



اُنْبُوْرَسِيْتِي تِكْنُوْلُوْجِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

Cawangan Perlis
Kampus Arau



**INDUSTRIAL TRAINING REPORT
AT PEJABAT TANAH DAN JAJAHAN
PASIR PUTEH**

01 MARCH 2023 – 15 AUGUST 2023

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2.0 ORGANIZATION

2.1 Organization Background

Pejabat Tanah Dan Jajahan Pasir Puteh Kelantan represents a governmental institution. The establishment which is also known as PTJPP is a land registry office located in Pasir Puteh. The colonial administrator at PTJPP serves as both the governing authority responsible for policy formulation and implementation, as well as Pasir Puteh's main source of information. It acts as the major planner of Colony development, the coordinator of Colony development implementation, the Colony housing agent, the liaison of the government tongue, and the driver of an excellent administrative system and a good work culture at the Colony level. Pejabat Tanah dan Jajahan Pasir Puteh Kelantan has been divided into several departments which are Unit Pentadbiran, Unit Pembangunan, Unit Hasil, Unit Pendaftaran and Unit Tanah. Each unit performs a distinct purpose. This is to make sure that every planned event goes off without a hitch. To do this, an organization's plans need to be set up so that each goal can be met. PTJPP has a number of strategies, such as leadership development, legislation, and meetings. Other strategies include improving relationships between heads of organizations at the Colony level, increasing cooperation between departments within the Colony, forming working committees, putting human development at the top of the list and putting an emphasis on it, increasing appreciation for quality and a good work culture, and developing the organization as a whole.

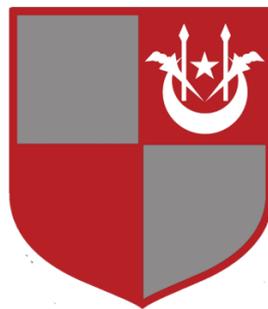


Figure 1 PTJPP Logo

2.2 Business Activities

- i. Planning the development and use of land for agriculture, housing, business and so on in line with the current economic development.
- ii. Provide information on land use and ownership.
- iii. Managing the process of granting and developing land as well as transactions such as mortgages, title, leases and non-transactional processes such as caveats, modifications, court order reservation and so on.
- iv. Controlling and planning revenue through land tax, temporary occupation license, stone material permit, premium fine, transaction or non-transaction and so on.
- v. Implement regulations and enforcement of land laws based on existing legislation.
- vi. Provide a reliable record of information about ownership of and interest affecting land and property.
- vii. Controls and manages land-related matters, religious activities and other activities and matters such as elections and the electoral roll.
- viii. Planning, coordinating and implementing village road upgrading programs, small development projects and collecting data and information.
- ix. Coordinating the implementation of colony development projects carried out by other departments or agencies.

2.3 Mission, Vision and Objectives of The Organization

2.3.1 Mission

The mission of Pejabat Tanah dan Jajahan Pasir Puteh is to plan, manage and administer lands and colonies, as well as to implement government policies and provide services with integrity, quality and efficiency in order to achieve excellence in economic, physical and human development.

2.3.2 Vision

The vision of Pejabat Tanah dan Jajahan Pasir Puteh is to make Pasir Puteh district a comprehensive dynamic department that priorities sustainable and efficient development while also achieving customer satisfaction by 2020.

2.3.3 Objectives

The objectives of Pejabat Tanah dan Jajahan Pasir Puteh are:

- i. To plan, manage and coordinate rural communities' socioeconomic development policies in accordance with government policy.
- ii. Coordinate the work or responsibilities of government departments in the implementation of infrastructure development projects.
- iii. Manage and spend public funds wisely in accordance with the rules that have been established.

2.4 Organizational Chart

The organization chart of Pejabat Tanah dan Jajahan Pasir Puteh is shown in Figure 1.

