



UNIVERSITI
TEKNOLOGI
MARA

FAKULTI

PENGURUSAN

DAN

PERNIAGAAN



PENTADBIRAN
TANAH
JOHOR



INDUSTRIAL TRAINING REPORT AT PEJABAT TANAH KLUANG

1 MARCH - 15 AUGUST 2023

**NOR ANIS SYAFINAZ | 2020608186 | BA243
BINTI ROSLY**



EXECUTIVE SUMMARY

This executive summary provides an overview of the internship report conducted at the Kluang Land Office, which aimed to explore fresh knowledge in understanding land management practices and propose recommendations for improvement. The internship involved tasks such as data collection, data analysis, identifying challenges faced by the Land Office, and providing potential improvement suggestions.

The findings from the internship highlighted four significant areas for improvement. Firstly, the reliance on physical document storage and manual data entry poses a risk of loss or damage. To mitigate this, it is recommended to adopt digital document management systems and automated data entry processes for increased efficiency and reduced vulnerability of physical record

Secondly, the limited workspace negatively impacts staff convenience and workflow. To address this, options for expanding the workspace or implementing space utilization techniques should be explored to create a more conducive environment for effective task execution.

Thirdly, the internship identified instances of grant fraud conducted by third parties with expertise in ownership matters. Strengthening verification processes and establishing stricter protocols for granting ownership rights is recommended to combat fraudulent activities and ensure the integrity of land ownership records.

Lastly, it was observed that customer expectations regarding the Land Office's services were excessively high. To manage expectations effectively, improving communication channels with customers and enhancing service quality are crucial. Measures such as clear and timely communication, streamlined processes, and efficient service delivery will enhance customer satisfaction and establish a positive reputation.

In conclusion, the internship report emphasizes the need for improvement in four key areas at the Kluang Land Office. Recommendations include adopting digital document management systems, addressing workspace limitations, strengthening verification processes, and enhancing service quality. These improvements aim to enhance operational efficiency, mitigate risks, and deliver a higher standard of service, contributing to the overall improvement of land management practices at the Land Office

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ACKNOWLEDGEMENT

I would like to begin by expressing my infinite gratitude to Allah SWT for granting me the strength, opportunity, and capability to successfully complete my internship program at Pejabat Tanah Kluang. Besides, I am very grateful for being able to complete my internship final report within the given time frame. In addition, I want to take this opportunity to say my sincere thanks to the numerous individuals who have, either directly or indirectly, provided their entire assistance as well as their encouragement in order to make the completion of the last report achievable.

First and foremost, I would like to express my deepest appreciation to my honored internship advisor, Puan Azzura, for her invaluable guidance and support throughout my industrial training duration. Her assistance has been essential in my professional development during this period. She provided me with numerous guidance and support to ensure that I remained on the correct path throughout every phase of my internship final report completion process. Additionally, she consistently monitors the progress of my final report in order to ensure that I can prepare the final report perfectly.

I also want to express my gratitude to Mr. Md Adib Bin Samsuri, who is in charge of instructing me that is willing to share his professional expertise with me in order to help me in the learning process. He consistently provides guidance and support while I perform the assigned tasks. Because of his effort, I was able to learn new things, such as the working culture of the office, dealing with customers, and other things besides. Not only that, I would like to thank to all the staff members of the Kluang Land Management Bureau for their willingness to assist and provide guidance to me.

Finally, I would like to express appreciation to my parents and friends for their invaluable spiritual support, which played a significant role in the successful completion of my final report.

INTRODUCTION

What is Internship Program?

Industrial training programs, better known as internship programs, are a valuable opportunity provided by educational institutions and organizations to students or graduates to gain practical experience in a field related to their field of study. This program offers an opportunity for participants to perform actual duties and responsibilities in a professional environment.

Objective of Internship Program

- ☑ **Personal and Professional Growth:** Internships encourage personal and professional development. Interns can gain self-confidence, adaptability, resilience, and a better understanding of workplace dynamics through real-world challenges and experiences
- ☑ **Skills development:** Internship allow students to feel the real-world experiences that help them learn and improve skills related to their field of study. This can include technical skills, communication skills, and problem-solving abilities.
- ☑ **Industry exposure:** Internships give students hands-on experience and exposure in their chosen field. They can see how the industry works, observe professionals, and understand its challenges and opportunities
- ☑ **Networking Opportunities:** Internship program help students to build valuable professional networks. By working closely with professionals in the field, students can establish relationships that may lead to mentorship, references, job offers, or future collaborations.



Company Selection for Internship Program

I have chosen the Kluang land office as a place for my practical training. For your information, the Kluang Land Office is a government agency responsible for managing all land-related matters in the district of Kluang. The primary duties of the Kluang Land Office include Land registration and administration, transfer of land ownership, enforcement of land-use regulations, assistance with land valuation and taxation, and resolution of land disputes.

My decision to work at the Kluang Land Office was based on the fact that I will have the opportunity to expand and at the same time acquire new gaining knowledge. In addition to that, I was given the chance to participate in the processing of documents and to communicate with other people. This will not only broaden my knowledge but also provide me with valuable practical experience that will positively impact the career goals I have set for myself.



Student's Profile
Resume



STUDENT'S PROFILE



NOR ANIS SYAFINAZ BINTI ROSLY

To work in a globally competitive environment on challenging tasks that shall yield the benefits of job satisfaction and a steady-paced of professional growth.



WORK EXPERIENCE

Part Time Teller

SMJ Teratai

September 2019 - September 2020

- Greet and welcome customers in a friendly and professional manner.
- Exchange currencies for customers based on the current exchange rates.
- Assist customers in transferring money to foreign countries.
- Promoting the company's products and services to customers.

Part Time Consultants Clerk

True Vest Property Consultants Sdn. Bhd

May 2019 - September 2019

- Assist with general administrative tasks such as photocopying, scanning, and filing documents
- Prepare documents, reports, and presentations as assigned.
- Review documents for accuracy and completeness.

EDUCATION

Bachelor of Business Administration Human Resource Management

Universiti Teknologi MARA

October 2020 - Present

Courses

- Business Administration Human Resource Management

Diploma in Business

Kolej Profesional MARA

May 2017 - May 2019

CGPA : 3.69

Courses

- Business Studies

SKILLS SUMMARY

- Communication Skills
- Team Building Skills
- Microsoft Office Skills
- Time Management Skills
- Financial Management Skills

PERSONAL PROJECTS

Selling Project

Kolej Profesional MARA

January 2018 - May 2018

- Provide excellent services to customer.
- Manage the quality and pricing for the products.
- Manage financial report and control the money transactions.

Final Year Project (Durian Festival)

Kolej Profesional MARA

October 2018 - December 2018

- Control the quality of fruits and do budgeting.
- Handle and serve the customers.
- Manage the financial report and control the outflow of money.

LANGUAGES

English
*Limited Working
Proficiency*

Malay
*Native
Proficiency*

COMPANY PROFILE



- Name of the organization :** Pejabat Tanah Kluang
- Address of organization :** Pentadbiran Tanah, Pejabat Tanah Kluang, 86000, Kluang, Johor
- Organization's operation hours :**
 - Sunday : 8.00 am - 4.00 pm
 - Monday : 8.00 am - 4.00 pm
 - Tuesday : 8.00 am - 4.00 pm
 - Wednesday : 8.00 am - 4.00 pm
 - Thursday : 9.00 am - 2.00 pm

Mission

Creating an efficient government agency that can manage, plan, and organize the development of land resources according to advancement of office technology tools, the enhancement of human resource development, and the determination of orderly tasks.

Vision

Developing the Land Administration into a fully functioning government agency that is capable of balancing all types of requirements and effectively deal with all types of challenges and difficulty at anytime



FUNCTION OF LAND OFFICE

Planning the development and utilization of land for various purposes

- Providing appropriate and strategic areas for conducting agricultural activities. This includes the identification of appropriate regions for growing the edible vegetables and fruits, raising animal husbandry, and conducting other agricultural activities to achieve optimal outcomes.
- Assess and identify a suitable location for the establishment of residential housing and communities. The planning process should consider various factors such as population growth, housing requirements, and other factors.

