



**FACULTY OF BUSINESS MANAGEMENT (HONS) HUMAN RESOURCE
MANAGEMENT**

**HRM 666 - INDUSTRIAL TRAINING REPORT AT MAJLIS DAERAH
HULU TERENGGANU (MDHT)**

1 MARCH 2023 – 15 AUGUST 2023



PREPARED BY:

FARHAH AIN BINTI YUSOF (2020496366)

PREPARED FOR:

ENCIK MOHD NIZA (ADVISOR)

TN. HAJI ZULKAFLI MANSOR (EXAMINOR)

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PART 1: PRELIMINARIES

1.1 EXECUTIVE SUMMARY

The internship report conducted at Majlis Daerah Hulu Terengganu (MDHT) with a focus on human resources is summarised in this executive summary. The report provides a thorough review of the internship experience, highlighting significant findings, lessons learned, and recommendations.

I did my internship in this organization for 24 weeks starting from 1st March 2023 until 15th August 2023. I was assigned in Human Resource Management of the council. There are extrinsic and intrinsic benefit that I have gained that can strengthen my skills and knowledge in the future.

The Human Resources Department internship at MDHT is intended to give students a hands-on opportunity and experience in HR management in the public sector. It offers insightful information about the organization's human resource management procedures and challenges. The report starts out by describing MDHT and its organizational structure, training reflection highlighting SWOT analysis about the organization and some recommendation and conclusion.

Understanding and exploring various HR responsibilities at MDHT and contributing to them were the internship's main objectives. The internship provided invaluable insights into the execution and efficiency of the procedures because it allowed for first-hand involvement in them.

PART 3: COMPANY'S PROFILE



Company Name: Majlis Daerah Hulu Terengganu (MDHT)

Business Nature: The role of MDHT is to provide a range of services to the local community which include;

- Planning and development of the district
- Provision of infrastructure and utilities
- Maintenance of roads and public facilities
- Enforcement of local laws and regulations
- Provision of social welfare services
- Promotion of tourism and economic development

MDHT also generate revenue through a variety of sources which are;

- Property taxes
- Business licenses
- Sewage charges
- Land development fees
- Grants from the federal and state governments

Company Address: Kampung Rahmat, 21700 Kuala Berang, Terengganu

Working Hour: 8.00am – 5.00 pm (Sunday-Wednesday)

8.00 am - 3.30 pm (Thursday)

1.00pm – 2.00pm (Lunch Hour)

Company Number: [09-681 1149](tel:09-6811149)

Email Address: mdht@terengganu.gov

3.1 COMPANY BACKGROUND

The District Council of Hulu Terengganu was established on 1 January, 1981 under the 3rd Section of Local Government Act 1976 (Act 171) (Amendment 1978). Prior to this it was known as Jumaah Bandaran Ulu Terengganu. It was formally launched by the Menteri Besar of Terengganu at that time; Dato' Seri Amar Diraja Dato' Haji Wan Mokhtar bin Ahmad at the Kuala Brang Municipal Hall on Monday, 30 August 1982.

Hulu Terengganu is located 40 km from the centre of Kuala Terengganu, covering an area of 53.4 square km and three parishes; Kuala Berang, Tanggol and Penghulu Diman. On 18 July 1996, the district of Hulu Terengganu; a 3,874.63 square km area was gazetted as the jurisdictional area of the local government (MDHT).

Currently it encompasses seven parishes; Kuala Berang, Tanggol, Tersat, Penghulu Diman, Jenagor, Hulu Telemong and Hulu Berang. Its operation area is 53.4 square km whereas the administrative area is 3,821.23 square km.