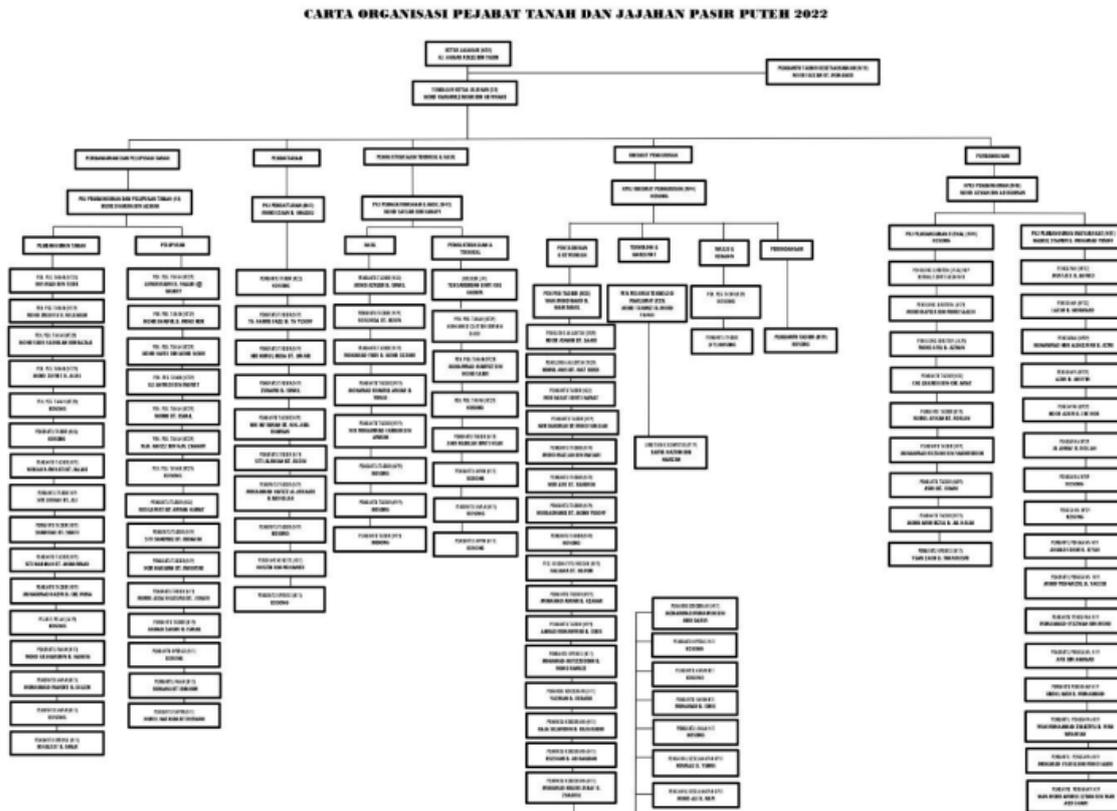


Figure 2: Organization Chart of Pejabat Tanah dan Jajahan Pasir Puteh

According to the organizational chart that can be found above, the District Officer, Tuan Haji Ahmad Adlee, is at the top of the hierarchy in the Pejabat Tanah Dan Jajahan Pasir Puteh. He is responsible for managing the well-being and infrastructure of the community in Pasir Puteh. After that comes Mr. Kamarulzaman, the assistant district officer of PTJPP. He is the one who would be in charge of the district officer's place when the District Officer had to attend

another event or program. At PTJPP, there was an assistant district office for each and every department, and these officers were in charge of the operations of their respective departments.

2.4.1 Organization Chart for Administrative Unit

The organization chart of Unit Pentadbiran is shown in Figure 2.

