



# INDUSTRIAL TRAINING REPORT AT PAHANG STATE FINANCE AND TREASURY OFFICE.

1March - 15 August 2023 (NEGERI



Norishah Binti Che Jusoh | 2021125623 | BA243

#### **EXECUTIVE SUMMARY**

My memorable and enlightening six months industrial training began at Pahang State Finance and Treasury Office (PKPN). This internship report details my internship period that I have finished in PKPN, which started on 1<sup>st</sup> March 2023 until 15<sup>th</sup> August 2023. This industrial training report will include information on me, the organization where I received my training at PKPN, a SWOT analysis, and discussion and recommendations for the company. PKPN is in charge under the government. PKPN operates its business Tingkat 3, 5 & 6, Blok B, Wisma Sri Pahang, 25503 Kuantan, Pahang Darul Makmur. This site was picked because it is one of the strategic locations close to the community that gives them confidence that they will be able to get the best people who are in line with the requirements and goals of their organization.

I have been assigned to work in the management services section for the six months of my employment. PKPN was established in 1959 with the company's goal is to manage, organize, and carry out financial and budgetary policies in order to achieve rapid economic growth and a more equitable distribution of income in accordance with government policy. With their motto 'Prudent Budgeting, Fast Payments, Accurate Reports', they really want to provide professional and attentive service. I am now aware of how to offer my notion as a practical thought to my team and coworkers. As the day went on, I was able to make my tasks a little bit easier by applying my focus and talents to my work. Given the fact that certain responsibilities required my teammates and teams to provide direction, they persisted in instructing and directing.

I also examine the SWOT analysis of the company to determine its advantages, disadvantages, chances, and threats. The organization should take note of these findings because they can help with decision-making in the future. If they employ it appropriately and successfully, it can offer many perspectives on the organization's current state and help them create a solid plan of action for any situation. Using their report as a guide, we created this executive summary.

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### **ACKNOWLEDGEMENT**

I have sought the advice and assistance of several reputable experts in order to do this work. First and foremost, I want to express my gratitude to God for blessing us with sound bodies and minds, which have enabled me to finish my report in the allocated time.

I want to express my gratitude to my supervisor, Madam Elisa binti Razman for accepting and giving me a chance to do industrial training at Pahang State Finance and Treasury Office (PKPN) under management services section. Apart from that, thank you also to the PKPN staff who always help me throughout the training. I am very grateful to her and team for continually encouraging me to finish my report. I might not be able to accurately complete this report without her direction.

Next, I am so grateful and thankful to Madam Khairunnisa' binti Yussof to have such a great advisor as she has always given me her strength and support with good motivation and commitment until this report is completed. I am thankful to her for giving me incredible support on every action we take to complete this task.

Last but not least, I would also like to express my appreciation to all of my friends and family, particularly those who helped me improve the caliber of our work. Without their assistance and efforts, this work cannot be finished. I want to express my gratitude to everyone who has offered their strength and support, whether directly or indirectly. Without them, finishing the report would be quite challenging for me.

#### 1.0 STUDENT'S PROFILE



# Norishah Che Jusoh

Intern

## **My Contact**







## **Education Background**

#### BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE MANAGEMENT

Mara University of Technology (UiTM) Bandaraya, Melaka March 2021 - Present

#### **DIPLOMA IN BANKING STUDIES**

Mara University of Technology (UiTM) Raub, Pahang

July 2018 - February 2021

## SECONDARY SCHOOL

SMK Pelindung, Kuantan January 2013 - December 2017

#### References

Name: Madam Nur Hidayah Binti

Zaini

Position : Academic Advisor

Name: Madam Nur Hazwani Binti

Mohamad Roseli

Position: Practical Training

Coordinator

## **About Me**

A dedicated person with a fast learner and teamwork skills like to seek a challenging career to increase the capabilities in retaining and managing employees.

