



UNIVERSITI
TEKNOLOGI
MARA



UNIVERSITI TEKNOLOGI MARA (UTM) CAWANGAN MELAKA

CAMPUS BANDARAYA MELAKA

BACHELOR IN OFFICE MANAGEMENT AND SYSTEM

FACULTY OF BUSINESS AND MANAGEMENT

SEMESTER 6 SESSION 2022/2023

OCTOBER 2022-FEBRUARY 2023



REPORT TITLE:

INDUSTRIAL TRAINING AT REMBAU DISTRICT AND LAND OFFICE

PREPARE BY:

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CLASS:

M1BA2326D

PREPARED FOR:

MADAM ROZIANA BINTI AHMED

SUBMISSION DATE:

4 AUGUST 2023



EXECUTIVE SUMMARY

The internship report begins with part one, which includes the cover page, executive summary, table of contents, and acknowledgment, and followed by part two, which includes my updated resume. It also covers the company's profile, which is the company's background detailing the Rembau District and Land Office, the location of the office, the vision, mission, and objectives to achieve the company's goals, the charter, organisation chart, and product or services.

In addition, training's reflection which is duration and time while I worked, details include of my department, roles, responsibilities, gains that I received which is allowance, knowledge and technical skills related to working, knowledge and gains new experience about new work environment. Besides, I also explain about several tasks and responsibilities during my industrial training at Rembau District and Land Office.

In addition, the SWOT analysis explains three points of each of the criteria, which is for strength I choose work practice based on standard rules or regulation harmonies with current situation to explain and among the recommendations is an appreciation ceremony to give recognition to the staff and refreshment program to fix staff's mistake. For instance, the weakness, I choose workers are practicing ways of working and technologies that are way behind and lack of budgeting in terms of operation expenditure to explain it in detail and the recommendation is using Google Drive methods to secure staff's work and improving the budget. For opportunities, I choose Rembau is strategic place to develop to explain the recommendation that I suggest is upgrading plantation and tourism spot in Rembau to give opportunities to new generation, also increasing waqf land to give benefit's to others. For threat, I choose risk of being hacked and data loss to explain it and the recommendation is



installing fire sprinkler system in office building and make two-authentication security on every platform of Email, Facebook, etc. In conclusion, I end my report with conclude the point regarding my internship for 6-months.



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PART 2: STUDENT'S PROFILE



Noraini Binti Ali

Bachelor in Office Systems Management (Honors)



EDUCATION

UNIVERSITI TEKNOLOGI MARA BANDARAYA MELAKA 2021 - 2023

Bachelor in Office Systems Management (Honors)

• CGPA: 3.64

UNIVERSITI TEKNOLOGI MARA ALOR GAJAH 2018 - 2021

Diploma in Office Management and Technology

• CGPA: 3.56

JOB EXPERIENCES

PEJABAT DAERAH DAN TANAH REMBAU 2023

Practical in Information Technology Unit

- Assisting in secretarial work involving official department meetings and management of department meetings.
- Helping to carry out housekeeping work on operating system applications, especially control against virus attacks.
- Assist with graphic editing and database work for the development and updating of the department's website in addition to content development.

RESTORAN MZ KOTA 2022

Barista and Records Profit and Loss

- Cleaning and restocking work and dining areas, emptying trash and sanitizing equipment and utensils.
- Learning about brewing methods, beverage blends, food preparation, and presentation techniques to improve food quality.
- Taking inventory and replenishing items in display cases, at tables, or behind the counter.
- Make a record about the payment and balancing the profit and loss.

RESTORAN REMBAU RIA 2018

Server

- Take food and drink orders from customers accurately and with a positive attitude.
- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Knowledge of the menu, with the ability to make suggestions.
- Ensure tables are enjoying their meals and take action to correct any problems.
- Collect payments from tables.

LEADERSHIP EXPERIENCES & ACHIEVEMENTS

EXTRA-CURRICULAR ACTIVITIES

- Runner of Kelab Kaunseling Rakan Sebaya
- Publicity and Multimedia Exco of Mandarin Club
- Secretary of Kelab Kaunseling Rakan Sebaya
- Food & Discipline Committee of Pemimpin Minggu Destinasi Siswa
- Welfare Exco of Run with Flying Colours

AWARDS

- Dean's List Award for 4 Semesters (Diploma) - First Class (TS)
- Dean's List Award for 5 Semesters (Degree) – Current Semester

SKILLS

- *Microsoft Office* (Advanced) / *Canva* (Intermediate) / *CapCut* (Advanced)
- *Bahasa Malaysia* (Native Language) / *English* (Intermediate Listener, Reading, and Writing) / *Mandarin* (Native)
- *Communication Skills* (Intermediate) / *Microsoft Excel* (Advanced) / *Microsoft PowerPoint* (Advanced)
- *Gmail* (Advanced) / *Google Drive* (Advance) / *Leadership Experience* (Intermediate) / *Computer Proficiency* (Advanced)

REFERENCES

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Faculty of Management and Business

UiTM Bandaraya Melaka (UiTM)

Cawangan Melaka

Encik Norazlan Bin Hj. Anual

Senior Lecturer

Faculty of Management and Business

UiTM Bandaraya Melaka (UiTM)

Cawangan Melaka.

Dr. Nurazree Bin Mahmud

Senior Lecturer

Faculty of Management and Business

UiTM Bandaraya Melaka (UiTM)

Cawangan Melaka

Figure 2.1 Updated Resume



PART 3: COMPANY'S PROFILE



3.1 COMPANY PROFILE



Figure 3.1 Logo of the Rembau District Office and Land Office

The meaning of the Negeri Sembilan logo found in the logo shows that **the nine Rice Stalks** in the shield mean the nine states in the old Negeri Sembilan combination. The **Red colour** in the shield indicates past connections with the British. The **colour black** means Dato'-Dato' Undang Yang Yang and Tunku Besar Tampin. The **yellow colour** means Yang Di-Pertuan Besar while the **Nine Pointed Star** shows nine states in the same combination. **The sword and scabbard** on the shield signify the Sign of Justice and in the middle of the coat of arms between the sword and the scabbard is **Changgai Putri**, a sign of the greatness of the Yang Di-Pertuan Besar. The logo of the District and Land Office is written in black symbolising Dato'-Dato' Undang Yang Empat and Tunku Besar Tampin and Rembau written in red symbolising the seal that shows past relations with the British. The District Office and Tanah Rembau logos use only black and red and those colours are the colours found in the Negeri Sembilan logo. In addition, the trademark for the Rembau District and Land Office is "Quality Service at the Core of Excellence".



3.2 LOCATION

Address of Rembau District and Land Office:

Pejabat Daerah dan Tanah Rembau, Kompleks Pentadbiran Daerah, 71309 Rembau, Negeri Sembilan



Figure 3.2 Maps of Rembau District and Land Office

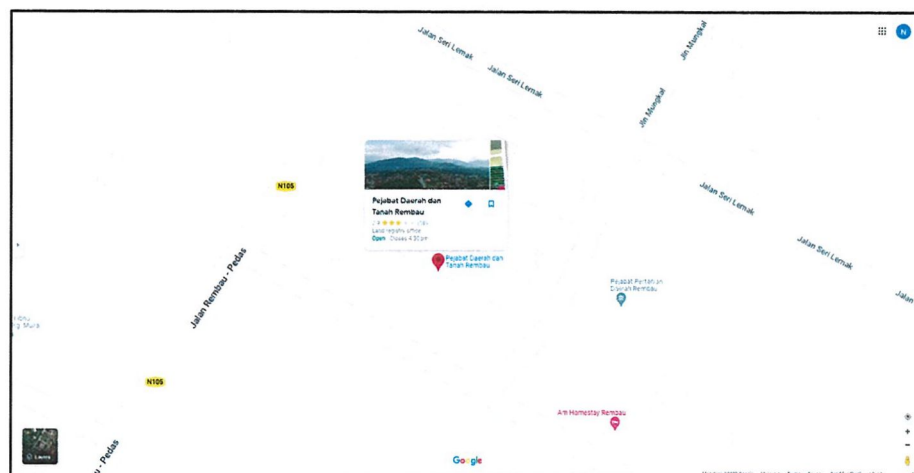


Figure 3.3 Location of Rembau District and Land Office



3.3 BACKGROUND OF COMPANY



Figure 3.4 View of Rembau District and Land Office

REMBAU DISTRICT is the smallest of Negeri Sembilan Darul Khusus' seven districts, with an area of approximately 41,512.14 square hectares and a population of more than 40,551 people according to the 2000 Population Census. This small district is divided into 17 sub-districts and contains 204 villages. It is administered by 45 Village Development and Security Committees (JKKK) and is subject to two State Legislative Constituencies (DUN), Chembong and Kota. Before acquiring a permanent building, the Rembau District Office is said to have operated in several locations, including Kendong, Kampung Lada Chengkau, and Kampung Batu. At the turn of the twentieth century, it was relocated to Tambang Kuda, which is now Pekan Rembau, and the building is now used as the District Library.



Figure 3.5 Maps of Rembau

The Rembau District Administration Center is located on the side of Jalan Dato' Lela Maharaja in Rembau and serves as the coordinator of all activities and events at the district level, as well as being responsible for planning the development of the district and basic infrastructure such as fire, water, telephone communications, roads, and others for local residents. The District Administration Center was inaugurated on May 9, 1998, by the Most Honourable Dato' Seri Utama Tan Sri Haji Mohd Isa Bin Dato' Haji Abd. Samad, Menteri Besar Negeri Sembilan Darul Khusus. The Rembau District Office now has an even more difficult task of developing this District in accordance with the government's policy of introducing a knowledge-based economy (K.Ekonomi) and the most rapid sources of information in terms of IT and globalisation.

3.4 VISION, MISSION AND OBJECTIVE

3.4.1 Vision:

Making the Pejabat Daerah dan Tanah Rembau a distinguished organisation in district and land administration, especially in Negeri Sembilan.



3.4.2 Mission:

Ensure efficient and effective land administration and district development through strategic, balanced and quality management.

3.4.3 Objective:

1. Improve the organisation's ability and capacity to improve the efficiency of the service delivery system.
2. Improving organisational excellence by empowering organisational governance and instilling good values.
3. Improve state prosperity, land management and administration.
4. Improve the community's quality of life by expanding facilities and public infrastructure.
5. Improving urban and rural development, as well as overall socio economic strengthening for community well-being.
6. Improving public safety and order in order to preserve community unity and harmony.

3.5 CHARTER

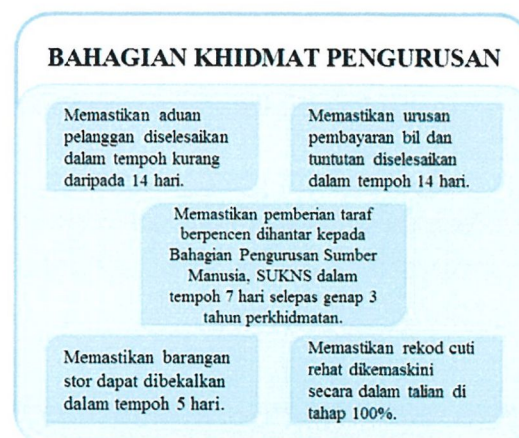


Figure 3.6 Management Services Division

a) Management Services Division

The Management Services Division's customer charter requires that all customer complaints be resolved in less than 14 days. Furthermore, ensure that bill payments and claims are processed within 14 days. Following that, ensure that the grant of pensionable status is sent to the SUKNS Human Resource Management Division within 7 days of completing 3 years of service. Furthermore, ensuring that store items are available within five days and that holiday records are updated online at a 100% level.

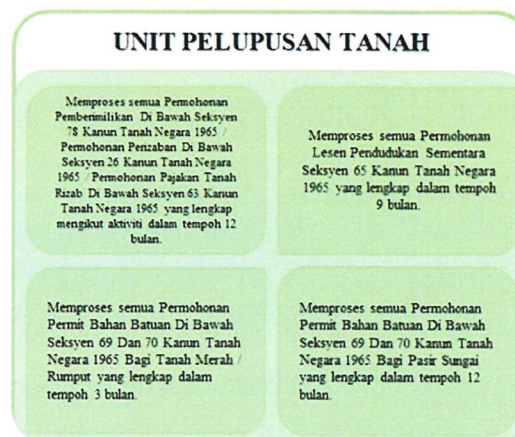


Figure 3.7 Land Disposal Unit

b) Land Disposal Unit

The Land Disposal Unit's customer charter states that it will process all Ownership Applications under Section 78 of the National Land Code 1965 / Reserve Land Lease Applications under Section 63 of the National Land Code 1965 that are completed within 12 months. Furthermore, complete all Temporary Occupation License Applications Section 65 of the National Land Code 1965 within 9 months. Following that, all completed Permit Applications for Auxiliary Materials under Sections 69 and 70 of the National Land Code 1965 for Red Soil or Grass within 3 months. Finally, within 12

months, all completed Permit Applications for Auxiliary Materials under Sections 69 and 70 of the National Land Code 1965 for Pasir Sungai.



Figure 3.8 Land Development Unit

c) Land Development Unit

The Land Development Unit's Customer Charter is to process applications for land handover and re-possession under Section 204A of the National Land Code 1965 / Simultaneous Application for Breaking Boundaries and Changing Land Conditions under Section 124A of the National Land Code 1965 that are completed within 6 months. Furthermore, processing the corresponding breaking application under Section 137 of the National Land Code 1965 / Application for surrender and renewal of land under Sections 197 and 76 of the National Land Code 1965, which is completed within 6 months. In addition, complete land division applications under Section 142 of the National Land Code 1965 / land consolidation applications under Section 148 of the National Land Code 1965 within 6 months. Finally, within 6 months, process the application to change land conditions under Section 124 of the National Land Code 1965 / application for land acquisition under Section 3(1)(a) of the Land Acquisition Act 1960.