Provide the details information on land ownership and its usage

- Provide information and understanding regarding the usage of land. This contains details about the specific type of land usage, such as agricultural usage, residential usage, use for industrial areas, or use for other reasons.
- Providing information regarding property ownership, referring to information given by owner itself. This contains details about the owners of the land, the borders of the property, shared ownership, or tenancy rights.

Controlling and planning revenue or income through various mechanisms

- Control and plan the revenue by using payments for the acquisition of the 4C Permit, which refers to the permission permit for the taking out or utilization of rock material resources,.
- Planning revenue using premium payment refers to the additional fees that applied as penalties or enforcement action against violations of land laws or regulations.

BACKGROUND ESTABLISHMENT



The Kluang Land Office is a government agency that has been established with the primary objective of delivering services related to land and property matters in the district of Kluang, located in the state of Johor. The office serves a crucial function in the management and development of land administration within the region. The establishment of this the organization is based on the necessity to establish an organized center for land registration and management, and also providing land-related services to the local community.

The Kluang Land Office is located on the ground floor of the Kluang District and Land Office building. The administration area covers a total of 11 sub-districts, with an estimated population of over 250,000 people. Residents of Kluang and people who have land at Kluang are customers of the services offered by this company. The Kluang

Land Office is managed by a Grade N52 Administrative Officer who holds the position of District Land Administrator. He receives assistance from his Secretary at Grade N29 and four Assistant Land Administrators at Grade N41, along with a combined workforce of 79 support staff members. This administration consists of seven departments, which are Administration and Finance, Legislation, Information Technology, Registration, Land Development and Disposal, Revenue, and Enforcement.

ORGANIZATIONAL STRUCTURE

In the Kluang Land Office, there are several divisions and units that form a well-functioning organizational structure. Each division and unit plays an important role in carrying out tasks and providing land-related services to the Kluang community. The following is the organizational chart found in the Kluang Land Office:



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ORGANIZATIONAL STRUCTURE EXPLANATION

Administrations and Finance Department

The main function of Administrations and Finance Department is handling every aspect of office administration and preparing and managing all financial-related reports. These include tasks such as managing staff affairs pertaining to staffing and office administration, organizes programs for the implementation of specific activities, assists in the preparation of the annual allocation budget and handles the management of payment for claim allowances, bills, and other relevant matters.

Registration Department

The registration department effectively manages and coordinates all aspects pertaining to land registration. This encompasses tasks such as registering land ownership, documenting transactions and non-transactions, conducting official and private searches, providing legal copies of grants, authentication certificates of grants, and securely securing the documents within the registration department.

Land Development and Disposal Department

Land Development's major responsibility was to handle various duties linked to land management such as handling the application for ownership, dealing with the land boundary breaks application, and handling the temporary occupancy license (LPS), and other more. The Disposal Department, on the other hand, is responsible for awarding Temporary Occupancy License (LPS), monitoring land reservations (*perizaban tanah*), granting licenses' for rock material extraction, and controlling the use of airspace on government and reserve land.

Enforcement Department

The major function of the enforcement department is to take action against encroachment on government lands and to minimize violations of land use rules and regulations. They monitor and resolve situations of land interference, ensuring that all sectors of society follow the National Land Code's provisions.

ORGANIZATIONAL STRUCTURE EXPLANATION

Revenue Department

The main tasks of the revenue management department are to handle daily payments for various transactions and non-transactions, manage land tax collection through the Post Office and e-payment, prepare monthly reports on the collection of various land's revenue, monitor revenue collection for the District and Land Office in Kelang State, and provide guidance to land offices on accounting procedures and land revenue management.

Legalizations Department

The Legalization Department in a Land Office is responsible for various tasks related to the legal aspects of land transactions and documentation. The Legalization Department verifies the authenticity and legality of land-related documents, including agreement, contracts, mortgages, and other legal instruments. They ensure that the documents comply with applicable laws, regulations, and requirements. Not only that they also conducts thorough examinations of land titles to determine their validity and ownership. They review historical records, survey data, and other relevant documents to establish clear and marketable ownership rights.

Information and Technology Department

The Information and Technology (IT) Department is responsible for managing and supporting the technological infrastructure and systems used in land administration and related processes. The IT Department develops, implements, and maintains software applications, databases, and information systems specific to land administration. They ensure that the systems are secure, efficient, and reliable. The department is responsible for the management and integrity of land-related data. They design and implement data management strategies, including data capture, storage, backup, and security measures. They also ensure the accuracy and availability of data for internal use and public access.

SERVICE OFFERED BY KLUANG LAND OFFICE

The Kluang Land Office provides a variety of essential services that play a vital role in the local community. With a devoted staff of professionals, the office facilitates efficient land administration and guarantee the smoothness of property transactions.



One of the most important services provided is land ownership registration, which allows individuals and organizations to establish legal ownership of their properties. Through this procedure, owners obtain security, protection, and the ability to utilize their land for multiple purposes. In addition, the Kluang Land Office offers land surveying services th

at enable accurate measurement and determine the land boundaries , which are crucial for property development, property planning, and avoid the upcoming land dispute.

The office additionally assists to give out land-related documents, such as ownership transfer documents, licenses application documents, and land grants. This makes the complicated process of buying and selling real estate easier.

In addition, the office acts as a dependable source of information, providing access to land records, property plan, and other related data in order to promote transparency and facilitate well-informed decision-making.

The Kluang Land Office is an indispensable institution that contributes to the development and prosperity of the local community through its dedication to efficiency, transparency, and customer satisfaction.

TRAINING REFLECTION



DURATION OF INTERNSHIP PROGRAM

As is well known, the University Technology MARA (UiTM) offers a variety of internship program duration choices, which vary based on the specific course or program pursued. Typically, internships usually differ in duration from a few weeks to several months. The exact duration differs based on the requirements of the academic program, the industry or field of study, and the university's policies.

Concerning my academic pursuit, namely the Bachelor of Business Administration (Hons) Human Resource Management (BA243), the offered duration for the internship was five months and two weeks. Consequently, I commenced my internship on the 1st of March 2023 and will conclude it on the 15th of August 2023.

As students, we have the freedom to choose the location for our industrial training. We have the option of either choosing an industrial training opportunity promoted by our institution or independently identifying and deciding the company where we want to carry out our industrial training. In this regard, I have chosen Tanah Kluang Office as my preferred location for industrial training.



DEPARTMENTS IN KLUANG LAND OFFICE

As previously stated, the Kluang Land Office is divided into various departments, and have its own set of duties and responsibilities. The departments and their associated responsibilities are listed below:

- **Registration Department** - Handles all activities related to land registration
- **Administrations and Finance Department** - handling every aspect of office administration and managing all financial-related reports.
- **Enforcement Department** - Take action against encroachment on government lands.
- **Revenue Department** - Handling all activities related to any payments at Land Office.
- **Legalization Department** - Responsible in handling activities related to the legal aspects,
- **Information and Technology Department** - managing the technological infrastructure and systems used.

TRAINING REFLECTION



SPECIFIC DEPARTMENT ASSIGNED TO

The Land Office is crucial in managing land-related documentation, ensuring proper registration, and maintaining accurate information. To enhance its operational efficiency and provide valuable learning opportunities, the Land Office has introduced the Registration Department for internship students. As mentioned above, the primary function of the Registration Department is to facilitate the registration of land and property transactions. This includes maintaining accurate records of ownership, transfers, mortgages, and other encumbrances related to land and property. So basically, I am placed in the Registration department because the Registration department is responsible for recording the beginning stages of the property management process. Hence, it is very suitable for a practical student like me if I want to learn the basics regarding land registration and the property management process.



