



اَوَّلُهُمْ رَسِيْقٌ تَتَكَبَّرُ لَوْ كُنْ مِنْ مَنَارَا
UNIVERSITI
TEKNOLOGI
MARA

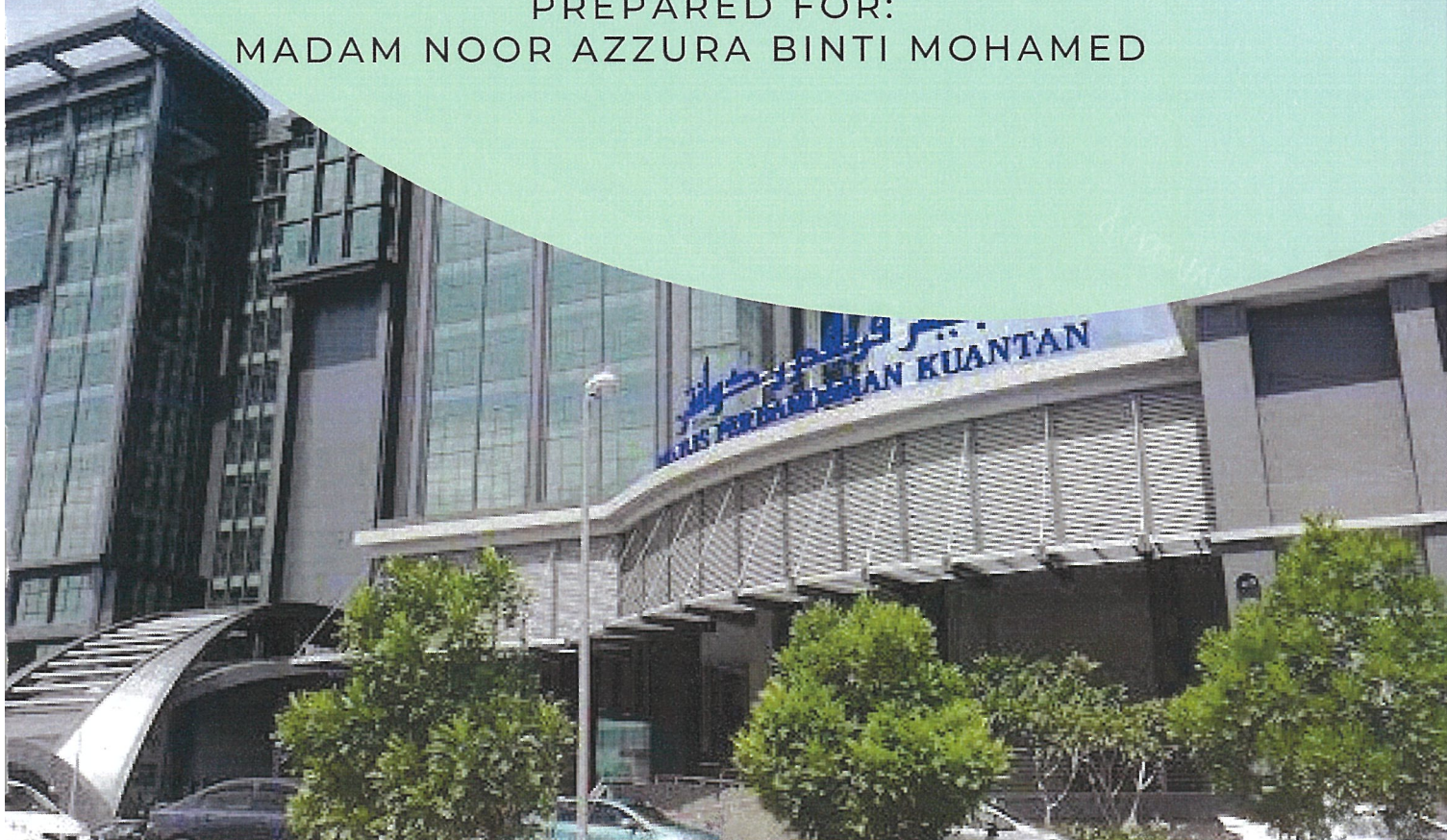
Cawangan Melaka



SWOT ANALYSIS MAJLIS BANDARAYA KUANTAN

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2020608624

PREPARED FOR:
MADAM NOOR AZZURA BINTI MOHAMED



EXECUTIVE SUMMARY



The purpose of writing this is to story about my journey of my internship at Department Human Resources, Majlis Bandaraya Kuantan starting from 1 March 2023 until 15 August 2023, where I do my internship for 6 month of period. This internship is to complete the requirement of my studied in Bachelors of Business Administration (Hons) Human Resources Management.

In this report, I have stated every important things in this organizational especially my department where I do my internship based on my experiences during my internship period. I also gather all the information about the organization and the department by asking the staff about the organization and at the same time I found in on the portal.

In this report also, I have write up my experiences during my internship period. Based on my observation also I do an analysis regarding to the organization strength, weaknesses, opportunities and threat of the organization. At the end of this report, based on the analysis I had give a recommendation and lastly I put the picture of my tasks during of my internship period.

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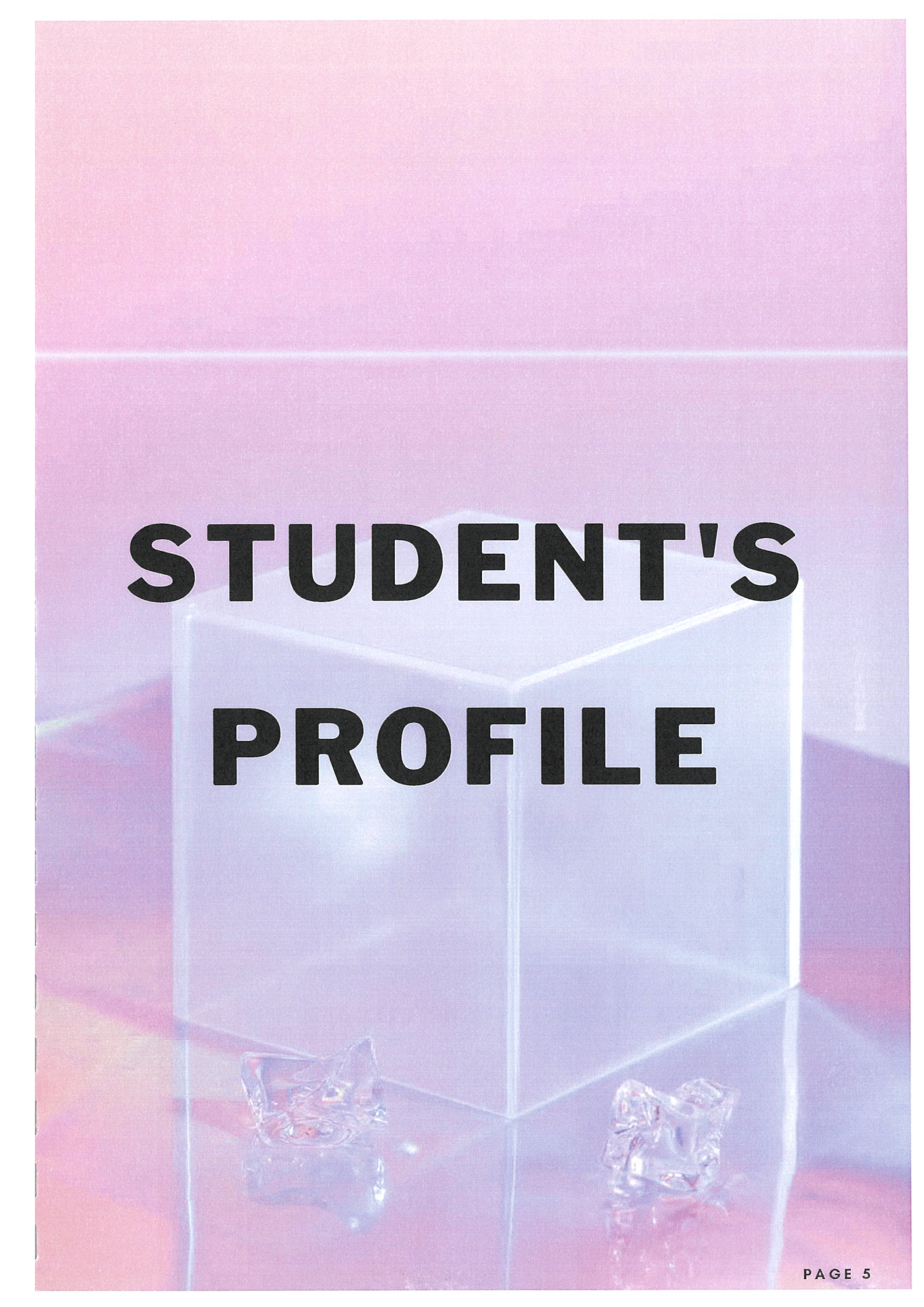
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ACKNOWLEDGEMENT

Assalamualaikum w.b.t.