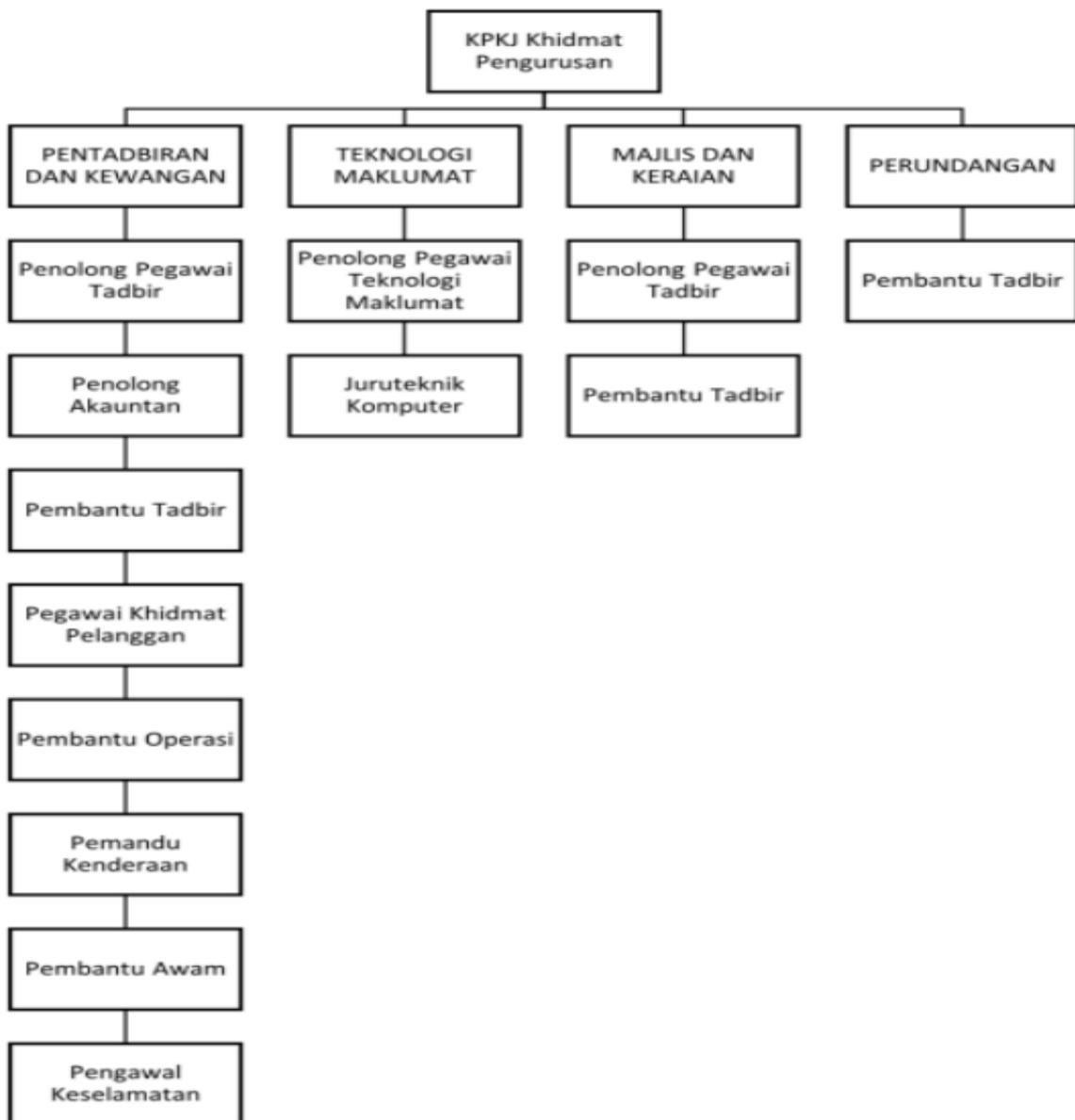


Figure 3: Organization Chart of Unit Pentadbiran

Figure 3 shows the organization chart for the administrative unit which I was assigned to for the 6 months of industrial training. The assistant district officer for the administrative unit for the time- being is Mr Adam who is in charge of the overall management of Pejabat Tanah Dan Jajahan Pasir Puteh.

There are several other units under the administrative unit which are the financial unit, the information technology unit, and the secretary for the district officer. The administrative unit is the biggest unit in PTJPP with a total of 28 employees. Administrative unit can be considered as the backbone of the PTJPP, several of the unit responsibilities are including maintaining service records, leave records, confirmation in service, placement into pension service, nominations for service awards and meritorious medals, and retirement-related issues are your responsibilities. Other than that, the administrative unit is responsible for managing all of the meetings that take place at PTJPP, as well as the management of the office, the correspondence, the management of the telephone service, the management of the file and record systems, the disposal of records, and the management of vehicles.

3.0 INTERNSHIP REFLECTION

The industrial training is a compulsory for Bachelor of Business Administration (Hons) Human Resources Management. Hence on first March 2023, I start my industrial training at Pejabat Tanah Dan Jajahan Pasir Puteh for 6 months which is until 15 august 2023. I was excited to start my industrial training at a government office and able to experience the real working environment.

During the first day of the industrial training programme, I was allocated to the administration unit, commonly referred to as the unit pentadbiran. As a student specialising in human resources, I have been assigned to work under the supervision of the executive officer who is responsible for overseeing human resources tasks at the Pejabat Tanah dan Jajahan Pasir Puteh. There are a total of three employees that are in charge of the tasks that are associated with human resources, and each of them is responsible for difference tasks.