ROLES AND RESPONSIBILITIES AS PRACTICAL STUDENT

As an intern, I have been assigned to the Registration Department as well as the Administration department. For the past four months and above, I have performed various specific tasks. The tasks given to me have mostly been repetitive tasks, which means I have been asked to do similar tasks on a regular basis. However, despite the repetitive nature of the work, I have also gained a significant amount of new knowledge during my tenure at the Kluang Land Office. The details of the roles and responsibilities will be explained in the new pages.

ROLES AND RESPONSIBILITIES



Assisting in entering data into the system for the purpose of recording any any transaction related to property and land management

As mentioned above, the Registration department will be involved in data entry for property ownership registration at the registration counter. Therefore, I have been requested to assist im entering data into the system for the purpose of recording any any transaction related to property and land management. Additionally, I have been assigned several specific tasks during my time at the counter, where I engage in various activities such as the following:

Receiving and reviewing the Search forms at the registration counter.

When there are customers at the registration counter, I will check the Search Forms at the counter first and verify the type of Search indicated on the forms, whether it is a Private Search or an Official Search.

Entering data into the SHTJ system to generate payment receipts.

Once I have identified the required type of search, I proceed to input all the data into the SHTJ system (Sistem Hasil Tanah Johor). After that, I will generate payment receipts for customers to facilitate payment transactions at the Revenue Counter.

Entering data into the SPTB system to generate the statements of Personal Search and Official Search certificates.

After the payment has been made, customers will provide me with the payment receipt, and I will entering the relevant data into another system called SPTB (Sistem Pengurusan Tanah Berkomputer) to obtain the necessary Search information. Subsequently, I will print the required information to be handed over to the customers.



ROLES AND RESPONSIBILITIES



Assisting in reviewing and registering applications for correction of Form 380 KTN.



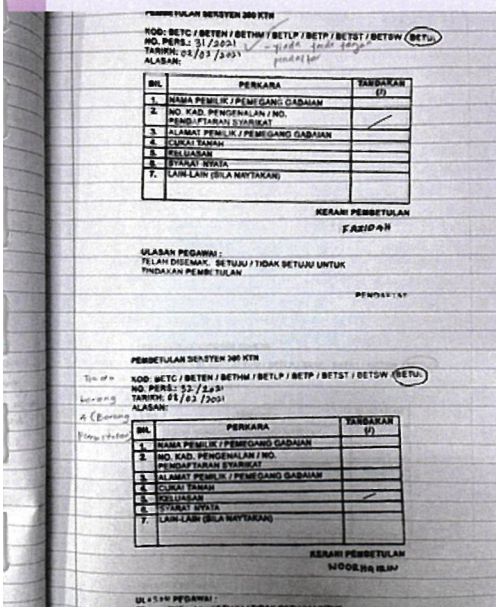
Next, I have been requested to assist with reviewing and registering Form 380 KTN (*Kanun Tanah Negara*) correction requests. For your information, Form 380 KTN is located in the SPTB system, where any corrections made during the land registration process at the registration counter must be filled out by the officers, printed, and stored in a file. As evidence that all data entry mistakes made during the registration process have been corrected, all the selected data are then manually recorded in the correction books of Form 380 KTN. Therefore, the tasks that I have performed are outlined below :

Analyzing the status of correction records in the SPTB system through the correction checklist by year

The officer gave me a check list of the corrections made on Form 380 KTN. The checklist has recorded statuses indicating whether the corrections are still in progress or have been completed. Next, I will enter into the system the information required to determine whether the corrections made during the process of land registration have been made or not.

Entering relevant information into the correction book based on the data on the system

After examining the information in the system and ensuring its accuracy, I will record in the correction book whether the status is marked as completed or not. If the status is not completed, I need to leave a note to inform the officer that there are pending corrections that still need to be addressed.



ROLES AND RESPONSIBILITIES



Assist the Administration and Finance department in reviewing and recording the incoming letters.

Due to the excessive workload in the Administration and Finance department, they requested my assistance in reviewing all incoming letters addressed to the Kluang Land Office. Therefore, I have listed all the tasks I have performed below:

Receiving and reviewing the incoming letters

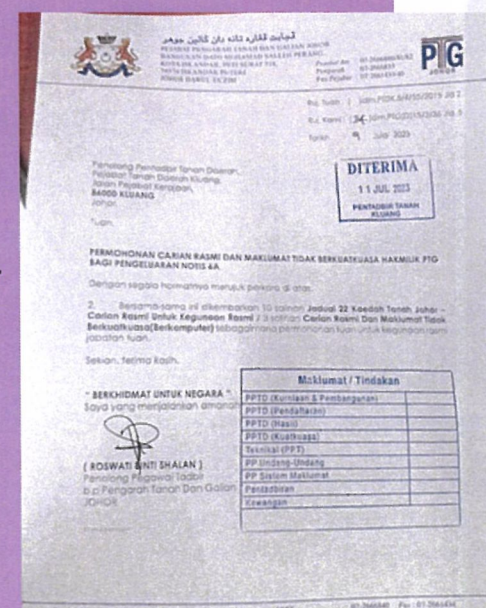
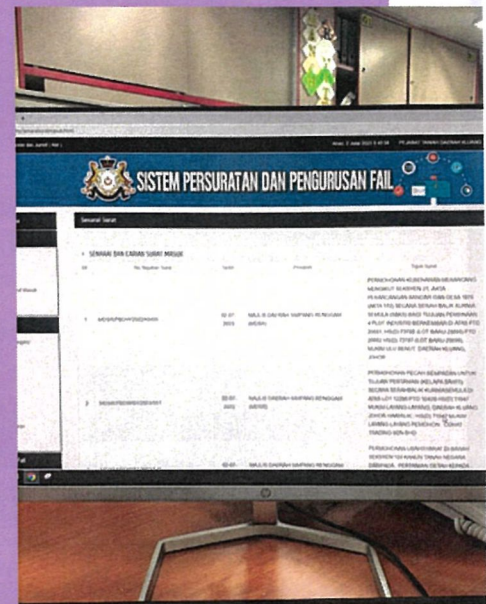
The first thing I do when receiving the letters is to determine whether they are marked as confidential or not. This is because, according to protocol, I am not permitted to open confidential letters, and they must be sent directly to the Administration and Finance department.

Record and send the letter to the superior officer's room

Once I have confirmed that the letter is not classified as confidential, I will proceed to open it. I will then stamp all letters with a "received" stamp and stamp of the list of departments at Kluang Land Office. After that, I will put all the letters in the mailbox and send them to the superior officer's room for further action.

Entering the details of the information contained in the letter into the computer system.

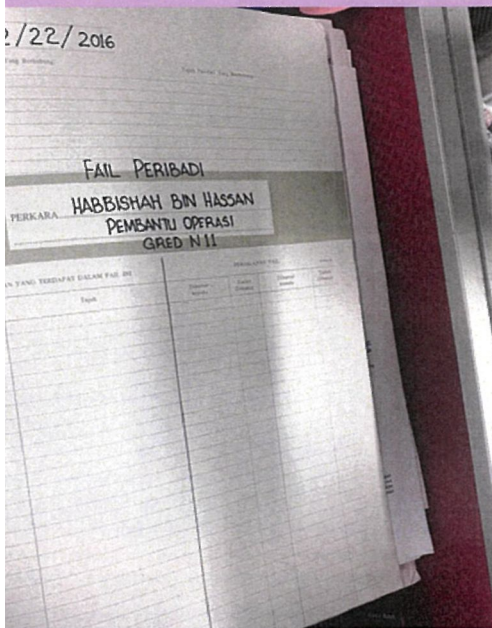
Once all the letters have been verified by the superior officer, I will enter all the relevant information from the letters into the computer system before printing the received letter list. After that, I will proceed to deliver the letters to the respective departments involved for their acknowledgement and get their sign as evidence that they accept that letters.



