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UNIVERSITI  
TEKNOLOGI  
MARA

# HRM666 INDUSTRIAL TRAINING REPORT

01 MARCH - 15 AUGUST 2023



MAJLIS  
PERBANDARAN  
TELUK INTAN  
(MPTI)



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## **EXECUTIVE SUMMARY**

This paper is a report of student's industrial work experience for the Industrial Training course (HRM666) which has been carried out at Majlis Perbandaran Teluk Intan starts from 01 March 2023 until 15 August 2023. This course is compulsory for all final year students before we complete our degree in Bachelor of Business Administration (Hons.) Human Resource Management. Industrial Training plays an important role in revealing the real working environment that will be faced in the future as well as encourage in improving skills and ability in solving problems. I was placed in Jabatan Khidmat Pengurusan during my industrial training at Majlis Perbandaran Teluk Intan.

This report contains information about Majlis Perbandaran Teluk Intan and what I have observed during my industrial training. There are numerous key elements that have been highlighted in this report. The cover page, executive summary, table of content, and acknowledgement are first displayed on the first page. The details about the student profile and an updated resume are in the following sections. The third part is related to the company's profile which contains several important points: name, location, background, vision, mission, objectives, organizational structure, and services. For the fourth part, it is about training reflection including durations, department details, roles, responsibilities, task, duties, benefits and so on. In part five, it contains a PESTLE analysis, SWOT analysis with discussion and recommendations and also SWOT matrix. Finally, the conclusion and appendices as evidence of the activities throughout doing industrial training at Majlis Perbandaran Teluk Intan.

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## COMPANY'S PROFILE



Figure 1: Majlis Perbandaran Teluk Intan

Majlis Perbandaran Teluk Intan is an administrative center located within the largest city in the Lower Perak district. This administrative building was located at Jalan Speedy, 36000 Teluk Intan Perak. It was upgraded from the Lower Perak District Council to the Teluk Intan Municipal Council after receiving approval from the cabinet on 23 April 2003. The Lower Perak District Council was established on 1 December 1979 under the reorganization of Local Authorities under the Local Government Act 1976 and declared through the PKPU Government GAZETTE 27 with the consolidation of six Local Government Management Boards before they were upgraded to Municipal Councils. The proclamation ceremony of Majlis Perbandaran Teluk Intan was completed by DYMM Paduka Seri Sultan Azlan Muhibbuddin Shah, Sultan of Perak on 4 April 2004.

Majlis Perbandaran Teluk Intan consists of 11 departments / units which are Jabatan Khidmat Pengurusan, Jabatan Perbendaharaan, Jabatan Penilaian dan Pengurusan Harta, Jabatan Perancang Bandar dan Landskap, Jabatan Kejuruteraan, Jabatan Kesihatan Awam & Perkhidmatan Perbandaran, Unit Audit Dalam, Unit Perhubungan Awam & Perancangan Korporat, Unit Pusat Setempat, Unit Undang-Undang and Unit Penguatkuasaan. This administrative center has 318 officers and staff including those who serve on contract.

Each department / unit has a leader who plays a role in leading the continuity of work for the respective department / unit. For Jabatan Khidmat Pengurusan, it is headed by Mr. Noor Hafiz Bin Mohd Arifin as an Administrative Officer who plays a major role in ensuring that this department performs in all matters and activities related to administrative management in general. Within this department, it is divided into three main management sections, namely the general administration section, the human resource management section, and the information technology section. These three sections are under the responsibility of Jabatan Khidmat Pengurusan where each of these sections has a specific task and roles in ensuring the smoothness of the work is always at an optimal level.

### **VISION**

- “Teluk Intan towards the smart city of 2035”  
(*“Teluk Intan ke arah bandar pintar tahun 2035”*)

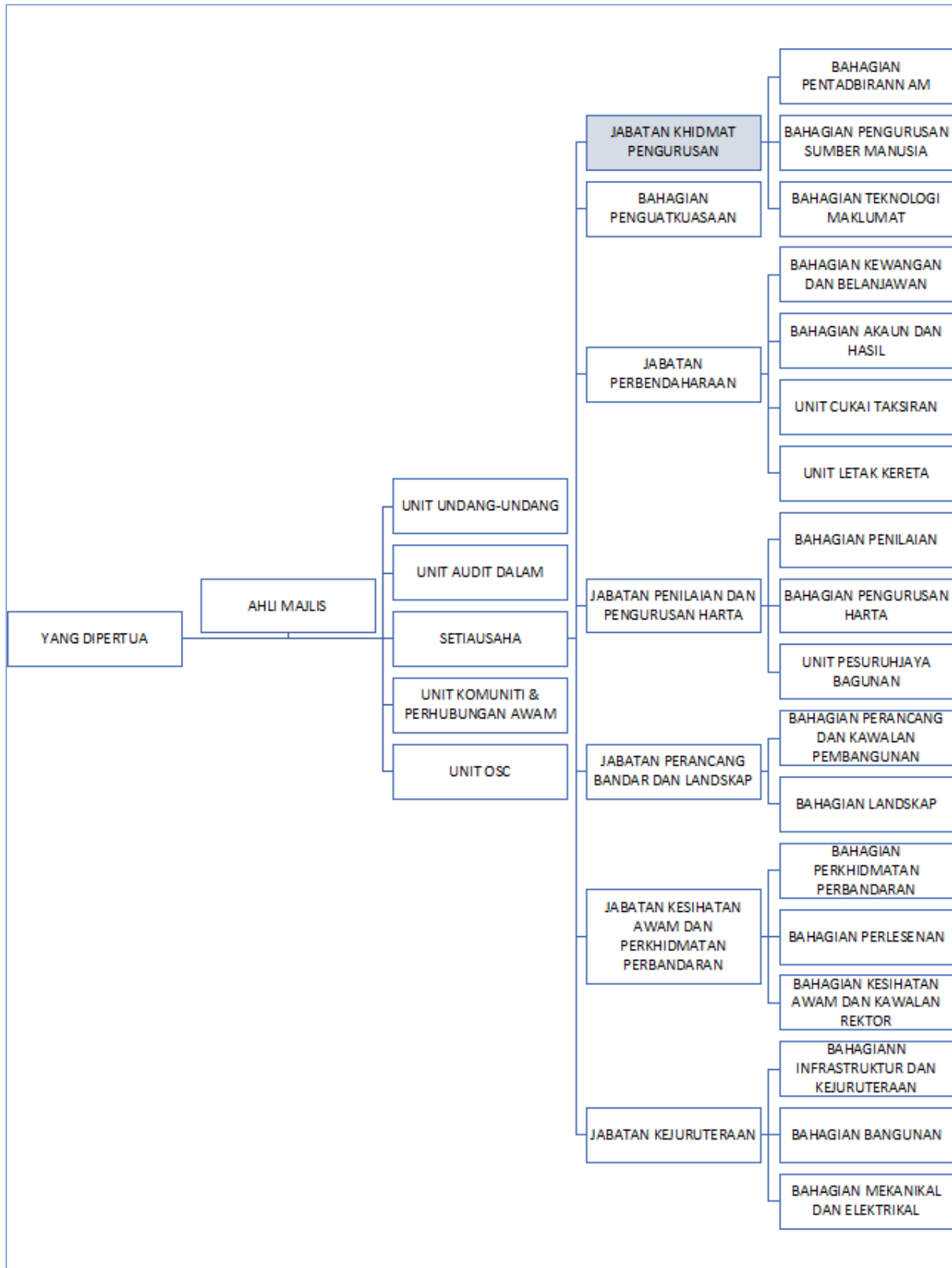
### **MISSION**

- “Implementing the smart, sustainable, resilient, dynamic urban agenda through efficient, effective and community care governance.”  
(*“Melaksanakan agenda pempandaran pintar, mampan, berdaya tahan, dinamik menerusi tadbir urus cekap, berkesan dan peduli komuniti”*)

