lot of fun while attending the program.

The benefit I get during my internship here is that I'm able to manage documentation for the organization's records and prepare files , enabling me to improve my oral communication skills and also written communication in the workplace . Not only that, I'm able to work in a team and be a person who is disciplined in following workplace rules such as punch cards, dress code and government confidentiality. For the extrinsic benefit, I Get 'Duit Raya' , which is a temporary cash incentive provided by the company to all Jempol Municipal Council employees, including trainees from YDP MPJL which is YDP Raja Norazli Bin Raja Nordin .

SWOT ANALYSIS



DISCUSSION AND RECOMMENDATION

Strength

1. Well-known recognized local authority (PBT)

Jempol Municipal Council is a well-known and recognized local authority (PBT) because it is under the Malaysian government. Before we start to explain this, of course we want to know what is recognized by the local authority (PBT). Recognized by the local authority which is known as PBT is Local Government in Peninsular Malaysia Section 2 of the Act provides that "local authority" means any City Council, Municipal Council or District Council, as the case maybe, and in relation to the Federal Territory means the commissioner of the City of Kuala Lumpur appointed under Section 3 of the Federal Capital Act 1960. PBT is also the government's effort to take care of welfare and be the best services for local communities under the care of their respective states, likely by MPJL

Back to the content of well-known as recognized local authority, it works in providing development and social services for the district. The Jempol Municipal Council was established in approximately 43 years to manage the development of Jempol and also collect land tax, business licenses and other payments received by the council. It is also responsible for maintaining the harmony of the Jempol area where it ensures the residents of Jempol sit in a comfortable and safe environment. As it is well known as it is the one of the government bodies in Malaysia, of course it has stability in terms of their service.

Jempol Municipal Council needs to be a recognised and top local authority, and for that to happen, MPJL needs to be an organization that is smart to seize opportunities to create competitive advantages by cultivating individual resilience among staff members, conditions, and their organizational systems and processes to increase effectiveness of their organization. The Council needs to active their role in terms of providing the facilities and help to solve the problem among the community that MPJL covers. In addition, MPJL should give excellent service in order to achieve the good name. So the effect is, customers of the Jempol community trust the MPJL service. It is very good as one of the tips Business is, if your customer has trust in your service, it can achieve a strong brand name (., 2023). With the recognized advantage of Jempol being

upgraded from a District to a Municipality, this must be increasingly recognized by other Councils, especially the Negeri Sembilan Council. As a result, it will attract investors to invest in MPJL and this will necessarily increase the economy of the Jempol district and Jempol will become more developed (harian, 2022). So, it is important MPJL should have its own uniqueness to be the strong brand name among the other Municipal Councils as it is being the positive impact of development of Jempol.

2. Good Working Environment / Conditions

MPJL has its own advantage which is having a very good working environment or condition. This is because we can see that MPJL provides complete and beautiful facilities such as canteen facilities, rest areas, many toilets and prayer rooms. Not only that, the office equipment is in good condition. As a result, employees at MPJL can perform their work because it makes them enthusiastic and focused on their work without distraction and discomfort of the work space. Based on career guide 2023, A workplace that encourages employee growth, safety, and goal-setting is considered to have a positive work environment. These settings inspire workers to perform to the best of their abilities, making them the most favorable for a productive workforce (Herrity, 2023)

In terms of the relationship with the workers, it can be seen that MPJL has a very good relationship among them. This can be seen where the Administration Department always implements programs with MPJL employees such as the Yasin Reading program on Fridays, the Hiking Program at Bukit Taisho, Mural Painting and cleaning activity in Bahau and others. All employees regardless of subordinates to the highest YDP, all joined hands to implement the program together. This is proven by one of the activities that shows the responsibility together with the staff to implement the program effectively, which is the program “Program Sentuhan Kasih Sayang YBM KPKT”. This programme is MPJL must prepare the food for the VIP and also for the media. All of the staff is helped together to make sure food is already being prepared.

So, It shows that, MPJL relationship is like a family as they are very close together. By implementing this program, indirectly the employee relationship will be close and they will easily communicate with each other without any problems and also it will make this internal management easy to implement because they understand each other.