Alhamdulillah thanks to Allah S.W.T I have completed my report for my internship this semester. The opportunities that I have got when I do my internship at Majlis Bandaraya Kuantan was a very great chance to me learned, gain more experiences and develop the skill in my major. I feel more grateful that got a chance to meet many people and meet professional person who guide me during my internship period from 1 Mac 2023 until 15 August 2023. Next, I want to express my gratitude and show a very big thanks to the organization Majlis Bandaraya Kuantan especially to Human Resources department those who guide and keep teaches me about the duties that related to my studies in order to complete my project in SWOT analysis during the training. Hereby, I want to express a big thanks to Puan Hajah Nurulhafizah binti Mohamad @ Amran, Assistant Human Resources Management for her guidance and advices to me completing this report., also a big thanks to all staff in Human Resources Department for helping me during my internship.

Next, the time that I have spend in Majlis Bandaraya Kuantan starting from Mac 2023 to August 2023 spend very memorable where there is a lot of knowledge and experiences that I have gain during my internship period. Then, I also want to thanks to my advisor for my internship Madam Noor Azura who in charge for being my advisor for this semester by helping me completing the analysis and always take care about my internship. Not only that I also want to show a big thanks to all lecturer at Uitm Bandaraya Melaka and my friends who sharing all the input that are needed and support me especially during my internship period. Last but not least, special thanks to my family who help me during my internship.



STUDENT'S PROFILE

Student's resume



**NOR SHAZWANI
BINTI ALIAS**

FINAL YEAR STUDENT HR

PROFILE



STRENGTH

- Fast Learner
- Independent
- Teamwork Organized

SKILLS

- Microsoft Office
- CANVA
- Editing
- PowerPoint

REFeree

Radi bin Razak
Penolong Pegawai Tadbir
Pentadbiran dan Latihan
Jabatan Khidmat Pengurusan
Majlis Bandaraya Kuantan

Nurulhafizah binti Mohamad @ Amran
Penolong Pegawai Tadbir
Bahagian Pengurusan Sumber Manusia
Jabatan Khidmat Pengurusan
Majlis Bandaraya Kuantan

Rozana binti Othman
Senior Lecturer

WORKING EXPERIENCES

INTERNSHIP

March 2023 - Present 2023

MAJLIS BANDARAYA KUANTAN

- Intern at Human Resources Department, Recruitment team
- Learning how to hire people for new position
- Editing invitation card & video
- Editing report
- Key-in data (overtime payment, budget)

FREELANCER

ONLINE & OFFLINE

March 2022-Present

- Meet client regarding the design that they want such as company logo etc.
- Create and design the poster
- Editing video that requested by the client
- Write and proofread report

TEACHER (PART TIME)

Jan 2017 - Feb 2017

TADIKA/KAFA ANAK SOLEH, KUANTAN

- Teaches primary & pre-school student
- Take care and teaches pre-school student

EDUCATION HISTORY

BACHELOR DEGREE BUSINESS ADMINISTRATION (HONS) OF HUMAN RESOURCES MANAGEMENT UITM KAMPUS BANDARAYA MELAKA

Oct 2020- Aug 2023

- CGPA: 3.28
- Assistant Project Leader in Hotel Management event
- Secretary of Webinar: The Reality of Recruitment
- Publicity bureau for Webinar: The Challenges & Opportunities in Industrial Relation

DIPLOMA OF BUSINESS ADMINISTRATION IN OFFICE TECHNOLOGY AND MANAGEMENT UITM KAMPUS JENGA, PAHANG

2017-2020

- CGPA: 2.91
- Treasure of Family Day of Faculty Business Administration in Office Management (OMSA)
- Logistic Bureau of Family Day OMSA

SIJIL PELAJARAN MALAYSIA SMK SUNGAI SOI, KUANTAN

2012-2016

- Librarian of Pusat Sumber Siadatina Aisyah
- Facilitator for school event under BPN, Pahang
- Appointed as President of Puteri Islam Malaysia
- Appointed as Assistant President of school library



COMPANY'S PROFILE

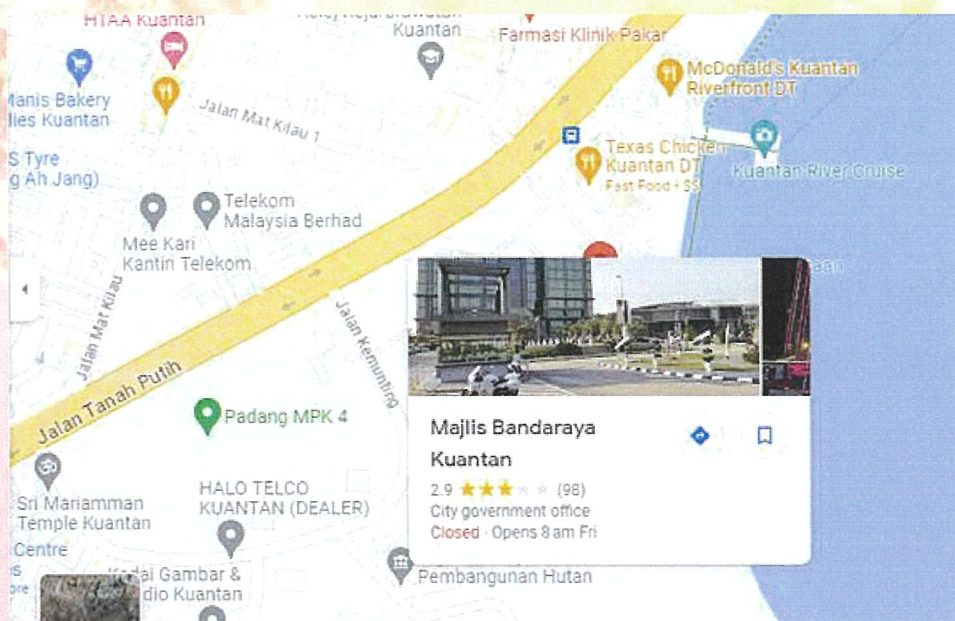
1.1 NAME & LOCATION

MAJLIS BANDARAYA KUANTAN



مجلس باندر راي كوانتن
**MAJLIS BANDARAYA
KUANTAN**
CITY COUNCIL

LOCATION



JALAN TANAH PUTIH, TANAH PUTIH, 25100 KUANTAN, PAHANG

1.2 MAJLIS BANDARAYA KUANTAN CHARTER, VISION, MISSION



CHARTER OF MBK

MEMBERS OF MBK

“We promise to deliver high-quality service efficiently, fairly and friendly”

CUSTOMER COUNTER ONE SERVE

Efficiently provide the counter service by ensuring that the waiting time does not exceed 45 minutes at peak time and not more than 15 minutes at regular time.

CUSTOMER CONTROL OF FLOODING

Ensure that the received complaints are recorded and recorded in the complaint system and the letter of confirmation of receipt of complains is given within 1 working day.

VISION

Cities of Kuantan
Lestari, Inclusive, Resilien and Smart

MISSION

Implementing the Agenda
Economic, social and environmental
development that is stable and residential



HUMAN RESOURCES DEPARTMENT OBJECTIVE, VISION, MISSION

OBJECTIVE

To ensure that MBK has enough staff to carry out its development and service obligations. It also makes it possible to guarantee that all financial matters, employee integrity, office administration, services, and human resource development are managed successfully and efficiently in accordance with current legislation. In addition to managing interviews, meetings, retirements, and the welfare of all staff, managing the MBK's administration include handling meetings, accommodations, vacation applications, memberships, and so on.

VISION

Create a brilliant and comprehensive MBK administration system and generate skilled personnel

MISSION

To ensure that the general management and service affairs of MBK personnel are managed efficiently and systematically in accordance with the regulations and settlements that have been established in order to provide internal and external customer satisfaction with efficient and quality delivery systems.

1.3 COMPANY HISTORY BACKGROUND



The Kuantan City Council (MBK) was ratified to the status of a city on 21 February 2021 and was approved by Seri Paduka Baginda Yang di-Pertuan Agong Sultan Abdullah Ibni Sultan Ahmad Shah. Their operation hours is from 8.00 am until 5.00 pm every Monday to Friday. The Kuantan Municipal Council came into effect on 1 August 1913 with the establishment of the Kuantan Sanitary Board responsible for the control of hygiene, health and development. In 1937, Kuantan Sanitary Board was replaced by the Kuantan Exhibition Board. After 16 years of being under this system, the Kuantan Airport Board has been transferred to Kuantan Town Council with an administrative

Kuantan is situated between longitude 102°20'0 in the east and latitude 3°49'0 in the north on Peninsular Malaysia's East Coast. With a 56km-long coastline, South China is to the east.

Districts Maran and Jerantut are to the west, State Terengganu is to the north, and District Pekan is to the south. Kuantan has reportedly been around from the early 1850s, according to historical archives. Kuantan was first settled in the seventeenth century.



area of only 10 square kilometers that is concentrated on Mukim Kuala Kuantan. On 1 September 1979, once again, the Kuantan Town Council was reclassified into the Kuantan Municipal Council on the basis of the Local Government Act (Act 171) which lasts to this day.