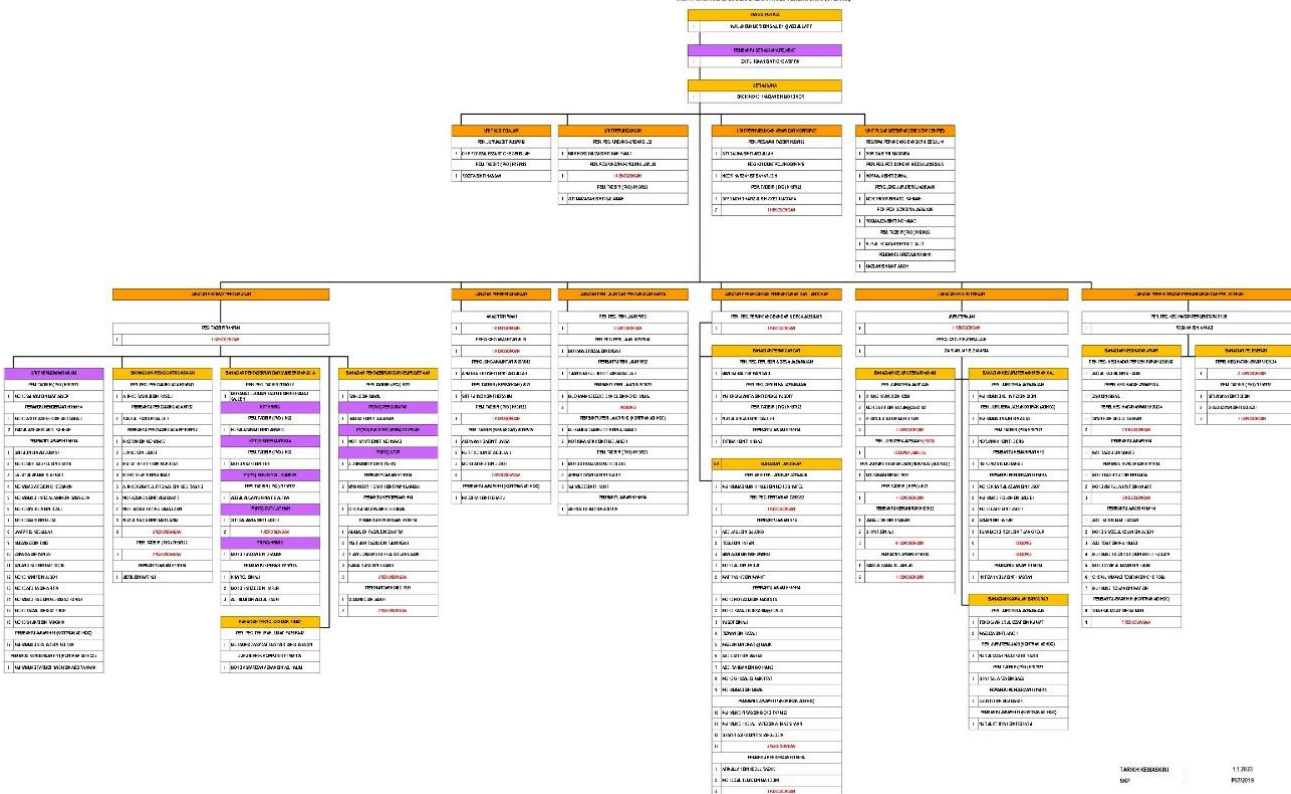
The population is numbered at 74,918 (year 2000 bancian), 3,586 more than during MDHT's early years (year 1970)

MISSION: Mobilising All Available resources to increase the Council's Capabilities in Providing the Best Services to the Community

VISION: Making MDHT an Independent, Competitive, Excellent and People-Oriented Local Authority.

3.2 ORGANIZATIONAL CHART

CARTA ORGANISASI BULAN BACANIBULU TEANGSOMU (POTONG)



PART 4: TRAINING REFLECTION

4.1 DURATION

I spent my internship at Majlis Daerah Hulu Terengganu for 24 weeks which started from 1st March 2023 to 15th August 2023. My working days is from Sunday to Thursday. Meanwhile, the working hours for Sunday to Wednesday are supposed to completed 8 hours excluding one hour break for lunch per day. It can be start at 8 until 5 pm. For Thursday, working hour start at 8 am until 3.30 pm. For Ramadhan, all of the staff are given an exception to go home 30 minutes early.