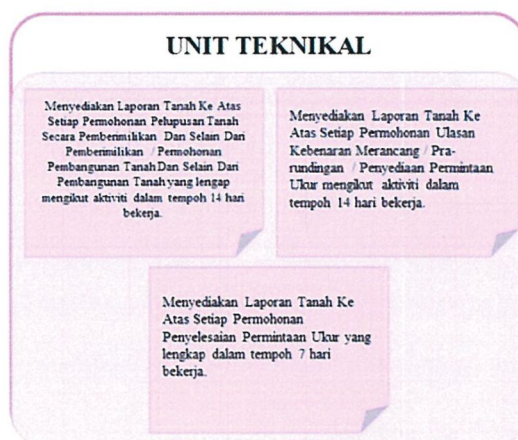


Figure 3.9 Technical Unit

d) Technical Unit

The Technical Unit's Customer Charter requires it to provide a Land Report on every application for land disposal by ownership and apart from ownership / land development application and apart from land development that is completed within 14 working days. In addition, within 14 days, prepare a land report on each planning permission review application / pre-negotiation / survey request preparation. Finally, within 7 working days, prepare a land report on each survey request resolution application.



Figure 3.10 Registration Unit

e) Registration Unit

The Client's Charter for the Registration Unit is to ensure that all submissions are registered within the specified time frame, that the application

process for permission to transfer ownership is completed within 4 months, and that the Lost Grant application process is completed.

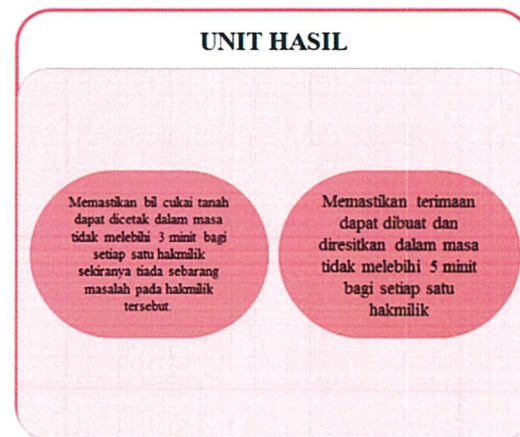


Figure 3.11 Revenue Unit

f) Revenue Unit

The Revenue Unit's Customer Charter requires that the land tax bill be printed in no more than three minutes for each title if there are no problems with the title. Furthermore, for each title, ensuring receipt can be made and received in no more than 5 minutes.



The diagram is a hierarchical organizational chart for the Ministry of Defense (KEMRIHAN) of the Republic of Indonesia (REPUBLIK INDONESIA). At the top is the **PEJABAT PEMUKA BAKHAN** (Chief of Staff), **Pegawai Tadbir & Diplomatik M54** **Mohamed Hajji Bin Mouda**. Below this is the **PEMBANTU SETERAHA** (Deputy Chief of Staff), **PEJABAT M52/53** **Khatib Bin Mouda**. The chart is divided into four main branches: **BAHAN - KIDMAT PERKHIDMATAN**, **BAHAN - PERMANSURAN**, **BAHAN - PERKHIDMATAN TANGPAH**, and **BAHAN - PERKHIDMATAN**. Each branch contains various units and positions, including **UNIT PEMANSURAN MANDARAKAT**, **UNIT PEMANSURAN FIDAL**, **UNIT PEMANSURAN TANGPAH & PELUPUKAN**, **UNIT PENCATATAN**, and **UNIT PERKHIDMATAN & KIDMAT**. The chart also includes a section for **UNIT PEMANSURAN DATA** and a section for **UNIT PERKHIDMATAN** with various units and positions. The chart is dated 14/09/2011 and is the 1st revision.

The District Office and Land Rembau contain seven different sections, totaling 112 employees. Management Services Division, Land Development and Disposal Division, Revenue Unit, Legal Unit, Registration Unit, Social Development, and Physical Development are the seven divisions. Administrative assistant, assistant administrative assistant, chief administrative assistant, operational assistant, assistant, security guard, assistant officers, engineer, plan drafter, and other posts are available in each unit.



3.6.1 PRODUCT OR SERVICES

The Rembau District and Land Office is divided into several divisions, including the Management Services Division, which includes the Administration and Finance Unit, the Entertainment Council Unit, the Security Unit, and the Information Technology Unit. They have duties in each unit, such as managing affairs related to office cleanliness, managing affairs related to office security, processing liquor licence applications, secretarial management of meetings, coordinating the district security committee, coordinating the election commission election register, coordinating the activities of the District Road Safety Council, and coordinating the visits of relevant persons (VVIP), maintenance of departmental vehicles, updating departmental service records and leave, updating departmental staffing, coordinating performance reports of all government officials and employees and reviewing the Salary Movement Panel Report, secretarial management of the Support Group Disciplinary Board, preparing Statement of changes (kew 8), coordinating courses for officers and staff, processing movement and entry into pensionable positions, and preparing and managing.



Figure 3.13 Management Services Division Area

Management Services Division Area consists of *Event Unit* is in charge of managing official government ceremonies and celebrations, distributing notices and letters or invitation cards to programmes or official ceremonies and celebrations,

issuing a list of dignitaries, heads of departments or agencies with positions, numbers, and contacts, holding joint days customers, and assisting in the management of official events, the arrangement and protocols of official events. For the **Security Unit** is responsible for the implementation of actions following the receipt of complaints about matters that are thought to affect public safety, the management of aid and rescue for victims of natural disasters, and assistance with advisory services on officer safety, official secrets, and the safety of government buildings. The **Information and Technology Unit** is in charge of providing ICT technical support services to staff in order to realise electronic government, developing and updating departmental information on the department's official website, maintaining and repairing departmental ICT equipment, and coordinating and supervising the use of systems, server equipment, and other related equipment.



Figure 3.14 Land Management Area

Furthermore, the Land Management Division is divided into three units: the Land Unit, the Revenue Unit, and the Registration Unit. The **Land Unit** is in charge of processing the disposal of government land, applications to relax interest restrictions and others.



Figure 3.15 Revenue Unit Area

Counter services (revenue), accounting, and administration are all part of the *Revenue Unit*. The counter service (revenue) is in charge of receiving tax payments, processing replanting less tax applications, and issuing various revenue collection statements. Customer complaints, BNNS audit reprimands, appeals, and checking and updating computer data due to changes in conditions, land acquisition, and so on are all handled by the *Administration*.



Figure 3.16 Registration Unit Area

It is responsible for processing transaction registration, non-transaction registration, temporary ownership registration, permanent ownership registration,

making entries on the ownership register (DHDK), processing sale order applications, and processing the division of small inheritance for the **Registration Unit**.



Figure 3.17 Social Development Unit Area & Legal Unit

In addition, is the Development Division which consists of the **Social Development Unit** and the **Physical Development Unit** whereby Social Development Unit responsible for conducting investigations for E-Kasih assistance and all assistance such as PPRT houses, roads, the poor etc while the Physical Development Unit is responsible for monitoring the places that need to be upgraded and the surveyors involved will identify the places, in addition to the brand will also open the paper quotes to contractors who want to buy quotes from them so that their work can be carried out such as drains, tar roads etc. Last but not least, the **Legal Unit** is in charge of providing advisory services for land and legal matters involving the department, preparing documentation such as claim statements, expenditure statements, and affidavits for civil cases involving this department to be filed in court, holding a series of current discussions with the legal advisor's office, the government, and the public about procedures and problems related to land, and reviewing agreements.



PART 4:

TRAINING'S

REFLECTION



NO.	DURATION	TIME
1.	MONDAY	8:00A.M. - 5:00P.M
2.	TUESDAY	8:00A.M. - 5:00P.M
3.	WEDNESDAY	8:00A.M. - 5:00P.M
4.	THURSDAY	8:00A.M. - 5:00P.M
5.	FRIDAY	8:00A.M. - 5:00P.M
6.	SATURDAY	CLOSED
7.	SUNDAY	CLOSED
8.	LUNCH HOURS	1:00P.M. - 2:00P.M. (MONDAY TO THURSDAY) 12:15P.M. - 2:45P.M. (FRIDAY)

Duration and time are from Monday to Friday at 8:00 a.m. until 5:00 p.m. A punch card is also provided for proof of attendance. Rembau District and Land Office will be closed on Saturday and Sunday. Break time for Monday to Thursday is from 1:00 p.m. until 2:00pm. while the break is on Friday at 12:15 p.m. until 2:45pm. for giving the male staff the opportunity to perform ‘Solat Jumaat’.



4.2 DETAILS

4.2.1 Department:



PEJABAT DAERAH DAN TANAH REMBAU NEGERI SEMBILAN DARUL KHUSUS

MEMO

Ruj. Kami : PDR 201/282/2 JLD.9 (ss)
Tarikh : 01 Mac 2023

KEPADA	Cik Noraini Binti Ali Pelajar Latihan Industri
SALINAN	1. Pegawai Daerah Rembau 2. Timbalan Pentadbir Tanah 3. Ketua Penolong Pegawai Daerah (Pembangunan)
DARIPADA	Penolong Pegawai Daerah Bahagian Khidmat Pengurusan
PERKARA	ARAHAN PENEMPATAN PELAJAR LATIHAN INDUSTRI DI PEJABAT DAERAH DAN TANAH REMBAU

Perkara di atas adalah dirujuk.

2. Dimaklumkan bahawa puan ditempatkan ke Bahagian / Unit seperti berikut di bawah, berkuatkuasa mulai 01 Mac 2023 hingga 15 Ogos 2023 :

Bil.	Nama	Penempatan
1.	Cik Noraini Binti Ali Pelajar Latihan Industri Ijazah Sarjana Muda Pentadbiran Perniagaan (Kepujian) Pengurusan Sistem Pejabat	Unit Teknologi Maklumat dan Pengurusan Aset, Bahagian Khidmat Pengurusan

Sekian, terima kasih.

“ PERKHIDMATAN BERKUALITI TERAS KECEMERLANGAN ”

(SAYED SYAWAL MUSTAQIM BIN SAYED MOHAMAD)

06-6851225 samb 125
syawalmustaqim@ns.gov.my

SSM/mz/LatihanIndustri

Figure 4.1 Industrial Training Student Placement's Memo



4.2.2 Roles:



Senarai Tugas Pelajar Latihan Industri

Nama : NORAINI BINTI ALI
No. K/P : 000216-01-0364
Nama IPT : UNIVERSITI TEKNOLOGI MARA (KAMPUS BANDARAYA MELAKA)
No. Matrik : 2021101903
Tempoh Latihan : 1 MAC – 15 OGOS 2023 (24 MINGGU)

1. Membantu kerja-kerja editing grafik dan pangkalan data untuk pembangunan serta pengemaskinian laman web jabatan di samping pembangunan kandungan.
2. Membantu menyalurkan khidmat bantuan teknikal pada peralatan ICT khususnya melibatkan baikpulih komputer, pencetak dan peralatan ICT yang lain.
3. Membantu urusan surat-menyurat dan fail berkaitan Bahagian Khidmat Pengurusan.
4. Membantu kerja-kerja pemasangan peralatan melibatkan projektor dan skrin bagi tujuan program atau mesyuarat rasmi jabatan.
5. Membantu menjalankan kerja-kerja *housekeeping* pada aplikasi sistem pengoperasian khususnya kawalan terhadap serangan virus.
6. Membantu kerja-kerja kemasukan data (data-entry) sistem aplikasi e-Government dan lain-lain aplikasi jabatan.
7. Membantu kerja-kerja keurusetiaan melibatkan majlis rasmi jabatan dan pengurusan mesyuarat jabatan.
8. Lain-lain tugas yang diarahkan dari semasa ke semasa.

Disediakan oleh,

(IMRAN BIN DAUD)
Penolong Pegawai Teknologi Maklumat
Unit Teknologi Maklumat
Pejabat Daerah dan Tanah Rembau
Tarikh: 2 Mac 2023

Figure 4.2 List of Task Industrial Training Student



4.2.3 Responsibilities:

Name: Noraini Binti Ali

IC No: 000216-01-0364

University's Name: Universiti Teknologi Mara (Kampus Bandaraya Melaka)

Matric No: 2021101903

Training Period: 1 Mac 2023 - 15 August 2023 (24 weeks)

1. Assist with graphic editing and database work for the development and updating of the department's website in addition to content development.
2. Helping to channel technical assistance services on ICT equipment, especially involving repairing computers, printers and other ICT equipment.
3. Assist with correspondence and files related to the Management Services Division.
4. Assisting with the installation of equipment involving projectors and screens for the purpose of programs or official meetings of the department.
5. Helping to carry out housekeeping work on operating system applications, especially control against virus attacks.
6. Assisting with data entry (data-entry) of the e-Government application system and other departmental applications.
7. Assisting in secretarial work involving official department meetings and management of department meetings.
8. Other duties as directed from time to time.



4.2.4 Gains:

1. Allowance

17-Apr-2023	000108832	IBG TRANSFER TO SA BENDAHARI NEGERI NS EFT N00949324 BAYARAN ELAUN PELAJA	MYR 368.00
11-May-2023	000035469	IBG TRANSFER TO SA BENDAHARI NEGERI NS EFT N00959469 BAYARAN ELAUN PELAJA	MYR 288.00
15-Jun-2023	000036795	IBG TRANSFER TO SA BENDAHARI NEGERI NS EFT N00973182 BAYARAN ELAUN PELAJA	MYR 336.00

Figure 4.3 Allowance for 3-month Internship

For allowance I receive about RM300 and above for 3 months earlier which is for March, April and May. For one hour is calculated at RM2.00 and the allowance I receive is not determined according to the month because it will be calculated on the number of working days in the month. This is one of the benefits I get because in 2023, the Rembau District and Land Office have just received an allocation to provide students with industrial training to receive an allowance for the first 3 months only. Although the allowance is given for three months only, it is a benefit for my batch because the allocation has only been implemented this year. This is because, in the previous year, students did not get an allowance during their practical period and I was the first batch to get an allowance because the allowance for government offices is very limited. Therefore, it is a benefit for me to receive an allowance within the first three months.