## **Experiences**

#### PART TIME WORKER Pasaraya Ku (Bukit Goh)

August 2019

- Setting up and and maintaining a demonstration area
- Help customer finding items in the store and check for stock

#### Dan's Studio (Berjaya Megamall)

February 2020

 Recording transactions and stock level
 Handled multiple customer to serve their need including processing customer's payment

#### Aiskrim Bunga

August 2022

- · Preparing food and serving customer
- Train new workers

## **Achievements**

#### **GOLD AWARD**

OCT 2021 - FEB 2022

Virtual Talent Talk Battle 2022

#### WINNER

OCT 2021 - FEB 2022

Social Business Plan (Entrepreneur, Innovation & Technology) Pitching 2022

## Skills

- Fast learner
- Teamwork
- Emotional intelligence
- Responsible

#### 2.0 COMPANY'S PROFILE

## 2.1 Background



PEJABAT KEWANGAN DAN PERBENDAHARAAN NEGERI PAHANG

Pahang State Finance and Treasury Office (PKPN) is responsible for regulating the State Department to ensure that financial rules and regulations are complied with. It plays a role as the headquarters of Pahang financial institution. It is located on the 3rd, 5th and 6th floors in Block B, Wisma Sri Pahang, Kuantan. PKPN is now led by Dato' Indera Nazri Bin Abu Bakar, Honorable Pahang State Finance Officer from 3 February 2020 which was assisted by Puan Ame Binti Abdullah, Deputy State Finance Officer and Dato' Nor Akillah Binti Osman, State Account. This company is divided into two divisions which are financial management division and accounting management division. Both have their own responsibilities to achieve the goals. These responsibilities include regulating the collection of state revenue, distribution of allocations to departments, controlling payments and ensuring that the department's financial records are maintained properly and perfectly. This is to ensure that the state's financial management can be implemented in an orderly manner.

## 2.2 Vision

Be a leading organization in financial management.

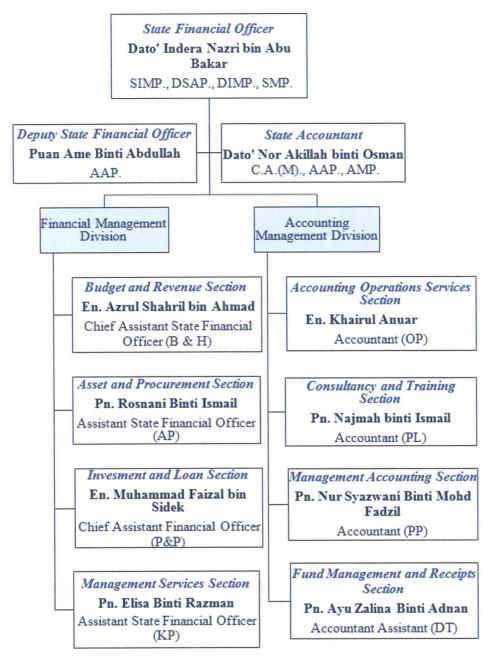
#### 2.3 Mission

To achieve state development goals, manage state finances effectively, publicly, and efficiently.

## 2.4 Objectives

The objective for Pahang State Finance and Treasury Office is to manage, plan and implement monetary and budgetary policies to achieve rapid economic growth and more balanced income distribution in line with government policy.

## 2.5 Organizational Structure



#### 2.6 Products/Services

## 2.6.1 Financial Management Department

- i. Regulate state departments to ensure compliance with financial regulations and laws
- ii. Regulate the collection of state revenue and the preparation of the state's annual budget
- iii. Implement the distribution of allocations to state departments based on allocations agreed by the state authorities
- iv. Controlling payments and determining the department's financial records are maintained accurately and perfectly
- v. Plan, control, maintain, review and monitor the performance of investments made by state government-owned agencies and companies
- vi. Control and ensure asset management and state department acquisitions are managed based on current financial regulations

## 2.6.2 Accounting Management Department

- i. Ensure receipts and payments of the state government are accurately accounted for in accordance with the regulations in force
- ii. Ensure that the payment of salaries of state government employees is carried out according to schedule
- iii. Providing advisory services related to accounting and financial management to state departments
- iv. Approve the application for the disposal of state department financial records