4.2 EXTRINSIC AND INTRINSIC BENEFITS

Though there is not much that I gained for extrinsic benefits in this company, I do get a lot of intrinsic benefits during 24 weeks of my internship here. One of the intrinsic benefit that I gained is communication skills. These skills gained alongside as I needed to communicate with staff in various departments and giving my opinion in work related. By gaining communication skills through working it can help to boost my confidence in communicating with other people. Other than that, by doing my internship here I also have more opportunities to develop and grow in the firm because I am surrounded with experience people. Experienced people have a wealth of knowledge and skills that they can share. So, I can learn from their mistakes and successes, and can get their advice on how to advance the career. They also guide and support me whenever I am trying to do any work for the first time.

Besides, I also can upgrade and polish more on my Microsoft skills either in Word, Excel or PowerPoint. As an intern, I was given the opportunity to use Microsoft products to complete real-world tasks. As I get the feedback on my works, it definitely help me to identify areas where I need to improve for future. Last but not least, I do feel a sense of accomplishment for my contribution towards the company. This is because whenever I completed my work or task I do get positive feedback from my supervisor and the colleague.

4.3 DEPARTMENT ASSIGNED

During my internship, I was assigned under Human Resource Department which was headed by my supervisor, Encik Luqman Haqimie bin Mohamad Salleh. This department is one of the most important department in the company as it is help in providing organizational structure and the ability to meet business needs by managing employees. Human Resource department was located at the second floor in the company. Even though my supervisor is Encik Luqman, I am still under the supervised of Puan Salwana as she is in charge of the trainees. My position in the department has taught me a lot of valuable experiences. Since I was assigned under Human Resource Department, so my task are mostly about administrative and clerical work.

4.4 ROLES AND RESPONSIBILITIES

My tasks and roles are mainly focused on human resource department only. My daily role focused on recording ingoing and outgoing letter or memo. After receiving or sending a letter, the letter will be sort in a file as a proof. The letter will be sorted according to the type of the letter. The memo or letter will be recorded, this includes entering the sender, recipient, date, and subject of the letter or memo into a database. Other than that, I am responsible to record and key in data of annual leave and MC of contract worker. The responsibility to record and key in data of annual leave and MC of contract worker is an important one, as it ensures that the company has accurate records of employee leave and absences. This information is essential for payroll processing, as well as for tracking employee attendance and productivity.

Other than that, my role is to design poster and banner for events. Designing poster and banner for events as an intern can be a great way to learn new skills and contribute to the company. So basically I will use Canva to design it by following all the criteria needed and show it to my supervisor for approval.

PART 5: SWOT ANALYSIS

SWOT analysis is a technique for assessing these the aspects of strength, weakness, opportunity and threat in a business. So, during my internship at Majlis Daerah Hulu Terengganu, I need to observe all of these aspect to complete my report.

5.1 STRENGTHS

5.1.1 Teamwork among staff

The staff of Majlis Daerah Hulu Terengganu (MDHT) are known for their strong teamwork. This is evident in many successful projects that has undertaken. The strength of teamwork among MDHT staff has a number of benefits to the organization. It helps to ensure that projects are completed on time and within budget. It also leads to better decision-making, as staff are able to share their knowledge and expertise. Additionally, strong teamwork creates a more positive and productive work environment.

Their teamwork also can be seen through the various community programs that has been successfully held over the years. For example, MDHT's program of 'Clean Our Lake, Save Our Nature' was a success thanks to the coordinated efforts of staff from various departments. The campaign resulted in a significant reduction in the amount of solid waste generated in the district. Another example of MDHT's strong teamwork is through "Program Pemantapan Kebersihan Kawasan" (Cleanliness Improvement Program). This program involved staff from various departments and community that work together to clean up public areas in the district. The program was a success and resulted in a cleaner and more beautiful district.