2. Knowledge and Technical Skills Related to Working

Throughout my internship, I have learned many things and gained so much knowledge from every person in various departments. I was placed in the Information Technology Unit and my assignments were related to technical aspects either in terms



of software or hardware. Among the new knowledge that I have gained is that I have studied software such as the applications that have been introduced by Mr. Imran, including PosterWall and OSM apps for editing. In addition, it is also exposed to hardware such as the hard disk inside the CPU because each hard disk can be reused and it needs to be reformatted to be used again. In addition, I also gained knowledge about playing the Distribution Board (DB) switch, which is an electrical distribution box that each has a different function and controls all the switches found in the Rembau District and Land Office. Each DB function is very important because if there is damage to the main switch, it will cause shocks and accidents that are out of reach such as switch fires, fires or may cause the release of smoke from the switch. It is a new knowledge for me to learn the DB switch that has many colours of wires and each of them controls different electricity. Next, I also learned about the server which is the most important switch and the room needs to open the air conditioner for 24 hours to prevent the switch from getting hot and burning. Therefore, the server needs to be provided with a cool place so that the temperature level of the switch can be well controlled. It is one of the technical skills I gained from my internship. In addition, I was also given the opportunity to take care of the department's Facebook Live if there were activities involving live broadcasts such as Malaysia Madani, the Lucky Draw "Moh Dogheh Pays Land Tax at the Rembau District Level" and postings involving the Facebook platform. This knowledge helped me a lot to learn new skills, especially those involving many departments and all the procedures that need to be followed according to government guidelines.



3. Knowledge and Gains New Experience about New Work Environment

Throughout my internship, I also gained a new experience which is that I volunteered myself to be involved in the investigation for E-Kasih assistance, PPRT house assistance, drainage construction assistance, investigation for agriculture, tourism and animal husbandry found around Rembau as well as activities- social activities. Various experiences that I got such as the conditions that need to be examined before approving an application, always taking care of the welfare of the local community and I learned the meaning of someone's hardships to continue their life. Not everyone is lucky in their lives because most of the applicants come from poor backgrounds and do not have a steady income. They live in modest conditions and have to ask for help to lighten their burden. In addition, I was also involved in several other unit activities such as the Land Development Unit, I was exposed to land division, the acts that need to be followed when changing ownership, hearings for land claims, how to view land grants and drawing plans using AutoCad. For the Revenue Unit, I was exposed to the tax payment and the rate of fines imposed on owners who failed to pay, for the Registration Unit I was also exposed to the land registration that needs to be registered under the acts that have been set and they are also given the responsibility to check the ownership of the land. This knowledge can help me understand the scope of their work and it's good for me because they all volunteer to share their experience with me and teach me things outside of my unit.

4.2.5 Task and Responsibilities

Training Activities 1:

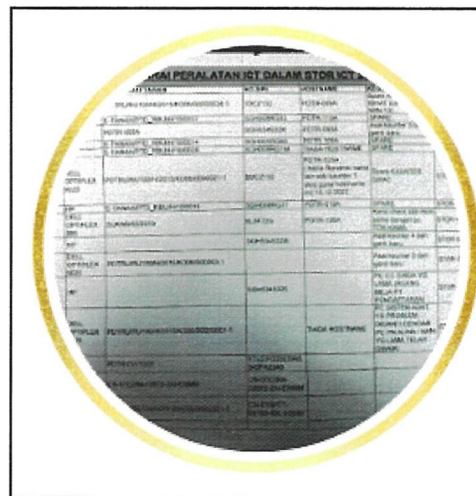


Figure 4.4 Find Serial Numbers of the Office's Asset

The figure 4.4 above depicts the activities I participated in while in the Information Technology Unit. Mrs. Nazaratul Akma, the Assistant Information Technology Officer, and Mrs. Noraini, the Administrative Assistant for Finance, both instructed me to write down the serial numbers of the monitor, CPU, Keyboard, Mouse, and other assets such as cupboards, chairs, tables, projectors, whiteboards, speakers, etc. I was tasked with locating the serial number and writing it down on the paper provided by them to be filled out before it was entered into the Excel system. I learned the serial number function of each office asset and was able to exchange opinions with Mrs. Nazaratul Akma about the functions found in the CPU such as hard disc functions, coloured cable wires, and all the systems used in the process of opening the Monitor while doing this work. As previously stated, every CPU that has been disposed of will have its hard disc removed because it can still be used, and the hard disc will be reset. Furthermore, all of the assets in the picture must be disposed of due to various damages such as a broken chair, a CPU that cannot support a monitor to be accessed, a monitor that cannot be opened, a keyboard that does not work, a mouse that is completely lost, and all assets that have been used for a long

time. It is believed that some assets have been in operation for more than 15 years, and their functions are becoming increasingly ineffective. Furthermore, the Rembau District and Land Office will receive 5 new monitors and windows each year. The monitor will initially be provided to Mr. Imran, the Assistant Information Technology Officer, who will choose which employees will receive the new monitor based on their needs. Mr. Imran noted that the new Monitor will be frequently assigned to the Assistant Land Officer, Revenue Unit, and Registration Unit because they rely heavily on the system for tax payment, accessing land boundaries, and accessing land purchases. The different expertise they gave me about office assets during the task to find the serial number.

Training activities 2:



JENIS PERALATAN	NO. INVENTORI	NAMA	LOKASI	SPEK
MONITOR	1	MONITOR 15"	RUANG KANTOR	15"
MONITOR	2	MONITOR 15"	RUANG KANTOR	15"
MONITOR	3	MONITOR 15"	RUANG KANTOR	15"
MONITOR	4	MONITOR 15"	RUANG KANTOR	15"
MONITOR	5	MONITOR 15"	RUANG KANTOR	15"
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MONITOR	23	MONITOR 15"	RUANG KANTOR	15"
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MONITOR	26	MONITOR 15"	RUANG KANTOR	15"
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MONITOR	80	MONITOR 15"	RUANG KANTOR	15"
MONITOR	81	MONITOR 15"	RUANG KANTOR	15"
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MONITOR	83	MONITOR 15"	RUANG KANTOR	15"
MONITOR	84	MONITOR 15"	RUANG KANTOR	15"
MONITOR	85	MONITOR 15"	RUANG KANTOR	15"
MONITOR	86	MONITOR 15"	RUANG KANTOR	15"
MONITOR	87	MONITOR 15"	RUANG KANTOR	15"
MONITOR	88	MONITOR 15"	RUANG KANTOR	15"
MONITOR	89	MONITOR 15"	RUANG KANTOR	15"
MONITOR	90	MONITOR 15"	RUANG KANTOR	15"
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MONITOR	94	MONITOR 15"	RUANG KANTOR	15"
MONITOR	95	MONITOR 15"	RUANG KANTOR	15"
MONITOR	96	MONITOR 15"	RUANG KANTOR	15"
MONITOR	97	MONITOR 15"	RUANG KANTOR	15"
MONITOR	98	MONITOR 15"	RUANG KANTOR	15"
MONITOR	99	MONITOR 15"	RUANG KANTOR	15"
MONITOR	100	MONITOR 15"	RUANG KANTOR	15"

Figure 4.5 Determine the Serial Number of Assets

The figure 4.5 above depicts the outcome of my work, which was to determine the serial number of assets in each of the following units; Management Services Division, Land Unit, Revenue Unit, Legal Unit, Registration Unit, Social Development Division, and Physical Development Division. I was tasked with locating the registration serial numbers for the monitor, CPU, keyboard, mouse,

scanner and printer that are on every staff member's desk in the Rembau District and Land Office. I need to check for 122 staff for their assets to be updated into the system for the year 2023. From this task, I can learn how to communicate better, be able to bond with other units, be able to know the work atmosphere in each unit and can be friendly with staff in each unit. The registration serial number, in my opinion, is very important in the office system to identify the position of assets on the staff desk because there are staff who have retired, staff who have changed units, and staff who have already received new assets because the old assets have been damaged. Instead, the system must be updated once a year because every asset in the Rembau District and Land Office has been assigned a registration serial number. Aside from the assets listed above, assets like CCTV, fans, air conditioning, pantry tables, staff seats etc are labelled with registration serial numbers to indicate that they are from the Rembau District and Land Office.

Training Activities 3:



Figure 4.6 Disposal Activities

The figure 4.6 above depicts Mrs. Nazaratul Akma's disposal activities, which include the disposal of CPU, Monitor, Keyboard, Mouse, Printer, and Scanner that have been damaged and cannot be restored. According to Mrs. Nazaratul Akma, the

majority of the goods that will be disposed of were used in 2015, and the function of each asset will no longer be able to sustain any additional labour. The task depicted in the image I was told to find the asset's serial number, paste it on the box as a reference for the disposal form, and then organize and transport the completed box to the truck for disposal. All waste materials will be returned to the parent firm, SUK, which stands for the Negeri Sembilan Secretary's Office in Seremban. Mrs. Nazaratul Akma and I discussed the hard disc located in the CPU that can be reused, as well as some equipment from disposal items that can still be used for other CPU uses, based on the job I completed.

Training Activities 4:



Figure 4.7 Investigation in Gadong and Kendong's Village

Figure 4.7 show Social Development Unit, Mr. Khairuddin, tasked me to participate in the investigation on tourism in the village, communication roads, basic facilities projects, planting in the village, meetings village, livestock in the village, number of PPRT houses, special features of the village, number of residents, occupation of the majority of the residents and map of the area. The Village Prospects investigation was conducted in the Gadong and Kendong areas. I was tasked with gathering information and taking pictures of each criterion for use as evidence in the investigation. There are many things I learnt through my investigation, including the

fact that even villages can challenge themselves to enter the business area; for example, I learned that there are Gadong villagers working on creating yellow noodles. Yellow noodles that have been processed have entered markets such as grocery shops and select markets. Furthermore, in Gadong, they produce mint leaves because, according to the entrepreneurs, mint leaves have a high market in the city since mint leaves are increasingly used in drinks, food, and they are also taking the initiative to plant because of the high price. He is a young man who wants to start a business since he is interested in it. During the inquiry, there was also chillies cultivation, watermelon cultivation, and banana production. There are additional tourist destinations with stunning mountain vistas, such as Gunung Datuk, which is frequently the focus of many tourists. This investigation project exposed me to a variety of understanding, which can help me increase my knowledge about the business and make our own income. The aim of this investigation is to upgrading the business, etc in that village.

Training Activities 5:

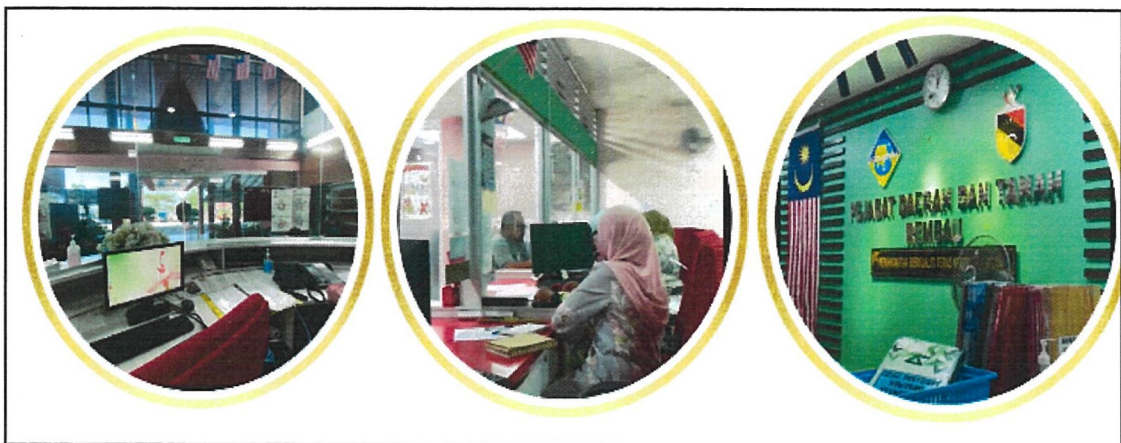


Figure 4.8 Counter's Task

The figure 4.8 above shows some scope of counter's job which is for Customer Service responsible for performing tasks related to telephone service, information



services, and customer relations services at the agency level, such as answering phones (internal and external). Furthermore, the Revenue Counter is a revenue or tax collection agency of the state government, an administrator and planner for the district's overall development, a liaison department between governments through implementation and coordination of government projects, and they are responsible for improving the people's socio economic living standards. The Registration Counter is in charge of registering land ownership, receiving transaction or non-transaction documents, etc. Land counters are in charge of determining and maintaining accurate title documents and records of land affairs, as well as lawful property ownership in compliance with the law. Besides, I learned about land issues, and at the management service counter, I learned about who they can contact directly at the counter for specific issues. Customers can inquire at the customer service counter about the direction they want to deal with, such as the Management Services Division Counter, the Social Welfare Department Counter, and other departments in the complex Rembau District administration. As a result of this work, I learned a little bit about counter management services. In addition, Mrs. Rozita Customer Service Officer, presented information on how to answer the phone properly. Each District Office employee has a number that can be linked directly from clients with different numbers. Furthermore, remembering the number of each staff member became a difficulty for Mrs. Rozita, but she handled it admirably. In addition, according to my knowledge, the staff here have the same phone number link, which implies that every staff in the same unit usually has the same phone number to deal with. I was able to receive a lot of knowledge while performing duties at the counter, and I was able to learn a little bit about how to deal with different types of people. In addition to the Revenue Unit, the Registration Unit and the Land Unit are involved in a variety of

transactions, particularly land sales, tax payment matters, land claim matters, business registration matters, and so on.