DAFTAR BANGUNAN

**YK DATU' HANAN BIN HUSNIN
JURU-CA**

SETIAUSAPA

**ENCK YUSOFF BIN HUSNIN
PEGAJAW PERANCANGAN BANDAR DAN DESA
MEMANGKUS GRED J04**

JABATAN KHIDMAT PENGURUSAN

PUAN HASLINDA BINTI HASSAN
PEGAJAW TADBIR GRED N4E

BAHAGIAN PENGURUSAN SURBER
BANGSA
PUAN NURUL BINTI SULAMAH
PEGAJAW TADBIR GRED N4I

BAHAGIAN PENGURUSAN PSIKOLOGI
ENCK AFFAN BIN MUSA
PENOLONG PEGAWAI CEBUTAN
PERSEKUTARAN GRED U26

BAHAGIAN PENTAGIRAN DAN LATIHAN
PUAN NOR HAYATUL HUDA BINTI OTHMAN
PENOLONG PEGAWAI TADBIR GRED N32

JABATAN PERSEKUTARAAN

TUAN HAJI MOHD NIZAM BIN
MAHAYUDIN
AKAUNTAN GRED W4Z

BAHAGIAN SELAJARAN DAN PEROLEHAN
PUAN ANZA BINTI ABDUL RANI
AKAUNTAN GRED W4H

BAHAGIAN TEKNOLOGI MAKLUMAT
PUAN HAJAN NURUL ASHIDIN BINTI AHMAD
KHANJUDIN
PEGAJAW TEKNOLOGI MAKLUMAT GRED
F44

BAHAGIAN KESEKUTARAN DAN AKUAN
PUAN NORULAZLA BINTI SAFFRIM
AKAUNTAN GRED W4I

BAHAGIAN CUKAI TADBIRAN
PUAN NORHANI BINTI MOHAMMAD SIEK
PENOLONG AKAUNTAN GRED W36

JABATAN SENI BINA

ENCK HELMI BIN MOHAMMAD YATIM
ARHITEK MEMANGKUS GRED J02

BAHAGIAN BANGUNAN
ENCK NUR HANAD ARIF BIN NIK
MUHAMMAD JAPUS
ARHITEK GRED J4I

BAHAGIAN PENGURUSAN BANGUNAN DAN
PEKASANTUN
PUAN ROSLA BINTI HAJI MAHMOUD @ MO
KHALID
PENOLONG PEGAWAI SENI BINA GRED
J4E

**JABATAN UNDANG-UNDANG DAN
PENGUKUTAN**

ENCK SHAHRUL AZLAN BIN ADD RAHM
PEGAJAW UNDANG-UNDANG GRED L4E

BAHAGIAN UNDANG-UNDANG
ENCK HANAN HAZLAN BIN HAJI
ZULPANI
PEGAJAW UNDANG-UNDANG GRED L4I

BAHAGIAN PENGUKUTAN
ENCK KAMARULAZLAN BIN BOHD FATI
PEGAJAW TADBIR GRED N4I

BAHAGIAN KAWALAN KESELAMATAN
ENCK RA AZMI BIN ITIHAN
PENOLONG PEGAWAI TADBIR GRED N29

JABATAN LANDSKAP

ENCK TAHIR @ TORY BIN ASU BAKAR
ARHITEK LANDSKAP GRED J4E

BAHAGIAN PEMBANGUNAN LANDSKAP
ENCK SHAMKUDIN BIN ZAFULLAH
ARHITEK LANDSKAP GRED J4I

BAHAGIAN PENYELENGGARAAN
LANDSKAP
PUAN HAZIM BINTI HUSNIN
PENOLONG PEGAWAI PERTANAHAN
GRED G32

JABATAN PENJAJAN

PUAN NORHANEZA BINTI MUSA
PEGAJAW PENJAJAN GRED W4E

BAHAGIAN PENJAJAN KARTA
PUAN FADLA FAUZA BINTI MOHAMMAD
NAZIR
PEGAJAW PENJAJAN GRED W4I

BAHAGIAN PENGURUSAN KARTA
ENCK MOHD KHARIL HAZWAN BIN OMAR
PEGAJAW PENJAJAN GRED W4I

UNIT PESURUHJAYA BANGUNAN (D08)
ENCK IMRAN HAYAT BIN MARAT @ YUSOFF
PENOLONG PEGAWAI PENJAJAN
GRED N38

**SEKSYEN PERUBONGAN AIRAS DAN
KORPORAT**

PUAN NORHANI BINTI SARI
PEGAJAW TADBIR GRED N44

SEKSYEN PULAT SETEMPAT (D0C)