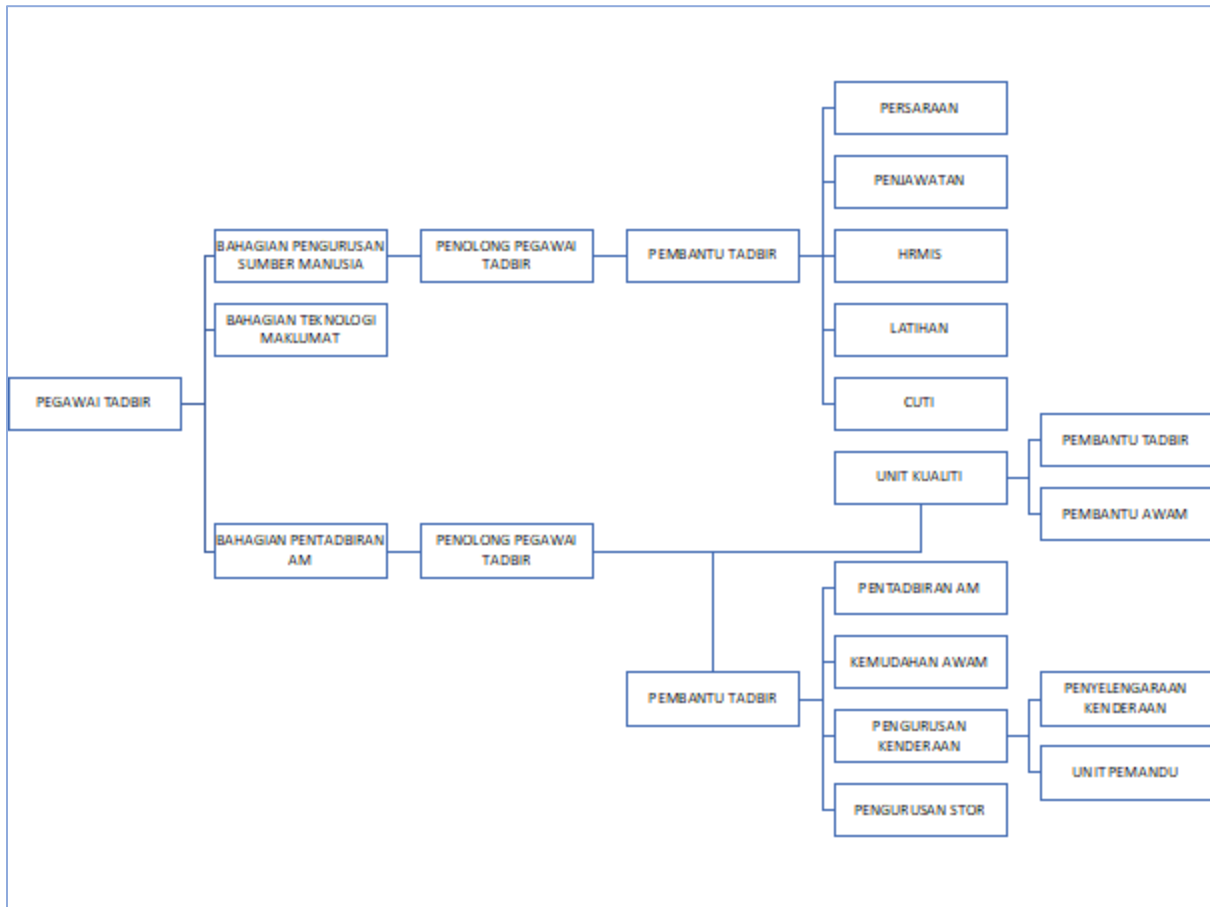
### **OBJECTIVES**

- To provide infrastructure facilities that can improve the quality of life of the community.
- To implement National and State Development Policy.
- To provide comprehensive Municipal services to the community.
- To plan social and economic projects that benefit the community.
- To provide a quality, dynamic and innovative management system.

**ORGANIZATION STRUCTURE OF MAJLIS PERBANDARAN TELUK INTAN**



## ORGANIZATION STRUCTURE OF JABATAN KHIDMAT PENGURUSAN



## **SERVICES OFFERED**

There are various types of services offered by Majlis Perbandaran Teluk Intan for the public and local community.

### **1) Licensing and managing commercial and hawker premises.**

The industry of commercial premises and hawkers has grown rapidly along with the increase in the population of the district. The presence of hawkers and small traders has a positive impact on local economic growth. Every commercial premises under the supervision of Majlis Perbandaran Teluk Intan must have a license that has been approved by us to avoid any illegal business activities. The presence of more hawkers has caused Majlis Perbandaran Teluk Intan to offer more business opportunities by offering various strategic locations for them. For example, Majlis Perbandaran Teluk Intan is responsible for issuing licenses to traders and small hawkers in the Morning and Night Market, Ramadhan Bazaar, Aidilfitri Bazaar and so on. Each license issued is different according to the type of business carried out to prevent premises or traders from doing business without following the rules and laws.

### **2) Facility rental services**

Majlis Perbandaran Teluk Intan also provides facility rental services to the public. Among are the facilities under the supervision of Majlis Perbandaran Teluk Intan including Dewan Bandaran, Dewan Rumah Rehat, Dewan Karentina, Dewan MPTI Langkap, Arena Square, Padang Bandaran, Mini Arena Square and many more. All the facilities can be rented by any party and the rental process can be done at Jabatan Khidmat Pengurusan.

### **3) e-Services**

#### **i) PBTPay**

It is an official centralized payment portal for Local Authorities in providing services for various types of payments such as assessment tax, compound, rent and many more.

#### **ii) OSC Plus 3**

It is a system developed to help the Principal Submitting Person to submit a development plan application online and enable technical agencies to comment on the application virtually.



## **TRAINING'S REFLECTION**

### ✓ **DURATION: SPECIFIC DATE, WORKING DAY AND TIME**

Students who undergo industrial training programs will be given exposure to the work schedule by the organization. The period of my industrial training program starts on 01 March 2023 until 15 August 2023 which is for 24 weeks, and I have been selected to undergo this industrial training at Majlis Perbandaran Teluk Intan. Working hours are the same as the other government departments, which are 8.00 am to 5.00 pm. The department that is responsible for managing my industrial training is Jabatan Khidmat Pengurusan whose operation is very related and suitable to the majors taken by me.

### ✓ **DETAILS: DEPARTMENT, ROLES, RESPONSIBILITIES AND TASKS**

As my training period was for six (6) months, it was quite a long period and gave me a golden opportunity to gain experience and learn many new things. This industry training program has been a very valuable experience for me because during that time, I had been given several opportunities to gain experience that exposes me to knowledge in the real job sector. Throughout my practical time, I was able to perform duties under one department even though it was divided into three different sections, namely 'Bahagian Pentadbiran Am, Bahagian Pengurusan Sumber Manusia and Bahagian Unit Kualiti'.

During my early practical time at Jabatan Khidmat Pengurusan, Majlis Perbandaran Teluk Intan, I was assigned to perform clerical duties such as sending memos to each department / unit, photocopying documents, organizing files and so on as needed. Other than that, I was also given the task of sorting the documents "Kewangan 8 Penyata Perubahan Pergerakan Mengenai Pendapatan Seseorang Pegawai" alphabetically from A-Z before continuing with the task of filing and documentation of documents into their respective personal files. This job takes 2-3 weeks to complete as it involves many documents. From this job, I managed to gain new knowledge related to the correct procedure to record a document in the personal files of officers and staff.

In May, I was assigned by staff in this department to record incoming and outgoing letters for all applications for public facilities provided by Majlis Perbandaran Teluk Intan in the file. All application letters received from customers and approval letters from Majlis Perbandaran Teluk Intan must be entered in the file according to the correct date sequence. Every public facility under the supervision of Majlis Perbandaran Teluk Intan such as Dewan Bandaran, Dewan MPTI Langkap, Dewan Rumah Rehat, Arena Square, Bunga Tanjung, badminton & tennis courts, and so on must go through several rental procedures and all proof of payment must be recorded in a specific file. The filing process for this job was slightly different as it involves outgoing and incoming letters which need to be repeated to avoid any dropouts.