Training Activities 6:



Figure 4.9 Serial Numbers for 122 staff

Figure 4.9 above explains the tasks I need to do, which are the serial numbers for the Monitor, Keyboard, Printer, and Mouse. On the left side is displayed the serial number that I need to get and put in the Excel system because each of the registration asset numbers is very important to know the whereabouts of the asset and the owner of the asset. Each of the assets like Monitor has various brands like Hp, Dell, Acer and Samsung. The serial number of each monitor brand varies and the registration number for each monitor will be registered by Mrs. Noraini and Mrs. Nazaratul Akma below (KEW PA 9) which is the registration for each movable asset in the office. In addition, the mouse, keyboard, printer, scanner, photocopier, fax machine and all registered technologies are also registered under KEW PA 9. When I did this task, in my opinion it gave me a lot of knowledge about the function of each serial number which is to identify the position of the asset and each registered asset is subject to government ownership. Before I could not know the function of this serial number,



but now I was given the opportunity to know about the function of the serial number, the selection of good and durable assets and so on. For example, Mr. Imran and Mrs. Nazaratul Akma shared with me the benefits of each asset brand because although the price of each asset is expensive, it lasts a long time if the staff takes good care of it. This is because, most of the assets that are in the Rembau District and Land Office are used from 2015 and they are still working well because the brand of each asset is researched before use. In addition, printers also play an important role because most staff use printers to facilitate their work and of course the printers used are high quality printers to produce satisfied work especially on their ink. From the task, I was able to learn each function of the asset and even I was able to learn about the benefits of each brand for my future use. As soon as I finished looking for asset numbers for 122 staff, I was assigned to enter the serial numbers in Microsoft Excel to be saved and sent to Mrs. Noraini who is the staff responsible for office assets.

Training Activities 7:



Figure 4.10 Organise Staff Information by Year

Figure 4.10 above explains the task I need to do, which is that I am assigned to organise staff information by year and organise it in a shelf for staff reference. The purpose is to update staff data from 2022 to 2023, which is information in terms of



employee salary, employee status, employee vehicles and employee attendance. Staff who receive a wage raise will be given a form to fill out, and all information will be saved in the system while the form is kept in the file. Furthermore, every employee has the right to collect car fuel money if they use their own vehicle to travel to a work-related location. They can use the form issued by the Management Services Division (BKP) to claim money, and on the form will be put the time, pull, and reason of the trip to the destination, allowing them to know that the staff went to the destination on work-related concerns. The form will then be given to Mr. Sayed Syawal, Assistant District Officer of the Management Services Division, to approve the claim, and if and when he signs it, it will be given to the financial staff for processing. To some extent, I can contribute knowledge from tasks given. Furthermore, working staff who wish to apply for leave can do so by contacting the staff who manage leave, which is for the Rembau District and Land Office run by Mrs. Hidayah and Mrs. Ruhaida to process their leave. Staff will be provided an application form, which, after completed, will be delivered to the Chief Administrative Assistant (CC) for signature, and the letter will be given to the Assistant District Officer of the Management Services Division to approve the leave. I was assigned the responsibility of filing all written forms and organising them in the shelves supplied so they could be referred to more easily if needed. All of the information is also entered into the system, but their documents will serve as proof of their application. Many staff members here contributed their expertise about the aforementioned topics, as well as the technique for each application, and I was able to learn it indirectly as a result of this assignment.

Training Activities 8:



Figure 4.11 Result of my Task During the Investigation Prospects

Figure 4.11 above depicts the outcome of the task assigned to me by Mr. Khairuddin, the Head of the Social Development Unit, in which I was required to take pictures and record all information gathered during a visit to the Prospects of Kampung Gadong and Kendong in order for them to be updated. From the results of my work, the villagers mostly took the opportunity to open their own business opportunities such as mint leaf cultivation, chilli cultivation, watermelon cultivation as well as many activities done by the villagers to earn profit and earn their own spending money. From my observation, I was able to learn how to get side income because there are also villagers taking the opportunity to make a homestay with a mountain view. As you already know, Kampung Gadong is famous for selling catfish because most of the markets and entrepreneurs who run restaurants get fish supplies from Kampung Gadong. They are not only focused on catfish but they also sell different types of fish. From this monitoring, I can learn a little bit about business and I can also train myself in the business field with a small amount of capital because in the end it will give good results because the demand is very high especially in urban areas. According to the stated above inquiry, the entrepreneur for the cultivation of mint leaves is a young man of 27 years old who is married to a Chinese convert. He



began working in Kuala Lumpur, but when Covid hit, he was sacked instantly. From there, he went to his hometown and attempted to raise cash to start a mint leaf company on his mother's land. Throughout his cultivation, he spent hundreds of thousands of funds on all of the essential equipment. Mint leaves, he claims, can fetch RM150 per kilo on the market. He plants mint leaves since there is a strong demand for them in the city and they can be profitable. Furthermore, I discovered that one of the villagers runs a home-made Mee Kuning business on his land; he built a tiny building to carry out the process of creating his Mee Kuning with instruments purchased for tens of thousands of money and received assistance from numerous agencies. He is also in high demand at the majority of supermarkets. Furthermore, chilli farming is in great demand since chilli is in high demand because the market price for chilli reaches RM40 per kilo. FAMA also provides farmers with fertiliser packets at the start of planting. He also started a chilli company on his own farm to supplement his income after completing his government career. Next, people come to Gadong to get catfish, and there are homestay accommodations available for visitors who want to stay there. The cost of constructing a homestay reached RM400,000, and he seized the opportunity to launch this business. Finally, the pool is open to the public throughout the holidays so that they may spend time with their families.

Training Activities 9:



Figure 4.12 Set Up the Laptop, PA System and Serial Number of Vital Assets in ICT Store

Figure 4.12 above depicts my duty, in which I must set up the laptop for each meeting with instructions from Mrs. Nazaratul Akma and Mr. Imran. I must constantly be aware of the dates of the meetings since I will be assigned to setup a laptop and projector for meetings used at each meeting. Furthermore, Mrs. Nazaratul Akma revealed to me the usage of the PA system to regulate the office system, as well as the requirement to take the serial number of the assets discovered in the Danger Room, which is the room where all laptops and office equipment are kept. Throughout the practical period at the District Office and Tanah Rembau, many meetings needed a laptop for use in their meeting affairs, and I demonstrated how to install the projector, turn on the LCD, adjust the brightness of the projector using the remote, and so on. I learned a lot, especially when there were issues like the screen turning blue or purple, the TV connected to the projector changing colour, and so on. This issue can be resolved by fixing the wire and adjusting it such that the screen returns to its natural colour. Furthermore, the Danger Room, or more particularly the ICT store, has essential devices such as DSLR cameras, government laptops, speakers, projectors, and so on. I was tasked with taking the registration serial number of each asset to be updated in the system and testing the functioning of each item to

ensure that it functions properly. Mrs. Nazaratul Akma also showed me how the PA system in the ICT Training Room works because it can be linked with microphones and speakers. Typically, the PA system in the room is used to make important points, read Yassin's reading together as a complex, and participate in activities involving this complex. This task will help me learn more about laptops, PA systems, and other technology.

Training Activities 10:



Figure 4.13 Preparation of Hari Raya Aidilfitri Donation Ceremony

Figure 4.13 above illustrates my duties, which is to handle the PA system when other staff members are meeting and ensuring that the microphone works. To ensure that the meeting runs properly, I must ensure that every microphone is operational. Mr. Azizul led this meeting to assign tasks to each member of the team. I was also assigned to the Technical Bureau for the Hari Raya Aidilfitri Donation Ceremony at the Legong Ulu Mosque, as depicted in the photo above. During the programme, Mr. Azizul, Assistant Officer of the Social Development Unit, tasked me to manage the PA system. Mr. Azizul explained the task that I had to do throughout the programme, which was to open the holy verses of the Al-Quran when I arrived at Kg Legong Ulu Mosque until the arrival of YAB Dato' Seri Hj. Aminuddin bin



Harun, Chief Minister Negeri Sembilan, to celebrate the day. In addition, I was tasked with supervising the counter with Mr. Azizul, Administrative Assistant of the Social Development Unit, during the Aidilfitri Donation Ceremony. Mr. Azizul and I have been tasked with obtaining the recipient's or representative's name and IC number, and they will be required to place their fingerprints on the donation receipt form as proof. To avoid any confusion, they will be issued a name tag prepared by the Negeri Sembilan Religious Council (MAINS) to serve as a sign for taking donations immediately after completion. When the recipient has finished receiving the donation from YB, they will return the tagging to the staff, making it easier to determine whether the recipient has received or not. Because everyone comes from diverse backgrounds, this job taught me how to communicate with individuals of all ages and cultures. During my time on duty, I encountered many poor people whose lives are extremely simple; I learned the meaning of thankfulness from them because their lives rely solely on help and their income is not fixed because most of them just work in the village as rubber tappers, hire lawn mowers, and so on. As a result of my work here, I was able to learn the meaning of gratitude, how to communicate effectively with older people, how to deal with confusion ethically, and how to form close relationships with other units such as the Social Development Unit and the Physical Development Unit, as this programme is under their supervision.

Training Activities 11:

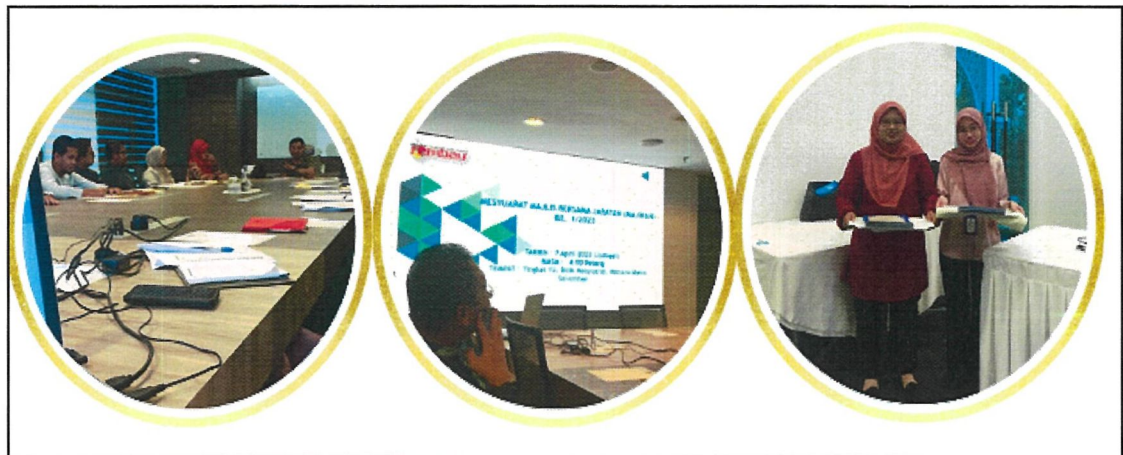


Figure 4.14 Program of Breaking the Fast and Joint Departmental Meeting (MBJ)

Figure 4.14 above describes the program of Breaking the Fast with the Rembau District and Land Office Unit at the Religious Council of Negeri Sembilan (MAINS), Seremban. Before starting the breaking ceremony, the Rembau District and Land Office held a Joint Departmental Meeting (MBJ) and I was assigned to take care of the slides throughout the duration of the meeting. I was able to learn through the task that each department has an elected leader. Discuss the budget, difficulties that arise during the 2022 period, activities, and any other concerns that arise at this meeting. Each department head will explain the concerns that arise in their unit, and they will discuss and receive the ultimate decision from the Department Officer, Tuan Mohamad Najib, on whether they should be resolved in the short or long term. All challenges can be solved since everyone on the team works well together as long as they contribute ideas to solve the problem. This meeting also taught me the importance of discussing ideas, thinking rationally, and constantly making decisions after considering many factors. I was appointed to be the souvenir bureau for the department heads' certificates presentation event immediately following the Joint Departmental Meeting (MBJ). I was tasked with ensuring that each of the items was

distributed in appropriate quantities and that the certificate was valid. Tuan Mohamad Najib presented this presentation, joined by Mrs. Nooralina, to express gratitude to all involved.

Training Activities 12:



Figure 4.15 Malaysia Madani Programme

Figure 4.15 above depicts the tasks I was assigned to undertake during the "Malaysia Madani" programme, which was to manage Facebook Live on the official account of the Rembau District and Land Office under the supervision of Mr. Imran, as well as to manage the slides during the event. The 2023 Rembau District Level Civil Malaysian Knowledge Talk Programme is presented by YBhg. Mr. Hj. Jaafar bin Mohamad, Negeri Sembilan Chief Minister's Special Officer. This programme is about "Malaysia Madani," which was adopted as Malaysia's national symbol in 2023. The speaker delivered a lot of expertise and knowledge, and I was able to understand the idea of "Civilised Malaysia" more deeply as well. In addition, I assisted Mr. Asyraf in pasting the QR Code on each table so that attendees may scan the QR as evidence of attendance and provide feedback according to the programme. Many people who attend the knowledge conference and diverse departments are working together to make this programme a success. Furthermore, I have been assigned to the technical section, where I am responsible for including the proper tune to follow the

speaker into the Operation Room. A song will be played as a gesture of welcoming YB into the Movement Room when the speaker enters the Movement Room. This work taught me the guidelines for the office's official Facebook Live as well as proper manners when meeting with superiors. The personnel who came were enthusiastic and shared their thoughts on "Malaysia Madani," which was introduced by YAB Dato' Seri Anwar Ibrahim. In order to implement two-way communication in this programme, the speaker also exchanged opinions with the audience. In conclusion, this is a significant duty for me since I am responsible for the department's official Facebook live, and it is an opportunity for me to dive into this task so that I am exposed to new duties and may understand them for future usage.

Training Activities 13:



Figure 4.16 Khatam Al-Quran Programme & Making Onde-Onde and Rendang Activities

Figure 4.16 show the program depicts my work as the Photography Bureau for the Khatam Al-Quran programme with the PETANDA and PUSPANITA clubs in Rembau District. Mr. Imran assigned me the responsibility of capturing photographs throughout the ceremony. On the 28th of Ramadan, Khatam Al-Quran is conducted to commemorate the completion of the fasting month. The major goal of Khatam Al-Quran is to increase young people's appreciation of the Quran and to respect Ramadan, which is coming to a close. I was able to shoot pictures throughout the

event as part of my work as a Photography Bureau, and they were also served with yellow glutinous rice and keepsakes to the participants. This is an experience that is new and an opportunity for me to offer myself in a knowledge programme like this in collaboration with the Rembau club. In addition, this program has also introduced me to the Petanda Club in Rembau. This program has also brought closer cooperation and being able to get to know the members of the club. Immediately after the ceremony, I was assigned to make the Önde-onde and "Rendang" with other units. This sort of activity has the potential to build my bonds with staff from various units. Önde-onde is made together to give to all District Office staff and Land Rembau as well as "Rendang" are also given to all staff. This program has further brought together staff from different units.