ROLES AND RESPONSIBILITIES



Assist in updating the personal files of the employees in the Kluang land office



So for my next task, the officer ask me for to efficiently organize and update all employees personal files which is in the personal file storage area. Therefore, the tasks that I have performed are outlined below :

Review all the documents in personal files

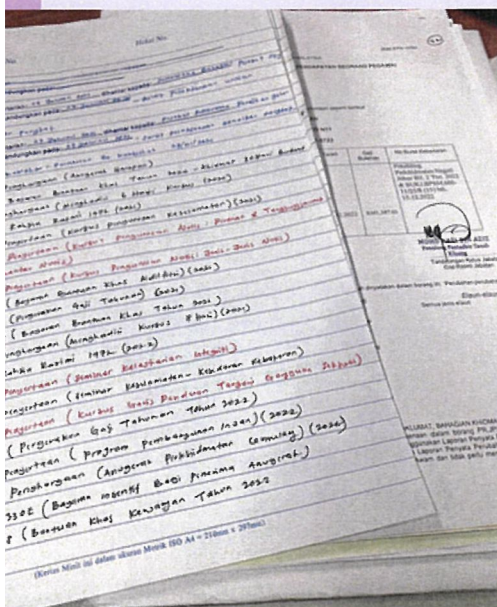
The officer give me the list of other's officers' names, and I need to check and update their personal files. To do this, I will search for the files in the storage. Once I find them, I'll go through each document in the employees' personal files and ensure they are arranged in order, starting from the previous year and going up to the current year.

Organize all the documents in the personal file according to the order of the years

If the documents in the personal file are not arranged by year, I need to organize all the documents properly including sorting letters related to employee acceptance, certificates, salary payment documents, salary increase records, and others documents

Do a numbering to all documents in personal file and record it on a minute paper

After sorting the documents by year, I'll add numbers and big titles to each document for easier identification in the minute paper. Once everything is checked and updated, I'll return the fully reviewed file to the storage area after a final verification of the sorting.



ROLES AND RESPONSIBILITIES



Assist in updating land auction file by land mortgage holder

Review and rearrange all the documents in the land auction file

First, I will go through the auction file and arrange all the documents in the file according to the checklist provided by the officer. Then, I will check each document to make sure they all match the checklist requirements before proceeding with the next steps.

Check the all the information in the investigation minutes paper

Once I finish checking, I'll do a minute investigation. I need to check all the information in the investigation minutes either it matches with the documents in the auction or not. If I find any mistakes, I'll correct them by hand and then inform the officer so they can take the further action

Enter the related information into excel for the purpose of data storage

After completing the investigation minutes, I will enter certain information such as the name of the mortgagor, the name of the mortgagee, the address of the property that is to be auctioned, the remaining debt by the mortgagor and others into Excel for the purpose of data storage

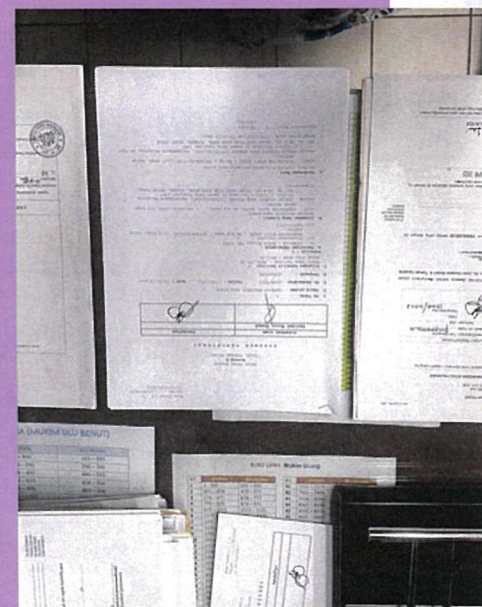
Assist in preparing notification notices to notify parties regarding auction hearings

After the officer finishes some tasks, they will ask my help to prepare a notification notice for a real estate auction hearing. This notice will be sent to several parties, including the Mortgagor, the mortgagee, and the involved lawyers, for the purpose of early notification. I will then print the addresses of all recipients on the envelope before putting the documents inside that envelope

Sending an envelope containing a notice to the sender of the notice

Once I have finished putting all the required documents into the envelope, I'll notify the responsible officer who will send the notices to the recipients at the addresses provided on the envelopes.

BUMPUTRA	KAVEAT	PENGGUNAAN TANAH	16D/16E	TEMPOH	16G	
LOT BUMPUTERA	TIADA	BANGUNAN	04 01 2021	SATU BULAN	27 10 2022	2
LOT BUMPUTERA	TIADA	BANGUNAN	10 12 2020	30 HARI	17 11 2022	2
TIADA	TIADA	BANGUNAN	06 02 2022	30 HARI	15 12 2022	2
TIADA	TIADA	BANGUNAN	06 02 2022	30 HARI	02 01 2023	2
TIADA	TIADA	BANGUNAN	09 11 2022	SATU BULAN	11 01 2023	2
TIADA	TIADA	BANGUNAN	11 04 2022	SATU BULAN	16 01 2023	2
TIADA	TIADA	BANGUNAN	04 08 2022	SATU BULAN	12 01 2023	2
LOT BUMPUTERA	TIADA	BANGUNAN	13 07 2022	SATU BULAN	07 03 2023	2
LOT BUMPUTERA	TIADA	BANGUNAN	15 07 2022	SATU BULAN	07 03 2023	2
TIADA	TIADA	BANGUNAN	04 01 2021	SATU BULAN	27 10 2022	2
TIADA	TIADA	BANGUNAN	11 04 2022	SATU BULAN	05 09 2022	2
TIADA	TIADA	BANGUNAN	11 05 2022	SATU BULAN	08 12 2022	2
LOT BUMPUTERA	TIADA	BANGUNAN	18 05 2022	SATU BULAN	05 09 2022	2
LOT BUMPUTERA	TIADA	BANGUNAN	15 06 2022	SATU BULAN	06 12 2022	2
LOT BUMPUTERA	TIADA	BANGUNAN	17 08 2022	SATU BULAN	15 03 2023	2



BENEFITS GAINED



As you know working at the registration counter at a land office provides me with opportunities to develop and enhance my communication skills. Here's an explanation of the communication skills that I gained while do my task:

Verbal Communication Skills

For your information interacting directly with customers at the registration counter requires the effective verbal communication skills. This is because I learn on how to greet customers, listen attentively to their inquiries, and provide clear and required information to them. I am also practice to convey the complex concepts or procedures in a simplified manner, ensuring that customers understand the process of property ownership registration or search requests. Through daily interactions, I refine my ability to articulate information, respond to questions, and provide assistance in a professional and friendly manner.

Nonverbal Communication

Not only verbal communication, I also gain non-verbal communication that plays a significant role In interpersonal interactions. Working at the registration counter allows me to develop the awareness of my nonverbal signal and the ability to interpret nonverbal signals from customers.

I learn to maintain the appropriate body language, facial expressions, and gestures that convey attentiveness, approachability, and professionalism. Overall, my experience working at the registration counter in a land office has equipped me with valuable communication skills. These skills include verbal communication and nonverbal communication. By developing strong communication abilities in this role, I gained important interpersonal skills that can be used in a variety of professional settings, thus positioning me for success in my future career endeavors.



BENEFITS GAINED



In addition to that, I have also acquired numerous skills that contribute to the enhancement of my existing knowledge and abilities. With this extensive knowledge and skill set, I am confident in my ability to thrive and remain competitive in the job market.

Organizational Skills

For your information, handling a high volume of incoming letters requires effective organizational skills. As a practical student, organizing and prioritizing tasks such as receiving, recording, and delivering letters to the superior officer's room is essential. I need to sort mail efficiently, follow the protocol, and maintain an organized filing system and this has contributed to a smooth workflow and effective mail management. Hence, developing strong organizational skills ensures that tasks are completed in a systematic and efficient manner, allowing for better time management and overall productivity.

Time Management Skills

By helping the Administration and Finance department, I have been exposed to a considerable workload that has allowed me to develop and refine my skills in efficient time management. This experience has enabled me to learn how to effectively prioritize tasks, meet deadlines, and maintain a high level of productivity.