The responsibilities of the Administration unit include Develop a human resource administration, service, and development system that is efficient, of high quality, and responsible. This system should be continuous and compliant with relevant laws and regulations. Additionally, ensure that the department's financial management is conducted efficiently and prudently, adhering to established procedures and regulations. During the internship period, my responsibilities include providing assistance to employees in the process of opening new files for newly hired personnel, maintaining records of the book of service, analyzing employee attendance, and documenting employee leave. Additionally, I engage in the process of reviewing and evaluating the resumes of internship applicants who have expressed interest in joining PTJPP.

3.1 Role and Responsibilities

My role at Pejabat Tanah Dan Jajahan Pasir Puteh during my industrial training is to assist the human resources personnel at PTJPP. I was mostly assisting Puan Hakimah who was in charge of the employee's record and salary change statement. I usually analyze and record any activities by the employees in their personal book of service and record their documents such as letters and certificates into their dossier. I was also helping Puan Ayu who responsibilities are to manage the employee's attendance and leave. Under her guidance, I manage to record and organized the employee finger tac from February 2023 until May 2023 and also record employee information on their leave taken. During my industrial training period, Pejabat Tanah Dan Jajahan Pasir Puteh received around 20 new employees under the Personnel MyStep. Alongside Puan Hakimah, I manage to open a few files for the new employee and also record some of their personal information into each respective fail.

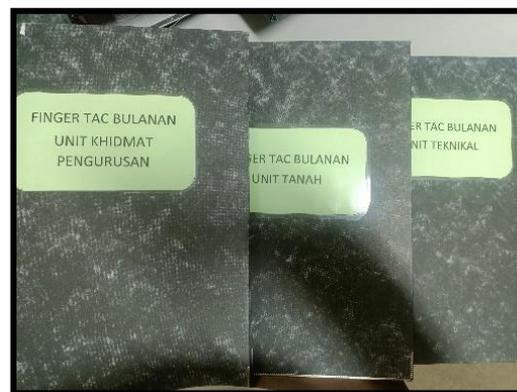


Figure 4 Finger Tac fail.

Aside from that, I also assisted Puan Ayu who was in charge of the store management at Pejabat Tanah Dan Jajahan Pasir Puteh. Constantly I will deliver the items from the store that other units had asked. I also need to record all the store transaction data such as what items being took and who took it, along with the item that we need to stock and ask from the Pejabat Setiausaha Negeri Kelantan (SUK). Sometimes I will have to come along with Puan Ayu to the SUK to take items such as file, letterhead, minute paper and stationery.

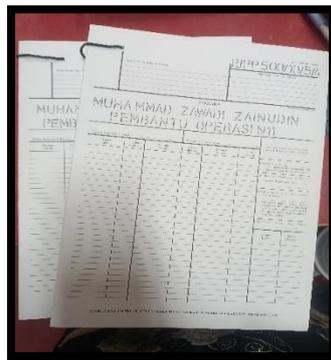


Figure 5 New employee's fail

4.0 SWOT ANALYSIS

Throughout my internship period, I also analyzed the SWOT analysis of Pejabat Tanah Dan Jajahan pasir Puteh. During the time that I spent working as an intern with PTJPP, I was assigned in the administrative department and mostly involved in human resource management as well as its procedures. SWOT analysis, which stands for "strengths, weaknesses, opportunities, and threats," is a way to find and analyze internal strengths and weaknesses as well as external opportunities and threats that affect operations now and in the future and help set strategy goals. SWOT analysis is not just for businesses. People can also use SWOT analysis to think positively about themselves and set goals for improving themselves (Will, 2023)