Training Activities 14:

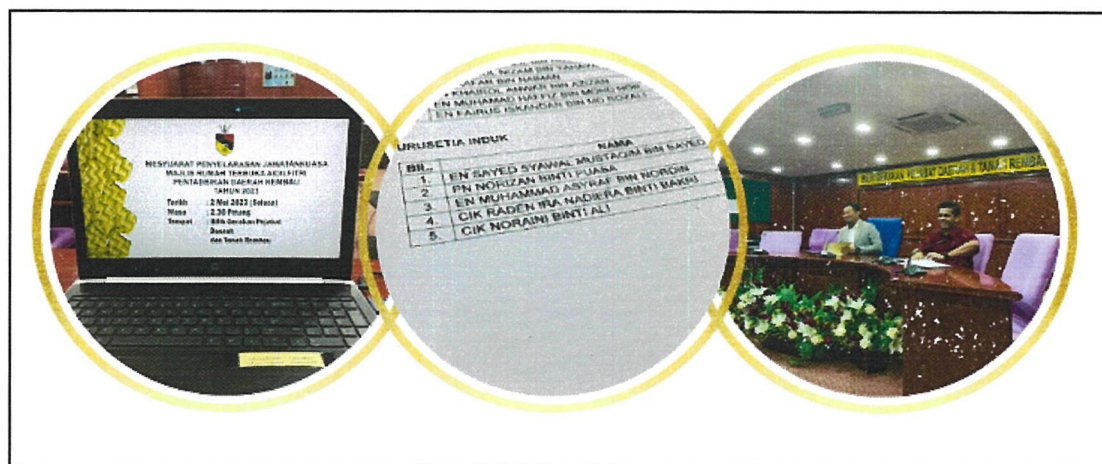


Figure 4.17 Preparation of Rembau District Open House Council

Figure 4.17 shows that I was assigned to be the master secretary for the Rembau District Open House Council, as mentioned above. A meeting before the programme, and I was tasked with handling the presentation slides. The goal of this meeting is to discuss things to do throughout the house ceremony, which will be attended by the YB Chief Minister of Negeri Sembilan. The Department of Water Drainage, Department of Agriculture, Department of Social Welfare, IPD Chembong,

PUSPANITA Rembau, District Islamic Religious Office (PAID), Rembau District Council, Rembau Public Works Department (JKR), Rembau Library, Rela Rembau, and several other departments are all represented at this meeting. Each department must spend funds in order to serve diverse cuisines in their own departments. This meeting is highly crucial for brainstorming ideas and exchanging thoughts regarding the budget, particularly the sort of food and equipment required on the day of the event. Each department presented several sorts of food, and after receiving a unanimous vote from Tuan Mohamad Najib, the Rembau District Officer, each department discussed and agreed on the food they needed to prepare according to the budget they had agreed upon. Grilled chicken, grilled lamb, leman, rendang, murtabak, satay, kuih muih, tomato rice, and other meals are available. Each team member is vital in the meal preparation since they must also adorn their tents in order to win the prettiest booth and prettiest outfit contests. This competition is launched to pique each department's interest in coming up with unique ideas to adorn their tents as a symbol of the Rembau District Open House. I also listened to everything that was said during this task, and I learnt that two-way communication is always necessary to reach a sensible decision.

Training Activities 15:



Figure 4.18 Cutting Aidilfitri Open House Invitation Letter

Figure 4.18 shows the tasks that Mrs. Norizan gives instructions to cut the Aidilfitri Open House card with a paper cutter in the activity above. Following completion of this task, I was tasked with compiling a letter to be sent to many departments in order to invite them to the event. The Irrigation Department, Agriculture Department, Social Welfare Department, Chembong District Headquarters, PUSPANITA Rembau, Rela Rembau, Rembau Library, Rembau Science, Rembau District Islamic Religious Office, Rembau District Council, and Rembau Public Works Department are among the departments invited. After discussing in the meeting that was held, each department was instructed to prepare their respective department's food.

Training Activities 16:

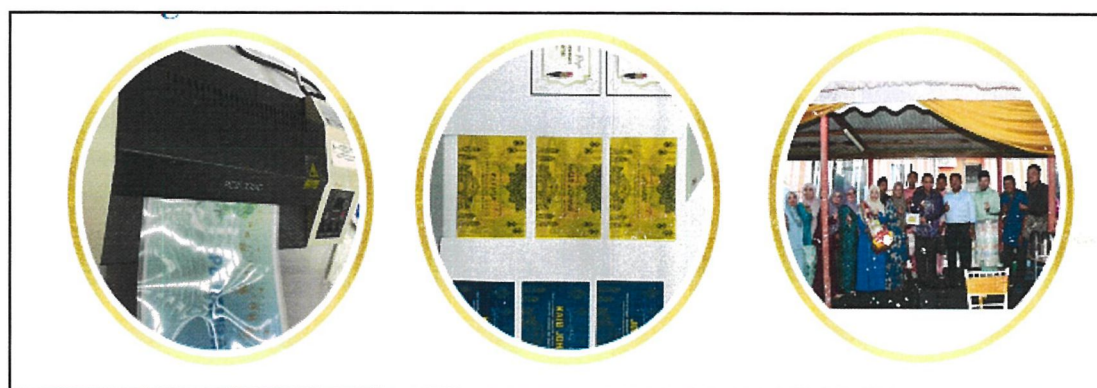


Figure 4.19 Task During Rembau District Open House

The preceding job explains the task prior to the Rembau District Open House. Among the duties I completed were the tagging design for each department, which was put on each tent, and the design for the category winners, which was glued on the envelopes carrying cash for each winner. The prettiest clothing competition and the prettiest booth competition were held, and were awarded by YBhg Menteri Besar Negeri Sembilan. The task was completed under the supervision of Mrs. Norizan and Mr. Syawal, who provided detailed directions on how to create a major programme

with a flow that must be evaluated and every phase that must be completed before the programme can take place.

Training Activities 17:

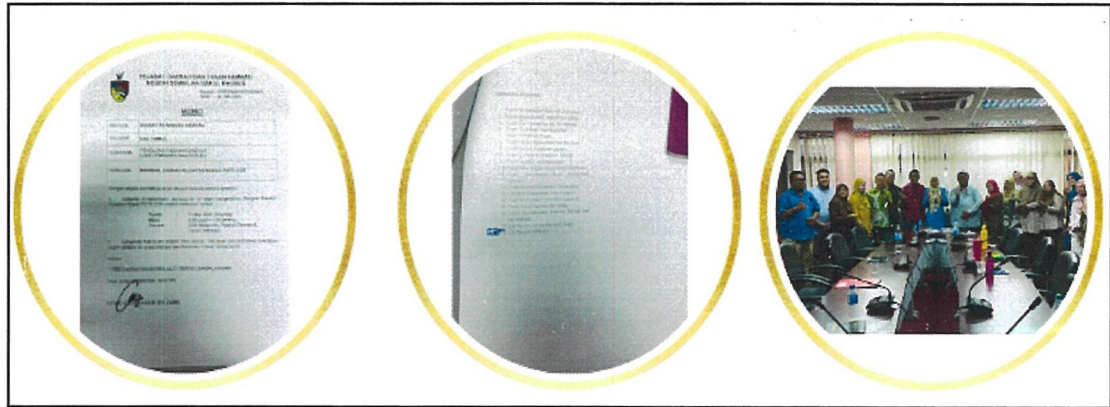


Figure 4.20 Social Investigation Methods Workshop of the Rembau District and Land Office

The activity above is one of the activities carried out which is the Social Investigation Methods Workshop of the District Office and Land Rembau. This activity was held on 11 May 2023 in the meeting room. I have been instructed to present myself at the workshop to be given exposure on all requests for assistance in the Rembau district. This workshop was delivered by Miss Fatihah, Rembau's Social Welfare Officer and she shared a lot of knowledge about all inquiries regarding aid applications. From this workshop I gained a lot of knowledge in terms of the act that has been introduced, the procedure for the approval of aid and everything to discuss all the problems that occur in the Rembau district. Every staff member who also got involved exchanged opinions about all the investigations to applicants that they had gone through. Various issues that occur and most applications that are made need to be investigated first before approving someone's application for assistance.

The preceding task describes the visit task to upgrade Sungai Talan, which is located in the Rembau area. Sungai Talan is a popular tourist destination, and the area will be improved in terms of roads and other amenities. Penghulu Norhizam directed me to attend this visit in order to provide an overview of the areas that need to be updated. This visit exposed me to the application technique to be enhanced and described each and every aspect. This activity was a learning experience for me because it allowed me to work outside with the Social and Physical Development Unit.

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The following task requires me to check the asset serial numbers of 600 assets discovered at the District Office and Tanah Rembau. Miss Anis Zubaidah, Assistant Registration Division Officer, assigned this responsibility of checking each asset to see if it worked or not. This task is to identify which assets require repair and where they are located. This task also taught me that every asset that has been registered must be updated from year to year because there are assets that have been damaged and are no longer in their correct position. According to the findings of my search, there are assets that need to be fixed because they have been used for years. This task is doable in two weeks.

Training Activities 20:



Figure 4.23 Organize Claim Payment to Keep in File

The task above is that I need to organise claim payment vouchers for PRN 2022 for several schools. The form will be placed on file for review purposes if required. Among the Duns involved are Chembong Dun, Paroi Dun, Kota Dun and several Duns involved in the election in 2022. This task also taught me how to arrange the filing volumes correctly so that it is easy to refer to and it is a knowledge for me when I want to organise the filing volume correctly. From the task, I was able to learn about filing order, numbering for filing and knowledge about PRN. This task I was

given the responsibility to include in the filing according to the dun and according to the volume of the file number.

Training Activities 21:



Figure 4.24 Civil Journey Program Coordination Meeting at the Rembau District and Land Office

The task above explains that I was assigned to write a letter for the departments involved in the 2023 Civil Journey Program Coordination Meeting at the Rembau District level, among the departments involved are the Information Department, the Social Welfare Department and other departments. I have to compose a letter to be sent to the department involved and I was given the task of writing the title of the letter in Rembau's Despatch book to make it easier for the sender of the notice to get the signature of the staff who received the letter. In addition, I was also assigned to take care of the slides for the meeting in the Rembau District Operations Room attended by various departments. Various departments have attended and indirectly I was also able to participate in the meeting.



Training Activities 22:



Figure 4.25 Write Dates of Meetings

The task above where I have to write the dates of meetings held every month to get data and the order of meeting dates held throughout the year. I need to fill in the time, date and purpose of the meeting and need to be recorded in the record book provided. This record book will be controlled by the office secretary and chief administrative assistant so that every meeting held will not be redundant with other departments. Every unit that wants to organise a meeting needs to see a record of the date so that the meeting held will not overlap with other units. Meetings will be held in the District Meeting Room and Operations Room and each unit must always be aware of the date and time they want to organise the meeting.

Training Activities 23:

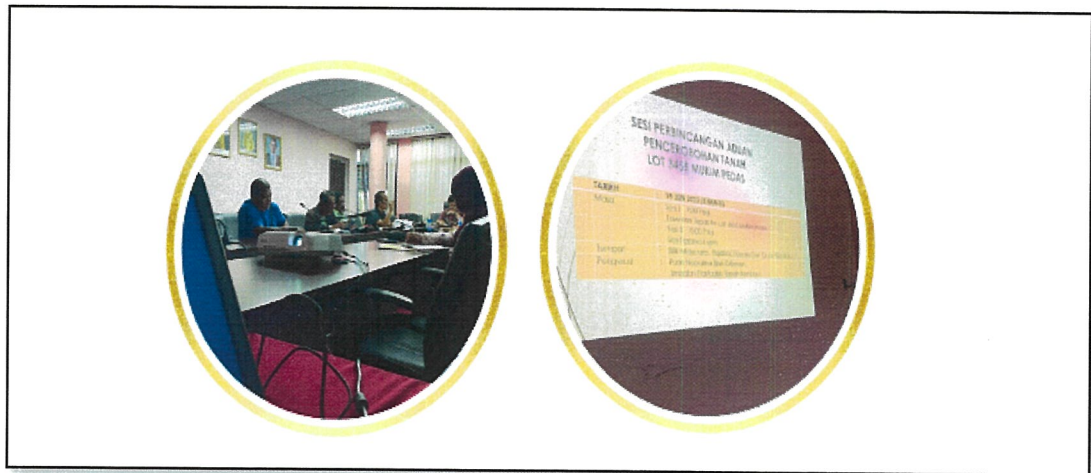


Figure 4.26 Take care of Presentation Slide

This assignment explains that I was assigned by the Land Unit to be involved in their meetings held in the Meeting Room. I need to take care of the presentation slides on land encroachment in Pedas. From this meeting I was given the opportunity to hear all the information related to land and indirectly I was able to learn about several sections related to land matters, procedures to solve problems and procedures that need to be followed throughout the period to solve the problem. For me this task can give me the opportunity to talk about land.

Training Activities 24:



Figure 4.27 Compile PRN Claim

In this task, I was assigned to compile the PRN claim that will be held in August 2023. I was assigned to photocopy all the claim forms for the PRN staff involved during the briefing and they were given the right to claim their expenses throughout the briefing session. So I need to make a copy of each of their claims and be given the responsibility to officially stamp the PRN manager to facilitate the manager's signature on each form for the claim process. A total of 300 forms that need to be completed for claim processing and from this task I was also exposed to details of PRN and so on.