One aspect of my responsibilities that has greatly contributed to my time management skills is the prompt identification of confidential letters and their subsequent delivery to the appropriate department. This aspect has provided me with valuable experience in handling time-sensitive responsibilities, ensuring that confidential information is handled securely and in a timely manner. The ability to manage time effectively is crucial in successfully handling multiple tasks, meeting organizational goals, and thriving in a dynamic work environment. As a result of this exposure, I have gained valuable insights and honed my skills in time management, positioning myself to be an efficient and effective contributor within the Administration and Finance department.



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STRENGTHS



Having a highly well-trained and experienced workforce

The first strength observed within the Registration Department is having a highly well-trained and experienced workforce. This is because the employees in this department have received the comprehensive training provided by the company to enhance their skills and knowledge. As you know, every employee in Registration department is required to communicate with customers frequently in order to provide the necessary information. So, it is critical that all departmental workers need to possess the specific expertise and abilities to enhance their existing performance and perform their responsibilities effectively.

It can prove through one research done by **Rashed Al Karim** stated that organizational training program have a positive correlation with worker performance. Investments in employee skill development through a variety of training activities are likely to pay returns in terms of employee productivity. Hence, it is crucial to consistently develop worker abilities in order to maximize their performance and carry out their job responsibilities effectively.

In order to do that, all of employees in our department were trained on how to successfully deal with customers, which covered various aspects, including proper body language and communication techniques.

By using all of the knowledge gained, it can help to enhance communication between customer by enabling listening to customer issues, understanding their preferences, and providing the best solutions to meet their demands. As a result, the customers will experience a sense of appreciation as their feedback is acknowledged, which can lead to customer satisfaction and attract new potential customers.

Plus, all staff members also will be sent on training courses to improve their knowledge and technical skills. Some examples of training courses offered include Integrity Enhancement Training, Record and Document Management Training, and the 3E Staff Group Therapy Training (Dedicated, Competent, Efficient).

These career development training courses aim to develop knowledgeable and disciplined officers, which help all the staff members to manage challenges at the registration counter and improve their performance. As mention in the same article of **Rashed Al Karim**, out of six types of training mention in his research, Career Development Training was one of the strong factor that give positive effect on employee performance. So by constantly doing training program for employees at Kluang Land Office, it will definitely help employees to keep maintain their excellent performance which can give positive impact to company performance



RECOMMENDATION

The Registration Department plays a crucial role in providing necessary information and services to customers. In order to ensure the department's success, it is essential to have a highly trained and experienced workforce that can effectively communicate with customers and perform their responsibilities with the best efficiency. Based on the strength above, I will suggest a suitable recommendations in order to further improve the performance within the Registration Department.

The recommendation that I want to suggest is focuses on the implementation of ongoing training programs to continuously enhance the skills of employees. This is because implementing an ongoing training program is crucial to address the skills gap issues in the organization. As you know, the skills gap issues is a significant challenge for most organizations in the world, and when it occurs, it can greatly impact overall organizational performance. In fact, an article by **James A Ejiwale** highlights that many employers often state that they are struggling to fill their job vacancies due to a lack of qualified talent even though these job openings offer higher-than-average salaries, there is still a shortage of experienced workers to fill these positions due to the existence of a skills gap. Therefore, addressing the skills gap is a critical issue that every organization should pay extra attention to it.

Although our department already has a well-trained and experienced workforce, it is important for the employer to continue investing in employee skill development through ongoing training programs. In a study conducted by **Rashed Al Karim**, it was found that Career Development Training was a strong factor that positively influenced employee performance. Therefore, by consistently providing training programs for employees at the Kluang Land Office, it can help them maintain their excellent performance, which will ultimately have a positive impact on the company's overall performance.

By implementing ongoing training programs, the Registration Department can further improve its performance, enhance communication with customers, and create a positive work environment that benefits both employees and the organization as a whole. These efforts will not only address the skills gap issue but also contribute to the overall success and growth of the department.

STRENGTHS



Having strong business communication between each others



The second strengths of my department is having a strong communication among all staff, both with their colleagues and employers. As we know effective communication is important between employee and employer because it ensures that employee will have all the information they need to perform their duties and reach the organization objective successfully.

As mention by **Stavros Kalogiannidis** in his article said that effective communication is a highly trustworthy instrument for assisting employees in achieving organizational obligations. He also mentioned that when managers and employees communicate well, it helps managers control and keep track of employees' progress on their tasks. Plus, when information flows smoothly among all employees it help in accomplishing the specific goals in company.

As you know, in my department, each employee has their own specific role and responsibility. For example, some employees are responsible for managing the ownership property's transfers, there are employees who manage the auction of properties while others handle their own specific other tasks. So it is very important for them to get the clear instruction in order to perform their job successfully. Additionally, employees in my department have consistently shown a willingness to help and cooperate with each other on specific tasks.

For example, if a staff member scheduled to work at the registration counter is unable to attend due to personal reasons, there is no need to worry as another employee is able to fill the vacancy. This smooth transition does not disrupt operations at the registration counter as all staff have not only the skills and knowledge required in their respective work scopes but also have the ability to support and assist others in different areas of work.

Furthermore, the employer and employees in my department are also actively engaged in sharing knowledge within their job scope, which ensures that each employee has access to up-to-date information and can effectively apply it in their future tasks. This collaborative atmosphere not only fosters a positive work environment but also greatly benefits everyone involved in the organization and has the potential to enhance the overall performance of the company.



RECOMMENDATION

Based on the strength above, which is the willingness of employees to help and support each other, and the active knowledge sharing within the department, I would recommend further enhancing and leveraging these strengths through the implementation of a formal knowledge sharing and communication framework. To achieve this, I suggest establishing regular knowledge sharing sessions, where employees can present and discuss best practices, lessons learned, and updates within their respective job scopes. This can be done through team meetings, presentations, or even creating a shared digital platform for knowledge exchange.

These sessions not only ensure that employees have access to up-to-date information but also promote cross-functional learning and collaboration, thereby enhancing communication between employees and employers to improve interactions. This is supported by research conducted by **Haradhan Kumar Mohajan**, which emphasizes the significant benefits of knowledge sharing for organizations. It allows organizations to leverage previous knowledge and experiences, respond to problems more efficiently, generate new ideas, foster innovation, understand customer needs, enhance communication between employees, and build competencies. Implementing this method will undoubtedly strengthen the relationship between employees and employers, leading to substantial improvements in company performance.

Additionally, implementing a formal communication channel, such as a weekly or monthly department newsletter or an internal communication platform, will also help facilitate effective communication between employees and employers. This platform can be used to disseminate important announcements, share success stories, recognize employee achievements, and provide clear instructions and guidelines for specific tasks or projects. It will serve as a reliable source of information and ensure that employees are well-informed to carry out their duties successfully.

By strengthening knowledge sharing and communication within the department, the employees will have a better understanding of their responsibilities, be more equipped to handle their tasks efficiently, and contribute to the achievement of organizational goals. It will also foster a sense of unity, collaboration, and continuous improvement within the department, ultimately enhancing overall performance and productivity.

WEAKNESS



Still relies on storing some documents physically and uses manual data entry for certain document

For every strength we possess, there will be a some of weakness. The first weakness is that my department still relies on storing some documents physically and uses manual data entry for certain documents. This is because they must keep the property-related registration documents, such as mortgage agreements. These agreements necessitate physical information and handwritten documentation as evidence of agreements happens between customers and staff members. However, this is still one of the weakness because storing all these tangible documents, not only requires a lot of of space, but it also will lead to other problems which is the risk of loss or damage. When documents are stored in physical form, they are exposed to various hazards such as fire, water damage or theft. A single incident can cause the irretrievable loss of important information.

In **Sandra Melo's** article, it is mentioned that physical documents are vulnerable to damage, loss, misplacement or theft, which exposes them to considerable risks. In the case of a fire or natural disaster, important information stored in manual documents can be lost permanently. The situation worsens when there is no backup copy available, leaving no way to recover valuable data once files are lost. Plus she also mention that the biggest drawbacks of paper-based document management systems is the associated costs. because we need the tones of paper, need more printers, photocopier, stationery and other office supplies. These costs add up and can become a significant expense in many organizations.