Next, I also have a monthly task that requires data recording activities involving all types of official vehicles of Majlis Perbandaran Teluk Intan. This task needs to be done every month to ensure that the monthly data for each vehicle was recorded completely and perfectly before being entered into the official file. During that time, I need to record each fuel payment receipt according to the type of vehicle in order to know the amount used for each month. This task has become my monthly routine starting from the second month of my training in this organization. This task also taught me to be a more thorough person in performing work because it is related to audit management.

Finally, at the beginning of June, I was assigned to help Mr. Azrin related to the document storage file for each official vehicle of Majlis Perbandaran Teluk Intan. At first, I need to compile the form of "Pergerakan Kad Inden Guna Sama SmartPay" along with the document of "Butir-Butir Penggunaan Kenderaan" according to month and year into the prepared file. Once done, I need to make a calculation of trip meter travel distance and total fuel consumption in RM and liter for each vehicle for each different month. After that, I need to transfer the calculated data into Lampiran C4 "Format Analisa Kadar Penggunaan Bahan Api Bulanan" for the one-year period involved. This appendix was important to make it easier for 'Pegawai Kenderaan' to make an accurate analysis of each type of vehicle regarding the total monthly distance (km), the amount of monthly fuel consumption (liters) and the fuel consumption rate (km/liter) whether it is reasonable or not. During that time, I had to work under pressure because it involves a slightly challenging documentation and calculation process plus a relatively large number of files. Not only that, this task also needs to be completed as soon as possible because at the beginning of

June, Majlis Perbandaran Teluk Intan was visited by the ISO Internal Audit which required that all the files involved need to be completed and checked carefully to ensure smoothness during the auditing process. After completing the documentation process of all the vehicle files involved in the auditing, I was assigned to check whether the elements required for the audit were complete or not to be marked in the "Audit Pengurusan Kenderaan 2023" form. This task put a bit of pressure on me because I had to perform back-to-back in the work given, but I enjoy the opportunity given to increase my knowledge regarding the auditing process carried out in the organization.

✓ **GAINS: INTRINSIC & EXTRENSIC BENEFITS**

On the other part, the first intrinsic value I received during my training was professionalism. The need to work in a professional environment for the first time was as exciting as it is challenging. However, hands-on experience was the best method for me to learn how to negotiate in a real work environment. The ability to interact with people around me in a professional context became one of the most useful opportunities for me to learn during my internship period. Interacting with supervisors or colleagues is not the same as interacting with lecturers or other students. During this internship period, I believe that my understanding was increased on how to behave professionally in all aspects. A professional attitude was very important because my department generally requires dealing with many people including superiors, staff, and outsiders.

Next, the team will not be able to function effectively and efficiently without teamwork. Teamwork was the key to the success of any organization regardless of the type of job sector. To have a long-lasting profession, I must have the ability to interact well with others. Therefore, teamwork was strongly emphasized in the work environment to create a productive work environment. Working as a team allows me to learn from each other's mistakes. From there, I learned to avoid making mistakes in the future, get new ideas from superiors and exchange views and opinions in improving work quality. Workplace unity was created through togetherness and a high spirit of teamwork. For example, my fellow trainees and I work together to complete the tasks given by the supervisor or other staff according to the given period.

Finally, the skill I gained during this training was the ability to work under pressure. This kind of situation cannot be avoided even in any organization. Stress at work was always there and it is synonymous with achievement. Without pressure at work, high achievement in work may not be achieved due to a careless attitude in carrying out work. I have felt the situation of working under pressure during my internship in this department where I had to do back-to-back work to complete the documents and files involved in the audit. However, the ability to overcome this stressful situation must be there to avoid becoming burdened. The pressure was not only on the job, but it also involved things that require me to comply with the organization's policies, especially regarding schedules, rules, and dress codes.

Other than those skills, I also received several knowledge while doing my internship at Majlis Perbandaran Teluk Intan. For example, every memo that will be distributed to each department must be written and recorded in the memo book and must be signed by the recipient in each department as proof that they have accepted the memo. Every memo that is to be issued must follow some procedures that have been set to avoid any mistakes. The opportunity given to me to learn how to make new memos gave me new experience and knowledge in preparing official documents for the organization. If there was any mistake in the memo, a new memo needs to be issued again because all these documents need to be recorded in the official file. Undergoing training for six months at Jabatan Khidmat Pengurusan has given me a variety of new knowledge and skills in every task.

However, I did not get any allowance during my internship in this organization. All costs are my responsibility. Although I did not get any reward in the form of allowances, I enjoy working in this department because I am able to establish a good working network with supervisors, officers, and other staff. I am grateful because they accept my presence well and guide me in every work given.