ENCK MUHAMMAD AFID BIN OMAR
PEGAJAW PERANCANGAN BANDAR DAN DESA
GRED J4I

SEKSYEN INTEGRITI

CIK HAJAN NURUL ELYA BINTI AHMAD
NAZIR
PEGAJAW TADBIR GRED N4I

SEKSYEN AJUT DALAM

PUAN AZLINA BINTI AHMAD
PENOLONG AKAUNTAN GRED N32

**JABATAN PEMBANGUNAN KOMUNITI DAN
PERKHIDMATAN PERSEKUTARAN**

TUAN HAJI SAADUZZIN BIN ISMAIL
JURUTERA GRED J4E

BAHAGIAN KESEKUTARAN PERSEKUTARAN
ENCK ZINZIDUDDIN BIN SHAMSIDIN
PEGAJAW KESEKUTARAN PERSEKUTARAN
GRED Q4I

BAHAGIAN KOMUNITI DAN SUKAN
ENCK MUHAMMAD MUHAMMAD BIN ANOR
PEGAJAW TADBIR GRED N4I

JABATAN PERANCANGAN PEMBANGUNAN

PUAN HAJAN CHE HUZAMA BINTI CHE
HUSNIN
PEGAJAW PERANCANGAN BANDAR DAN DESA
GRED J44

BAHAGIAN KAWALAN PEMBANGUNAN
PUAN ROSNA BINTI YADALI
PEGAJAW PERANCANGAN BANDAR DAN DESA
GRED J4I

BAHAGIAN PEMBANGUNAN LESTARI
ENCK MOHD NOR BIN ABIMAN
PENOLONG PEGAWAI PERANCANGAN
BANDAR DAN DESA GRED J43E

JABATAN JURUTERAAN

ENCK RAHM BIN ABDUL RAHMAN
JURUTERA GRED J44

BAHAGIAN PROJEK DAN KERJA AKRIS
ENCK KHAULI SHAMMAD BIN KHALID RAM
JURUTERA GRED J4M

BAHAGIAN INFRASTRUKTUR DAN JALAN
TUAN HAJI MD RAPI BIN MD NOR
JURUTERA GRED J4I

BAHAGIAN PENYELENGGARAAN
ENCK MOHD ANHAN BIN TAHIR
PENOLONG JURUTERA GRED J4B

BAHAGIAN MEKANIKAL DAN
PENGLANJUTAN
ENCK ABDUS NABI BIN MOHD NICH
PENOLONG JURUTERA GRED J43E

UNIT MANJIS
TUAN SYED RAJULZULKARNI BIN SYED
ZAKARIA
PENOLONG JURUTERA GRED J4B

**JABATAN PEMBANGUNAN PERHABATAN
DAN PELESENAN**

ENCK MOHD ZUDUD BIN MOHD KENALI
PEGAJAW TADBIR GRED N4M

BAHAGIAN PELESENAN
ENCK AMRAN BIN ZAKARIA
AKAUNTAN GRED W4I

BAHAGIAN PENJAJA
ENCK ABGUL LATIF BIN KHALEY
PEGAJAW TADBIR GRED N4I

JABATAN PELANCONGAN DAN PELAJARAN

PUAN SUHALAH BINTI ALI
PEGAJAW TADBIR GRED N44

BAHAGIAN PELANCONGAN
TUAN HAJI SAMUEL FAZLI BIN HAJI SAUFRI
PENOLONG PEGAWAI TADBIR GRED K02

BAHAGIAN PELAJARAN
KOSONG

WILAYAH LESTARI JAYA

KOSONG

BAHAGIAN PEMBANGUNAN LESTARI JAYA
TUAN HAJI MOHD HESABUDIN BIN GIBES
PEGAJAW PERANCANGAN BANDAR DAN DESA
GRED J44

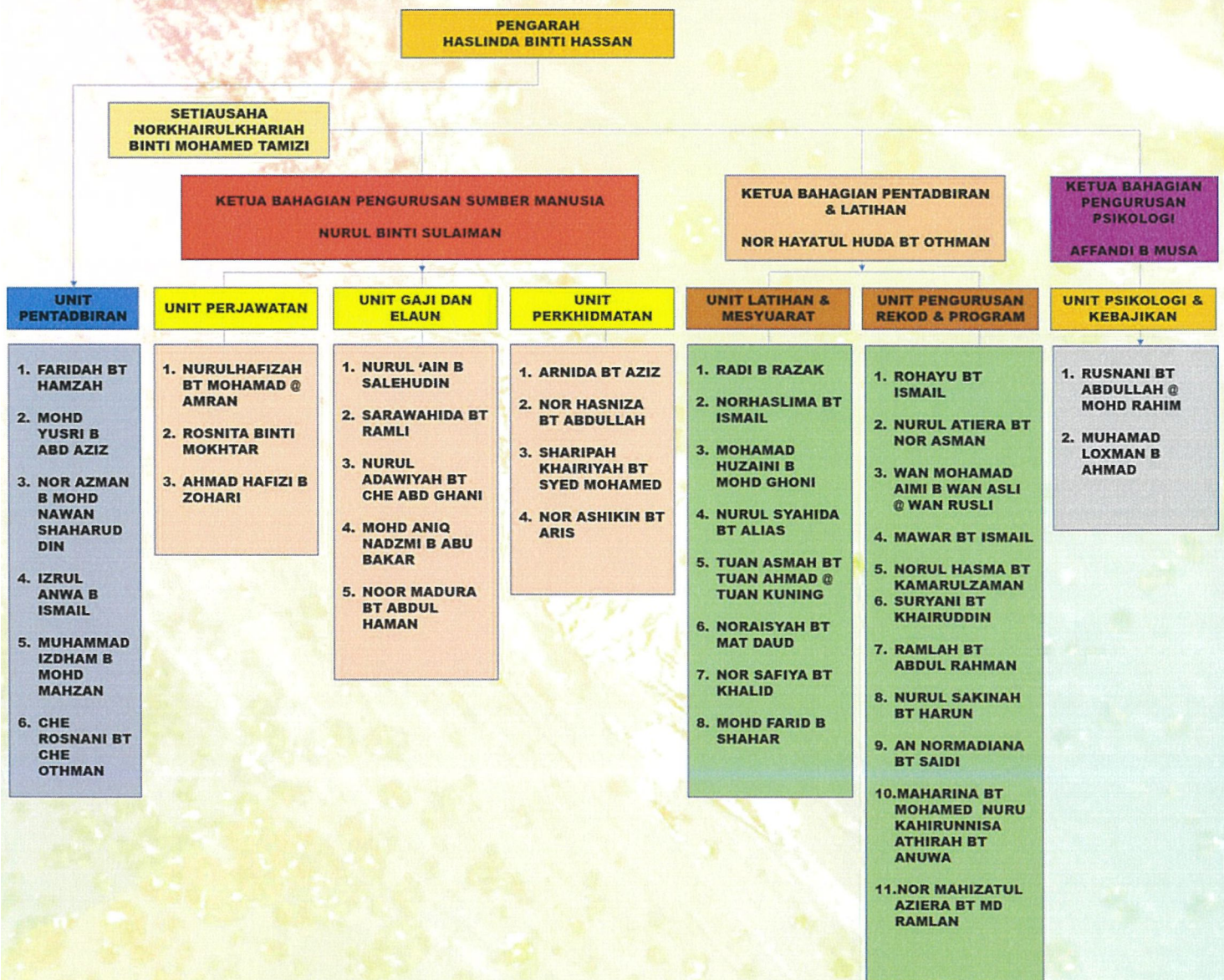
CARTA TERKINI
-12 JABATAN
-15 SEKSYEN
-29 BAHAGIAN
-12 UNIT

NO PINDAAN : 30022
TAMBAH KUBUKUASA : 15-MEI-2023

1.5 DEPARTMENT STRUCTURE



DEPARTMENT HUMAN RESOURCES CHARTS



1.6 SERVICES OFFERED

TAX ASSESSMENT:

- MBK offers a variety of tax payment means of general rating as follows, such as monthly installments. This facility is for those who wish to pay their assessed tax liability in installments during the current year.
- Installment schedule will be issued to qualified applicants
- 1/2 of the first year - 15. December - 15. January, 1/2 of the second year - 15. June - 15. July
- Pay as a general assessment Monthly Regular Order Tax Low Cost Social Housing or Government Department or Employee/Retirement Agency
- Payment by post
- Payment by credit card is accepted at Kuantan City Council payment counters
- Paying each lease monthly, farm tenants can pay monthly rent to MBK for the purpose of settling general assessment tax liabilities until the lease is completed or expired if the landlord not paying the payment
- Pay by phone to Maybank Kawanku Phone Banking for Maybank and Maybank Finance account holders or call MBF card
- Payment via Internet, payment can also be made with MBK electronic payment by accessing:
-<https://ebayar.mbk.gov.my>

CAR PARK:

- Organized to allow the public to park in an organized and planned manner.
- Parking hour coupons scratched
- Daily Coupons
- Monthly coupons
- Coupon package (3 months and 1 year)
- Rent a parking lot
- Coupon Center

SERVICES OFFERED

LANDSCAPE MAINTENANCE

- Plant maintenance management - shade trees and shrubs.
- Manage the maintenance of Teruntum's public parks, contract areas and mini-zoos.
- Maintenance of Abdul Aziz Palace and VVIP . Mansion
- Manage water activities/demands
- Management of public complaints





TRAINING'S REFLECTION



DURATION

I started my internship training at Majlis Bandaraya Kuantan on 1st March 2023 until 15th August 2023. Working hours as an internship student is from 8 am until 5 pm, every Monday to Friday.

DEPARTMENT

The department that I have intern is at Human Resources Department under recruitment team. My supervisor is Puan Hajah Nurulhafizah binti Mohamad @Amran



RESPONSIBILITIES

- Key In data for overtime allowances
- Assist in new recruitment
- Helping others
- Editing
- Sorting and update file
- Key in bills





I started my internship at Majlis Bandaraya Kuantan on 1st March 2023. As a practical student, I was required to work from Monday to Friday starting from 8 am until 5 pm. I was assigned by Majlis Bandaraya Kuantan under the Department of Human Resources and was selected to join the recruitment team and have Madam Hajah Nurul Hafizah binti Mohamad @ Amran as my supervisor.

Next, as we all know that Human Resources department jobs are crucial for organizations, connecting employers and workers. Effective communication between employers and human resources is essential for survival and expansion. The human resources department also takes responsibilities that include attendance, hiring, training, discipline, safety, health, and security. At department human resources, trainees gained experience through various work scopes during their internships.

First, I had registered at department human resources on 1st March 2023. On first month, I have learn how to key in the leaves of the employees in their books called "Buku Perkhidmatan Kerajaan (BPRC)." Next, I have

to participated in the "Fitness Test" for new hired on March 2023. This event held for a week where there are almost 1000 people who pass the requirement come to the test. Then, I also participate in ASNB Talk where my supervisor want me to take care of the registration of the participant. I also in charge to sort file room where the file must be separate according to the code based on their system. Then, I also handle a huge event where the event is included the Mayor of Kuantan City Council.

For the next month, my team and I in charge in LHDN event, where in this event they called all the employees to check their account. Next, I also participate in packing "kuih raya" to give to the employees in this organization where the amount is 1117 people. Next, I also record the leaves in the BPRC book for year 2022. I also key in financial data about the statement of their employees salary. I also learn to write minutes of meeting and at the same time I design the office with other staff for Eid Mubarak.

Next month, I was required to edit invitation card for Eid Mubarak Event at the department and also edit the video for the up coming event.

Then, my supervisor ask me to summarize report for Setiausaha Kerajaan Pahang. I also learn how to record the data about leaves in the systems. Thus, I also learn how to sorting the file based on the code in their system and at the same time followed the ARKIB system. Next, department financial called me to key in the data for the premises that under the organization. I also in charge in editing the brochure for psychology units.

Next, I help other staff to reply the internship form from the students by using the official email. Before I reply the internship application, I will call the student first to make a confirmation that they want to intern at this organization or not. After reply the form, I will write an offer letter to them attach by the ethics of this organization.

I also learn how to write minutes in the files. In this minutes, I write about the meeting that have held before this to present it for the next meeting. Then, I also has joined the meeting where they discuss about the up coming event on the next month. Not only that, my supervisor

ask me to sum up all the overtime payment of the employees for department human resources for two month of overtime payment. Thus, with this tasks, I can learn how calculate the payment using the system that they used.

Next, I also has given the tasks to do a brochure regarding the psychology unit to send out to all department in this organization. In this brochure, I must included the name of the person who in charge, the department and the important of psychology at the workplace. Not only that, I also joined their psychology program outside the organization to make sure they all know how to express their feeling to their officemates and their manager.

Then, I have in charge in editing the slides for the meeting with the other organization, Majlis Perbandaran Bentong and have been asking to joined the meeting too. I also in charge in the program called "MINGGU TERBUKA BPRC & HRMIS" that have held at this department, involved all department and units in this organization to make sure their information in this books and systems are completed.



SWOT ANALYSIS

S

- Good Remuneration
- Teamwork

W

- Lack of technology skills
- Lack of Staff

O

- Training
- Career

T

- Complaint from public
- Report uncompleted

SWOT ANALYSIS

DEPARTMENT HUMAN RESOURCES

MAJLIS BANDARAYA KUANTAN

STRENGTHS

- Good Remuneration
- Teamwork

WEAKNESS

- Lack of technology skills
- Lack of staff



OPPORTUNITIES

- Training
- Career

THREATS

- Complaint from public
- Report uncompleted

DISCUSSIONS & RECOMMENDATION

STRENGTHS 1. GOOD REMUNERATION

Based on my research, remuneration is where the organization offering their staff by providing an additional benefits such as bonuses, allowances, rewards and many more. There are 73% of employees who leave their job because they did not satisfied with their salary. To make sure the employees join the company, the organization offer more to them such as pension, guarantee letter (GL), flexible working hours, rewards and company cars.