Training Activities 25:

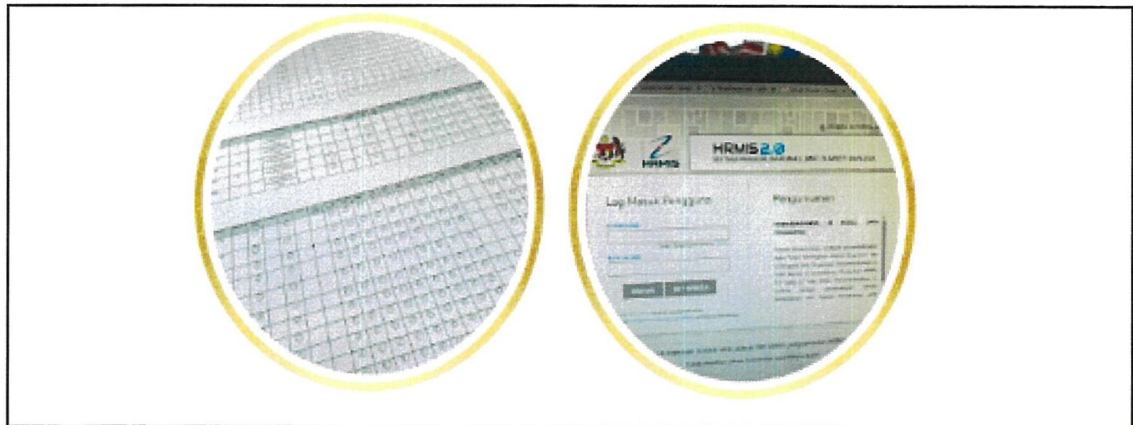


Figure 4.28 Enter Employee Data in the HRMIS 2.0

In this task, I was required to enter employee data in the HRMIS 2.0 system to be updated. I was assigned by Mrs. Norizan to enter the data of the responsible staff in their scope of work to determine the scope of the work. From this assignment, I was able to learn about this application because it plays an important role in determining the pointers of each staff and the staff's performance each year. Every year, a performance percentage will be released according to the employee's performance. This application can help increase awareness in employees to always be aware of their work because each of their performance data will be updated in the system.

Training Activities 26:



Figure 4.29 Cut the Registration Serial Number & Stamp Letter

Among the tasks I have to do is to cut the registration serial number to be attached in the ICT Room for disposal purposes. Besides, I was also assigned to stamp for the purpose of sending letters to the relevant department.



PART 5: SWOT ANALYSIS

5.1 SWOT ANALYSIS DIAGRAM

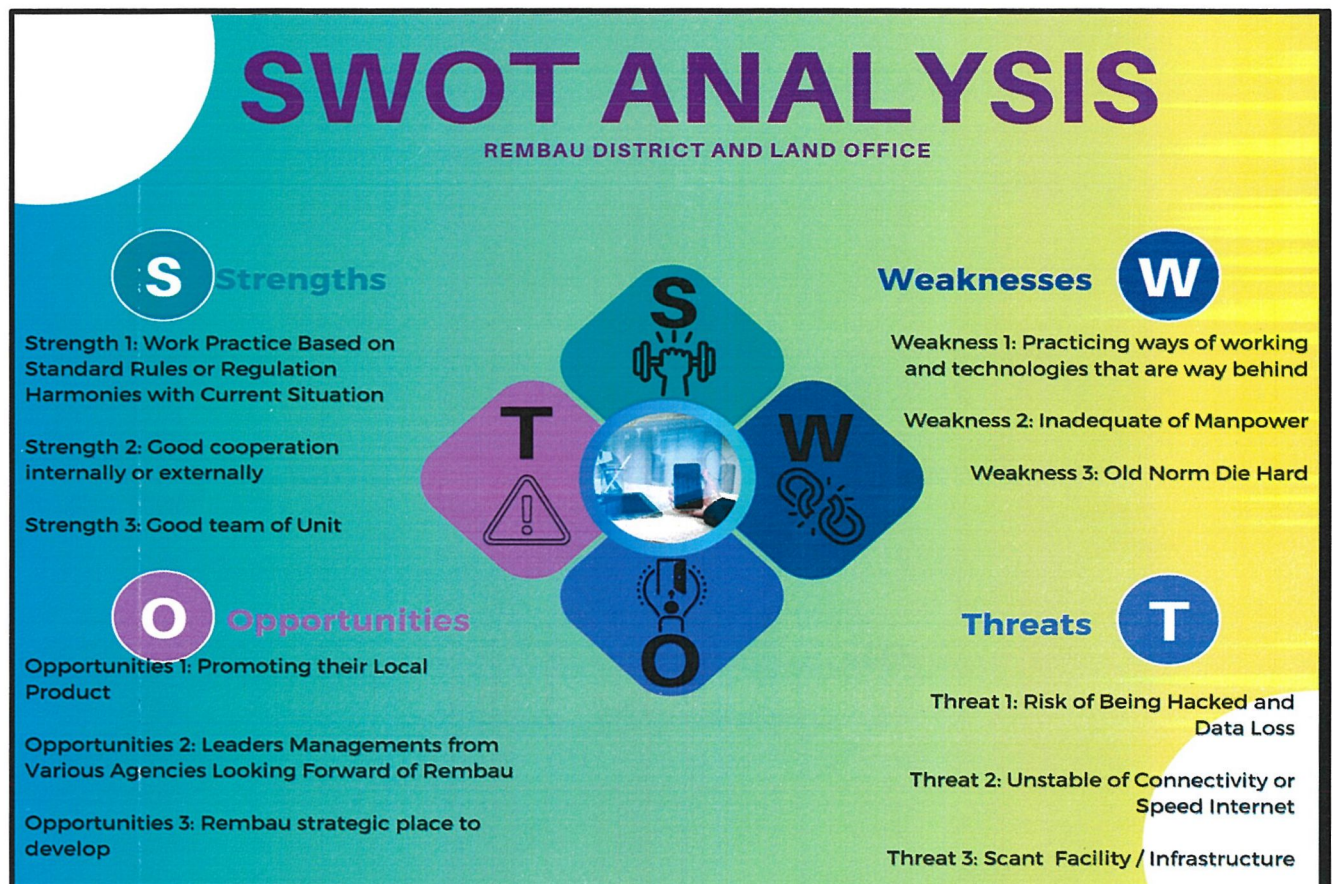


Figure 5.1 SWOT Analysis of Rembau District and Land Office



PART 6: DISCUSSION & RECOMMENDATION



6.1 STRENGTH 1:

- **Work Practice Based on Standard Rules or Regulation Harmonies with Current Situation**

Based on my observation, work practice based on standard rules regulation harmonies with the current situation in which the staff at the District Office and Tanah Rembau are very competent with their respective tasks. They are on the right track according to their ability in the position. The staff who come are also present at the workplace to carry out the trust that has been given to do the tasks that have been given according to the scope of their respective work. As I know, when I stepped into the Rembau District and Land Office to undergo my industrial training, there were four new administrative assistants who came in and they were given a guidebook in which there were guidelines to be followed when in government. They delve into each guide and there are also acts that they have to abide by and they cannot freely disclose office secrets in public according to the status of the information whether it is confidential or not.

From my perspective, every staff member here will follow the procedures, circulars and rules that have been set to train themselves to be trustworthy and responsible employees. In addition, the staff here emphasises the relationship between co-workers because based on my observation the units here such as the Management Services Division Unit, the Land Disposal & Development Unit, the Revenue Unit, and the Legal Unit are in the same space. The relationship between them is very close because even though they hold high positions, they are very friendly to each other. In addition, for example, one of the staff from the Land Development Unit are not shy to provide knowledge about land fragmentation, land purchase, land fragmentation and so on. Likewise with other units, they are not stingy to share knowledge about information according to their position. A conducive work environment because in



my opinion, all departments such as the management service department, the development and disposal department, the revenue department and the registration department cooperate in doing work. For example, each unit does not focus solely on their unit but they sometimes ask each other about work outside of their unit. The relationship between the units can be taken as a good example because in the District Office and Tanah Rembau, they always get along and even if there are disagreements, they always give each other the opportunity to express their opinions without any arguments. The harmonious atmosphere has also created a very calm feeling when the staff here always work in a calm state.

On every Friday, all units will gather and recite Surah Yasin to liven up a blessed Friday and a little Tazkirah on random topics such as Fasting, Prophet Muhammad s.a.w, Story of Prophet Sulaiman, Goodness of Charity etc. delivered by Mr. Abdul Halim. In my opinion, the knowledge imparted on every Friday is very useful because for me the staff here do not mix personal matters, work matters and activities done. Every staff here does not miss the opportunity to be present at every organised activity even though they have a lot of work. This is because one of the staff here once stated that they will join every activity held to create a moment with the staff because that is one of their ways to relieve stress at work and strengthen the relationship between them. They stated that their schedules are always packed with meetings that need to be attended, work that needs to be delivered in a short period of time, being involved in outside activities and so on. With that, activities such as reading Yasin, playing Ping Pong together every Wednesday, making feasts, potluck activities and activities organised from various units can strengthen the friendly relationship between them.



In addition, the Ping Pong game is also a beneficial activity because every staff in various units has the opportunity to play together for an hour. At that time all the staff played together and held random competitions. This activity has turned on a fun atmosphere and this is a way for them to spend the one hour that has been given to release their tension from work. This is because, according to the Assistant District Officer of the Management Services Division, Mr. Sayed Syawal Mustaqim said that the District Office and Tanah Rembau do use the concept of wearing sportswear every Wednesday because it gives the staff the opportunity to have free activities to avoid them being focused on work only because based on his opinion, he also prioritised the health of the staff, especially the heart and body weight so that their bodies are always healthy and avoid dangerous illnesses. Every Wednesday, every staff member is given the freedom to do sports activities such as jogging, yoga, aerobics and related sports activities. Therefore, what I mean by the strength mentioned above is the closeness of the staff here.

6.1.1 RECOMMENDATION

1. Appreciation Ceremony to Giving Recognition to the Staff

Recommendation of this strength by doing an *appreciation ceremony* by giving recognition to the staff that have good performance in their duties. Appreciation ceremony makes staff feel adequately recognised for all of the hard work they perform on a daily basis. Workers are typically driven to work harder when they perceive that there is more to getting the job done than merely receiving a pat on the back, especially if there are incentives involved (*Successories, n.d*). For example, according to the news titled *Domestic Tourism Appreciation Ceremony*, the Parkroyal Collection MAH Kuala Lumpur Tourism Malaysia awarded us with a plaque in recognition of our participation on the PRE2.0 MAH - Tourism Malaysia & Shopee



Cuti-Cuti Malaysia Subsidy Programme last year. The programme is an effort that allows all Malaysians to purchase hotel stay offers on Shopee with a RM100 subsidy for MAH member hotels, which are then redeemed through distributed voucher discounts / rebates on the platform. The partnership received a warm welcome. At the end, Malaysians had redeemed all vouchers worth a total of RM1,990,000, benefiting over 220 participating hotels and generating over RM 5.1 million in seller income (*Mr Isaac Mohan Raj and Ms Noorfadhillah Ariffin, 2023*). Tourism Malaysia has expressed gratitude to Parkroyal Collection MAH Kuala Lumpur for its excellent collaboration in launching a new platform for purchasing accommodation offers via shopee pay via discounts or coupons. This collaboration received a positive response, and they have been able to make a substantial income by utilising the initiative to provide people with the ability to conveniently provide accommodation. As a result, Tourism Malaysia has recognised them as a symbol of appreciation for their excellent cooperation during the duration of the project.

From my point of view, on July 13, 2023, I attended the 2023 Rembau District Football Association Appreciation Program at Dewan Seri Rembau which was completed by YAB Dato' Seri Haji Aminuddin Bin Harun, Chief Minister Negeri Sembilan to appreciate the football players who have won the Tuanku Cup Football Tournament. They managed to make Rembau famous by defeating the team from Port Dickson. In my opinion, this program can increase their motivation to achieve better excellence in the future. All their struggle to win this competition is a good struggle for them because with this program they can repay their service and efforts throughout the competition. It is not easy for them to get the championship in this match because of course they have to face various challenges throughout the match.



Therefore, this program is held as a tribute to them for having successfully won the football competition.

2. Refreshment Program to Fix Staff's Mistake

Second, by implementing a staff refreshment programme, which will send personnel to refresh to correct what is the proper thing to do to increase the quality of work at the workplace. This is to improve their work ethics so that they can do jobs more routinely and easily. Staff that tend to arrive late and work slowly, for example, can participate in a refreshment programme to improve their ethics. These ethics are not always followed. It is possible that their work performance could suffer as a result, and the negligent party will face disciplinary action. As a result, refreshment can assist individuals in recalling work-related facts and transforming them into more timely and trustworthy employees. In a strategy that weaves strong collaboration linkages, whether internal or external, at the district, state, and federal levels. For example, workers in the Information Technology Unit must constantly consult with Wisma Negeri Sembilan when they have questions about information technology. A refreshment programme fosters the culture of collaboration across departments fostered by diplomatic ties.

According to the article, signs that need refreshment are making repeated mistakes. Perhaps employees have discovered recurring mistakes in reports or communications. If the documents are sent to or disclosed to external stakeholders, this should raise red flags. Mistakes happen in every profession, but when multiple individuals make the same mistake, it is a strong indicator that refresher training is required. Besides, technology updates are not understood or used. If an organisation utilises technology that is updated on a regular basis, workers may observe that it is



being used incorrectly, not at all, or that it is being underutilised and employees are not taking use of its new capabilities. This is most likely due to personnel not receiving refresher training on how to use the technology when it is upgraded. This is also true for machinery and systems used in manufacturing, healthcare, construction, and nearly every other business you can think of (*Helen Colman February 11, 2023*).

The refreshment program can also be conducted by face-to-face training because this is conventional classroom instruction given by an instructor. The ability to ask questions, communicate with instructors and trainees, and customise a course according to the audience are the key advantages of this approach. The drawbacks include the cost, logistics, and possible health effects of the present worldwide epidemic.