#### 3.0 TRAINING'S REFLECTION

I began my internship at Pahang State Finance and Treasury Office (PKPN) on March 1st, 2023, since the lecturer in charge of overseeing the university's industrial training gave me that date. I work five days a week, from Monday through Friday, from 8:00 a.m. to 5:00 p.m., exactly like other employees of the government sector. For the entire nine hours, I had been allowed an hour for a break from 1 to 2 pm, but on Friday, the break is from 12.15 to 2.45 pm. I have received a monthly allowance from PKPN for the last three months at a rate of RM5/hour. In addition, I was given a temporary worker's pass that I could use to enter the parking lot which is specially provided for the workers here. If not, I am only permitted to leave my vehicle outside this office area or at block A's front entrance, which is quite distant.



Figure 1.0 Pahang State Finance and Treasury Office (PKPN)



Figure 1.1 Temporary pass

The finance management division and the accounting management division are the two departments that make up PKPN. According to their areas of responsibility, the financial management division is divided into a number of sections, including management services, investments and loans, assets and turnover, and budget and revenue sections, whereas the accounting management division deals with accounting management-related issues. I was placed in the management services sector during my internship.



Figure 1.2 Management Services Section

On the first day I started industrial training, I had to report myself to the assistant state financial officer, Madam Elisa binti Razman. She was also my supervisor during my six months of industrial training there. In addition to going through ice-breaking sessions, she also shares some knowledge on how to properly manage finances. There are a few divisions under the management services sector which are administration, finance, corporate and information technology. Madam Elisa has assigned me to be a part of the administration division.

Within the first three weeks, I merely assisted the other staff members by helping them to photocopy all the necessary materials, sorting the payment voucher according to the month, stamp the payment voucher that has been paid to the recipient and sorting things in the store. Even though this kind of work seems trivial, it is still my learning process in the working environment. To fill my time in the office, I prefer to look and ask for a job or a task that I can assist with from them. Additionally, they provided me with a tonne of guidance on how to handle my future employment. I was also given responsibility to handle phone calls especially when they are absent at that time. From there, I learned to communicate effectively

and formally even with strangers. It can keep a close relationship with coworkers and clients and uphold a professional attitude.

I have learned how to interact socially with those around me while working by doing this. I was also given a task of making an invitation letter to the speaker for a ceremony that was held by PKPN. My supervisor, Madam Elisa sometimes assigns me to prepare a minutes of meeting. It's quite challenging for me as it was my first time to make it but with her guidance I can finish the task completely. I was also shown some of the systems they employed when I was there such as iSPEKS Pahang, HRMIS, E-surat and others. The National Accountant Department of Malaysia created the iSPEKS platform to assist the State Treasury in enabling users to obtain payment status data, pay stubs, and yearly statement reports online meanwhile HRMIS refer Human Resource Management Information System is what it's called. Every agency and organization has a system in place to manage their human

In my second half of internship I have been put under the budget and revenue section. I had to change sections because they were understaffed and needed me to help them. I was also assigned a duty within the division on revenue, which exposed me to the state's revenue. I had the opportunity to learn a few things regarding state income, including how to manage the budget for annual revenue, the entertainment duty, the Fi Kelestarian (sustainable tax), and issues relating to liquor licenses. Besides, almost one month before I ended my internship I was involved in preparing for the family day celebration and company's service excellence award ceremony. I was tasked with gathering the shirt size from participants. I need to complete the work in just one day. I felt that was impossible because there were many people who were not in the office at that time and were on vacation. However, I keep exploring other alternatives, like approaching them through the internet, to finish this work. This taught me to always be fast and efficient in order to be able to finish within the time given by the boss.



Figure 1.3 Budget and Revenue Section

During my practical training there, I admit that I had to interact with people a lot. Due to my previous lack of courage and shyness, this actually provided me with an opportunity to experience something new. Communication abilities, teamwork, and punctuality are some knowledge relevant to personal development that I have learnt and can adapt while working in PKPN. My punctuality can be seen by the system of thumbprint for my attendance to the workplace.