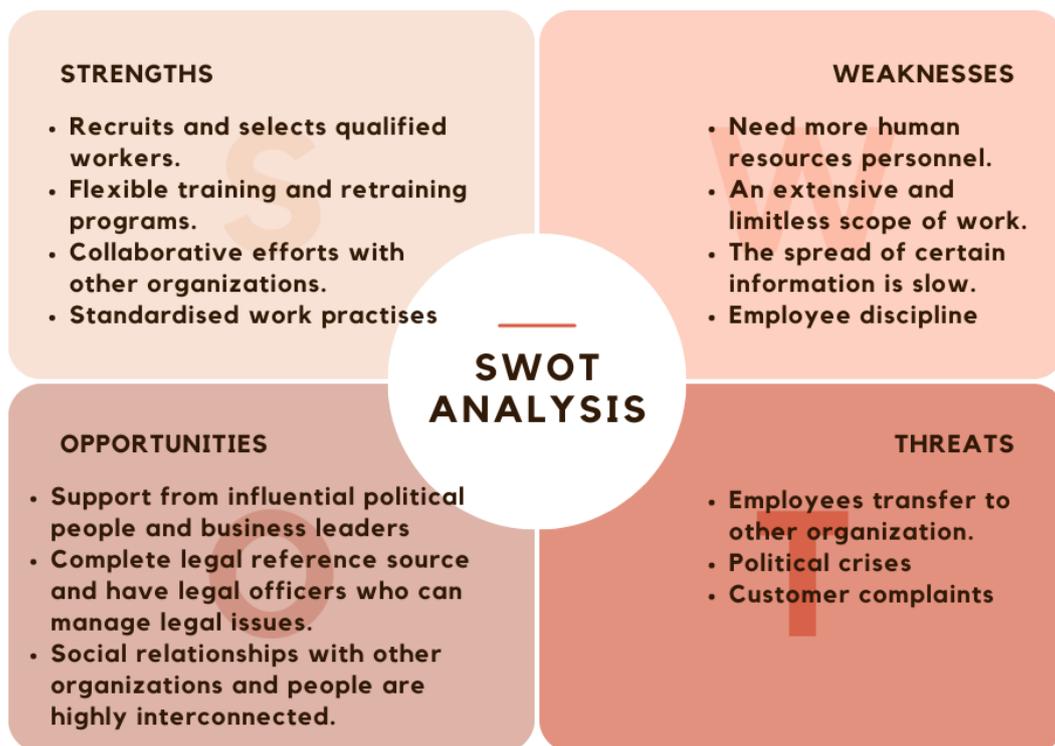


Table 1 SWOT Analysis

4.1 Strength

4.1.1 Recruits and Selects Qualified Workers.

A thorough procedure for recruiting and selection to ensure that only the very best employees are hired. The prospective employee of PTJPP must first submit an application through the website of the state authority, then go through the procedure of being interviewed, and only then would they be able to start working there if they passed the interview. Pejabat Setiausaha Negeri Kelantan (SUK) has a department of human resources that is responsible for collecting and analyzing applicant information. This information includes age, qualifications, skills, experience, and any other relevant factors that align the job requirements with the qualifications of potential candidates. Following a series of selection processes designed to eliminate candidates who do not fulfil the requisite requirements, the individual who is ultimately selected is the one who is considered to be the best qualified for the post in question. It is important to note that the degree to which an employee and their job are aligned because this has a direct bearing not only on the amount and quality of the work that the individual does but also on the overall performance and productivity of the company.

4.1.2 Flexible Training and Retraining Programs.

The implementation of effective training and retraining programs is crucial in enhancing the productivity, efficiency, and effectiveness of employees. Even after the employee has been accepted into the PTJPP and successfully completes the required training and programmes to become a member of the PTJPP, they will continue to participate in additional training and programmes. They will go through a training process that lasts for three years before being considered for permanent employment at PTJPP. Employees have the option to participate in a variety of training sessions and programmes that are periodically organised

by state authorities and offered to them at their own leisure. Employees can receive on-the-job training while working. Off-the-job methods include lectures, special study, videos, television conferences or discussions, case studies, role acting, simulation, programmed instruction, and laboratory training (Unknown, 2023). Every so often, the Pejabat Setiausaha Negeri Kelantan (SUK) comes up with an alternative strategy to make their officers better. Those officers at the Pejabat Tanah dan Jajahan Pasir Puteh who have a grade of 41 or higher are offered the opportunity to pursue a master's degree in a part-time format, with funding provided by the state authorities.

4.1.3 Collaborative Efforts with Other Organizations.

Pejabat Tanah Dan Jajahan Pasir Puteh (PTJPP) is one of the many government offices that can be found there and is governed by the state. When there is an event that will involve a significant number of people, PTJPP will be the one to manage the events with the assistance of other organisations such as Majlis Daerah Pasir Puteh (MDPP), which will prepare the table, chair, and tent; Tenaga Nasional Berhad (TNB), which will ensure that all electricity works well during the event; and IPD Pasir Puteh, which will manage the traffic and safety during the events, as well as many other organisations. In most cases, when other organisations organise a programme or invite PTJPP to participate in their programmes, they will also request assistance from PTJPP. This demonstrates how solid and reliable the connections between the organisations in Pasir Puteh are, which is obviously an asset to the organisations.