**PESTLE ANALYSIS**

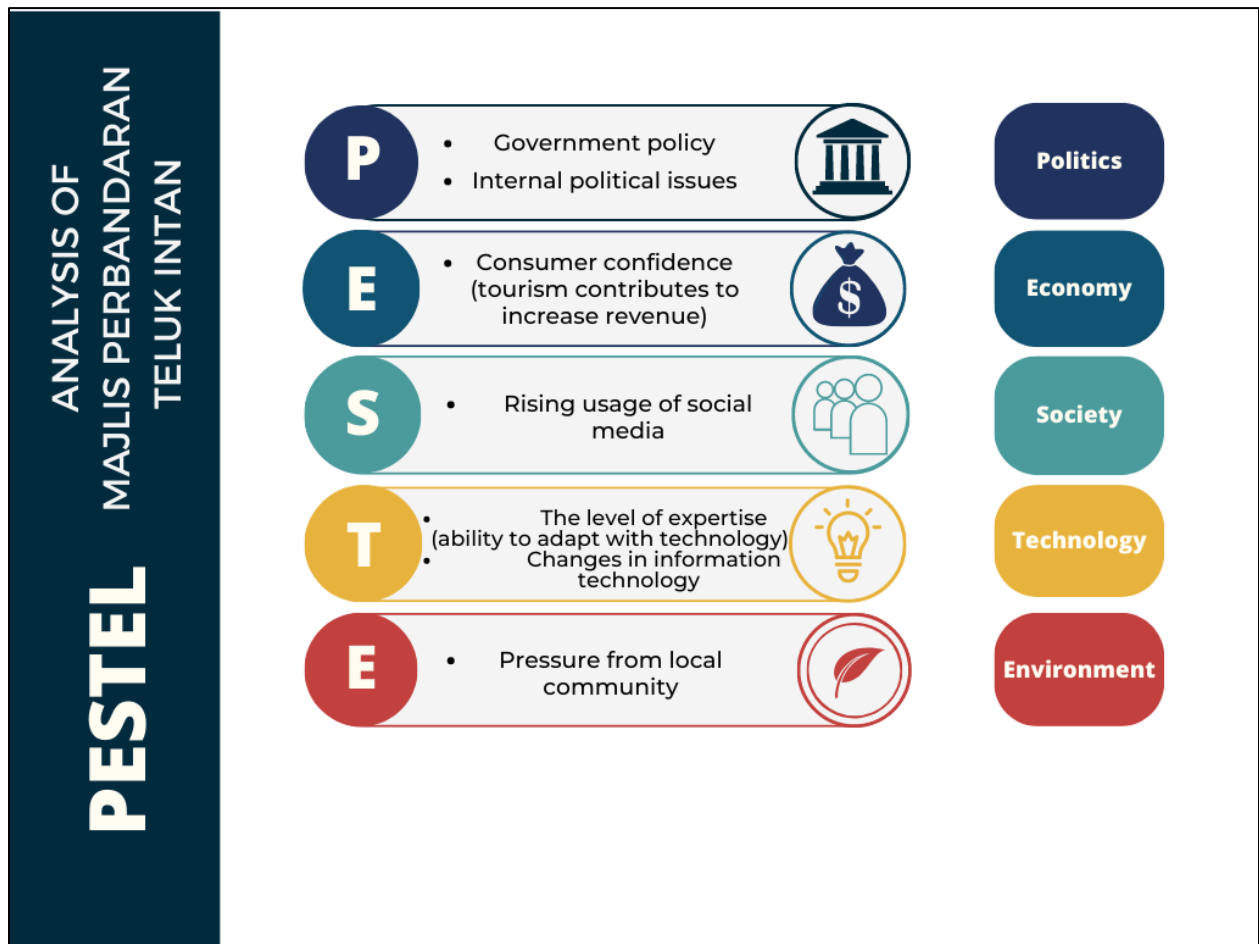


Table 1: Pestle Analysis of Majlis Perbandaran Teluk Intan

### ✓ **Political Factor**

In terms of politics, Majlis Perbandaran Teluk Intan still bound by government policy and needs to comply with all policies and regulations that have been set. The local councils are in charge of creating yearly and strategic plans as well as the public policy of the administrative units in collaboration with ministries (Abdullah, 2019). It same goes with the provisions that will be approved by the government to Local Authorities (PBT) through the Minister of Local Government Development. All allocations for the purpose of improving certain areas must follow the government policy that has been set. For example, Majlis Perbandaran Teluk Intan, which acts as the Local Authority for the Teluk Intan area, has the right to apply for annual funds from the Minister of Local Government Development based on the approval of allocations in accordance with government policies that have been set. Every application must go through the correct procedure and recently Majlis Perbandaran Teluk Intan has managed to obtain an allocation amounting to RM2.5 million which has been approved by the Ministry of Local Government Development which covers upgrading and maintenance projects in certain areas. It proves that this organization is still highly dependent on government allocations that require them to be bound by government policies.

In addition, the internal political issues faced by the top management of Majlis Perbandaran Teluk Intan had a great impact as well as facing the challenge of navigating the organization without being led by a professional leader at critical moments. The issue that arose was said to be related to the intervention of politicians in the area, resulting in the top management facing a very difficult situation at that time. Dissatisfaction with the way of the top management deals with every issue or complaint of the people has caused the intervention of politicians who should have no right to belittle a person's abilities to the point of affecting their career.

### ✓ **Economic Factor**

In terms of the economy, consumer confidence in the tourism sector that Majlis Perbandaran Teluk Intan has tried to promote to foreign tourists gives a positive impact. Various initiatives have been launched by Majlis Perbandaran Teluk Intan in collaboration with various agencies to encourage tourism activities along the banks of the Sungai Perak to boost the economy in the city of Teluk Intan. Allocation of funds channeled to Majlis Perbandaran Teluk Intan from the Perak state government to upgrade tourism facilities has indeed a positive impact on Teluk Intan as well as contributed to increased income for Majlis Perbandaran Teluk Intan. Campaigns organized by various municipal councils to promote the uniqueness of each tourist spot contribute to the organization's income. For example, Majlis Perbandaran Teluk Intan managed to get side income by promoting Teluk Intan's landmark which is Menara Condong. In addition, Pulau Bangau also has become the popular and paradise destination for the foreigners and birdwatchers when they are come to Teluk Intan (Fong, 2022). More initiatives that are carried out will be able to help to increase the level of consumer confidence in the attractive tourism sector.

### ✓ **Social Factor**

The use of social media has become one of the most popular online activities of this century. This is due to the development of technology that was becoming faster and more sophisticated every year. Based on statistical reports that have been taken, more than 4.26 billion people use social media worldwide in 2021, but the increase in the number was projected to almost 5.85 billion in 2027 (Nath, 2023). The sophisticated technological innovation has transformed the world to speed, further enabling the exchange of information to become easier. For example, Majlis Perbandaran Teluk Intan took the initiative by leveraging the use of social media such as Facebook and TikTok to channel any current information and activities for public viewing. Looking at the demographic situation in the Teluk Intan area, the population of young people is higher than the older generation, so the decision to increase the use of social media in disseminating information is very accurate. This is because their generation was a technology-savvy generation.

### ✓ **Technological Factor**

The rapid changes and development of technology in recent times will look at some trends, especially the skill level of employees in handling various systems involving high technology. Based on my observations, the skill level of Majlis Perbandaran Teluk Intan employees in adapting and practicing technology skills was at a satisfactory level. All of them manage to make the most of the technological skills in their field of work so that they are proficient with every technological change that occurs. This situation will not be so alarming because their skill level regarding technology has increased from year to year. However, there was an action plan that has targeted the use of public computing storage across the public sector up to 80 percent.

In line with the policy of digitalization of services by the government, Majlis Perbandaran Teluk Intan has taken the initiative in encouraging the growth of ICT by creating an ICT environment for all management levels to improve productivity and organizational performance. It is also in line with Malaysia's Digital Economy Blueprint which targets the public sector should ensure 100 percent of civil servants are digitally literate and 80 percent of government services are fully online (Jaes, 2021).

### ✓ **Environmental Factor**

Due to the quick advancement of social, economic, and political factors, local authorities today face numerous difficulties in operating their businesses. Majlis Perbandaran Teluk Intan was no exception in facing pressure from certain parties, especially the local community regarding various issues that are lingering without any solution. For example, the most frequent complaints received by Majlis Perbandaran Teluk Intan are related to the management of waste disposal which seems to have had no end until today. Various ways and alternatives have been tried to overcome this problem. It was not 100 percent inefficiency on the part of the Council, but it was caused by the attitude of the people themselves who do not cooperate with the cleanliness of the environment by throwing garbage in the wrong place. The Council's failure to overcome this problem has created a bad perspective on the management of this organization which they say they are not doing their job.