Figure 1.4 Thumbprint for attendance

#### 4.0 SWOT ANALYSIS

Generally speaking, a corporation or organization uses a SWOT analysis to pinpoint a few factors including strengths, weaknesses, opportunities, and threats. It can also be used to evaluate the achievements of an organization and create strategic planning for the future. It may provide us new perspectives on where our firm is right now and help us create a solid strategy for any situation if we use it wisely and successfully. Opportunities and strengths can help an organization achieve its goals. They are beneficial for businesses. Threats and weaknesses hinder the achievement of organizational goals. They are detrimental to businesses. In this company, opportunities and threats are viewed as external elements, but strengths and weaknesses are depicted as internal factors.



Figure 2.0 SWOT Analysis of PKPN

#### 5.0 DISCUSSION AND RECOMMENDATION

#### 5.1 Strengths

## • As the main finance institutions of Pahang's State

Strength is the quality that gives something value and distinguishes it from similar things (Gürel, 2017). Strength in this context refers to a good, constructive quality. The ability of the organizational skills to actively contribute to the accomplishment of organizational objectives is an organizational strength. An organization must be aware of its potential and the factors that set it apart from its competitors before acting when faced with a crisis or opportunity. One of its strengths is that PKPN serves as the state of Pahang's primary banking institution. Pahang State Finance and Treasury Office, the state's primary financial institution, demonstrates its commitment by distributing a budget to various offices around Pahang state. Every time a public organization in Pahang needs funding for an activity or programme, PKPN must give its approval.

## • Strong management

An organization's management may be described as the process of putting into place a specific kind of connected actions in order to mold and utilize the resources of the organization to meet its goals. Employees at PKPN are split up into a few departments, each of which is responsible for carrying out distinct activities. They are led by officers who are also subject-matter experts in the department and appointed in accordance with work requirements. This organization's strength comes from its ability to distribute specific issues to related disciplines. Strong managerial practices greatly improve a company's performance on key indicators like productivity, profitability, growth, and longevity (Sviatnenko, 2020). Businesses with a thorough understanding of maintaining efficient management systems have a much higher chance of anticipating and averting harm to their employees and business.

## • Low employee turnover rate

The next strength that PKPN holds until now is that they have a low employee turnover rate. The percentage of employees who leave your company in a certain time period is known as employee turnover. Given the substantial effects of staff turnover, it makes good financial sense to monitor it so that you can respond when it starts to increase. According to an article written by (Abner, 2023), it stated that government employee turnover is particularly expensive for taxpayers because of the expenses involved in finding, hiring, and training new staff. Depending on the training and experience needed for the position, the expense of replacing an employee might range from roughly 16% to 200% of what is spent on annual salary. So this is something that is very beneficial to PKPN when they can keep

their turnover rate low.

#### Recommendation:

PKPN must ensure that their employees' accomplishments always meet the organization's goals and that the head of each division is aware of the performance of the organization in order to maintain and grow as the main financial institutions of Pahang's State. It is because according to the article written by Abdallah Abdallaha (2020) stated that significantly impacts financial performance is employee engagement. The improvement of return on investment (ROE) and return on assets (ROA) is directly impacted by ardor, dedication, and integration. It means that the leader of that company must always alert their employees to fully utilize their skills while finishing their task to remain as the main financial institutions.

According to research with title of Analysis of Leader Effectiveness in Organization and Knowledge Sharing Behavior on Employees and Organization that have been done by Fatma Sonmez Cakir, Zafer Adiguzel, 2020, was stated effective leadership has a profoundly good effect on followers, who in turn have a favorable effect on social structures. Leadership effectiveness is supposed to inspire high levels of dedication and drive in workers, disclose personal sacrifice, and foster a desire for high-performance work. However, running a successful organization requires developing a strong management team. Along with supervising staff, managers also have significant decision-making responsibilities that directly impact the business. Employers that want to appoint managers must comprehend the characteristics of effective management (Johnson, 2019). For example, the company can give them the resources they need to do their assignment. It is because when employees are asked to execute tasks and reach objectives without the necessary resources, they may become unmotivated. Therefore, PKPN must make sure that the achievements of their staff always align with the organization's objectives and leadership effectiveness must be practiced to maintain a strong management for their company which can lead to a low employee turnover.