The strong teamwork among staff in MDHT is also evident in their willingness to help each other out. For example, if one department is short-staffed, staff from other departments are always willing to pitch in and help out. This shows that staff in MDHT are committed to working together for good.

Teamwork reduces stress on individual and also on large teams as a whole in an organization. A good teamwork surely derives from a healthy relationship with each other. So, it could benefit MDHT in a long run because high management commitment can assure the organizational excellence as it is the main key to the success direction towards MDHT in achieving its vision and mission.

5.1.2. Strong track record of providing high-quality services to community

MDHT is also known as a local government authority in Malaysia which responsible for governing and providing services to the Hulu Terengganu district. One of the strength is MDHT has a strong track record of providing high-quality services to community. This is evident through various indicators and accomplishments that show MDHT's dedication to delivering top-notch services.

MDHT providing high-quality service to the community by being committed to continuous improvement. This means that it is constantly looking for ways to improve the quality of its services. It regularly assesses its processes, identifies areas for enhancement, and implements necessary changes. In addition, MDHT offers a wide range of community services, including waste management, library services, recreational facilities, and social welfare services. This is to ensure that the needs of all residents are met.

As a result of its strong commitment to providing high-quality community service, MDHT has been awarded 'Excellent Public Complaint Management Award' due to their fast act in resolving all complaints received. This show that MDHT actively engages with the community, listens to their concerns, and takes swift action to address them. Other than that, MDHT also received an award of "Bandar Komuniti Bahagia". The main aspects that contribute to it are closely related to the level and quality of services provided such as environmental hygiene care, solid waste management and effective and orderly garbage collection.

To conclude, MDHT is committed in providing excellent community service to the people of Hulu Terengganu. Through its wide range of services, accessibility, quality, and partnerships, MDHT is making a positive difference in the lives of its residents. All of the achievements also highlight MDHT's successful track record and its dedication to delivering services that meet the needs and expectations of the community.

5.2 WEAKNESSES

5.2.1 Lack of income

One of the weaknesses faced by MDHT is lack of income as it refers to the lack in financial resources that may prevent the organization from carrying out the activities and meet the needs of the community. The financial resources that is available for operations or project are limited due to the lack of income which MDHT need to deal with.

There could be several reasons why MDHT experience lack of income which could be due to inadequate funding allocation from higher levels of government. MDHT mostly rely on the higher level of government to support if there is any insufficient or inadequate budget to support their organization. The other factors would be due to economic factor such as a stagnant local economy or a decline in business activities. Reduced business activity, lower tax revenues, or a decrease in tourism can lead to a decrease in income for the organization.

The lack of income can have a number of negative consequences for MDHT and can significantly impacts on its operations and services. For example, it will reduce ability to provide services. This can happen when MDHT does not have enough income, it will unable to provide the same level of services to the people in Hulu Terengganu and can lead to a decrease in the quality of life for the people of the district. Other than that, MDHT also experienced lack of employees. This is because a lack of income can limit MDHT's ability to recruit and retain qualified employee. The organization may face difficulties in offering salaries and benefits. This can result in a shortage of skilled worker and hinder MDHT's capacity to deliver services effectively.

In the long term, the lack of income can have a serious impact on MDHT's ability to operate effectively. This can lead to a decline in the quality of life for the people of Hulu Terengganu and to an increase in social problems. It is important for MDHT to address the lack of income through strategic financial planning, exploring alternative funding sources, and advocating for sufficient financial support. By doing so, it can reduce the negative effects of lack of income and ensure that it is able to continue to provide high-quality services.

5.2.2 Short-staffed

One of the weaknesses faced by MDHT is being short-staffed. Short staffing refers to a situation where there are insufficient staff members to handle the workload and fulfil the organizational needs effectively. Short staffing puts a strain on the existing staff members as they are required to handle additional responsibilities and tasks beyond their usual workload. This can lead to increased stress and decreased job satisfaction among the staff. The excessive workload may also result in delays, errors, and reduced efficiency.