In Majlis Bandaraya Kuantan, we provide to our employees and affordable pay and remuneration to them. There are a few type of remuneration that we provided such as bonuses, overtime payment, and others allowances. For example, if the employees worked at the government hospital, they can claim total amount that they got charge from the hospital at human resources department, where they can claim guarantee letter. All this to make all the employees more effective and motivated to do their job at the same time attract others to join the organization to increase our strength. (How Do Remuneration Packages Help HR? - EmployeeConnect, 2022)

RECOMMENDATION

IMPROVE REMUNERATION

As we know nowadays many employees especially gen-Z, want a better remuneration in order to make sure their lifestyle is balance and enough to survive. Moreover, more remuneration package, more employees will attract to join the organization or department. Based on my research, organization should pay for employees to joint the training in order to improve their skills at the same time can make them work more efficient and effective to do their job. Prof Dr. Eugene Pek Chuen Kee, the CEO of UCSI Poll Research Center said “Gen Z is more nuanced in their expectations, expecting to gain flexibility, work-life balance, career growth, perks, benefits, coaching and empowerment, in addition to salary. Gen Z is also driven by idealism, and they would rather work for ethical companies that champion social causes.” (Chau, 2022)

Other than that, Majlis Bandaraya Kuantan also can invest to their employees who join the training or any event that Human Resources department do by giving them an allowances, so there will be more employees will join the training. Other than that, Majlis Bandaraya Kuantan should provide the employees more package to make sure they keep motivate to do their job.

Employees retention also will not increase in the organization. According to the research, employees remunerated through salaries, bonuses, allowances, commissions and their employers may include non-monetary to their employees benefits such as, optical benefits, dental and health insurance and many more. (Ong, 2022)

STRENGTHS

2. TEAMWORK

Realising that working together on a project is more efficient than working alone is one of the keys to a successful team. Teams are successful when they do more than simply assign tasks to individual members and have them complete them quickly. The key to great teamwork is cooperation and teamwork to develop superior solutions. (What Is Teamwork and Why Does It Matter?, 2022).

At department human resources Majlis Bandaraya Kuantan, teamwork is good among the staff especially when the new event is coming, all the staff work together to make sure the event going smooth as they were planning. As we know, not all the plan will happend as we planned. When the new event coming, the staff must divided their routine tasks and the new tasks regarding the event. It is good to have a planned but if they must sacrificed their time and family is not good to their self motivation. What I can see at human resources department, their teamwork make the more productive to solve the problem, got the inspiration, with the teamwork also there will be more communication to them together achieve the same goals of the event.

RECOMMENDATION MAINTAIN TEAMWORK

People nowadays not all see the values of the teamwork because they stick to their routine and they do not want to work as a team. To build the environment of teamwork at the workplace everyone must corporate to make sure all the work going smooth as planning. (Shonna Waters, PhD, 2022).

For recommendation, to make sure they maintain the teamwork, human resources department at Majlis Bandaraya Kuantan should promote more the teamwork at the workplace, such as develop the communication skills among the staff by giving the the tasks on how to manage the team by them self. Then, encourage the staff by celebrate them, also as the manager, can make sure all the staff give all the talent at the workplace so they do not giving the tasks to the same person. There a few things that the manager or leader can do in order to have and maintain the teamwork, which are they can introducing the platform to staff share their problem without others know or can encourage the team to share things that they cannot do where they need some help from others. Lastly, manager at the human resource department can We can perform our duties more effectively by listening to other points of view and utilizing other people's expertise. But competing with one another is not what collaboration is all about. Instead, you thought to value what each person has to give. A team must work hard to become one that appreciates cooperation. Having assistance along the way might be beneficial as you push others to embrace a more collaborative working style.

WEAKNESSES 1. LACK OF TECHNOLOGY SKILLS

Nowadays, we are in the modern era where all the process must through the technology. Technology skills are very important especially to those who work with the system to key in data and others. (Lack of Tech Skills Is Delaying Projects | Computer Weekly, n.d.). Lack of technology skill will delayed the tasks such as if the manager give their staff information that must completing through website. Next, not all the staff know how to use the technology.

At my department I have internship, they used the system called "ARIS" where only staff from human resources only can access it. From my observation during my internship at department human resources, Majlis Bandaraya Kuantan, there are no training that teach all the staff on how to use the system properly. The learning process only happened on the first time they purchased that system, but at that time not all the staff available to joined the learning process. Moreover, those staff who not good with the system still need someone to teach them to used the system slowly until they understand how to use it even the young generation also take time to learn about the system they use at the office.

RECOMMENDATION PROVIDE TRAINING CLASS FOR EMPLOYEES

According to Nova Medical Centers, the technology at the workplace is important because it can be beneficial to us to hear many points of view and make use of the talents of others. However, competing against one another is not what collaboration is about. Instead, value what everyone has to give. It takes hard to transform a team into one that values cooperation. As you urge people to adopt a more collaborative working style along the road, it might be beneficial to have assistance.

For recommendation, Department Human Resources must planned a training class about how to used the system among the staff whether the staff know or not. This is because, through the systems also they can have the better communication and can collaborate more each others. During the class also, the manager can hired staff who already master about the systems or the technology to staff who still not know on how to used it. Moreover, with this training can keep the department safe from outsiders who want to take it as granted. From this training also, manager at human resources department Majlis Bandaraya Kuantan can maintain the productivity of her employees.

WEAKNESESS

2. LACK OF STAFF

Based on my research, lack of staff is a very big issues in every company which has too many tasks to handle by their staff. Lack of staff maybe because of the previous staff stresses with their job, work quality is decreasing or the environment at the office toxic. Not only that, if the director do not know the total amount of his or her staff, they cannot just give the tasks to them. The director or the management also can find out the solution to settle the problem regarding the staff at the offices.

During my internship at Department Human Resources Majlis Bandaraya Kuantan, I found that they lack of staff. At my department they will faced short of staff whenever they held and event. For example, there are one event which are " Minggu BPRC & HRMIS" where held at our department, where all the staff from all department including the director will come to our department to check out if their BPRC book and HRMIS is completed or not. At this department, they had only 33 staff includes the director of the department and not all the staff includes to handle this program. So, we lack of staff to help during this program.

RECOMMENDATION

HIRE NEW STAF

For recommendation, determine how important are to have many staff in the organization that have many staff especially at this organization. Lack of staff can give an impact to the organization. For example, employee morale. Short staff can affect employee morale such as the employees maybe find new employers if they want new experiences. Next, poor customer services, lack of staff can cause the staff feel down to get more services at the department. Not only that, they will lost or miss the tasks that their director give to them.

Based on my observation on the department. They can hired short staff from the external sources to cover all the tasks that cannot completed by the permanent staff. Next, they management also can communicate with their staff to speak out about their unsatisfaction regarding their job. However, short staff will pressure staff but by hiring them will offer less commitment and can make fast decision at the same time can improve the tasks. Regarding the payment of short term staff, they can paid by annual salary or paid by hourly rate.

OPPORTUNITIES 1. WORKPLACE TRAINING

Workplace training is the process of improving knowledge, skills and efficiency in the workplace. Employers conduct different types of training based on need, urgency of need and availability of resources. As a new employee, you will likely participate in an orientation program to familiarize yourself with the work environment and company culture. If you're a leader, you may need to take on new responsibilities or stay on top of the latest changes in your industry. (Indeed Editorial Team, 2023).

Based on my observation at my department that I do my internship, almost everyday my department will do a training and activity for public at the suitable places. Moreover, they was enjoyed the training because mostly the training are doing at outside the workplace.

One of the training is, they send a few staff from each department to learn on how to learn and understand their coworkers and their colleague if they have any problem to share, not only that our department also send a few group of people to build their confident by sending them to join team survival and do a few activity with outsiders. Not only that, they also open this training and activity to the public if they want to join too. Training is important as it is a good

for employees and public to broaden their knowledge base and improve their professional skills in order to work more effectively in the workplace.. Employee training costs are high, but at a constant return on investment, they are huge. (Indeed Career Guide, 2023).

Department Human Resource, Majlis Bandaraya Kuantan should open the training and activity to public if they want to joint the training. This is to make sure they can improve the skills and knowledge especially for the elders or those who doesn't know about the system or many more. Through training, they can learn about work ethics, human relationships, safety, and more regarding to this organisation. They can invite someone to teach about the systems or any topic related with the training or activity. Thus, they also can focus on increasing their skills and knowledge about the technology, how to used Micsrosoft Office in a proper way or IT. Through training programs, employees learn specific computer skills and IT topics such as how to use software systems.