6.2 WEAKNESS 1:

- **Workers are Practising Ways of Working and Technologies that are Way Behind and Lack of Budgeting in Term of Operation Expenditure**

Based on my observation, I found that workers are practising ways of working and technologies that are way behind, that is, the staff here practise a lot of old procedures, ways of working, and technology. It is because many staff here still use pendrive to store important information even though the risk of the pendrive being affected by a virus and lost is very high. Because the pendrive is a small item, it is very challenging for the staff to store it very carefully. In my observation, there are staff who have saved the completed work in a pendrive but unfortunately, the work is lost and cannot be backed up. This has resulted in the staff being stressed and having to do the work again. This has happened in the land management unit, which is the staff that handles the land plan. This happens because they still use pendrive and save all their work on the desktop even though they know the risk of losing data is very high.

In addition, in terms of budgeting, they also lack budget because they have to pay operation expenditure (OE) which is 90% is emoluments for the payment of salaries, allowances and other bills and 10% is to pay for any necessary maintenance, utilities such as bills applicable and payment of photocopier rental and applicable rental. The budget is very limited for them because they are struggling to get a large budget within a year. I learned this knowledge when working on a financial duty and noticed that they have divided their finances and have paid a lot of money in several departments, particularly assets. In terms of assets, they had challenges because they had to buy printer toner at a high price, around RM500 for one set of toner. Furthermore, they confront a significant budget constraint when they must repair the



broken printer, which costs nearly RM3000 to repair. According to the financial statements, they have spent a lot of money on assets, particularly printers, because everyone here uses a printer to accomplish their work, therefore the chance of the printer's toner running out is significant. Aside from that, they must deal with the issue of repairing the air conditioner because, at one point, I was present at a meeting where they failed to obtain a budget to repair the air conditioner, which cost RM8,000 from Wisma Negeri Sembilan, and they cannot repair it because the cost is too high. Under the state government, there are also many departments that still require high costs and the Rembau District and Land Office are very limited to get a budget in terms of beautifying buildings, etc.

6.2.1 RECOMMENDATION

1. Using Google Drive Methods to Secure Staff's Work

Recommendation for backup staff work and data by using google drive methods to secure staff's work. Google Drive is generally very secure, as Google encrypts staff files while they are being transferred and stored. Staff also can make Google Drive more secure by using two-factor-authentication and being careful when giving other apps permission to use staff drive. This is because Google Drive is a more secure platform for storing data due to the low chance of data loss. Each registered email address will be given 1TB of storage space to be used for email and data storage. They can use 1TB for a variety of tasks such as storing a large amount of work data, images, and so on. Every registered email account, in my opinion, has Google Docs, which is an online work processor that allows employees to generate and format documents as well as collaborate with others. This technology makes it very simple for employees who work together to execute tasks remotely. This is



because Google Docs allows employees to collaborate on the same document from wherever they are. Google Docs is also a secure way because all data is not lost and is immediately stored every time the staff works in Google Docs. Aside from that, employees can encrypt their data using Google Sheets, Google Slides, and other tools under their Google Account. As a result, employing this strategy as effectively as feasible will eliminate all staff problems and the possibility of personnel losing their jobs and data. They must avoid the outdated approach of employing pen drives and saving data on the desktop. They can use Google Drive, Google Docs, Google Sheets, and other similar services.

According to The Indian Express, Journalism of Courage, Google allows all users access to Google Drive, which is cloud-based storage which allows users to save files online and access the same from the device of their choosing including smartphones, tablets, Pcs, iPhones and Ipads. Mostly, the company offers all users 15 GB of free storage on Google Drive. Google recently changed its free storage policy earlier this year. With 15 GB free storage, staff can purchase additional storage to continue backing up content on Google Drive (*Siligure, 2021*).

2. Improve Budget

A good budget represents the government's and its elected officials' goals, such as public safety and other community programmes. Government leaders must make decisions about which services to prioritise and how to fund everyday operations and major projects. These decisions are reflected in the monetary amount of appropriations that are finally voted on and approved in each year's budget; however, the figures do not always explain the thinking process behind those appropriations. There are six suggestions that will assist in going beyond the basics to



create a robust budgeting process that provides a written record of policy reasoning and greater transparency to constituents, citizens, bond holders, business leaders, government employees, elected officials, and surrounding communities. Annual budgets may be required before some governments may lawfully incur commitments to spend any resources. Many governments budget for other operations, even if they are not essential, to demonstrate that a plan is in place and to provide accountability, efficiency, and spending restrictions. Multi Year budgets also allow governments to see future budgetary implications and alter them more quickly. Budget changes can be made gradually rather than abruptly when the situation becomes more pressing. Because conditions are constantly changing (new legislation, shifting property tax bases, lawsuits, union negotiations, etc.), a budget can assist decision-makers in navigating the implications of each change on their ability to provide services (*Bill Brickey, 2018*).



6.3 OPPORTUNITIES 1:

- **Rembau is Strategic Place to Develop**

Rembau is a strategic area to develop because in terms of urban development or local community, Rembau will cover the development part which is a well-planned road structure because Rembau has never had a bad traffic hour due to its many roads. Various short roads to get to the destination or in other words short cart roads that make it easier for people to decide which road they want to take to avoid traffic jams. Many developments are getting bigger, including Rembau Sentral which was established in December 2015 which has opened grocery buildings such as Family Store, 7 Eleven, Speedmart, Secret Recipe, Watsons, Rainbow, Kedai, Pharmacy and several developments which were developed in Rembau Central. Before 2015, Rembau Sentral was a busy area and on the initiative of several agencies, they established development that benefited the community. The popularity of the population which strategy allows people who want to enter the business field to expand their business in Rembau Sentral because among the businesses that have opened are Jendela Kitchen which sells food originating from Kelantan, Dobi Q which has been worked on by entrepreneurs to make it easier for the public to use the ease of washing clothes, some food stalls and so on. In addition, bridges have also been upgraded in Sungai Layang and the Kota-Tampin Bridge. The bridge is the main road used by the public and the upgraded bridge has made it easier for people to pass comfortably and reduce the risk of accidents due to the small bridge. For residents, the roads in Rembau are very well-maintained because if there are complaints about unsafe road conditions, the departments involved will rush to solve the problem in a short period of time to be repaired.



Furthermore, Rembau is a district with waqf land available for public use. Rembau chilli entrepreneurs, Rembau Pizza, Johan Gamat Oil, pineapple plantations, and so on are examples of registered SME enterprises. For example, in Rembau, there is waqf land for the construction of a mosque, which is Dr. Mr. Mohammad Eusuff Teh's wish and desire to build a mosque on the land donated by him was finally realised when the construction that took 14 months was realised after the mosque that became the inspiration of the local residents was magnificent in Mukim Pedas Hilir. The construction on the reserve land in lot 3303 is a reflection of the residents' appreciation, particularly for the parish of Pedas Hilir, where the previous mosque was no longer able to accommodate the large number of pilgrims due to the development and settlements that are taking place in this district. In general, the Dr. Hj Mohammad Eusuff Teh parish mosque is endowed by the family of the late Dr. Hj Mohammad Eusuff Teh. According to the late YBhg. Dato' Mohd Raihan Dato' Dr Hj Mohammad Eusuff Teh, the building was carried out on the deceased's mandate to endow a mosque, which was succeeded by the Mufti of the State of Negeri Sembilan, YBhg Dato' Hj Yusof Hj Ahmad. The mosque was also opened by YAB Menteri Besar N. Sembilan Dato' Seri Utama Hj Mohamad Hj Hasan, who called on all parties to constantly return to the true path of Islam and to make the mosque a centre of well-being. MAINS will fully manage the Dr Hj Mohammad Eusuuf Teh Mosque, which is a waqf majid. It has also been gazetted as a mosque reserve under WK.NS No:37/30.1.2003, with a construction cost of 2.5 million and a capacity of over 1000 pilgrims. The Speaker of the State Assembly, YB Dato Razak Mansor, Member of Parliament for Rembau YB Khairy Jamaluddin, Assemblyman of Chembong YB Zaiful Bhari Idris, Member of the National Assembly, Senator Datuk Najeeb, Director of MAINS, State Secretary, Dato' Mat Ali Hasan, State JKR Director, and State



Government Exco were among those present at the Mosque Handover and Endowment Ceremony (*MCMC, n.d*).

6.3.1 RECOMMENDATION

1. Upgrading Plantation and Tourism Spot in Rembau to Giving Opportunities to New Generation

Apart from the construction of nice and smooth roads, Rembau, in my opinion, may also improve in terms of agricultural, tourist, and commercial locations. In agriculture, for example, Rembau might provide opportunities for the younger generation to produce their own income. Throughout my industrial training, I was also exposed to Rembau's agriculture, in which they began to tame themselves in the cultivation of watermelon trees, various types of chilli trees, and vegetables such as lemongrass, mustard, spinach, kale, etc. They are able to earn their own revenue because they take a risk with the property, they own by planting trees for both personal use and selling. FAMA also provides assistance to farmers in the form of fertilisers for agricultural use. As a result, plantations are strongly pushed for Rembau residents so that Rembau may become a supplier for urban use and the demand for the plantations they carry out can join the city market.

Aside from that, tourism should be promoted, such as the Sungai Talan Recreational Rapids near Rembau, which has recently gained popularity. I have also volunteered to accompany the Physical and Social Development Unit on an investigation in Sungai Talan to improve the area, such as the construction of a BBQ area for public use, a chalet, and a bridge to make it easier for people to cross the river and climb the mountain because Sungai Talan has beautiful mountains. By improving



Sungai Talan, Rembau can become the focus of individuals outside of the Rembau area, hence improving Rembau's reputation.

According to the article from student UiTM Rembau Campus, they have created their domestic tourism income, and a smart tourism application called 'Moh Poie Rembau' (Let's Go to Rembau) has been developed to strengthen the domestic tourism business. Rembau, Negeri Sembilan is a tourist destination with a lot of promise due to its rich culture, tradition, architecture, and food. However, due to a lack of and disorganised information on tourism developments, supporting infrastructure, tourism objects, and visitor information about the residents, the culture of Rembau offers diverse attractions for tourists. Many hidden areas are worth seeing, but due to a lack of tourism information, many people are ignorant of their existence. The purpose of their study is to get input on the significance of smart tourism application use on smartphones. This application is intended to entice visitors to pick Rembau as their next vacation. With a single click, the programme will provide information about tourist sites, hotels, restaurants, shopping attractions, and other services (*Dzaa Imma Abdul Latiff, Muhamed Shafiq Mohamed Ayub, Suhaila Kamal & Wan Anis Aqilah Megat Zambri, 2021*).

2. Increasing Waqf Land to Give Benefit's To Others

As we know, In Islam, al-Waqf (endowment) is a type of philanthropy. One of its unique characteristics is that it is permanent and irreversible, and its benefits are passed down from generation to generation. It entails transferring property from the original owner to Allah's sake. It is as old as Islamic practice. Simple assets such as farmlands, wells, and orchards were initially bestowed (*Abdul wahāb Muhammad*



Jāmi‘u Elesin, 2017). The District Office and Land Rembau can enhance waqf land in the Rembau area to assist inhabitants. They can earn money from the property by planting, constructing mosques, halls, and public halls, among other things.



6.4 THREAT 1:

- **Risk of Being Hacked and Data Loss**

The risk of being hacked and data loss is very high especially data loss consists of land details, project details and basic information such as customary land such as maps, documents required because the probability of data loss is very high. Rembau District and Land Office have experienced data loss where the data of nominees who have already paid tax are lost and do not have backup data in the system. This is because there are too many details of land and projects that they need to save at one time. The Rembau District and Land Office burned down in 2014, and just a few master files were rescued because the fire was only 60% contained in the administrative unit. The fire is thought to have been started by a bypass, and the loss is unknown. Important letters have also been licked by the flames and cannot be saved as a result of the fire. As a result, the Rembau District and Land Office is now storing all files in iron drawers, which decreases the chance of the data burning.

In addition, I discovered that the official Rembau District and Land Office website had been hacked by irresponsible individuals, and that the website could not be accessed by Rembau District and Land Office workers because it had been hacked. The responsible officer filed a report with Wisma Negeri Sembilan, and they were successful in apprehending the criminal for the purpose of profit. From this issue, the staff in charge of taking care of the official account of the office has taken the initiative to take precautionary measures by doing some preventive measures. According to Mr. Sayed Syawal, Assistant District Officer of the Management Services Division, every staff has also been advised to create a strong username and password and not log into email on any desktop when working outside. They also



need to be sensitive to security which needs to be emphasised because hackers can hack their email which stores a lot of work matters in the email.

6.4.1 RECOMMENDATION

1. Installing Fire Sprinkler System in Office Building

Rembau District and Land Office, in my opinion, should install fire sprinklers to prevent fires. This is due to the fact that fire sprinklers can lower the danger of a fire breaking out rapidly because, if a fire does develop, fire sprinklers can prevent the fire from spreading. A fire sprinkler system is a sort of automatic extinguishing system (AES) that releases water through a series of sprinkler heads connected to a distribution piping system to prevent fire growth and spread. When the ambient air temperature reaches 165 degrees Fahrenheit, water is delivered through the sprinkler heads. This is an active protective approach that can help to keep firefighters and others they work to protect safe (*NIOSH, 2022*). With that, fire sprinklers are able to reduce the risk of fire happening quickly and the system should be installed from the beginning because it involves important files and data.

2. Make Two-authentication Security on Every Platform of Email,

Facebook, etc

In my opinion, every staff needs to be informed about the security that needs to be done on every platform they have such as Email, Facebook, website, etc. This is because, nowadays there are many issues that can cause all the platforms we have to be hacked by irresponsible parties and cause all our data to be lost. Every staff member can do two-authentication security i.e. two-factor authentication (2FA) is a security solution that requires two independent forms of identification to gain access



to something. The first factor is usually a password, and the second is usually a text message with a code sent to your smartphone, or biometrics such as your fingerprint, face, or retina (*Will Kenton, 2022*). For email, staff may create two-authentication security by opening a Google account, selecting security and finding two-authentication security. When the process is done, Google will send "verify it's you" by using a phone number or email. This way it can reduce the risk for hackers to hack their email account. Apart from that, mostly Facebook is a very important platform for conveying information to the public and the Rembau District and Land Office may take steps by setting up two-factor authentication on Facebook, and staff will enter a special login code or validate staff login attempts every time someone tries to access Facebook from a browser or mobile device that the staff is unfamiliar with. Staff can also receive notifications when someone attempts to log in using a browser or mobile device that we do not recognize.