#### 5.2 Weaknesses

## • Lack of information technology uses

Just as important as understanding an organization's strengths is understanding its flaws. The claim is that no strategy can be made stronger by taking advantage of weaknesses. Any organizational flaws that could lead to inefficiency and ineffectiveness must be recognised and strengthened. The absence of information technology is PKPN's assessment of this organization's worst flaw. This organization lacked the resources necessary to fully realize its capacity for data collection and analysis. It can be further clarified when personnel must manually gather and summarize data using the current system. For example, based on my observation they like to keep hard copies of important letters in a file where the risk of the letter being lost and dropped is very high. This is because the matter has happened where a medical claim letter has been lost for a few days and has delayed the claim process and troubled the claimant and the employee in charge of the case. It is because they are inexperienced with how to utilize programmes like Microsoft Office tools and Google Drive.

#### • Lack of effective communication

Additionally, since this organization's officers and employees utilize WhatsApp to interact with one another, there are communication gaps between them. This company relies too heavily on digital communications. Because of how busy the office is, they do not have enough time to communicate constantly to solve difficulties. There can be serious ramifications for a business when good communication is lacking, or if what you are trying to say is completely missed or misunderstood. A lack of communication skills is frequently to blame, and occasionally it can be as easy as speaking without self-control or even thinking.

#### Recommendation:

Information technology has made it possible for information to be useful and effective in the world we live in today. A huge professional field known as information technology (IT) includes tasks like setting up communication networks, protecting data and information, and resolving computer issues (Gershon, 2022). Information technology is the primary force driving innovation, and without it, businesses will not thrive since innovations are the future's wave. Based on my observation, I noticed that my office staff lacked the necessary workshops and training to use the organizations' technology for their jobs. The technology provided is not being completely utilized, which is the most major shortcoming in this organization. They had to ask colleagues for assistance because they were unfamiliar with some of the tools in them. The lengthy completion period will result in the work moving more slowly than anticipated.. For example, this organization usually needs them to share the data frequently which is for me it is better to do the work in google docs or one system like that instead of microsoft office.

For suggestions, I rather choose for them to use a system like google docs to share with everyone because it is easy for them to make changes and restore if a problem happens. Therefore, I advise PKPN to work with a qualified programmer who can modernize all of the internal systems and develop a more user-friendly system. The vendor should then be questioned on how to use government systems to their fullest potential in order to facilitate and expedite PKPN business, given the government has already paid the vendor millions of dollars for a single system. The system in use can then be utilized precisely and to its fullest potential. Not only that, this issue can be resolved and minimized if PKPN provides all staff with training and workshops on how to use modern technologies so that they can communicate information to their superiors in effective and simple ways. In addition, this organization faces difficulties because they only utilize WhatsApp for communication, which might lead to confusion between officers and employees in a group discussion. Work and personal chats frequently overlap. I advise PKPN to build group chats that are just used for working and having discussions, similar to Telegram or others.

## 5.3 Opportunities

## Technology advancement

When it comes to automating tasks, sending reminders, communicating effectively, paying bills online, shopping for the most basic items like groceries, and investing in precious assets from the comfort of our homes, technology plays a significant role (Verma, 2023). With technology, there are more options for achieving financial stability, comprehending investments and taking advantage of new opportunities without needing specialized knowledge, and expanding businesses even with small spending of funds. In PKPN, there are medical payment vouchers for patients who are still serving as civil servants or have retired. From my view, the procedure to make a claim for the medical payment vouchers must be made manually. The patients must come to the office a few times to settle the claim with the doctor's confirmation letter which is a step that might be time consuming. It is better if the steps can be made through online.