4.1.4 Standardised Work Practises

The majority of the tasks in PTJPP are completed in accordance with normal work practises that have been in place for a long time. The PTJPP must adhere to the same work procedures as all other government offices in Kelantan. The task may vary significantly as a

result of new technology and the introduction of a new system, but the method of completing the job will mostly remain the same and will be standardised with other government organisations. The goal of standardized work is to establish repeatable procedures inside an organization resulting in reliable results. Definition is the act of specifying what has to be done, by whom, and by when. Organizations implement this strategy to foster uniformity and stability, viewing standardization as a cornerstone of continual progress. The procedure also improves productivity, guarantees continuous availability, and reduces waste. Any task that is repeated frequently and in a consistent fashion should be standardized by an organization. However, it's important to remember that not every procedure in the workplace should be treated the same (Altomonte, 2023).

4.2 Weaknesses

4.2.1 Need More Human Resources Personnel.

There are just four people working in PTJPP's human resources department right now, and those people share the work among themselves. One individual is responsible for managing sensitive responsibilities like promotions, pensions, and disciplinary actions. While one human resources employee is responsible for managing wages, new employees, and service records, the other is in charge of managing employees' leaves of absence and attendance. In light of the fact that there are hundreds of employees working at PTJPP, the existing HR personnel are having a difficult time completing their work within the allotted amount of time.

4.2.2 An Extensive and Limitless Scope of Work

There are more than one hundred staff at PTJPP, however I realised that most of them did not really have a specific job specification and do their job according to the priority. In addition, during the election period, some staff also need to manage the preparation for the election which added to their workload. Sometimes they need to delay their own task in order to settle the election related task. Job descriptions are one of many tools used to handle human capital. A human resources employee must have seen at least one or more job descriptions at some point or another, whether they were used to hire someone or to set rules for a performance review. A well-written job description can not only help an organisation find the right person for the job, but it can also be used as a guide for who reports to whom and how the job is done. Job descriptions are crucial, thus they must be carefully written and updated.

4.2.3 The Spread of Certain Information Is Slow.

The main source of information for the PTJPP employee are mainly through the WhatsApp group, however since they are many individuals in the group sometime the unnecessary message might obscure the important message. As for information between other organisation, the letter, faxes, or messages often receive late by the organisation such as the head of department only knew the invitation for a meeting one day before the meeting.

4.2.4 Employee Discipline

Another weakness that I tend to discover is that most of the employees in PTJPP is the discipline among the employees. majority of the employee live near the office. Because of this concern, they tend to be not following the discipline well enough as they tend to disappear

early and come back to office as they want from their nearby house. There are normal for them to just come early to face tac and then gone for most the day. Most of the employees also can be seen leisure almost all the time, they might be at the office but not at their own table and doing their tasks. Many can be seen at the canteen and other area just casually talking to each other. Few of the employee might be missing due to joining a program or having a meeting outside of the district however, sometime, no one knew where the employee gone.

4.3 Opportunities

4.3.1 Support from Influential Political People and Business Leaders

As Pejabat Tanah Dan Jajahan Pasir Puteh operates under the direction of the state authority and serves as a prominent government institution in Pasir Puteh, PTJPP frequently welcomes visits from political dignitaries, leaders of various organizations, and even members of the royal family of Kelantan. By means of the visit and event, the PTJPP has the potential to enhance the connection between themselves and acquire backing from the influential individual. During my internship period I had witness and take part in the event that include the leaders such as ‘Majlis Khatam Al-Quran’ at Masjid Ibrahim Pasir Puteh that attend by Raja Perempuan Kelantan and also Majlis Bantuan Ramadhan attended by Sultanah Kelantan. PTJPP also receives a visit from political figure during the month of Ramadhan which is Tan Sri Muhyiddin Yassin in Pasir Puteh.

4.3.2 Complete Legal Reference Source and Have Legal Officers Who Can Manage Legal Issues.

Being a government office provides numerous benefits to Pejabat Tanah Dan Jajahan Pasir Puteh, including access to a legal officer from the Pejabat Setiausaha Negeri Kelantan in the event that they have a requirement for the assistance of a legal specialist. They are also in possession of every activity record that has ever been created in PTJPP, which can be of use to them in the event that they are in a circumstance that requires them to look over the data. Keeping the filing of the previous event and activities that ever occur under PTJPP, will allow PTJPP to have the proof of the event. They also will likely receive a legal professional's assistance from other organization under the state authority's order.