For the part of recommendation, to make sure this strength becomes stronger, MPJL should do a lot of activity programmes with all the staff to build a strong relationship such as the do a activity of “Gotong-Royong” in MPJL twice a month, “Bacaan Yasin” every Friday and also do a meeting always to hear the problem of the staff once the month. Not only that, also Employers can also reward staff who perform well in their jobs. This is because they will feel appreciated for

their hard work. It can give rewards in the form of money such as bonuses, branded items and even free lunch (Caramela, 2023)

.Also, to make sure the infrastructure of MPJL is sustainable in a good condition, Asset Department responsible to check the asset regularly and be make sure the place is clean always. It is because, the good infrastructure can cause the employee to enjoy their work, and help stimulate ideas and creativity (Singh, 2018). As a result, MPJL staff can do their work perfectly with a positive environment and the other staff who are responsible for the development of Jempol can brainstorm ideas on how to develop Jempol to be a good district from others. So, if Jempol improves their development, of course MPJL can have their own level of success.

Weaknesses

1. Non-Technology Updated

As a company under the government, we can see that some government bodies are still using the manual system or called the old system in carrying out daily activities. Government sector is always not looking forward to the current technologies rather than the private sector company.

For these weaknesses, we can see that Jempol Municipal Council is still using the old system of attendance which uses the Punch Card system. By using this punch card, the employees can easily be deceived by asking for the help from other employees to help punch their cards. It is not fair for others as the other workers are very passionate and honest in terms of attendance. Even though they have CCTV in the punch card area, that does not mean that deceit does not occur. Not only that, it is also a problem for the staff that they do not prove their attendance everyday if the punch card was stolen .

So, to make sure to overcome these weaknesses, the best way that can be done is to upgrade the style attendance system from traditional to being digital style according to the attendance practices done in the other company . For example, MPJL can use E-Time attendance which includes using Fingerprint Technology , Facial attendance , Iris (eyes) and also RFID that is using the Biometric . This E- attendance is very common now in other companies and this being the very positive effect for the Human Resource practices which is it is paperless, quick, and convenient, also cutting administrative costs (Hr, n.d.). Not only that, but this is a guarantee safe from another person who stole a staff attendance sheet as it is very personal security that only the person itself can only access their attendance.

Secondly , the weakness is that the filing system still uses a manual system. Manual system meaning that filing is written in the file. Based on the OMG Onsite Management Group, compared to 97% of respondents from less technologically proficient organizations, just 18% of respondents from companies with advanced digital document capabilities regard remote work as having a negative influence on staff productivity (Galeas,2023). It means that, are not fully revealed to the

capabilities of this digital document which causes them to still be in the old way in this filing system.

By doing manual filing, these files are probably not being safe, as it is just saved in the cabinet file and anyone can pick up the file. It is not impossible if the file can be stolen by another person. In addition, files also can be damaged by water, ink (zikriamri, 2012). These files are private and confidential, so can affect MPJL for their management as they have the problem of checking the reference if they do not have the document in it. To overcome these weaknesses, MJPL can use digital documentation or online database filing. It can reduce the cost of paper and also it has the strong security that only a certain employee that handles it can access it. So, it can be easy to do work without worrying about the risk of being stolen or so on (Galeas, n.d.). Also, MPJL can manage their management properly and excellently and have a strong name among the other Government bodies.

2. Lack of job opportunities for high level positions such as officer

As seen in the organizational chart, we can see that the majority of department heads in MPJL are Assistant Officers. We can see that there is a lack of skilled personnel in their respective departments because Assistant Officers are Diploma graduates. So, they don't have a lot of full experience about something. It can cause them to face problems when carrying out a project or their task due to lack of skill in that matter. So, they had to waste time looking for the opinion of more experts or refer to YDP. So, this will take a long time to solve the problem and be the effect of customer service satisfaction. In addition, the constraints in hiring these officers also make Assistant Officers have to do a lot of work to complete their tasks. It will make them burdened with their work as they do the overload work and also overload position. This has been seen by an Assistant Financial Officer always returning home late due to completing many tasks.