One of the reasons contributed to this problem is limited budget from MDHT which led to limited employees' intake for the organization. Since MDHT is a government organization, budgetary constraints apply to it. As a result, even if it is required, the council might not be able to afford to hire extra employees. The other reason would be due to the difficulty of finding qualified staff. This is because, Hulu Terengganu district is a rural area, and it can be difficult to find qualified staff who are willing to work in the area.

Short staffing can have a negative impact on customer service. Customers may have to wait longer for assistance, or they may not receive the help they need. This can lead to frustration and dissatisfaction. Short staffing can also have a negative impact on the community. If MDHT is not able to provide adequate services, this can have a ripple effect on the community. For example, if the council is not able to maintain roads and drainage systems, this can lead to flooding and other problems.

As a result, it might be difficult for the company to appropriately handle the shortage of the employees which would put further pressure on current worker. So, the particular reason why MDHT cannot afford to hire new staff to fulfill the vacancy due to the variety of reasons. Thus, if the council does not address these issues, it could have a serious impact on its ability to provide high-quality services to the people of Hulu Terengganu.

5.3 OPPORTUNITIES

5.3.1 Tourism attraction

Hulu Terengganu is home to a number of natural attractions, including forests, rivers, mountains, and beaches. These attractions can be developed into tourism products, such as hiking trails, camping sites, and eco-tourism resorts.

Tourism attractions can stimulate economic growth within the region. Increased tourist arrivals bring opportunities for local businesses, such as hotels, restaurants, tour operators, and souvenir shops. MDHT may need to adapt its operations to support and regulate tourism-related activities, promote tourism products, and ensure visitor satisfaction.

Tourism attractions can generate revenue for MDHT through various channels. These can include entry fees, permits, licensing, and taxes imposed on tourism-related businesses. The generated revenue can be used to fund infrastructure development, conservation efforts, community programs, and the overall enhancement of the tourism experience.

By promoting tourism, MDHT can help to improve the lives of the people of Hulu Terengganu and generate revenue for the district. As tourism increases, there will be increased demand for MDHT services, such as waste management, water supply, and public transportation. Other than that, tourism also can attract investment to the district, which can help to improve infrastructure and create new businesses.

5.3.2 Social media

Social media makes it easier for people to communicate with one another online. Social media covers a wide range of applications and platforms, including Facebook, Instagram, Twitter, and YouTube, that let users share content, communicate online, and build communities. It also presents several opportunities for MDHT to enhance its communication, community engagement, and service delivery.

Social media platforms have a large user base, allowing MDHT to expand its reach and increase visibility among community members, and the wider public. Creating the social media is effective and efficient decision for MDHT to communicate or connect with each other. By leveraging social media channels, MDHT can effectively communicate its initiatives, programs, and services to a larger audience, ensuring that important information reaches a wide range of individuals. Social media enables MDHT to share timely and relevant information in real-time. It can quickly communicate important updates, announcements, emergency alerts, or changes in services to the community. By utilizing social media platforms, MDHT can ensure that accurate and up-to-date information reaches the public promptly, enhancing transparency and improving community access to critical information.

5.3.3 Potential area development

MDHT owns a significant amount of land in the Hulu Terengganu district. These are just a few of the potential areas for development in Hulu Terengganu. With population growth and urbanization, MDHT can consider land development to construct a building for business premises, it can create opportunities for various purposes.

Constructing a building for business premises can generate revenue for MDHT. By leasing or renting out the space to businesses, MDHT can generate a regular income stream, which can be utilized for infrastructure development, community programs, or other initiatives.

The presence of business premises can contribute to economic development within the region. It can attract businesses, both local and external, which can create job opportunities, stimulate local supply chains, and contribute to the overall economic growth of the area.

The land own by MDHT is a valuable asset for the district. It provides MDHT with a source of revenue, allows it to provide public services, and promotes economic development. It is important for MDHT to consider factors such as location, market demand, zoning regulations, and the needs of businesses and the community when planning and constructing business premises.