4.3.3 Social relationships with other organizations and people are highly interconnected.

Because it is the main one information center in the Pasir Puteh district, PTJPP is frequently visited by people from all across the district who need assistance managing their land-related business. PTJPP is also the government office that looks out for the welfare of the people who live in Pasir Puteh. For example, during the month of Ramadan, zakat is given to the asnaf, and on occasion, financial assistance is provided to those who need it in the event of natural disasters like the floods that happen almost every year. Because of this, a social connection has been established between the organization and the residents of Pasir Puteh.

4.4 Threat

4.4.1 Employees transfer to other organization.

Even though PTJPP is a government office that many people want to work for because it has a lot of benefits, not everyone who works there might agree. During my five-month internship here, five employees have already asked to be moved to another organisation. One of them had just been moved about two months before asking to be moved to another organisation, saying that he doesn't feel comfortable and fit doing his job at PTJPP. Employees will sometimes ask for a transfer just because they don't like working with a certain co-worker and it easy for them to ask for a transfer. But the organisation will lose an employee, and even if that person is replaced, it will take time for the new person to get used to working at PTJPP.

4.4.2 Political crises

Since the PTJPP is a government office that operates under the authority of the state, it is always responsible for maintaining a positive relationship with political figures. Additionally, the political person will occasionally make a request for a visit and provide instructions regarding how the PTJPP should manage their programme. However, due to the fact that the government of Kelantan is comprised of a number of different parties, it may be difficult to please everyone. Since the polling for the Dewan Undangan Negeri Kelantan (DUN) is around the corner, PTJPP had a very significant role in making sure that everything for the Pilihan Raya Umum (PRU) run smoothly. It is also crucial for PTJPP to be a neutral organization without showing support for any of the parties that take part in the PRU.

4.4.3 Customer complaints

Customer complaints are a big threat to the PTJPP that can affect the reputation of the office. Nowadays, most of the information and service are online which a lot of the people here cannot come to term with it. This situation has created dissatisfaction among the public whose felt that it a troublesome to follow it. The result to this situation has made the public filed some complaints toward PTJPP. The public lacks knowledge and understanding about how land is managed. The amount of time needed to finish a certain job depends on the type of application we get, which is then handled by a different Land Office unit. Because the public doesn't know this, they always argue with the staff about how long it takes to process their application.

5.0 RECOMMENDATION

The SWOT analysis led me to the belief that there is room for growth inside the Pejabat Tanah Dan Jajahan Pasir Puteh, allowing them to better serve the local community. Based on the results of the SWOT analysis I conducted, I have provided some suggestions to PTJPP that I believe will improve the organisation as a whole.

Firstly, the organization should hire or assign more employee to work as HR personnel. Having only 3 staff to manage all of the human resource matter in the organization that have hundreds of employees is really a huge workload for them. John Farnsworth, the CEO of Stratus HR, says that an organisation can use a ratio, which should be in proportion to the number of workers. For example, a business with 100 employees might have a team of five HR professionals, while a company with 1,000 employees might have a team of 10-15 HR professionals. If the HR team is too tiny, they will be overburdened and unable to meet requests. (Farnsworth, 2023).

Secondly, the organization should specify the job specification for each employee so that everyone know what task they responsible with and eventually they can focus and perform on the task given to them. Job specifications define the skills needed to succeed in a role. The job description contains the title, position, responsibilities, and summary, whereas the specification lists the skills, qualities, education, and experience needed to apply. This shows a candidate's job description-related skills (Birt, 2023). This will likely reduce the stress level among the employee who usually need to cover a lot of various tasks in one time.

Lastly, as an intern student for almost half a year at PTJPP, the organization should give a proper attention to the management of the industrial training student. During the first few weeks I start my internship, there is rarely any real task have been giving to me, most of the time I only did some basic office work such copy document and shred a lot of confidential

documents. After a while, I manage to ask for more complicated task from the staff. In this situation, I suggest that PTJPP prepared a job or task scope for the internship students so they would not keep bothering the staff for a task. I think it is also a good method to do a rotation to the other department throughout the internship period. By this, the students will learn and see more of the work life experience at PTJPP.