For these weaknesses, I think the best way that can be done is by MPJL is playing a very important role to discuss with the Government Bodies that are related to open the job opportunity for the high-level Officer. The right group to be given this job opportunity is the fresh graduates group. It is because the weakness in the marketability of this group of fresh graduates makes youth unemployment. According to the Department of Statistics Malaysia (DOSM), unemployment graduates in 2020, is 4.4% (202,400 unemployed graduates) compared to 2019, which is unemployment 3.9% which is 165,200 (Anif, 2023) This issue needs to be resolved by giving them job opportunities at MPJL. This group for me is a very suitable group because they will easily absorb all the knowledge while working where they are mostly young and easy to shape and hone their skills.

Apart from the fresh graduates, the experienced group is also very important in hiring at MPJL because they know more about their work. It is also because officers will perform their jobs well based on their high experience and knowledge in their career fields. So, MPJL will be better managed due to the presence of high caliber employees. Not only that. In fact, this will reduce the burden of Assistant Officers who previously do a 2 role as Assistant Officers and also officers. So, overlapping work does not happen again.

Opportunity

1. Surplus in the budget for allocation

Every year, Jempol Municipal Council receives an allocation from the Negeri Sembilan Government for MPJL expenses. They will use the allocation to pay off debts, bills and any other expenses. The excess of allocation is used to develop and welfare for the Jempol community. The allocation was used for the construction of the Syariah Court, the Palong 6 Fire and Rescue Station and the Recreation Park in Bandar Baru Serting. This implementation provides many benefits to the local community where MPJL has carried out their responsibilities well. In addition, MPJL also received allocations from the Minister of Local Government Development, YB Tuan Nga Kor Ming (YB KM). He gave the allocations in a program implemented under MPJL, the "Sentuhan Kasih Program". He gave Rm 31.4 Million for the development of Jempol, among which was the Repair of toilets in Medan Niaga Bahau, the implementation of road widening and resurfacing works and also the construction of new roads for the comfort and convenience of Jempol residents (kerajaan tempatan, 2023,). This is a big amount of allocation this can be fully used by the Council in the development of Jempol.

In order to strengthen and increase development for Jempol, MPJL plays an important role in finding more allocations for Jempol citizens. This is good at finding funds from the Government, especially the Minister. With the MPJL title being changed from the district to the Municipality, this gives a wide opportunity to easily find more allocations. In addition, the surplus of the budget can be used to pay taxes. Based on the (P. Afanasiev & N. Shash, 2020), it stated that in order to lessen the burden and balance the taxation of businesses and households, it is necessary to use the allocation surplus to lower taxes.

2. Have a strategic local area

The advantage of MPJL is that MPJL has a very strategic location. It is located in the middle of the Jempol area which is in Bandar Baru Serting, close to Pekan Bahau, Batu Kikir and also near to the Felda area which includes Felda Raja Alias Felde Palong and Felde Lui Barat. For the additional info, Jempol is categorized as a Central Planning Zone that emphasizes modern agricultural activities (*Info Jempol*|n.d.) Not only that, but it also has development planning as well as the Government Complex in Bandar Seri Jempol and has a large town in Bahau for the convenience of the Jempol community.

From the advantages of this Jempol area and the strategic area of MPJL which is in the middle of Jempol, This will make the MPJL area in Bandar Baru Serting an attraction for the Jempol community. It is not surprising if this area is being developed and upgraded as a Municipal area. This is because it will make it easier for the people of Jempol to use this facility. Based on the (*Selatan*, n.d.), the place to be chosen for the business should be strategically since it may increase commercial relationships and draw in customers. As usual, the customer, which is the community in Jempol, always has access to MPJL services such as business licenses, pay tax assessments and so on . Not only that, but MPJL's clients will be easy to discuss with MPJL because most of the clients are from government bodies that are near to MPJL. So if that's the case, this will indirectly save time and transportation costs to meet. MPJL will also save costs and energy if they go to the client's place.

For the way to sustainability the opportunities, MPJL must have the strategies to increase the attraction of people to access the MPJL service. MPJL must increase the development in the area of MPJL by adding more government bodies near the MPJL area such as Islamic religious affairs department, study center and also other Government bodies. In addition, I also recommend that Government that related the service of MPJL which is Negeri Sembilan Government can implement the planning before this which is Jempol will be developed as a food valley and will be main source of the state.Its means that the agricultural sector will be the main economic development (Azizi, 2018) As a result, more project can implement and of course MPJL is important to be a part of the project can do successfully.Also, many people want the service of MPJL as the residents Jempol is increasing caused the job opportunities are increasing in Jempol.