PART 7:

CONCLUSION



CONCLUSION

In conclusion, I have learnt and gained a lot throughout my 6-month internship here at Rembau District and Land Office. I learned about new applications, new environments, system management scope, and real-world environment work. Despite the low pay that I receive, the knowledge that I have gained has been invaluable. I have also observed for the last 6 months in order to provide the best SWOT analysis and recommendation for the purpose of the organisation. There are numerous ideas and activities they may take to address the company's weaknesses and risks in the future. Aside from being excited about working for 6 months, I was also concerned about the new atmosphere I would be entering. Last but not least, I aim to acquire a fantastic career and a higher wage in the future so that I may repay my parents' efforts during my education as well as their prayers during my ups and downs.



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APPENDICES



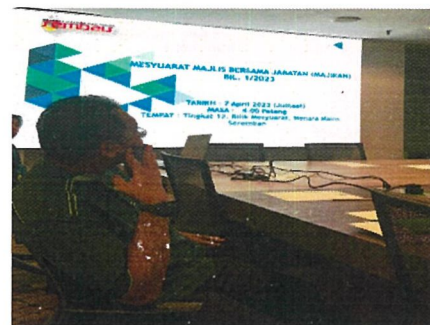
A1 Preparation before going to the Hari Raya Donation Ceremony at Legung Ulu Mosque



A2 Registration for Donation of Hari Raya at Legung Ulu Mosque



A3 Involved in Joint Departmental Meetings at MAINS. Seremban



A4 Maintain meeting slides throughout the meeting



A5 Be the Souvenir Bureau for the Certificate Presentation Ceremony



A6 Certificates and consolation prizes that have been arranged



A7 Pictured with Rembau District and Land Office staff



A8 Maintaining slides and Facebook Live for the 88 Malaysia Madani Program



A9 Making Ode-Ode Cake



A10 Pictured with the Management Services Division



A11 Laminate Tagging Holiday Open House

JK TUGAS-TUGAS KHAS	
BIL.	NAMA
1.	EN MOHD AL FAYSA BIN MOHD YUSUF
2.	EN MOHD HARAZIL BIN HUSSEIN
3.	EN KHAIRUL NIZAM BIN YAMAYA
4.	EN JAFAAR BIN AZIZAN
5.	EN KHAIRUL AWWAR BIN AZIZAN
6.	EN MUHAMAD HAFIZ BIN MOHD NOR
7.	EN FAIRUS ISKANDAR BIN MD ROZALI

URUSETIA INDUK	
BIL.	NAMA
1.	EN SAYED SYAWAL MUSTAQIM BIN SAYED MOH
2.	PN NORIZAN BINTI PUASA
3.	EN MUHAMMAD ASYRAF BIN NORDIN
4.	CIK RADEN IRA NADIERA BINTI BAKRI
5.	CIK NORAINI BINTI ALI

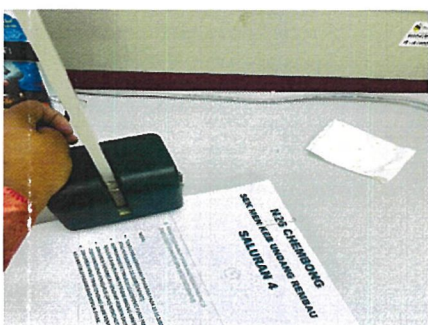
A12 Appointed as The Principal Secretary



A13 Following The Program at The Rembau Information Office



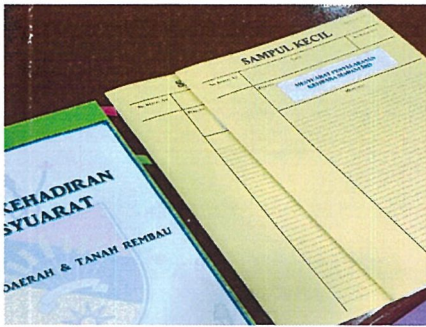
A14 The PRU 2022 Form Is Included In The File



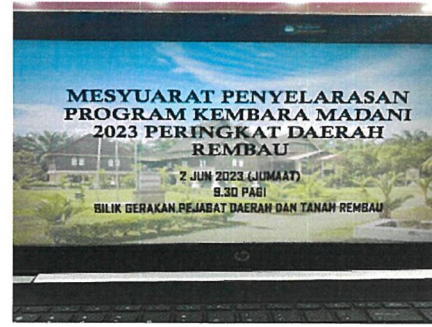
A15 Punch Using a Pucher



16 Together to Enter The Form Into The File



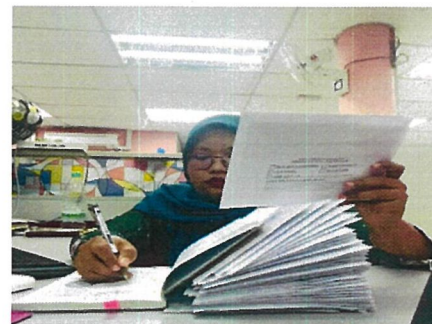
A17 Prepare Before Starting The Meeting



A18 Taking Care of The Civil Travel Program Coordination Meeting Slides



A19 Involved in Some Meetings



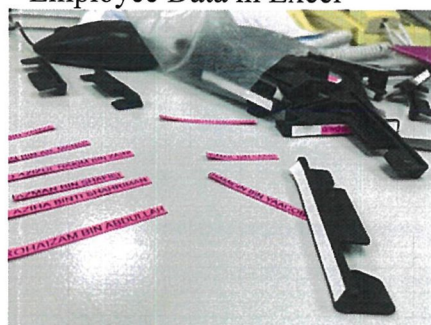
A20 Write the Recipient Of The Letter In The Despatch Book



A21 Entering PRN-15 Employee Data in Excel



A22 Become the Technical Bureau for the Lucky Draw Program



A23 Cut Name for Filing Purposes



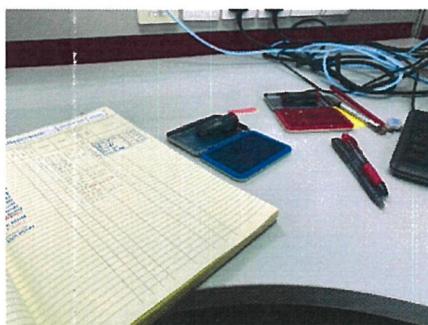
A24 Paste Name And Picture For Each Position



A25 Get involved in the program



A27 Update Staff Arrival And Departure Times



A29 Entering Staff Leave Data In The Record Book



A31 On Duty During
Nomination



A26 Together with the staff at the program with Chief Minister



A28 Entering Staff Leave Data In The Record Book



A30 Appointed to Be the
Receptionist For PRN-15



A32 Pictured With PRN-15
Officers



A33 Pictured with Tuan Mohamad Najib, PRN-15 Managing Officer



A34 Making Name Tagging
For Officers for 15 Schools



A35 Designing A Booklet For
The Sopti Biru Challenge
Program



**PEJABAT DAERAH DAN TANAH REMBAU
NEGERI SEMBILAN DARUL KHUSUS**

MEMO

Ruj. Kami : PDR 201/282/2 JLD.9 (sg)
Tarikh : 01 Mac 2023

KEPADA	Cik Noraini Binti Ali Pelajar Latihan Industri
SALINAN	1. Pegawai Daerah Rembau 2. Timbalan Pentadbir Tanah 3. Ketua Penolong Pegawai Daerah (Pembangunan)
DARIPADA	Penolong Pegawai Daerah Bahagian Khidmat Pengurusan
PERKARA	ARAHAN PENEMPATAN PELAJAR LATIHAN INDUSTRI DI PEJABAT DAERAH DAN TANAH REMBAU

Perkara di atas adalah dirujuk.

2. Dimaklumkan bahawa puan ditempatkan ke Bahagian / Unit seperti berikut di bawah, berkuatkuasa mulai 01 Mac 2023 hingga 15 Ogos 2023 :

Bil.	Nama	Penempatan
1.	Cik Noraini Binti Ali Pelajar Latihan Industri Ijazah Sarjana Muda Pentadbiran Perniagaan (Kepujian) Pengurusan Sistem Pejabat	Unit Teknologi Maklumat dan Pengurusan Aset, Bahagian Khidmat Pengurusan

Sekian, terima kasih.

" PERKHIDMATAN BERKUALITI TERAS KECAMERLANGAN "

(SAYED SYAWAL MUSTAQIM BIN SAYED MOHAMAD)

06-6851225 samb 125
syawalmustaqim@ns.gov.my

SSM/rmz/Latihan/Industri

A36 Industrial Training Student Placement Memo



PEJABAT DAERAH DAN TANAH REMBAU
NEGERI SEMBILAN DARUL KHUSUS

MEMO

Rujukan Kami: PDR.201/547/Jld 21(14)
Tarikh: 27 Jun 2023

DARIPADA	Penolong Pegawai Daerah (Bahagian Khidmat Pengurusan)
KEPADA	Seperti Senarai Edaran
SALINAN	1. Pegawai Daerah Rembau 2. Fail Timbul
PERKARA	KURSUS KAD HIJAU CIDB (SICW) PEGAWAI DAN KAKITANGAN TEKNIKAL SERTA LAPANGAN PEJABAT DAERAH DAN TANAH REMBAU

Dengan hormatnya saya diarah merujuk kepada perkara di atas.

2. Dimaklumkan bahawa Kursus Kad Hijau CIDB (SICW) bagi pegawai dan kakitangan teknikal serta lapangan Pejabat Daerah dan Tanah Rembau akan diadakan seperti ketetapan berikut:-

Tarikh : 5 Julai 2023 (Rabu)
Masa : 8.00 pagi – 5.00 Petang
Tempat: Bilik Gerakan Pejabat Daerah dan Tanah Rembau

3. Sehubungan dengan itu, Tuan/Puan semua adalah dijemput untuk hadir ke Kursus tersebut dan kehadiran adalah wajib. Kerjasama dari pihak Tuan/Puan amatlah dihargai dan diucapkan terima kasih.

Sekian.

"PERKHIDMATAN BERKUALITI TERAS KECERMERLANGAN"

(SAYED SYAWAL MUSTAQIM BIN SAYED MOHAMAD)

06-6851 225

ayu@ns.gov.my

ssm/jep/memo/majliskerjaan

A37 Appointed as a Technical Bureau during the Green Card Course



**PEJABAT DAERAH DAN TANAH REMBAU
NEGERI SEMBILAN DARUL KHUSUS**

Rujukan : PDR/PM201/571/2 Kit.5
Tarikh : 3 Mei 2023

MEMO

KEPADA	SEPERTI DI SENARAI EDARAN
SALINAN	FAIL TIMBUL
DARIPADA	PENOLONG PEGAWAI DAERAH (UNIT PEMBANGUNAN SOSIAL)
PERKARA	BENGKEL KAEDAH SIASATAN SOSIAL PDTR 2023

Dengan segala hormatnya saya merujuk kepada perkara tersebut.

2. Sukacita dimaklumkan, pentadbiran ini akan mengadakan Bengkel Kaedah Siasatan Sosial PDTR 2023 seperti ketetapan berikut : -

Tarikh : 11 Mei 2023 (Khamis)
Masa : 9.00 pagi – 1.00 petang
Tempat : Bilik Mesyurat, Pejabat Daerah &
Tanah Rembau

3. Kehadiran tuan/puan adalah dialu-alukan. Perhatian dan komitmen tuan/puan dalam perkara ini amat dihargai dan diucapkan ribuan terima kasih.

Sekian.

“ PERKHIDMATAN BERKUALITI TERAS CEMERLANGAN ”

Saya yang menjalankan amanah,

(MOHD AZIZUL HAKIM BIN ZAINI)

A38 Involved in the 2023 PDTR Social Investigation Methods Workshop



PEJABAT DAERAH DAN TANAH REMBAU
Kompleks Pentadbiran Daerah
71309 Rembau
Negeri Sembilan Darul Khusus
Telefon : 06-685 1225 / 685 1854 / 685 3294
No. Fax : 685 2884



فجابت دائره دان تانه رمبراو
نكرو سمبلن دارالخصوص

Rujukan : PDR. 201/542 (30)
Tarikh : 6 Jun 2023

NORAINI BINTI ALI
No. K/P: 000216-01-0364
Pejabat Daerah dan Tanah Rembau
71300 REMBAU

Puan,

PERLANTIKAN SEBAGAI PETUGAS PILIHANRAYA (N.28 KOTA) PILIHANRAYA NEGERI KE-15 (PRN KE-15) BAGI N.28 KOTA REMBAU NEGERI SEMBILAN DARUL KHUSUS

Dengan segala hormat saya ingin menarik perhatian puan mengenai perkara tersebut di atas.

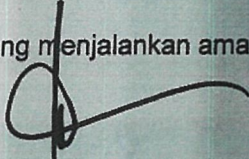
2. Dimaklumkan bahawa puan telah dilantik sebagai **BURUH (PENYAMPUT TETAMU)** bagi Pilihan Raya Umum ke 15 (PRN ke-15) bagi Dun N.28 Kota Rembau Negeri Sembilan.

3. Sehubungan itu, puan diminta untuk membantu tugas-tugas yang diberikan oleh Penolong Pegawai Pengurus dalam melancarkan Pilihanraya Negeri ke-15 (PRN Ke 15) bagi N.28 Dun Kota Rembau Negeri Sembilan.

Sekian, terima kasih.

"MALAYSIA MADANI"
"BERKHIDMAT UNTUK NEGARA"
"CEKAP DAN TELUS"

Saya yang menjalankan amanah,


(MOHAMAD NAJIB BIN MUSTAFA)
Pegawai Pengurus
Dun N.28 Kota

A39 Appointed as a Receptionist On PRN-15