6.0 CONCLUSION

In summary, it can be concluded that industrial training has a positive impact on the work performance of students. I have acquired knowledge in the areas of file management, office administration, customer service, and various other subjects. Through my experiences, I have acquired the skills necessary to surmount challenges, enhance self-regulation, actively participate in generating innovative concepts, and foster a collaborative environment. This facilitates the comprehension of the work environment for students undergoing industrial training. In addition to this, my experience at PTJPP provided valuable insights into the dynamics of operating within a well-established industry. I have also acquired an appreciation for the significance of education and the necessity of comprehending the practical applications of the subjects we study. In general, this internship has evolved into a forum where students can disseminate their expertise, perspectives, and viewpoints on a diverse range of subjects.

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APPENDICES

1. Ubudiyah, Mas'iliyyah dan Itqan (UMI) Program every Thursday morning



2. Aidil Fitri celebration at PTJPP



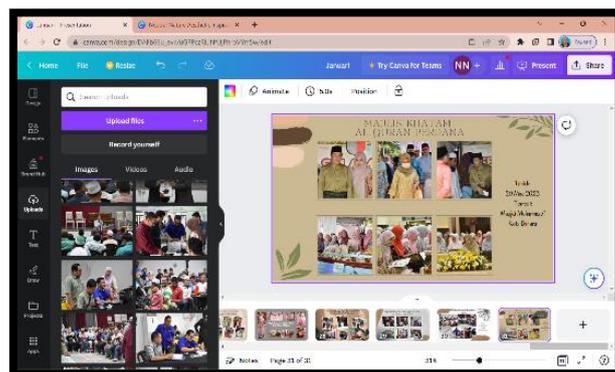
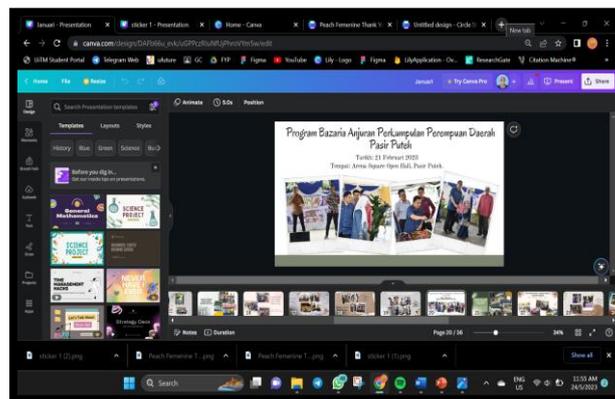
3. Attending Khoon Hooi Fashion Show that PUSPANITA got invited at Rumah Dusun



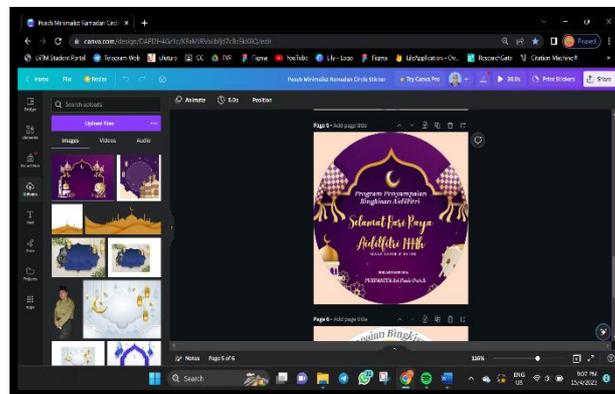
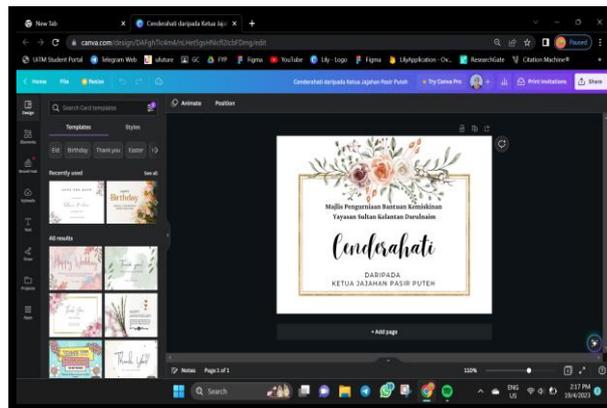
4. Assisting in the briefing for Pilihan Raya Umum (PRU) at Dewan Majlis Daerah Pasir Puteh



5. Designing the bulletin for the events and program under PTJPP



6. Designing sticker for the events and program under PTJPP



7. Original test