This not only makes this MPJL a concern for the people of Jempol, but it is also a concern for the Negeri Sembilan government because it increases the state's revenue.

Threats

1. Economic Crisis

As is known, Malaysia is facing an economic crisis. It has a big impact on the economy and development of Malaysia. Similarly, Jempol Municipal Council is facing problems in facing this crisis. Among them is necessarily from a financial point of view. This can be seen that the main source of revenue for MPJL is the payment of assessment tax by the local community. However, this economic crisis caused many customers not to pay tax due to financial constraints. Most Councils in Malaysia are affected by the deferred payment of assessment tax by customers caused by the economic crisis, likewise with MPJL. It is because the economic crisis affected household income which increased the expenses of basic needs, loss of income and also increased unemployment. For the year 2023, the unemployment rate in Malaysia is increasing from 3.2% to 3.5% (Ng, 2023). Its proven shows that the economic crisis being affected the person to pay tax assessments

The way the person pays the tax assessments, MPJL should play an important role in ensuring that they pay this assessment tax at the specified period. This is because the economic crisis is difficult to contain because it affects everyone. The trick is, MPJL needs to reduce the assessment tax payment rate to customers so that they don't feel burdened by the payment. For example, according to (Malik, 2023), Pm Anwar reduced the 25% assessment tax on Affordable Homes owned in Kuala Lumpur. In order to reduce the cost of living for the B40 and M40 groups. In hopes that, MPJL also can do something to reduce the cost of living by reducing the tax assessments for these groups as these groups are very affected to face the economic crisis. As the Government sector, it is the opportunity to collaborate with Government bodies to do that. As a result, it can increase the number of people to pay and MPJL can survive with the tax assessments even though it's not more than before this.

2. Changes In Government

The unstable political system in Malaysia has made changes in the government. In just a few years, the government changed about 3 times. If that happens, of course there will be many changes in the government administration system in Malaysia. Therefore, of course, the Jempol Municipal Council will suffer because it is in the government and has to comply with the new policy that is changed every time as the new government.

One of them is that the budget allocation that MPJL receives from the state government must change its policy. If so, the Municipal council's ability to carry out development projects and social projects to advance the council's goal may be impacted if the budget allocation changes in a negative way. This means that the budget allocation will be insufficient and it will be difficult to implement the project. In addition, this change of government has already changed their political context. They have not properly implemented the transformation of the country. This is because they are more focused on the service sector which is focused on green technology, digital economy and small and medium enterprises (SMEs) (Ying & Adilla, 2023). Not only that, the administration of this new government insisted on strengthening the independence of key institutions and fighting corruption (E. Hutchinson, 2018)

MPJL should have the best strategy to ensure that the budget for allocation is sufficient for the development of Jempol and expenses. The trick is that MPJL should reduce a little of expenses, especially the administrative department that manages all the management of MPJL. The allocation can be used to implement programs to increase funds, for example, the program for the sale of used clothes. Therefore, these strategies will indirectly cover the lack of allocation for development and also expenses that need to be paid in the long term. Sustainability and performance of development for organizations like MPJL.

CONCLUSION

Overall, through the SWOT analysis that has been discussed, we can see the strength or uniqueness of the company to survive, the weaknesses of the organization, the opportunities for it to develop and also the threats to avoid. I hope that the proposal proposed earlier will open the minds of the Jempol Municipal Council to improve what is lacking and also increase their strength to create a good name for the company throughout Malaysia. As for myself, during my internship at the Jempol Municipal Council, I gained a lot of experience. Instead of following company rules and regulations, carrying out the tasks given and helping to implement the program organized by MPJL to some extent has given me knowledge to use it when I enter the world of work later.

I was also able to increase my skills during this internship such as communication and problem solving skills. Not only that, but I can also listen to advice and share knowledge from my supervisor and also the staff related to the world of work and so on. This has an effect on me, who is just about to start my own life to take every piece of advice well. I hope that I will use all this knowledge and experience in the best possible way not only in the field of work, but also in my life that will face adulthood.

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APPENDICES

The activities that I do during my internship period





Task I do during my internship