## SWOT ANALYSIS

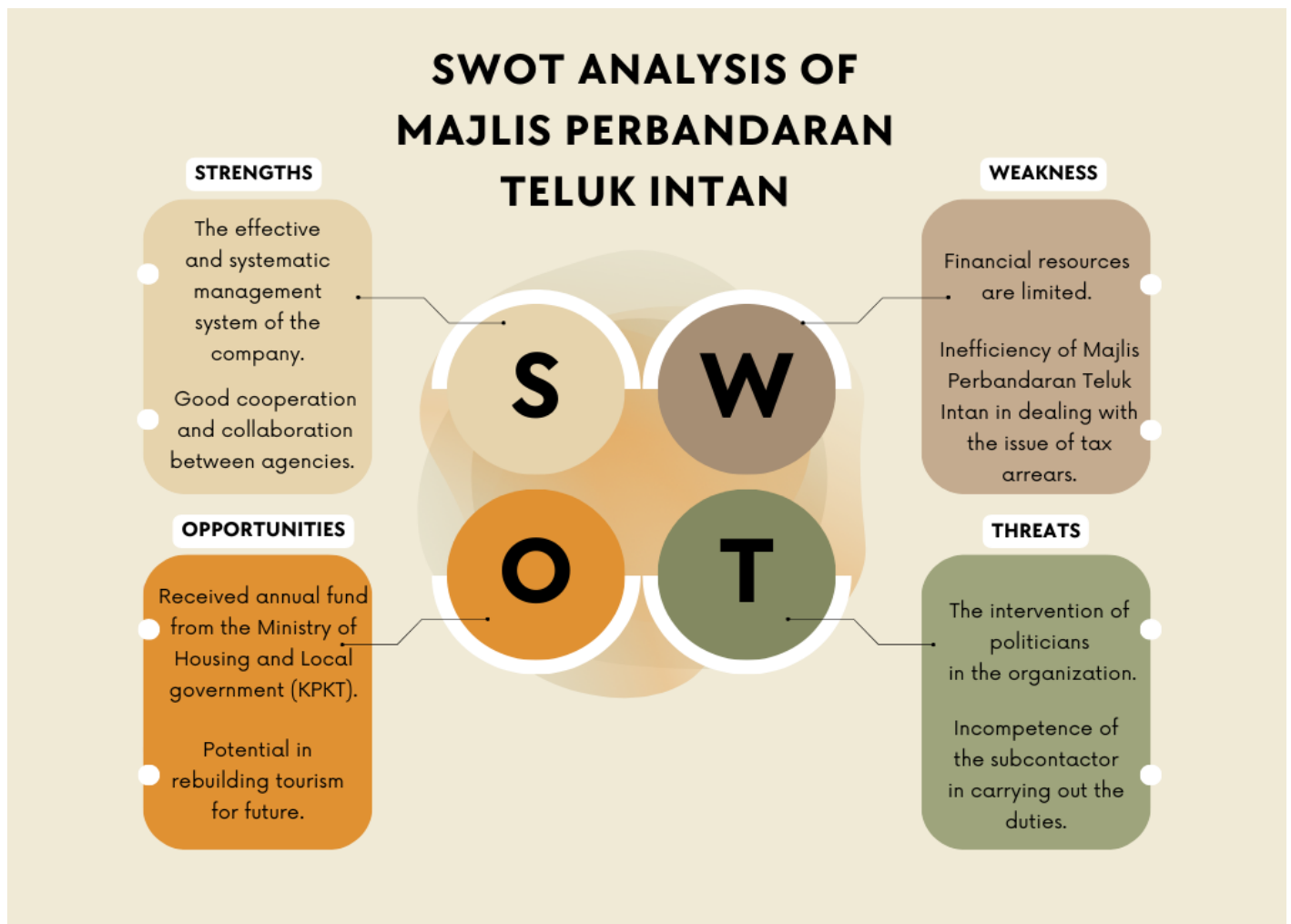


Table 2: SWOT Analysis of Majlis Perbandaran Teluk Intan

## **DISCUSSION AND RECOMMENDATION**

### **a. Strength**

i) The effective and systematic management system of the company.

The emergence of information technology in public administration has further streamlined the system and improved the efficiency of government administration where with the existence of this instrument, all important records and information can be kept neatly and organized in a single file that is organized and easy to refer to when needed. In the meantime, it has also successfully implemented the use of forms in line with the government's efforts to make public administration a paperless organization in any day-to-day business, in addition to guaranteeing transparency in the decision-making process, to more relevant details that can be filled in online forms and precisely according to the specifications of a department.

For example, Majlis Perbandaran Teluk Intan has applied several database systems including HRMIS 2.0. This system was one of the portals of the Jabatan Perkhidmatan Awam Malaysia to ensure that the management of civil servants was more systematic and rigorous. HRMIS 2.0 was equipped with several functions, but in this organization only a few functions were used, including Performance Management, Personal Record Management, Compensation Management, Benefits and Rewards (Leave Management). All personnel-related records throughout the service period from appointment to termination of service will be recorded and stored digitally in this system. This system was very helpful in a large-scale government organization to prevent the occurrence of any information leakage.

To ensure that the HRMIS2.0 system can be accessed without any internet interruption, I suggest Majlis Perbandaran Teluk Intan increase the strength of the Wi-Fi connection in certain areas. This is to ensure the smoothness of logging into the system can be done quickly because this system was an online system. Poor internet access has the potential to cause problems for staff to do any recording of other staff's data. In addition, increased security control of personal data needs to be constantly monitored and improved to avoid any information leakage or system tampering by hackers (Das, 2022).

ii) Good cooperation and collaboration between agencies.

Strategic cooperation and collective efforts with various agencies including the central government as well as private companies/NGOs can have a positive impact in producing a developing and competitive community. It can also foster a sense of shared responsibility and facilitate the people. Two-way communication between the Local Authority and the community is also an important focus in making plans and decisions. In addition, Local Authorities need to continue to strengthen the community's ability to become an active development agent in achieving community development and human capital.

Strategic cooperation by Local Authorities whether at the domestic level together with central agencies, NGOs or private agencies needs to be intensified and translated into a win-win collaboration with more optimal use of personnel resources. For example, Majlis Perbandaran Teluk Intan was involved in a program known as the 'Program Semarak Pelancongan' and a casual chat session (tourism operator) together with YB Encik Loh Sze Yee and other agencies was seen as one of the good strategic collaborations for the tourism sector in Teluk Intan. This kind of opportunity becomes a great space for Majlis Perbandaran Teluk Intan to express the views and issues brought by the tourism operators in the Hilir Perak district to other agencies to jointly find a solution through cooperation and collaboration that will be forged later (Salleh,2023).

The need to establish good cooperation and collaboration between agencies becomes very important to ensure that common objectives can be achieved. The agreement must always be applied by creating more efficient communication in formulating development strategies. Majlis Perbandaran Teluk Intan needs to improve cooperation with Pejabat Daerah dan Tanah and tourism agencies to further develop the tourism sector in the Teluk Intan area for faster economic growth (Salleh, 2023). Collaborative leadership is encouraged when there are several government departments, such as the National Leadership Center, that encourage public service and public sector leaders to work together in solving difficult problems (Roundtable, 2020).

## **b) Weaknesses**

### **i) Financial resources are limited.**

The lack of revenue sources has been said to be one of the main causes of the deterioration of local authority management. Most studies have questioned the financial resources allocated to the authorities by the government as insufficient. Therefore, all local authorities are urged to find other sources of income to avoid a deficit in an organization. The deficit recorded by some local authorities was due to high expenditure to meet the demands and expectations of the community. Local authorities cannot rely solely on taxpayers as their source of income.

Majlis Perbandaran Teluk Intan was faced with a limited/insufficient source of income caused by several specific factors. Big expenses had to be paid every year, but the returns received are not very encouraging to the organization. According to the 2021 annual report, the actual expenditure recorded by Majlis Perbandaran Teluk Intan which is 25,534,461 has exceeded the amount of revenue collection which is only 25,005,012 in 2021. This situation has caused some larger events unable to be carried out in such a grand manner due to insufficient financial resources. The use of income needs to be prioritized over important things first and it will be difficult for this organization to deal with various arising issues including the purchase and maintenance of assets. In fact, Majlis Perbandaran Teluk Intan cannot just rely on the income generated through the rental of halls or other facilities under their supervision.

Therefore, other alternatives need to be done by Majlis Perbandaran Teluk Intan to increase the organization's income. For example, planning the implementation of development that can generate returns or offering billboard rental services. Some local authorities lease billboards in their areas to private parties, which the agency then rents out to other companies that rent billboards from large companies which have a stronger economic position. Although the rental value does not reach hundreds of thousands, it can help to increase the income of a local authority organization (Baharudin, 2018).

ii) Inefficiency of Majlis Perbandaran Teluk Intan in dealing with the issue of tax arrears.

Assessment tax is a tax levied on each property located within a Local Authority (PBT) area. Assessment tax is the main revenue of a Local Authority which contributes more than half of the total revenue. In Malaysia, Local Authorities are empowered to levy assessment tax under Section 127, Local Government Act 1976 (ACT 1976). Section 133 of the ACT 1976 has provided that the assessment tax must be paid by the property owner no later than the last day of February and August every year, failure to do so will result in tax arrears. Based on the Auditor General's Report, all Local Authorities in Malaysia face the problem of unsatisfactory assessment tax collection and increasing tax arrears every year.

It can lead to the conclusion that Majlis Perbandaran Teluk Intan was dealing with the issue of inefficiency in collecting tax payments. This can be proven when Jabatan Perbendaharaan which manages the assessment tax section has to face challenges and pressures from property owners who are reluctant to pay taxes within the set period. Based on the 2021 annual report, Majlis Perbandaran Teluk Intan recorded a decline in the achievement of assessment tax collection with only 89% in 2021 compared to 92% in 2020. They had to think of the best way to deal with this issue of tax arrears because if the amount of arrears was too large it would have a bad impact on the current financial situation.

According to the panel member, Datuk Rumaizi Baharin who is the Mayor of the Ipoh City Council said that the delivery system and the way of the Local Authority handle services to the people need to be modified according to the current situation. The use of computers and information systems should be highlighted. To ensure the collection of assessment tax arrears can be done smoothly, the relevant regulations and legislation should be amended to consider the current situation. Finally, the understanding and awareness of paying assessment tax among taxpayers need to be improved from time to time (Omar, 2021).

### **c) Opportunities**

- i) Received an annual fund from the Ministry of Housing and Local Government (KPKT).