5.4 THREATS

5.4.1 Natural disaster

Natural disaster such as flood is one of the threat poses by MDHT. Since Hulu Terengganu is located in a floodplain, which means it is prone to flooding. The district is also located in a monsoonal region, which means that it experiences heavy rainfall during the monsoon season. Hence, flooding in Hulu Terengganu district poses several challenges and risks to the organization and the community it serves.

Flooding in Hulu Terengganu can be caused by a number of factors including heavy rainfall. The most common cause of flooding in Hulu Terengganu is due to heavy rainfall. When there is a lot of rain, the rivers and streams in the district can overflow, causing flooding.

Floods can cause significant damage to infrastructure within MDHT's jurisdiction. Roads, drainage systems, and public facilities can be affected, leading to disruptions in transportation networks, access to services, and daily activities. The cost of repairing and restoring infrastructure can be substantial for MDHT and may strain its resources.

In the long-term, flooding can also have a number of negative effects on MDHT. So, since flood is a natural disaster that cannot be control, they should take a number of steps to reduce the impact of flooding. By doing so, it can help to reduce the cost of repairing the facilities and also can protect the people of the district.

5.4.2 Changes in government regulations could affect MDHT's operations

Changes in government regulations can lead to operational disruptions for MDHT. New regulations may require changes in administrative processes, procurement procedures, or reporting mechanisms. Implementing these changes can cause delays, reorganization of workflows, and potential disruptions to MDHT's day-to-day operations. Adjusting to new regulations can result in temporary inefficiencies and productivity losses. Changes in government regulations can bring about shifts in priorities or mandates for MDHT.

New regulations may introduce different goals, objectives, or target areas for community development, requiring MDHT to realign its strategies and programs accordingly. Shifted priorities can result in the need for resource reallocation, redirection of efforts, or the discontinuation of existing programs, impacting MDHT's operations.

As the government occasionally changes rules and regulations regarding businesses, businesses need to update their data and regulations frequently, so company data must be audited continuously, regulated, and updated. New regulations could increase the cost of doing business for MDHT businesses by requiring them to comply with new safety standards, environmental regulations, or licensing requirements.

To reduce these threats, MDHT can stay informed about regulatory changes, actively engage with government authorities, and participate in policy discussions

PART 6: PESTEL ANALYSIS

A method for determining the macro (external) influences that are affecting an organization is known by the term PESTEL. Political, Economic, Social, Technological, Environmental, and Legal are represented by the letters. Organizations that successfully track and react to macro environmental changes might set themselves apart from the competition and so have a competitive advantage.

6.1 POLITICAL FACTORS

Political stability is a key factor in the success of any organization. When there is political stability, there is a clear vision for the future and a consensus on how to achieve it.

On the other hand, political instability can lead to uncertainty and confusion, which can make it difficult for MDHT to operate effectively. For example, if there is a change in government, there may be a new set of priorities for MDHT, which could require it to change its programs or operations. Additionally, political instability may be forced MDHT to divert their attention to other matters, which can have a negative impact on well-being people.

Political stability contributes to a positive public perception of the government and its institutions. This perception can enhance public satisfaction with MDHT's services and programs, leading to increased trust, engagement, and cooperation from the community. It also improves the overall image of the region, attracting tourists and potential investors.

6.2 ECONOMIC GROWTH

The Malaysian economy expanded by 5.6% in the first quarter of 2023 which show the positive news. With the positive economic growth in 2023, it can create several opportunities for MDHT.

Economic growth often leads to increased economic activities, business investments, and job creation. This can result in higher tax revenues for MDHT, providing additional financial resources for infrastructure development, public services, and community initiatives. The increased revenue can enable MDHT to expand its scope of services and improve the overall quality of life for residents.

Economic growth often correlates with an increase in tourism activities. With its natural beauty, cultural heritage, and potential for recreational and eco-tourism, MDHT can capitalize on economic growth by developing and promoting tourism-related initiatives. This includes infrastructure development, marketing campaigns, and collaboration with tourism operators to attract visitors, generate tourism revenue, and create employment opportunities in the hospitality sector.