## Financial management program

The purpose of financial management is to manage finances, which is connected to fundraising. A business's financial management is one of its most crucial components. Most people must have a strong understanding of financial management in order to launch and maintain a profitable firm. Understanding how an organization creates a budget for its business decisions provides the definition of financial management (Jaiswal & Ramakrishnan, 2023). The importance of financial management is it guarantees that the business complies with all statutory standards pertaining to financial matters. Therefore, financial management programs are good to be held by PKPN because they can help small entrepreneurs or individuals themselves so that they don't make mistakes in managing their finances later. With the existence of such a program, it will create a good image for the PKPN where people know that the function of PKPN is not only to manage the state's finances but also to help others.

#### Recommendation:

Human beings can become more productive and efficient through technological innovation. Technology, for instance, has made it simpler to exchange work with clients. Utilizing cloud-based technology has several advantages, one of which is that it protects your data and eliminates the risk of losing or misplacing important data (Johnson, 2023). As for the recommendation, the company must upgrade the website of the company so that they can provide a google form or any application online for their client. The step is an easier way to make a claim for a medical payment voucher so they no need to come to the office just to send the necessary documents. In the form, they also can provide guidelines in order to avoid misunderstanding or mistakes made by clients. In addition, this way can save time and cost. It is because, sometimes the client might come from another state.

Besides, it is crucial for the PKPN to manage an event for public people in order to enhance their knowledge about financial management. It is because many people, especially youth nowadays, do not know how to manage finances properly and have been involved with financial problems at a young age, for example being tied to debt for years. According to the news by The Star, 2018, it was stated that The Debt Management and Counseling Agency received more than 3400 requests for counseling and assistance from adults between the ages of 20 and 30 in 2017. Based on this analysis, it showed that financial among youth is a critical issue and must be prevented and treated as it should be. As for the recommendation, I would suggest to the company to conduct an event quarterly to create awareness for the youngest generation and others who suck in financial management or planning. For example, they can hold a program in an open place such as a mall to attract the public to join the event, especially on public holidays. They can use online platforms to advertise the program. In addition, they may also conduct related activities and provide grand prizes for those who join the program. With that many people will be interested and join to enhance their knowledge about financial planning.

#### 5.4 Threats

## Data privacy

Data privacy is the idea that people have control over how businesses that have access to their personal information collect, maintain, and distribute it (Stouffer, 2023). The term "data privacy" in the digital era typically refers to how sensitive personal data, such as personally identifiable information (PII) and personal health information (PHI), is handled. As we know, PKPN is an organization that manages state finances. From there we already notice that there must be various letters or important information that must be kept private. It is because usually the management services section consist of personal data of claimant, client or the employees themselves. Based on my view, sometimes this section needs them to deal with outsiders, which is the client of PKPN charge for medical payment or revenue matters. Because of this, there is a potential that the data privacy will be violated when the document is placed on the desk or anywhere that is easily exposed. Businesses have a duty to adequately protect the personal information of their clients. Businesses will also get the added benefit of giving their customers priceless pieces of mind by developing strong data protection practices and making them widely known.

## • Shortage of resources

When a company runs out of a product they distribute while users are still in pursuit of it, this is known as a supply shortage (inventory, 2022). There are several causes of shortages that can happen for a company including demand fluctuation. Even if a company's estimation is fairly correct, demand is always shifting. Holidays, the state of the economy, trends, and even the weather all have an impact on variations in demand. As I was assigned under the budget and revenue section in PKPN, I have learned and gained knowledge about the sources of revenue of the Pahang State. There would be shortages when every district in Pahang State under the key performance indicator when collecting the sources of revenue. Because of this, supply and demand imbalances have the potential to limit economic growth and result in widespread shortages. Unrealistic expectations, scope creep, and shifting priorities brought on by inadequate planning may cause resources to be over or under-allocated.