By training them to create charts and spreadsheets, manipulate data in databases, and understand network layouts, companies can gain a deeper understanding of computers and improve workplace efficiency.

A career opportunity is any opportunity that brings you closer to your career goals. It could be a job, an internship opportunity, or a training program that will help you excel in your career. You may have opportunities to advance your career within the organization, or you may take a position at another company for professional development. Some build their careers in specific industries such as construction or IT, while others work in other sectors throughout their careers. (Indeed Career Guide, 2022)

Based on my observation at the human resource department, the staff can make a request to join other department. This is not because they do not want to stay longer in this department but, this is to gain more experiences and skills from other department along their working period.

Moreover, the staff also can request transfer to other organization that in the same field.

Thus, at the same time can retaining the employees to not leave.

The department can take this advantage of the opportunities to give the chance to the staff to learn and gain new things at the other department. For example, staff from

resources department can transfer to financial department. This is because, at department human resources they also do the calculation about the employee's salary. So, if the employees got transfer to the financial department it is not difficult to them learn and increase more their skills in calculation and at the same time can know how to use the other system to key in more specific data.

Then, during my internship period, I can see that career opportunities give a very big impact to the organization. Where the organization can save their money to hire new employees from outside. Then, if they hire internal employees to fulfill the position at the department who needed a replacement, they can open the position to public those who had experiences more than five to ten year or more in the fields.

Thus, organization and the department also can cut their budget to hire new employees. This is because, if they want to hire new employees they must use their budget to pay others to promote the position and send the new employees to the training to make sure the new employees understand a whole of work environment, culture and many more that related to the organization and the department in the organization.

THREAT RECOMMENDATION

1. GRIEVANCE FROM CLIENT

Grievance means a complaint is any concern, problem or dissatisfaction an employee has about their job, their workplace or someone they work with, including management. Something is making them unhappy and they feel it is unfair and or unfair to them. Grievances can be included pay and benefits, bullying, work conditions and workload at the workplace. The grievance not only from the lower level of position but from upper position also. As an HR we should take noted and notice to the complaint quickly before there were going be a big issues.

During my internship, I notice that there are a few client complaint about the uncompleted job that they got since they send the form at the department, Next, client also complaint that the recruitment team late do their job. This is because, recruitment team has open new position so they open to the staff who want to apply that position. Unfortunately, they still don't have decision when they want to interview the person who fulfil the requirements.

Constructive complaints, a structured opportunity for clients to voice their concerns, should be encouraged as they provide valuable feedback to improve processes, products and services. Malicious complaints create only personal gain that harms others and communities, reduces productivity, and creates a toxic work environment.

Department Human Resources, Majlis Bandaraya Kuantan especially recruitment team should do a meeting right after the test for the new position completed. This may made the time to make decision being short and others don't wait for the decision in a long period time. For example, after the selection for the position are done, a few client keep asking when the date for the next test before the interview section. Manager of Human Resources Department should take a responsible to make sure all the flow for the new position are completed to make sure the applicant are going smooth, not only that, they should fulfill the letter regarding of their contract of services. The position that they offer is for permanant position.

Nowadays, we know that if employees want to apply something or submit the report regarding their job, they must know and understand on how to use the technology. Based on my observation during my internship at Department Human Resources, I found that, many people did not completed their application such as the guarantee letter if they want to made a claiming, did not give a details if they want a pay slip for their salary statement, the proof about their over time and many more. This might be difficult to the staff to found out and completing the application form as they requested.

Then, not only that, if they did not get what they apply on time after they submit the form they will complaint it to the upper management without they realized that with the uncompleted form the staff cannot proceed the process of application from the staff. If they do not completed the form, there will be a burden to the staff who handle the application form to call back them to get and reapply back the form since the form is not completed.

Next, for recommendation, I suggested that the manager at department Human Resources should hired someone to handle the problem, so that they will not mixed their daily routine and the problem regarding the uncompleted form or many more that will make time to settle it more longer. Then, the staff also can speak this matters to others leaders who also in-charge in the same department. This at the same time can increase the communication skills among the staff because with this planned, they learn on how to asking the question on what are needed to completed the form . Then, manager at department human resources also can do or printed the step on completing the form so this will make the flow goes smooth. The also can hired external people to covering the staff who needed an extra person to give and share the different item.

Not only that, they also can print out the step to competing the form or other details that related to the information that the client needed.

CONCLUSION



This report concludes by giving a through overview of my internship at Majlis Bandaraya Kuantan . Through the tasks and responsibilities I was given during the period of my internship, I learned a lot of new knowledge and got a huge amount of experience. Even though some of the tasks assigned to me have nothing to do with the courses I studied, but I open to learn the new things that they gave to me. I am very grateful to have good people around me during my internship and it was a good experiences to do my industrial training at Majlis Bandaraya Kuantan.

Next, many experience I got from Department Human Resources, Majlis Bandaraya Kuantan. The department where I doing my internship also provide benefits such as food and opportunities to join the outsides training. Every time have the meeting, they will provide food to all staff include the intern students. The staff also appreciate each others not only themselves but also the internship students. For example, when they have dinner with the upper position in the organization, they ask us to join too. This department are main department that do and arrange all the event in this organization.

Moreover, this organization also open services to all either internal or external people. This is because they also open services regarding the tax, premise licenses, bills and others utilities. This organization also always have invitation from others organization in the same field. Majlis Bandaraya Kuantan improve their performance by improving the overtime payment, improve their services to the public and many more. Next, for the Department Human Resources they provide the services for the employees. For examples, many staff from all department come to the department human resources to print out their pay slip, guarantee letter and many more that related to human resources.

Last but not least, I am not denying that during my internship period, I gain more knowledges, opportunities and skills especially from my recruitment team. Moreover, this industrial training also exposing me to the real working environment where I can prepare in future job. Beside that, I also found the issues from the analysis that I have do for SWOT analysis. Thus, I am very recommend to all to join the industrial training especially student who want to gain experiences, skills and knowledges at the same time being expose to the real work environment. Finally, I want to share my gratitude to Department Human Resources and Majlis Bandaraya Kuantan to having and give me opportunities to do my industrial training here

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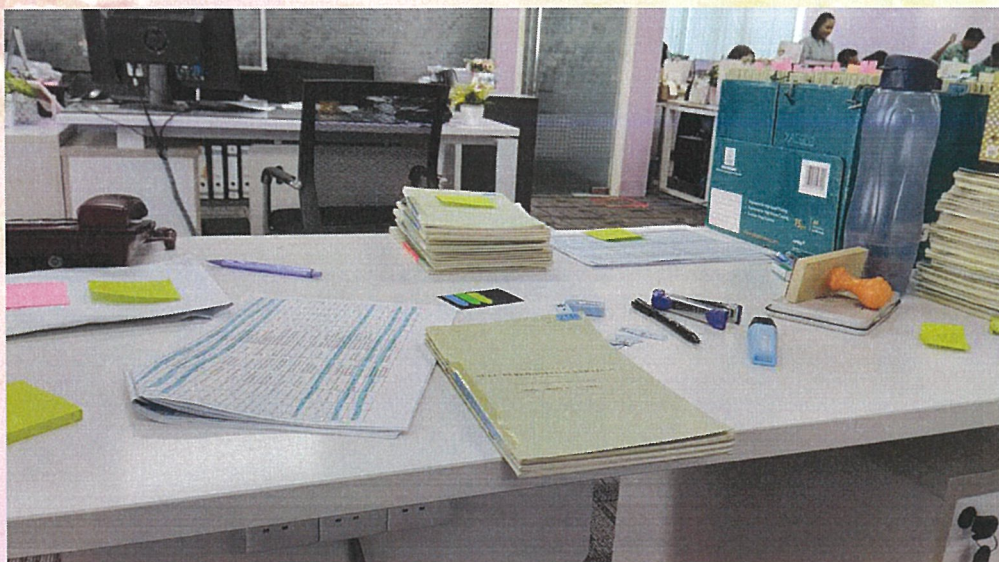
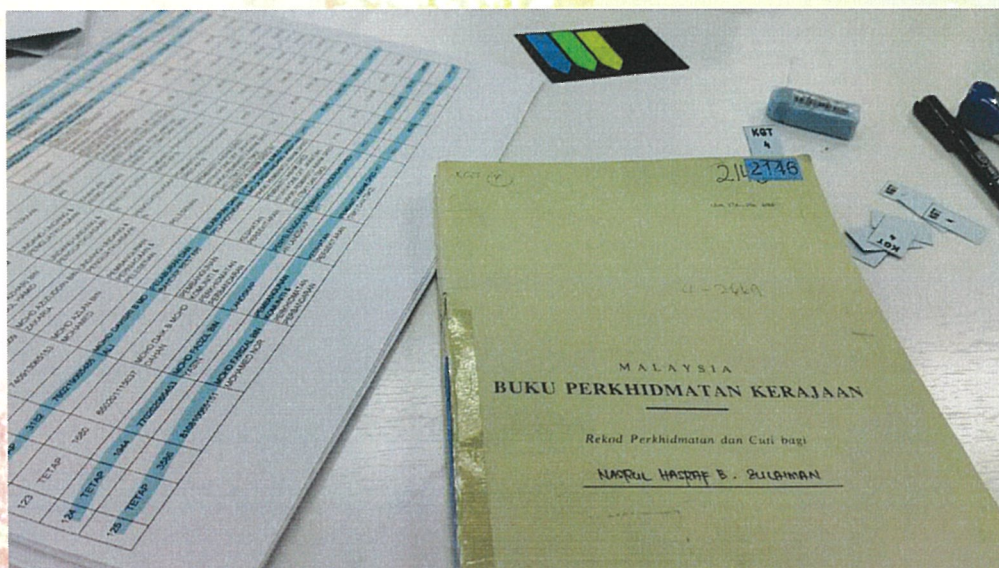
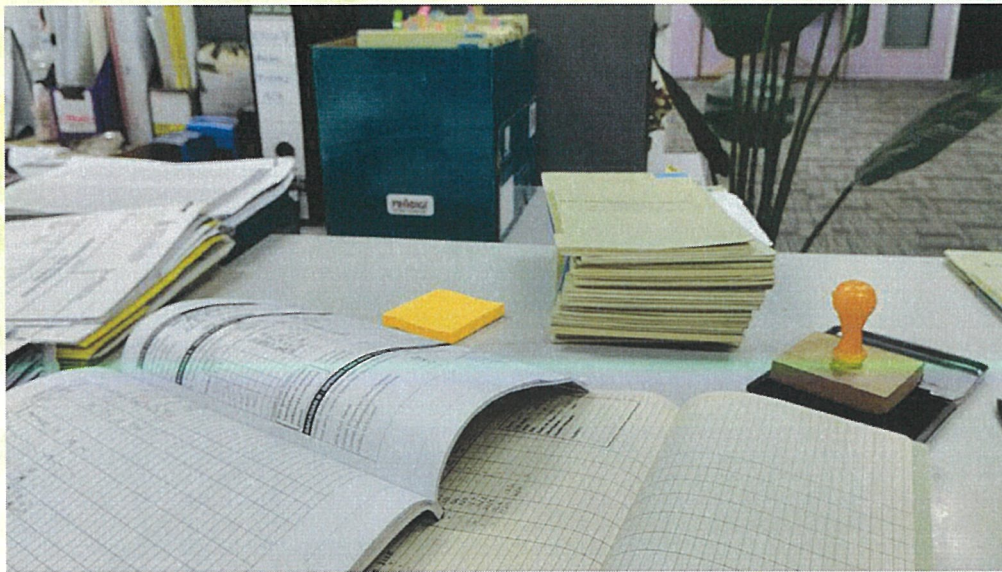
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APPENDICES