Overall, economic growth can create a number of opportunities for Majlis Daerah Hulu Terengganu. By taking advantage of these opportunities, MDHT can improve the lives of its residents and generate additional revenue for its operations.

6.3 SOCIAL

The population of Malaysia is growing as well to Hulu Terengganu. People these days are more likely to get to higher level of education compared to older generation. So, the higher education level, the higher the demand about everything.

The education level of the local population directly influences the availability of skilled labor. Higher levels of education can result in a more educated and skilled workforce, which can benefit MDHT in terms of recruiting qualified employees for various positions. A well-educated workforce can contribute to the efficiency and effectiveness of MDHT's operations.

Education levels can influence community engagement and participation in MDHT's programs and initiatives. A more educated community is often more likely to actively engage in community development activities, provide constructive feedback, and participate in decision-making processes. MDHT can leverage the knowledge, skills, and perspectives of educated individuals to design and implement effective policies and programs.

Education fosters public awareness and empowers individuals to make informed decisions. A well-educated community is more likely to be aware of their rights, responsibilities, and opportunities. This can lead to active citizenship, community involvement, and participation in MDHT's initiatives, programs, and public consultations.

6.4 TECHNOLOGY

Technology is the main factors that drive the growth of organization nowadays. The **technology advancement** had helped the organization to maintain competitive advantage and sustain in their field. Government and corporate surveillance of individuals and information processing relies largely on digital technologies and artificial intelligence, and therefore involves less human-to-human contact than ever before and more opportunities for biases to be embedded and codified in our technological systems in ways we may not even be able to identify or recognize. Thus, the changing in the technology must be take into account in doing the analysis for the organization.

MDHT's operation changes as per technologies available. Technology enables the provision of e-government services, allowing residents to access various council services online. This includes online payments for bills, permits, licenses, and taxes, reducing the need for physical visits to council offices.

With all the technology advancement, it can make MDHT become more effective and efficient in delivering their service to community.

6.5 ENVIRONMENTAL FACTORS

Climate change can lead to more frequent and intense extreme weather events such as storms, floods, and heatwaves. These events can disrupt MDHT's operations by damaging infrastructure, causing power outages, and disrupting essential services. MDHT needs to develop resilience strategies and disaster response plans to ensure the safety of residents and the continuity of services during and after such events.

Adapting to the impacts of climate change requires MDHT to incorporate climate resilience and sustainability considerations into its policies, programs, and infrastructure planning. Collaboration with relevant stakeholders, raising awareness about climate change, and implementing proactive measures can help MDHT navigate the challenges and seize opportunities for sustainable development in the face of climate change.

6.6 LEGAL FACTORS- EMPLOYMENT LAW

MDHT operates as an employer and must comply with employment laws and regulations. These laws cover aspects such as labor rights, minimum wage, working hours, occupational health and safety, employment contracts, and employee benefits. MDHT needs to adhere to these laws in its hiring practices, employment conditions, and labor relations.

When MDHT is unable to comply with employment laws, it can result in various consequences and implications. Non-compliance with employment laws can lead to legal penalties and fines imposed by relevant authorities. These penalties can vary depending on the specific violation and jurisdiction. MDHT may be required to pay fines or face legal consequences, which can strain its financial resources and reputation.

Compliance with legal factors is essential for MDHT to operate within the legal framework, maintain transparency, accountability, and uphold the rule of law. MDHT should stay informed about relevant laws and regulations, collaborate with legal experts, and develop internal processes and policies to ensure legal compliance in its operations and decision-making. This will help MDHT avoid legal risks, build trust with stakeholders, and fulfil its responsibilities effectively.

7.0 DISCUSSION AND RECOMMENDATION

HIRING INTERN

Hiring interns can be a great way to overcome short staffing. Interns are typically students who are looking for hands-on experience in their field. They can be a valuable asset to an organization, providing fresh ideas and energy.