#### Recommendation:

In the context of organizational management, a factor that makes it harder to accomplish organizational goals is referred to as a threat. Risks are uncontrollable for an organization, therefore while PKPN can take any precautions, they lack any means of eliminating external risks. As for the recommendation, I would suggest for the company to key in the data information of their clients or employees in the company system. This kind of step must be more secure rather than put it in the file. It is because when we use a system, we can set and manage the privacy setting in which only internal organizations can access that data. The purpose of PKPN's Cloud Pahang, which includes a storage to keep all the data, is very similar to that of Google Drive. Unfortunately, this organization does not fully utilize it. As a result, I advise PKPN to use Cloud Pahang since it has only been used by the government and is not accessible to the general public. It is safer, and the information will be more private and secure.

On the other hand, applying some best practices in resource management can help prevent or reduce resource shortages. This entails specifying the project's requirements and deliverables and obtaining the sponsors and pertinent stakeholders' approval. Furthermore, it's critical to precisely and reasonably estimate the project's time, cost, and effort using past experience, professional judgment, and risk analysis. Identifying and securing the resources required for the project, allotting and assigning them to the project's tasks and activities, is equally crucial. Finally, during the project life cycle, resource utilization and performance should be tracked and managed.

## 6.0 CONCLUSION

Every student was expected to submit this internship report as verification of their participation in the organization's industrial training programme. Despite the difficulties I've faced over the past 24 weeks, there are a lot of things I've learnt. One of the memorable experiences that I had here in Pahang State Finances and Treasury Office was getting involved in the Pra-Screening Budget in 2024. By taking part in the process of creating a summary of the budget that would be verified, I get experience in a real-life working environment in the public sector. I frequently participate in meetings and other out-of-town meetings, which allows me to further develop my communication skills. This is the result of talking to other officials to get the information or data you need. I gained valuable work ethics knowledge from managing sustainability fees. This is the most enduring task I've had that has helped me develop a lot of abilities.

The strategic management process makes use of a variety of analysis tools to aid the Pahang State Finances and Treasury Office in achieving its long-term goals. The steps in a SWOT analysis include selecting a target and identifying internal and external factors that are beneficial and detrimental to accomplishing business objectives. In accordance with government policy, the Pahang State Finances and Treasury Office's mission is to supervise, develop, and implement monetary and fiscal policies in order to encourage rapid economic growth and more fair income distribution.