Based on the PESTLE analysis that has been made, Local Authorities (PBT) are allowed by law to generate income from various sources. One of the government's policies authorizes the Municipal Council and the District Council to collect income from the following sources which are drainage and sewage tax, assessment tax and revenue from rent, lessen, permit, penalty, investment, or charges paid to the local government. Not only that, Majlis Perbandaran Teluk Intan also receives a relatively high amount of annual funding from the Ministry of Housing and Local Government (KPKT) for the purpose of upgrading and maintenance projects. According to the news report displayed on the official KPKT website, an allocation of RM2.5 million to Majlis Perbandaran Teluk Intan was approved by the Minister of Local Government Development during his working visit to Teluk Intan. The total allocation that has been approved will cover upgrading and maintenance projects in certain areas such as food courts, hawker centers, large markets, and even recreational parks. The allocation of RM2.5 million was aimed at improving the level of cleanliness, comfort and safety of traders and visitors to boost the local economy.

As a result, Majlis Perbandaran Teluk Intan has a slight advantage because the organization will get a funding channel from the local government every year. Nevertheless, they still suffer from a lack of sources of income even though the allocations given are quite high because usually every allocation approved at the highest level was already dedicated to certain projects. Therefore, all the allocations received should be fully utilized by Majlis Perbandaran Teluk Intan to ensure that every improvement in a certain area has a positive impact from various aspects. For example, the allocation specially approved for tourism projects and five development projects at Teluk Intan needs to be used as best as possible to ensure that it can generate more income for Majlis Perbandaran Teluk Intan (Khairi, 2023).

ii) Potential in rebuilding tourism for the future.

Efforts to rebuild and maximize the potential of the tourism industry in every place need to be carried out in the best possible way to ensure that economic growth can be increased. The re-planning of more inclusive tourism development needs to focus on several aspects to be implemented in the development plan that has been drawn up. The aspect includes efforts for sustainable tourism, enrichment of tourist experience and improving human capital in the tourism industry. According to The Star newspaper written by Thomas Huong, titled Stronger Tourism Activity Poised to Spur Economy, it stated that UOB Global Economics and Market Research expects stronger tourism activity to support the projected economic growth of 4% for Malaysia in the year 2023.

The development of rebuilding and promoting tourism activities on the banks of the Sungai Perak will boost the economy in the city of Teluk Intan. The tourist boat service is one of the things that attracts the attention of tourists to the city and the uniqueness of the iconic building, Menara Condong Teluk Intan which was built in 1885 (Loh, 2022). The tourism facilities provided by the Perak state government through Majlis Perbandaran Teluk Intan certainly have a positive impact on Teluk Intan. This is clear when the arrival of tourists to the city of Teluk Intan was not only from within the country but also involves foreign internationals such as Singapore, Australia and so on, while local tourists mostly come from urban areas to see the beauty of nature. Indirectly, the development of tourism activities in the Teluk Intan area helps Majlis Perbandaran Teluk Intan to generate more income as well as stimulate economic growth.

An initiative that Majlis Perbandaran Teluk Intan can do to rebuild tourism in the Teluk Intan area was to support tourism businesses to adapt and last longer. The activity of promoting tourist places needs to be actively done by both parties so that they are better known to the public. The use of high technology such as various social media including TikTok, Facebook and Instagram need to be fully utilized in spreading interesting posts to engage with the potential visitors (Molloy, 2023). In addition, an application for allocation from the state government was very necessary to carry out upgrading projects in areas with high tourism potential to attract more foreign and local tourists.

#### **d) Threats**

- i) The intervention of politicians in the organization.

According to Malaysia Kini newspaper, titled Civil Service Group: PM Must Ditch Political Appointments, Favouritism, it stated that CUEPACS hopes to be able to set aside elements of political interference in the process of appointing members of the public service as well as matters related to government governance. Political interference in appointment matters should also be avoided to manipulate those who will be appointed later is helpful and has the criteria of responsible leaders. The element of favoritism should also be avoided, especially in the matter of appointing the highest position because it could affect the operation of the organization's services if those appointed are not competent.

Looking at the organization management of Majlis Perbandaran Teluk Intan, it was at a good level before, but everything changed when there was the intervention of politicians in the top management of the organization. Dissatisfaction expressed by politicians on social media with the highest level of management of Majlis Perbandaran Teluk Intan in dealing with arising issues has become the concern of many people, thus creating a bad perspective towards this organization. Not only that, the intervention of politicians related to the issue has caused the leadership of the organization to be vacated and replaced with someone else. This situation was indeed a question for many people and received opposition from the officers and staff of Majlis Perbandaran Teluk Intan, but this painful decision had to be swallowed in letting go the leader of the organization who very responsible and high caliber in is carrying out his duties.

Therefore, the time has come for the country's leadership to conduct a specific dissection or separation of the scope and limitations of the involvement of political power with the duties of civil servants. Political power should be more focused on the aspects of policy, strategy, and direction that it wants to target according to the position given. The issue of the organization's administration should not be mixed directly because it will only make the organization a mess. Thus, the role of politicians should be limited only to acting as arbitrators on one issue and not to interfere in micro-administrative affairs (Fadzil, 2021).



ii) Incompetence of the concession company in carrying out the duties.

Puncak Emas Infra Sdn.Bhd is a concessionary company under the Perak State Local Authority which is responsible for carrying out road maintenance works in 12 districts within the state of Perak. The scope of road maintenance tasks under the supervision of this company includes routine work, periodic work, and also emergency work. Same goes with Majlis Perbandaran Teluk Intan where they also pay to Puncak Emas Infra Sdn. Bhd. on the services rendered. Nevertheless, Majlis Perbandaran Teluk Intan still receives various complaints from the local community regarding the problems with the service provided by the Puncak Emas company. Many complaints were received by Unit Perhubungan Awam & Perancangan Korporat related to the cleaning issues in certain areas. This situation will give a bad image to Majlis Perbandaran Teluk Intan because of the bad impression that was given.

In addition, complaints regarding the delay in the payment of salaries to staff who are responsible for cooperation with Majlis Perbandaran Teluk Intan were also received by us. Poor labor productivity levels and late payments by the owner have been the cause of delays in the project and caused problems between the project parties. (Hayssam O. Elhusseiny, 2021). This problem arose on the subcontractor's side when employees complained that their salary payments were blocked because Majlis Perbandaran Teluk Intan did not make any payments to the other side. If this situation continues, the workers will go on strike and will not want to continue working until the payment of wages is completed. The subcontractor needs to be transparent in making the distribution of workers' wages because the payment from MPTI has already been made to the subcontractor.

One of the ways that can be implemented to overcome this problem is by considering for the termination of the contract if the work performance is not satisfactory (Ahmad, 2022). Good work performance needs to be shown by them to reduce the number of complaints received about maintenance works, especially those involving cleaning. In addition, Majlis Perbandaran Teluk Intan should take strict action against subcontractors who smuggle workers' wages for their own benefit. A strong reminder should always be given to subcontractors so that they are always mindful of their responsibility as a leader in ensuring the welfare of workers was always maintained.