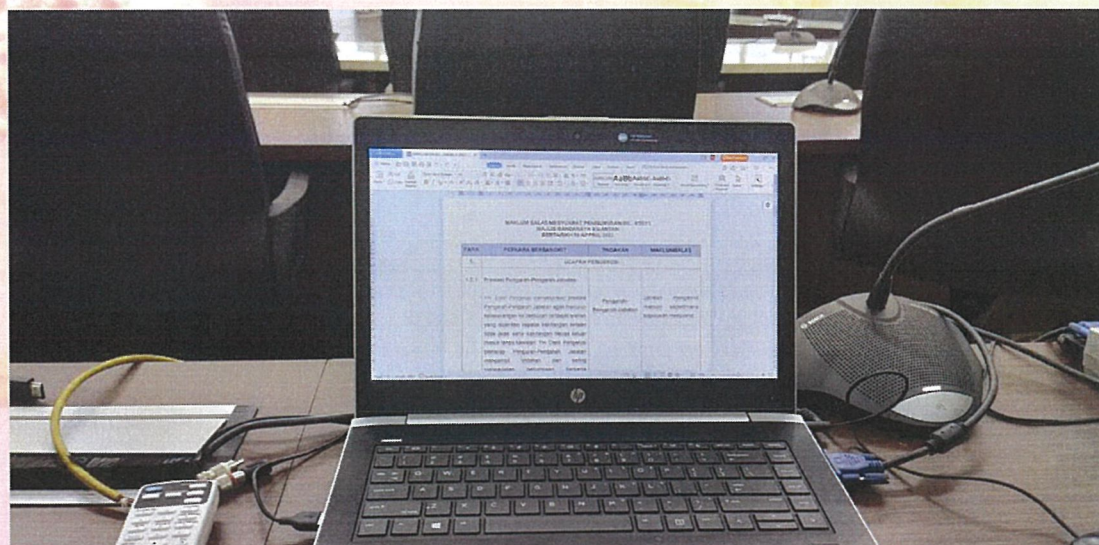
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FITNESS PHYSICAL TEST FOR NEW REQRUITMENT AT WISMA BELIA KUANTAN