Not only that, our department also rely on manual data entry for some department documentation. For instance, we manually register the entry and exit of grant documents in a logbook. Each grant application has a unique series number, making it essential to keep track of them.

The issue arises when employees take out grant documents from storage without recording their names and the date. This makes it difficult to determine whether the documents were utilized or disappeared. Plus, the entering and exiting grant paper's log book never use the computerized system where all the information in that book is not entered properly in the computer system. So the tracking process of grant papers within the department will be challenging due to the frequently failure of recording the necessary details in the logbook by certain staffs.



RECOMMENDATION

To address the weakness of relying on physical document storage and manual data entry in your department, I recommend implementing a comprehensive digital document management system. This would involve digitizing all existing physical documents and transitioning to a paperless environment. Storing documents electronically will eliminate the risks associated with physical documents, such as loss, damage, or theft. Additionally, implementing regular data backups and ensuring redundancy will provide added security and protection against data loss. This can be proven through an article written by **Joy Cunanan**, who agrees that a document management system offers better integration and scalability. It provides advantages in terms of information retrieval, security, governance, and lower operational costs. Moreover, proper records management is becoming a legal imperative.

Additionally, by adopting automated data entry processes, they can streamline the registration and tracking of grant documents. Utilizing a computerized system for logging grant entries and exits will ensure accurate and consistent recording of necessary details. This eliminates the possibility of human error in manual entry and facilitates efficient tracking of grant papers within the department. Furthermore, implementing a centralized database or document management software will enable easy access and retrieval of information, promoting collaboration and productivity among staff members.

Transitioning to a digital document management system will also result in long-term cost savings. The expenses associated with paper-based systems, including purchasing paper, printers, photocopiers, and other office supplies, can be significantly reduced or eliminated. A study conducted in the United Kingdom by **Radha Sarma** highlights the high cost of storing paper documents. In the United States alone, businesses waste \$8 billion annually on managing paper documents and files. Money is also wasted on filing documents, misplacing them, and reproducing lost documents, with costs ranging from \$20 to \$220 per document. An electronic document management system saves a lot of time, money, and effort which is why it is more recommended than traditional paper-based managing and storing of files or documents

By implementing a comprehensive digital document management system, my department can overcome the weaknesses associated with physical document storage and manual data entry. This will enhance data security, improve efficiency, and reduce costs, ultimately benefiting both your department and the organization as a whole.

WEAKNESS



Having a limited workspace that impacts the staff convenience

The limited workspace in my department is a significant weakness that greatly affects the convenience of the staff. Workspace plays a crucial role in influencing an employee's convenience and overall well-being within the workplace. A study conducted by **Sirpa Lusa** highlights that a comfortable and spacious workspace is directly linked to higher job satisfaction and improved employee performance. Additionally, Lusa emphasizes that working in conducive and comfortable conditions will boost employee motivation.



Not only that, the limited workspace in my department poses several challenges to employees. For example, the registration counter is too narrow for two people to work comfortably at the same time. This creates obstacles in their ability to carry out their duties effectively and efficiently. Furthermore, other work spaces in the department are also limited, making it difficult for employees to perform their duties efficiently. Some workers have expressed their discomfort and dissatisfaction with the limited work area, stating that it hinders their physical comfort and reduces their motivation to perform their work effectively.

Moreover, a limited workspace can also have psychological implications for employees. Working in a small and confined space can lead to feelings of stress, anxiety, and being overwhelmed. As mentioned by **Mladen Cvijanovic** in his research paper, poorly designed workspace with limited workspace environment affected the employees' work-related stress levels. He also mentioned that there is a lot of empirical data collection that supports the notion that the physical workspace environment directly affects work performance, satisfaction and work-related stress.

The psychological well-being of employees is crucial for maintaining a positive work environment and fostering productivity. Therefore, it is essential for the employer to take proactive measures to ensure that workers feel comfortable and supported in their work environment.

RECOMMENDATION

To address the limited workspace issue in my department, it is crucial to consider expanding and optimizing the existing workspace. Begin by conducting a thorough analysis of the current layout and identifying areas that can be utilized more efficiently. Look for opportunities to remove any unnecessary items or equipment that may be taking up valuable space. By decluttering and organizing the workspace, it can create a more open and conducive environment for employees. All employees in my department should consider to redesign the registration counter to accommodate two people comfortably. This could involve widening the counter or creating separate workstations for each employee.

By providing sufficient space for employees to carry out their duties effectively, it can enhance their convenience and their job performance. Additionally, they also can do a survey on the other work areas in their department and explore how to optimize their layout. This may involve rearranging furniture, investing in storage solutions, or utilizing vertical space to maximize efficiency.



Furthermore, all employees there should consider to implement the flexible workspace solutions, such as shared workstations. This approach allows employees to utilize different workspaces based on their needs, promoting collaboration and flexibility. Providing employees with options for different types of work environments, such as quiet areas for focused work or collaborative spaces for team discussions, can significantly improve their overall well-being and productivity.

In conclusion, addressing the limited workspace issue in your department requires a two-fold approach. First, expand and optimize the workspace by redesigning the registration counter and exploring opportunities for efficient space utilization. Second, prioritize employee well-being and support by incorporating elements of biophilic design, providing designated break areas, fostering open communication, and investing in employee training programs. By implementing these recommendations, you can create a more convenient and supportive work environment that enhances employee satisfaction, productivity, and overall well-being.

OPPORTUNITIES



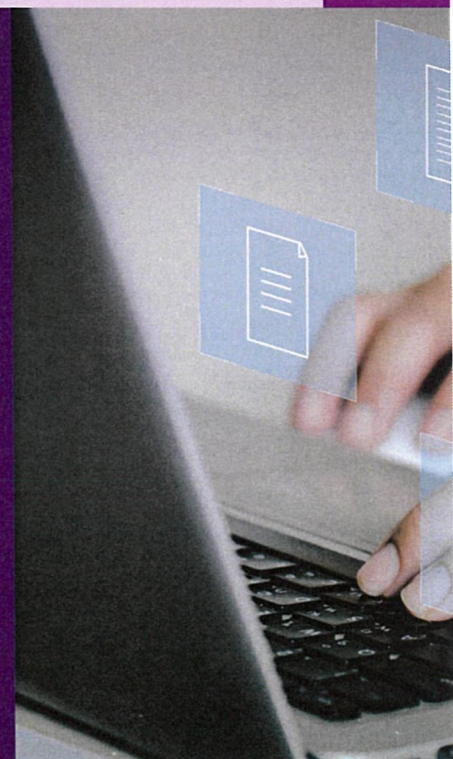
Use online system for customers registration to simplify matters and save the time

The first opportunity that I discovered in my department is the implementation of an online system for customer registration, which aims to simplify processes and save time. It is important to note that our department fully utilizes an online system for customer registration, effectively reducing the overall process duration and enhancing convenience for customers. **As Natasha Halid** mentions in her research, the adoption of online registration can lead to decreased transaction costs and times, resulting in improved workflow, process integration, and efficient resource management across various government sectors.

Even though there is still room for improvement in optimizing document storage efficiency within our department, we possess the advantage of being proactive in seeking innovative solutions to enhance the overall customer experience. Consequently, our department is committed to delivering excellent client service by continuously striving to provide the best possible solutions. To achieve this, we have implemented online systems that are recommended by the Johor Land Administration. These systems include JohorPay, which facilitates online payment of land tax, and the Computerized Land Management System (SPTB), which efficiently manages a wide range of property-related transactions such as mortgage applications, transfer of ownership, name changes, private caveats, official searches, and other land-related matters.

Additionally, we utilize the Secured Land Management System (SELAMAT) to securely store applicant information and facilitate the verification of legality for individuals involved in investigations related to lost ownership. Furthermore, the registration department actively utilizes the Johor State Government's Public Complaint Management System (e-Sispaa) to assist customers in lodging complaints pertaining to the services provided or any relevant matters.