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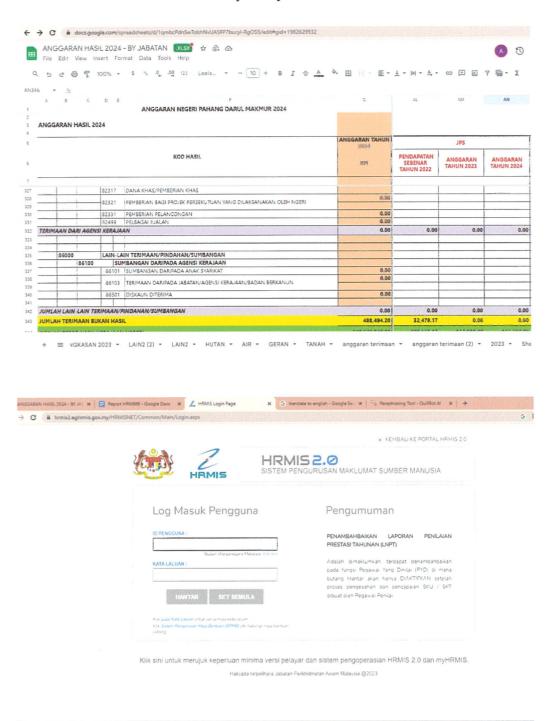
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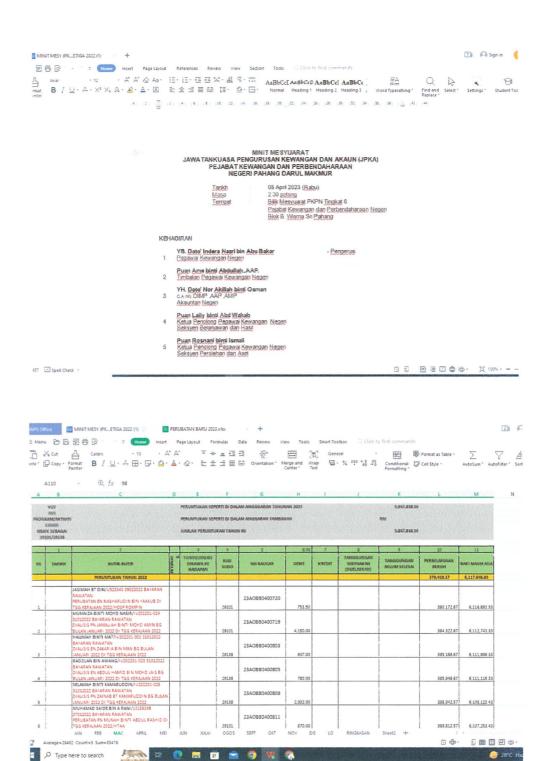
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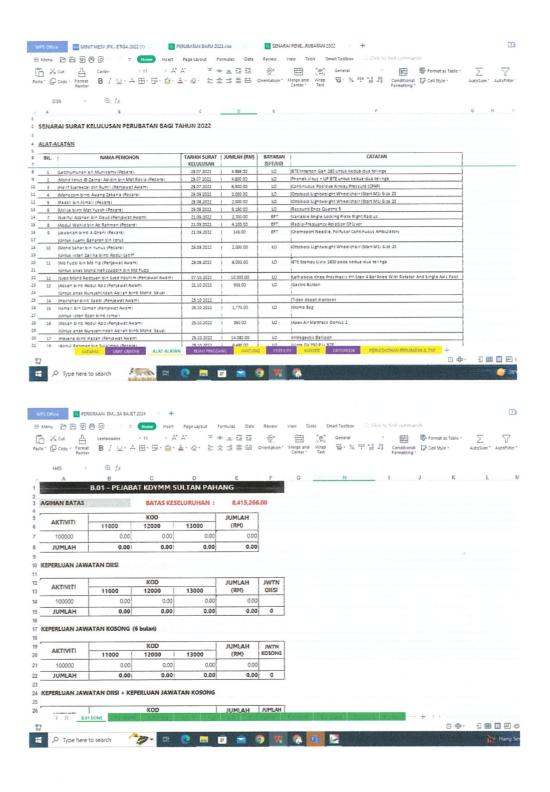
#### **APPENDICES**

## My Daily Tasks









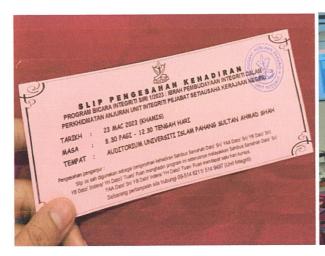
## Seminar/Meeting/Outside work





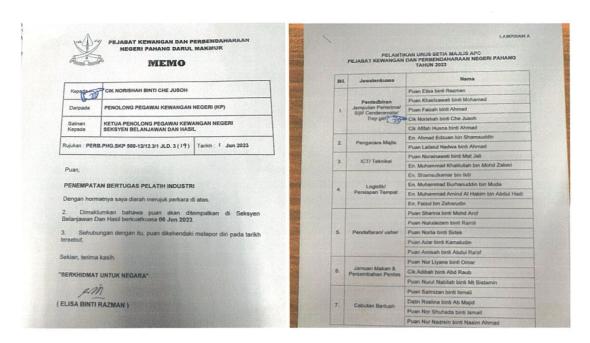


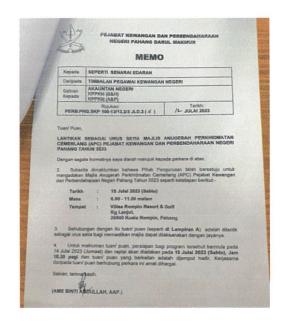






#### Memo Received





## Hari Raya Celebration











## Family Day/APC