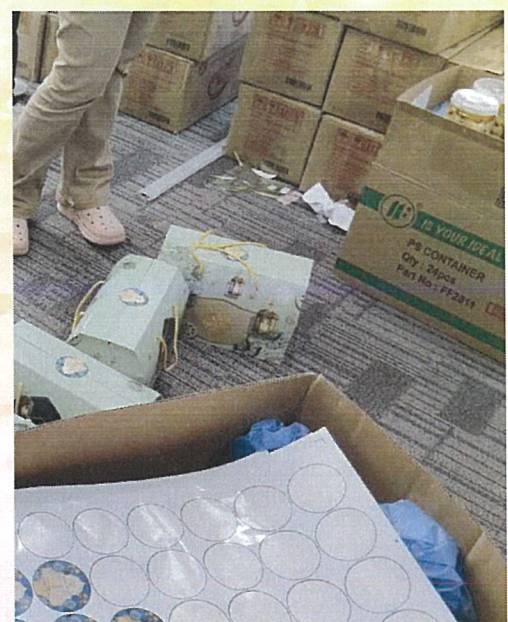


HANDLING SLIDES AT THE MEETING WITH ALL DEPARTMENT



PREPARATION FOR EID MUBARAK





LHDN WEEKS



UPDATE AND KEY IN DATA FOR ALL FILES





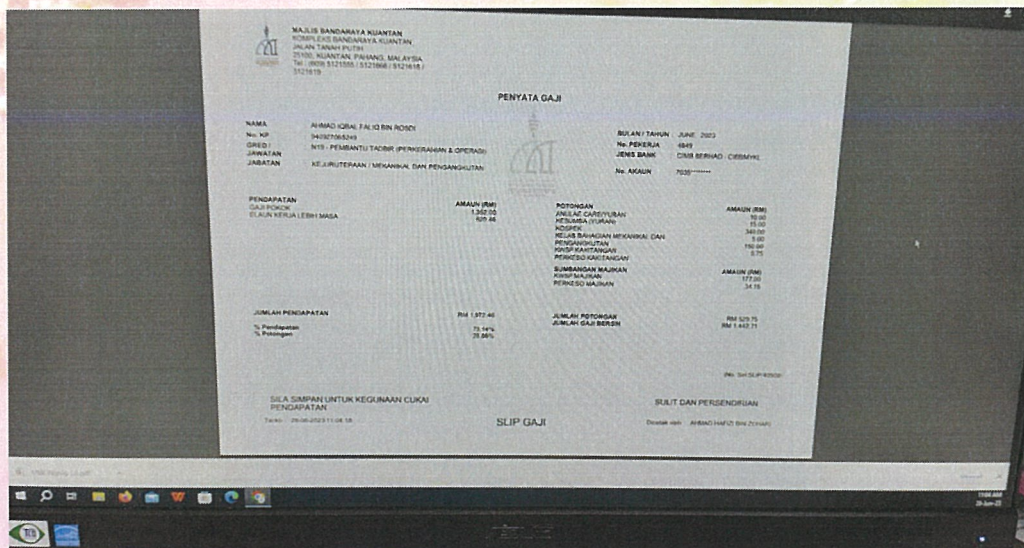
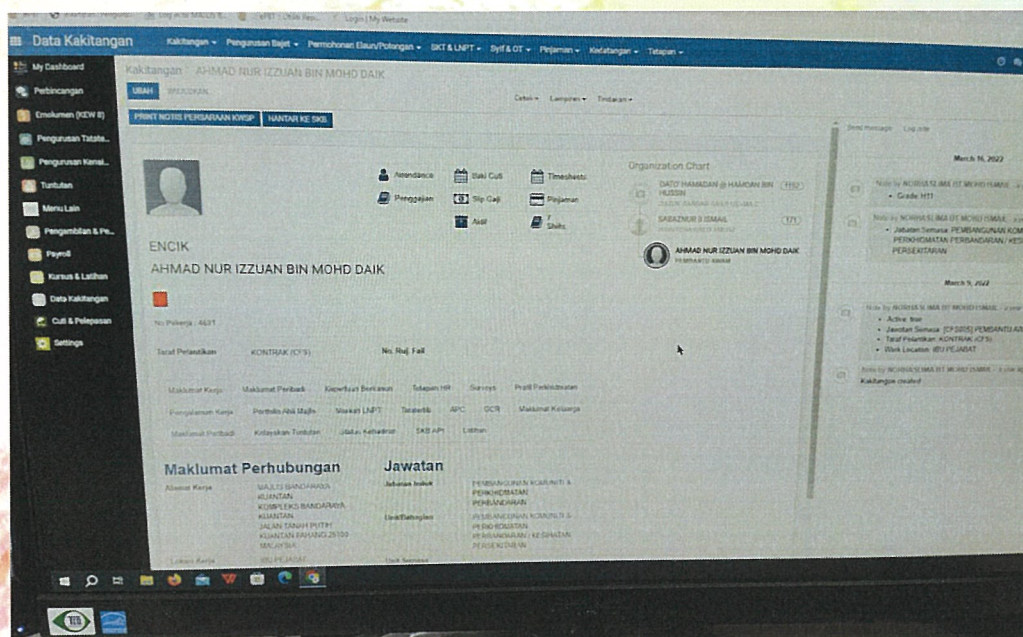
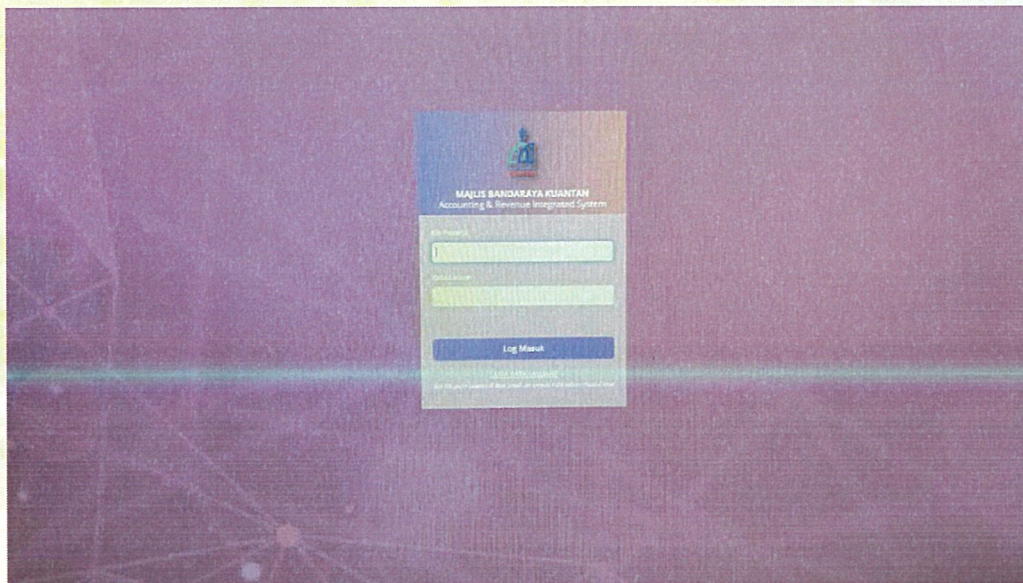
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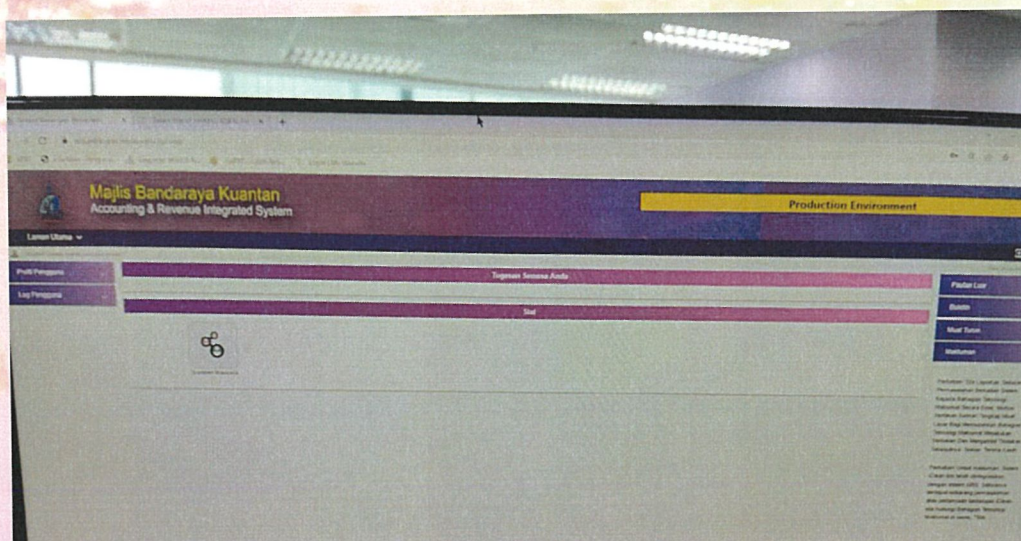
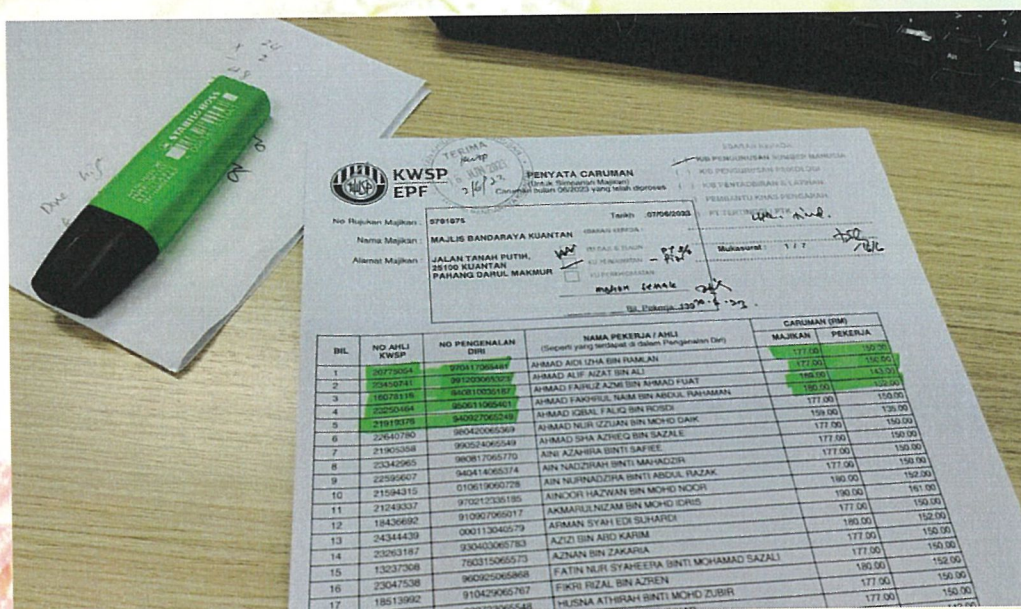


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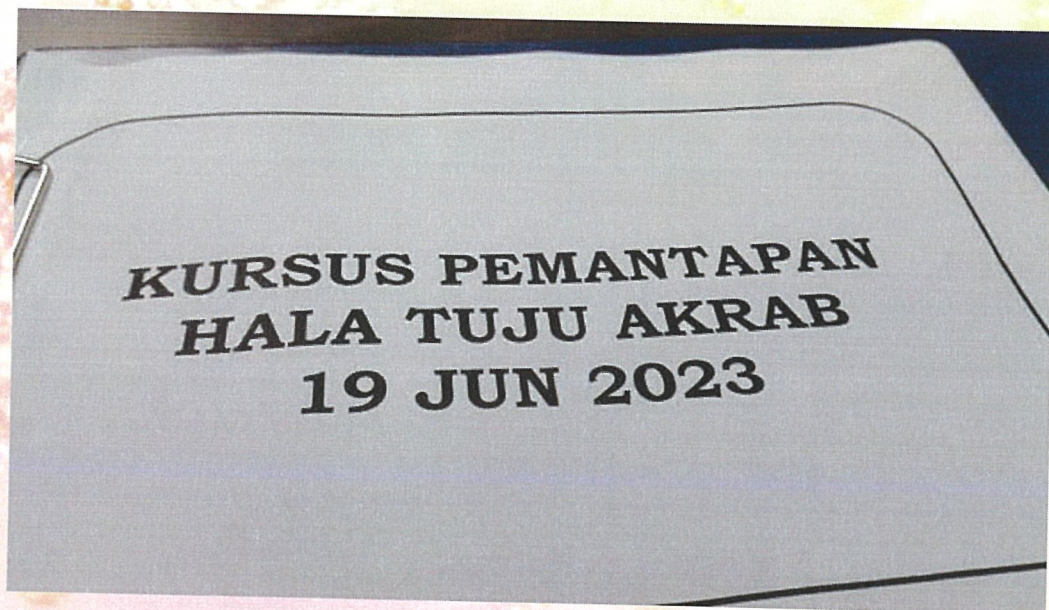


CHECK UP AND UPDATE STAFF ALLOWANCES





AKRAB PROGRAMME AT MS GARDEN HOTEL, KUANTAN



BPRC & HRMIS WEEKS



ANUGERAH PERKHIDMATAN CEMERLANG (APC)