By leveraging these online systems, our department aims to provide a more streamlined and convenient experience for customers. The implementation of these digital solutions not only saves time but also enhances transparency, accessibility, and accountability in our operations. It is worth noting that these opportunities have emerged as a result of our commitment to continuously improve our services and meet the evolving needs of our customers.



RECOMMENDATION

To further enhance the customer experience in our department, I recommend exploring the integration of a mobile application that allows customers to access and manage their accounts conveniently from their smartphones. This user-friendly mobile app would provide customers with instant access to their registration information, enabling them to make payments, submit documentation, track application statuses, and receive real-time updates. By embracing mobile technology, they can cater to the increasing prevalence of smartphones and meet the evolving needs of our tech-savvy customers.

The implementation of a mobile app offers several advantages. Firstly, it enhances convenience and accessibility for customers, as they can access our services anytime and anywhere, without the need for a desktop or laptop computer. This flexibility aligns with the modern lifestyle and the expectation for on-the-go solutions. Secondly, a mobile app can significantly streamline processes and save time for both customers and our department.



With features like digital document submission and online payments, customers can complete transactions efficiently without the need for physical visits or paperwork. This reduces administrative burdens and manual processing, enabling our staff to focus on value-added tasks and improving productivity. Additionally, the app can provide automated notifications and updates, keeping customers informed about the progress of their applications or any relevant announcements.

In conclusion, developing a mobile application for our department is a forward-thinking recommendation that aligns with our commitment to continuously enhance the overall customer experience. By leveraging the power of mobile technology, we can offer streamlined processes, convenience, transparency, and accountability to our customers, ultimately improving customer satisfaction and solidifying our position as a customer-centric department.

OPPORTUNITIES



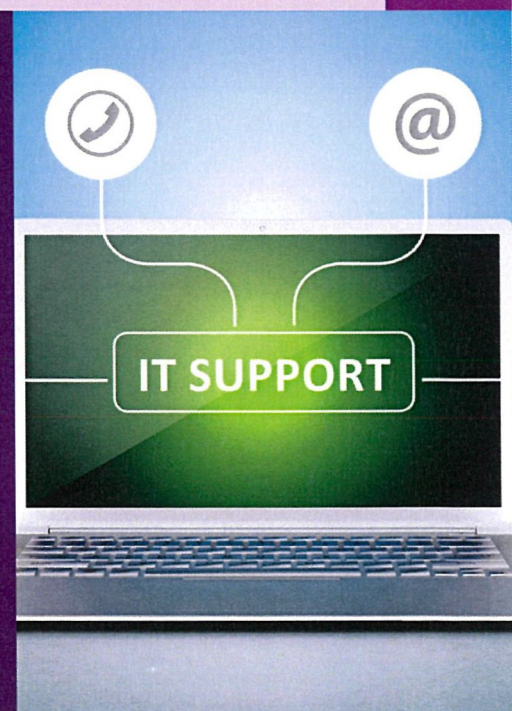
Have strong ICT support system to back up data

Another significant opportunity in my department is the presence of a strong Information and Communications Technology (ICT) support system, which plays a crucial role in supporting our data system. It is widely acknowledged that effective ICT support is vital for the efficiency of any department or company, yet not all organizations have a reliable ICT support system in place. Extensive research conducted since the 1990s, as highlighted by **Peter Fuzes**, consistently demonstrates that increased investment in IT systems leads to improved business performance.

In certain situations, employees at the registration counter may need to ask customers to wait due to system issues, resulting in customer dissatisfaction and potentially tarnishing the company's reputation. Fortunately, my department enjoys the advantage of a strong ICT support system, which provides us with a competitive edge. Since our department heavily relies on a 100% online registration system, it is crucial to minimize the occurrence of technical problems. To achieve this, the ICT team in my department performs regular maintenance checks to ensure the smooth operation of our systems. This includes timely updates to the software components of the systems to prevent technical issues during the online registration process.

Having a reliable ICT support system not only minimizes disruptions but also enhances the overall customer experience. Through proactive maintenance and regular updates to our ICT infrastructure, we can ensure that our systems function smoothly and efficiently. This enables us to deliver prompt and seamless services to our customers, avoiding unnecessary delays or technical difficulties.

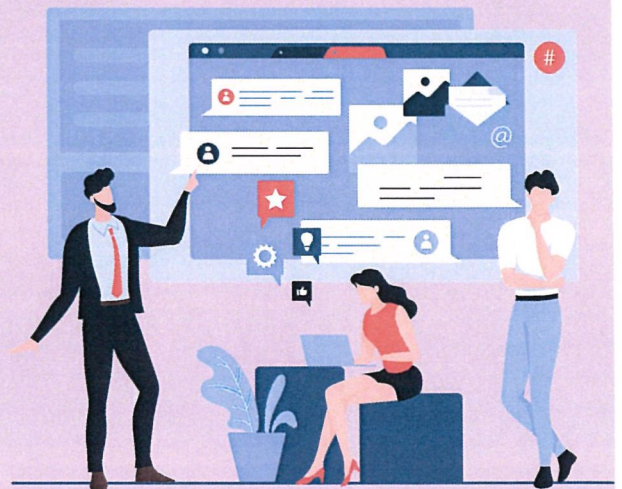
Finally, our department's commitment to maintaining a strong ICT support system reinforces our dedication to providing exceptional customer service and upholding our reputation in the industry. By investing in a robust ICT support system, we position ourselves for continued success and demonstrate our commitment to leveraging technology to optimize our operations and serve our customers more effectively.



RECOMMENDATION

The recommendation that I can suggest for my department is to further enhance the existing Information and Communications Technology (ICT) support system. The presence of a strong ICT support system plays a vital role in supporting our data system and ensuring the efficiency of our department. Extensive research conducted since the 1990s consistently demonstrates that increased investment in IT systems leads to improved business performance, as highlighted by Peter Fuzes.

Having a reliable ICT support system provides us with a competitive edge and minimizes disruptions that could potentially lead to customer dissatisfaction and tarnish our company's reputation. Given that our department heavily relies on a 100% online registration system, it is crucial to minimize technical problems and optimize the customer experience.



The ICT team should continue performing regular maintenance checks, including timely updates to the software components of our systems, to ensure the smooth operation of our online registration process.

By proactively maintaining and updating our ICT infrastructure, we can deliver prompt and seamless services to our customers, avoiding unnecessary delays or technical difficulties. This commitment to maintaining a strong ICT support system not only enhances the overall customer experience but also demonstrates our dedication to providing exceptional customer service and upholding our reputation in the industry. Investing in a robust ICT support system positions us for continued success and showcases our commitment to leveraging technology to optimize our operations and serve our customers more effectively.

THREATS



Always faces is the risk of fraud from irresponsible parties.

The last component in the SWOT analysis is the threat, and the first threat my department always faces is the risk of fraud from irresponsible parties. As the Registration Department, we consistently deal with the potential for property fraud committed by expert third parties who possess detailed knowledge of property ownership, including the real owner's personal information and other important details.

Grant fraud typically occurs when these irresponsible parties collaborate with property owners or maintain close relationships with lawyers or their representatives who manage property. This allows them to obtain comprehensive information and easily scam individuals using these vital details. In addition, when the security system is less strict, there are cases of illegal property sales being carried out without the owner's permission. Irresponsible parties breach contracts by falsifying documents and illegally selling customers' personal information.

The article by **Sharen Kaur** highlights a significant issue in the real estate industry in Malaysia. It reveals that there is a considerable number of real estate agents, totaling over 100,000, who are conducting their business without the required licenses. As a result, there have been more than 50 cases of real estate fraud reported every month. Some common forms of real estate fraud include conducting illegal property sales without the owner's consent, falsifying documents to deceive buyers or sellers, and misappropriating clients' funds. In any country, real estate agents are typically required to be licensed to ensure that they possess the necessary qualifications, knowledge, and ethical standards to represent clients and handle property transactions.