## **SWOT MATRIX ANALYSIS**

	<b>STRENGTHS</b> 1) The effective and systematic management system of the company. 2) Good cooperation and collaboration between agencies.	<b>WEAKNESSES</b> 1) Financial resources are limited. 2) Inefficiency of Majlis Perbandaran Teluk Intan in dealing with the issue of tax arrears.
<b>OPPORTUNITIES</b> 1) Received an annual fund from the Ministry of Housing and Local Government (KPKT). 2) Potential in rebuilding tourism for the future.	<b>S-O STRATEGY</b> 1) Rapid economic growth by honoring local culture and heritage (S2, O2)	<b>W-O STRATEGY</b> 1) Boost the tourism sector by promoting to the public (W1, O2)
<b>THREATS</b> 1) The intervention of politicians in the organization. 2) Incompetence of the concession company in carrying out the duties.	<b>S-T STRATEGY</b> 1) Improve guidelines/SOPs according to current needs (S2, T2)	<b>W-T STRATEGY</b> 1) Implement strict rules and legislation considering the current situation (W2, T2)

Table 3: SWOT Matrix Analysis

## **S-O STRATEGY**

Rapid economic growth by upholding local culture and heritage can be achieved with the existence of good cooperation and collaboration between the agencies involved. Knowledge of the culture and heritage found in a Local Authority can be highlighted by organizing promotional programs involving historic buildings, food, traditional handicrafts, and heritage trails. This initiative can be implemented with the close cooperation of the stakeholders concerned. If we can figure out how to exploit this relationship more effectively, it can be a tremendous tool for long-term tourism revenue generation, which will support the expansion of social economies (Hoang, 2021). For example, Majlis Perbandaran Teluk Intan established cooperation with various parties to promote the tourism sector which has a high potential in providing a good return to each party involved. The support and collaboration between Majlis Perbandaran Teluk Intan and tourism operators had a positive impact on economic growth in the Teluk Intan area as more foreigners visit here for tourism activities. Urban planning also needs to be implemented in a balanced manner so that local culture and heritage remain sustainable.

## **W-O STRATEGY**

The limited financial resources faced by Majlis Perbandaran Teluk Intan can be overcome by improving the tourism sector in Teluk Intan by promoting it to the public. Tourism activities on the banks of Sungai Perak can be a source of income not only for tourism operators but at the same time generate more income for Majlis Perbandaran Teluk Intan. Activities to promote tourist places need to be actively done so that they are more widely known and attract more tourists to see the beauty of nature (Loh, 2022). The development of technology nowadays has become very helpful in promoting tourism activities with the existence of social media such as Facebook and TikTok which have become information platforms. The potential increase in financial resources for Majlis Perbandaran Teluk Intan can be achieved if the tourism sector succeeds in making improvements from year to year.

## **S-T STRATEGY**

To overcome the problem of inefficiency done by other parties, Majlis Perbandaran Teluk Intan is urged to make improvements to the guidelines/SOP according to current needs. Concession companies that fail to fulfill their responsibilities as stated in the agreement with the Local Authority may be terminated if the work performance deteriorates (Ahmad, 2022). Complaints received from the local community and employees under the management of Syarikat Puncak Emas about the inefficiency in performing duties and the embezzlement of employee wages need to be taken seriously by Majlis Perbandaran Teluk Intan. Therefore, improvements in terms of guidelines/SOPs need to be re-examined according to the current situation so that the cooperation and collaboration already established can be maintained without any consequential issues.

## **W-T STRATEGY**

The weaknesses faced by Majlis Perbandaran Teluk Intan regarding the problem of inefficiency in dealing with the tax arrears and the threat caused by the incompetence of the concession company who have been held accountable in carrying out their duties need to be taken seriously. Stricter regulations and legislation need to be implemented regarding the current situation to overcome the problems faced. The issue of the inefficiency of Majlis Perbandaran Teluk Intan in the problem of tax arrears can be overcome by imposing relatively high fines on those who refuse to pay taxes. Not only that, provides a range of programs to inform the public, beginning at the school and higher education levels because these groups are potential taxpayers who need to be informed early on about the significance of taxes (StarPicks, 2022). This problem arises from the community that refuses to pay taxes on time. Regarding the issue of incompetence on the part of concession company, strict action according to the rules should be imposed on those involved to motivate them and give awareness that they are also bound by the law of the Local Authority.

## **CONCLUSION**

In conclusion, my industrial training at Jabatan Khidmat Pengurusan, Majlis Perbandaran Teluk Intan has opened my eyes and taught me about real work experience. The exposure and insight into the real working environment was a new and valuable experience for me. Throughout this industry training period, I have managed to gain a lot of new knowledge about document management, filing, official letters and so on. Furthermore, I was also given the opportunity to polish my skills in using software such as Microsoft Word and Microsoft Excel.

In addition, I can also identify new abilities that I successfully did throughout this industry training, which is being able to work under pressure. There are times when I have to struggle to complete the tasks given in a relatively short period. Another thing I need to improve is in terms of communication skills. I have realized that having good communication skills can be beneficial as it is part of the skill in dealing with people. Corporate communication brings an important impact on the organization because it will affect the work process.

Not only that, most organization use PESTEL and SWOT analysis at the strategic planning stage to assess their current resources, both internally and externally, and to identify trends and patterns that can favorably or unfavorably affect their organization. A SWOT analysis that covers the entire organization of Majlis Perbandaran Teluk Intan is very important because it will help the organization to identify the weaknesses and threats faced by them. This analysis becomes important in helping to plan the organization's strategy and direction in line with the organization's vision, mission, and objectives. Improvements need to be made from time to time so that the management of the organization can run smoothly.

Overall, the knowledge acquired during this industrial training is extremely beneficial, and it is anticipated that it will be used as a road map for determining future goals and navigating the workplace. I feel very grateful for the opportunity that has been given to undergo training at Jabatan Khidmat Pengurusan, Majlis Perbandaran Teluk Intan where the work environment was very comfortable, and the officers and staff were very helpful. I hope I can work with them again in the future.

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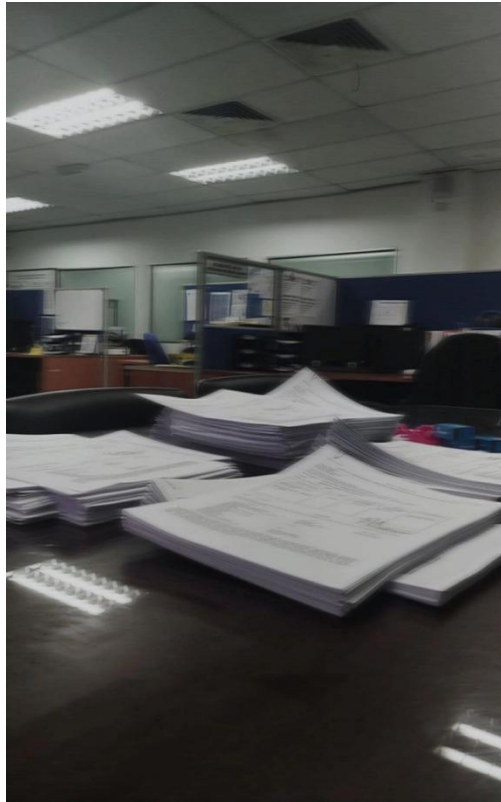
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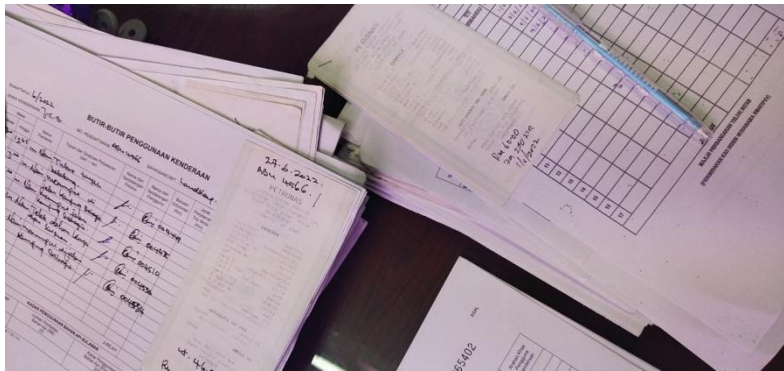
## APPENDICES



Picture 1: Sorting the documents "Kewangan 8 Penyata Perubahan Pergerakan Mengenai Pendapatan Seseorang Pegawai"



Picture 2: Folding brochure for renting public facilities



Picture 3: Record the data into the documents of "Butir-Butir Penggunaan Kenderaan"