There are a number of benefits to hiring interns to overcome short staffing. First, interns are typically willing to work for less than full-time employees. This can save an organization money, especially MDHT is facing a budget shortfall. Second, interns are often eager to learn and contribute. They can be a valuable source of new ideas and energy, and they can help to free up more experienced employees to focus on other tasks.

Hiring intern can also help to build relationship and connection between the organization and universities.

IMPROVE DRAINAGE SYSTEM

MDHT can constructing new drainage canals, ditches, and pipes to help carry water away from flood-prone areas. Cleaning drainage system could also help to reduce the impact. This involves removing debris and vegetation that can clog drainage systems and prevent water from flowing freely. This is a less expensive option than building new drainage systems, but it can still be effective in reducing flooding.

An effective drainage system allows for the free flow of water and in many situations, it reduces the chances of the water building up and then reducing the chances of your property flooding. Improved drainage systems can help to reduce the amount of flooding in an area. This can protect homes, businesses, and infrastructure from damage.

8.0 CONCLUSION

In conclusion, internship training is not only work-ethic program for students, but also a credit for students who are finishing their studies. Through this program, I can gain valuable experience as they offer the opportunity to gain hands-on experience in a professional setting, to learn new skills, and to network with potential employers.

During the internship program, opportunities were presented to apply theoretical knowledge to practical situations, contributing to personal and professional growth. The exposure to the inner workings of MDHT allowed for a deeper understanding of the challenges and complexities faced by a local government authority.

The internship program at MDHT was a valuable experience for me. I learned a great deal about the workings of a local government organization. I also had the chance to meet and work with some talented and dedicated people. I also learned a great deal about the importance of communication. I had to communicate effectively with my team members, with other departments within MDHT, and with the public. I learned that clear and concise communication is essential for getting things done.

Overall, my internship at MDHT was a positive experience. I learned a lot, and I made some valuable connections. I am grateful for the opportunity to have interned at MDHT, and I am confident that the skills and knowledge I gained will be valuable in my future career.

I am confident that these skills and knowledge will be valuable in my future career. I am grateful for the opportunity to have interned at MDHT, and I am excited to use my new skills and knowledge in my future endeavours.

9.0 APPENDICES



Figure 1: Joined an event handled by MDHT



Figure 2: Joined activity exploring Tasek Kenyir



Figure 3: Being an MC for a closing event.



Figure 4: The closing event for a team building



Figure 5: Resume



Figure 6: Workplace provided by company



Figure 7: Assisted in key in data



Figure 8: Arranged the files



Figure 9: Joined a program of “Bubur Asyura”



Figure 10: Hari Raya Celebration



Figure 11: Joined Iftar with all of the staff



Figure 12: Joined a program “Memasak & pengagihan bubur lambuk”



Figure 13: With fellow internship

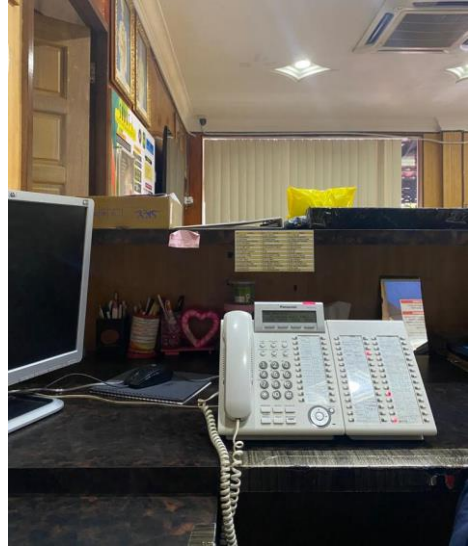


Figure 14: Pick up and transfer call



Figure 15: Potluck



Figure 16: Activity during team building



Figure 17: Celebrating Amira's last day



Figure 18: Majlis Daerah Hulu Terengganu



Figure 19: MDHT's location



Figure 20: Designed a certificate



Figure 21: Designed an invitation card for Hari Raya



Figure 22: Designed a sticker for a program

Original

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Figure 23: Ouriginal result

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