To address this problem, the Johor Land Administration took action to strengthen the security system for property sales registrations. They want to stop such fraudulent incidents from occurring again in the future. To add an extra layer of protection, the Board of Valuers, Appraisers, Estate Agents, and Property Managers (BOVAEP) is actively keeping track of these unlicensed agents. Their goal is to safeguard local property from potential risks and dishonest practices. By implementing these measures, they aim to create a more trustworthy and secure real estate environment for everyone involved.

RECOMMENDATION

To effectively address the persistent threat of fraud within the Registration Department is to strengthen the security system for property registration processes. This can be achieved when my department integrate a strong authentication protocols and encryption techniques. By implementing multi-factor authentication and employing strong encryption methods, the risk of unauthorized access and manipulation of critical information can be significantly minimized.

Furthermore, the superior of Kluang Land Office can provide a regular training sessions to employees on identifying and mitigating fraud attempts. By increasing their awareness and preparedness, employees will be better equipped to detect fraudulent activities and take appropriate action. These training sessions can cover topics such as recognizing common fraud schemes, understanding security protocols, and staying updated on emerging threats.



In addition to internal training, implementing strict verification procedures and conducting thorough background checks on third parties involved in property transactions is vital. By filtering individuals and organizations before granting them access to sensitive information or authorizing transactions, the potential for collusions and unauthorized sales can be mitigated.

Lastly, our company can establish a centralized database system with restricted access rights to protect all the required data. By maintaining a secure repository for client data and ensuring that only authorized personnel have access, the integrity and confidentiality of the information can be preserved. Plus, doing a regular audits and monitoring can further enhance the effectiveness of this system.

By adopting these comprehensive measures, my department and also Kluang Land Office proactively safeguarded against fraud, their client data more protected and the integrity of property transactions more secure. These steps will promote trust, reliability, and efficiency within the department, ultimately leading to a safer and more secure environment for all stakeholders involved.

THREATS



Customer expectations are too high

The second threat faced by my department is that customer expectations are too high. As the registration department, all staff members strive to provide the best customer service to everyone. However, when customers have unrealistic expectations, it can lead to negative consequences for both them and the company's reputation.

Research conducted by **Satyanarayan Mahapatra** highlights that two main factors contribute to customer dissatisfaction. These factors are the firm's commitment to consumer care and the high expectations customers have. This dissatisfaction can have a negative impact if not addressed promptly. It may result in negative customer complaints, affecting the company's reputation and overall performance.

In my department, customers often expect their requirements to be settled as quickly as possible and are unwilling to wait for extended periods. For instance, when customers apply for a loss grant, they frequently call repeatedly, asking about the waiting time.

Despite explanations and requests for patience, some customers persist in pushing for faster processing due to their personal circumstances, such as wanting to sell a property.

As a consequence, the staff may face blame from impatient customers, accusing them of inadequate work that causes delays. Some customers may even resort to threatening the staff with complaints to the e-sispaa, that stands for Johor State Government Public Agency Complaint Management, if their demands are not met. This situations create significant pressure on the staff, leading to stress and unhappiness, make them unhappy to go to work

In summary, the high expectations of customers pose a significant challenge to my department, and addressing this issue is crucial to maintaining customer satisfaction and the company's reputation. Staff members must be supported in handling such situations to ensure a positive work environment and productivity.

RECOMMENDATION

To address the challenge of high customer expectations is by establishing transparent communication channels that proactively manage customer expectations. The registration department can implement an automated system that provides customers with updates on the status of their applications at different stages of the process.

Through regular updates via emails, SMS, or a dedicated online portal, customers will have access to real-time information about their applications. Additionally, the system can include estimated processing times and provide explanations for potential delays due to high volumes or other unforeseen circumstances. By providing this level of transparency, customers are less likely to harbor unrealistic expectations about the speed of processing their requests.



Moreover, the introduction of a feedback mechanism within the communication channels can be valuable. Customers should be encouraged to share their experiences, and the department can use this feedback to identify areas for improvement and respond to specific concerns.

By implementing transparent communication channels, the registration department can foster a sense of trust and credibility with its customers. When customers are well-informed about the process and potential delays, they are more likely to be patient and understanding. This can lead to a reduction in the number of complaints and the occurrence of negative incidents, ultimately protecting the company's reputation.

In conclusion, addressing the issue of high customer expectations in the registration department is crucial to maintaining customer satisfaction and the company's reputation. By introducing transparent communication channels, the department can empower its staff to handle challenging customer situations effectively and proactively manage customer expectations.

CONCLUSION

In conclusion, my practical experience at Tanah Kluang Office as a practical student is very valuable and beneficial. It gave me a opportunity to apply my academic knowledge in a real-world environment and gain practical skills that will undoubtedly shape my future career.

First and foremost, I would like to express my heartfelt appreciation to the Kluang Land Office for offering me this incredible internship opportunity. The guidance and support extended to me throughout my time there have been instrumental in enhancing my professional growth. The office staff and supervisors were always approachable, patient, and willing to share their expertise, which significantly contributed to my learning experience. During my internship, I was exposed to various tasks and responsibilities that allowed me to gain a comprehensive understanding of the land administration process. I had the chance to assist in the documentation and management of land records, participate in property inspections, and observe the intricacies of land transactions. These hands-on experiences gave me a practical insight into the operations of a government land office, and I am grateful for the trust placed in me to contribute to such critical tasks.

Furthermore, the Kluang Land Office provided me with a supportive and inclusive work environment. The collaborative culture among the staff fostered a sense of camaraderie and teamwork, enabling me to learn from my peers and share my own knowledge and perspectives. This sense of unity not only enhanced my interpersonal skills but also exposed me to different working styles and approaches, which will undoubtedly benefit me in future team-based projects. The internship experience also allowed me to enhance my professional network. Interacting with professionals in the field, including land officers, lawyers, and surveyors, provided me with invaluable opportunities to establish meaningful connections. These connections may prove beneficial in my future endeavors, as they have exposed me to potential mentors and opened doors for potential job opportunities.

Additionally, the internship at the Kluang Land Office enhanced my overall personal and professional development. It taught me the importance of time management, attention to detail, and effective communication. These skills, combined with the knowledge gained during my academic studies, have strengthened my confidence and prepared me for the challenges that lie ahead. I would like to extend my deepest appreciation to all the staff members at the Kluang Land Office for their continuous support and guidance throughout my internship. Their dedication to nurturing young professionals like myself is commendable, and I am truly grateful for the opportunities provided to me.

In conclusion, my internship at the Kluang Land Office has been a transformative experience that has shaped my understanding of the land administration field. It has allowed me to apply theoretical concepts in a practical setting, gain invaluable skills, and develop a strong professional network. I am sincerely grateful for the chance to be a part of the Kluang Land Office team and for the knowledge and experiences gained during my time there. I am confident that this internship will serve as a solid foundation for my future career pursuits, and I look forward to utilizing the skills and knowledge acquired to make a positive impact in the field of land administration

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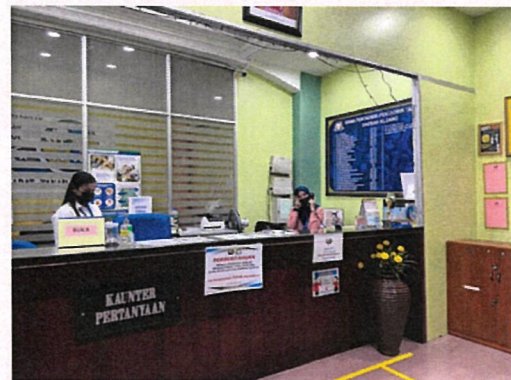
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APPENDIES



Place of work : Pejabat Tanah Kluang



Hari Raya Aidilfitri celebration at Pejabat Tanah Kluang

APPENDIES



Health program organized at Tanah Kluang Office together with Mengkibol Clinic



Dinner program organized at Tanah Kluang Office