Pejabat Tinggi, Kerajaan Persekutuan Malaysia

VP 4.1 Lampiran C

LAMPIRAN C4

\*\* Format Analisa Kadar Penggunaan Bahan Api Bulanan \*\*

Nama Kementerian/ Jabatan: \_\_\_\_\_

No. Daftar Kenderaan: \_\_\_\_\_

Bil.	Bulan / Tahun	Jumlah perkhidmatan bulanan (km)	Jumlah penggunaan Bahan api bulanan (liter)	Kadar Penggunaan Bahan Api (km/liter)
1	Januari/			
2	Februari/			
3	Mac			
4	April			
5	Mei			
6	Jun			
7	Julai			
8	Ogos			
9	September			
10	Oktober			
11	November			
12	Disember			

(Jajanan Analisa Bulan Januari hingga Jun (tidak oleh Pegawai Kenderaan dan disahkan)

Picture 4: Record the data into the documents of "Lampiran C4: Format Analisa Kadar Penggunaan Bahan Api Bulanan"

MAJLIS PERBANDARAN TELUK INTAN  
(PERGERAKAN KAD INDEK GUNA SAMA SMARTPAY)

BULAN	TARIKH		TAHUN
	TARIKH JAJARI		2023
NO. KENDERAAN	WXH 269C	NO. KAD	
NAMA PEMANDU			

BIL.	TARikh KAD DIAMBIL	T/T PEG YANG MEMBERI	T/T PEMANDU	TARikh DI KEMBALIKAN KAD	T/T PENERIMA KAD	JUMLAH (LITER)	JUMLAH (RM)
1	1/2/2023	Lu		1/2/2023		91.036	300.00
2	8/2/2023	Lu		8/2/2023		93.036	300.00
3	15/2/2023	Lu		16/2/2023		81.455	176.00
4	19/2/2023	Lu		19/2/2023		46.612	100.00
5	19/2/2023	Lu		19/2/2023		46.612	100.00
6							
7							
8							

Picture 5: Record the data into the documents of "Pergerakan Kad Inden Guna Sama SmartPay"

**AUDIT PENGURUSAN KENDERAAN 2023**

LAMPIRAN

No	No Pendaftaran	Bulan	Buku Log Dislinggarkan (DND/THAWAN)	BUKTI LOG LENGKAP												Catatan
				BUKTI LOG LENGKAP (DND/THAWAN/TAMBAH Bermanfaat (TB))												
				1	2	3	4	5	6	7	8	9	10	11	12	13
1	ABW 904	DIS 2022														
2	AHQ 7981	DIS 2022														
3	ACW 534	DIS 2022														
4	ADH 8841	DIS 2022														
5	WYF 1136	DIS 2022														
6	WKH 2696	DIS 2022														
7	WMT 247	DIS 2022														
8	AFL 7289	DIS 2022														
9	APY 8655	DIS 2022														
10	AAL 6736	DIS 2022														

\*Nota

i. Tarikh ii. Masa iii. Nama Pemandu iv. Tujuan Dan Destinasi Perjalanan v. Nama Dan Tanda Tangan Penulis	vi. Nama Dan Tanda Tangan Pengemudi vii. Bacaan Odometer viii. Jarak Perjalanan ix. Pembelian Bahan Api x. Kadar Pengosakan Bahan Api Bulanan
---	---

Picture 6: Re-checking the audit documents

M.P.T.I. / 110 419

Kertas-kertas Yang Berhubung

Didaftarkan di bawah perkara

KELAB KEBAJIKAN, REKREASI DAN SUKAN ANGGOTA  
 MPTI

TARIKH KANDUNGAN PERTAMA		TARIKH KANDUNGAN AKHIR		ARAHAN-ARAHAN PENUTUPAN FAIL (UNTUK KEGUNAAN PENDAFTARAN)
Dihantar kepada	Tarikh dihantar	Dihantar kepada	Tarikh dihantar	
				(A) TUTUP PADA _____ atau apabila mengandungi 100 lampiran yang mana lebih awal.
				(B) KAJIAN PERTAMA 5 TAHUN SELEPAS PENUTUPAN PADA _____
				(C) DICADANGKAN DIPINDAH / DIMUSNAHKAN
				(D) KAJIAN KEDUA PADA TAHUN _____

(Potong mana yang tiada berkenaan. Satu senarai hendaklah dibuat untuk persefuaan Arkib Negara Malaysia bagi memusnah atau memindah)

Picture 7: Filing and documentations



Picture 8: Event of Festival Teluk Intan at Menara Condong



Picture 9: Participate in the event of Festival Teluk Intan at Menara Condong

### BAHAGIAN HASIL DAN LETAK KERETA

- ▶ Memastikan semua hasil Majlis Perbandaran Teluk Intan (MPTI) termasuk tunggakan dapat dikutip.
- ▶ Memastikan pengurusan letak kereta di kawasan pentadbiran Majlis antara yang terbaik.

#### KUTIPAN HASIL 2019 - 2021

BIL.	JENIS	2019	2020	2021
1.	Hasil Cukai	12,400,630	12,822,702	12,534,617
2.	Lesan	2,828,084	2,512,865	2,804,000
3.	Terimaan Perkhidmatan	2,972,251	1,770,653	1,929,225
4.	Perolehan Jualan Barang	125,999	61,058	84,881
5.	Sewaan	2,343,102	2,269,877	2,332,645
6.	Faedah	185,947	128,735	255,728
7.	Denda dan Hukuman	931,360	1,050,903	1,308,308
8.	Sumbangan Kerajaan	4,108,632	6,764,488	3,755,509
<b>JUMLAH</b>		<b>24,996,015</b>	<b>27,381,481</b>	<b>25,005,013</b>

#### PENCAPAIAN KUTIPAN CUKAI TAKSIRAN (SEMASA)

TAHUN	ANGGARAN CUKAI TAKSIRAN (RM)	KUTIPAN SEBENAR (RM)	PERATUS (%)
2019	11,692,158	11,640,149	99
2020	12,029,968	11,107,336	92
2021	12,296,916	10,947,842	89



31

Picture 10: Annual Report 2021

### BAHAGIAN BAJET DAN BAYARAN

- ▶ Menyediakan bajet dwi tahunan Majlis mengikut Akta Kerajaan Tempatan 1976.
- ▶ Menyediakan, mengawal dan menguruskan bajet setiap tahun untuk kelulusan Pihak Berkuasa Negeri.
- ▶ Menguruskan pinjaman kenderaan dan komputer.
- ▶ Membuat bayaran tuntutan seperti kerja lebih masa, perjalanan, elaun Ahli Majlis dan pendahuluan diri.
- ▶ Menyediakan baucar, bayaran secara elektronik banking dan cek kepada pembekal dan kontraktor.
- ▶ Menyelenggara Buku Vot Berkomputer.
- ▶ Pembayaran gaji kepada kakitangan, membuat potongan gaji untuk KWSP, SOCSO, bank-bank dan lain-lain.

#### PERBELANJAAN SEBENAR 2019 - 2021

BIL.	JENIS	2019	2020	2021
1.	Emolumen	14,517,268	14,655,388	14,840,115
2.	Perkhidmatan dan Bekalan	9,826,850	10,337,163	9,681,118
3.	Aset	97,076	62,116	138,382
4.	Pemberian & Kenaan Bayaran Tetap	560,049	464,592	492,827
5.	Perbelanjaan Lain	305,826	424,502	382,019
6.	Perbelanjaan Pembangunan (Sumber Majlis)	0	0	0
<b>JUMLAH (RM)</b>		<b>25,307,069</b>	<b>25,943,761</b>	<b>25,534,461</b>

32

Picture 11: Annual Report 2021

# ORIGINAL RESULT

## Document Information

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<b>Analyzed document</b>	INTERNSHIP REPORT_AIN NAJIAH BINTI ABDUL MALIK_2021196303.pdf (D172241406)
<b>Submitted</b>	2023-07-20 08:39:00
<b>Submitted by</b>	
<b>Submitter email</b>	2021196303@student.uitm.edu.my
<b>Similarity</b>	2%
<b>Analysis address</b>	shamsulanaz.UITM@analysis.ouriginal.com

### Findings



#### 6 matching text

High similarity of content



#### 0 warnings

Unusual use of characters



#### 0 differences in writing style

Original Metrics



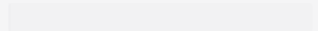
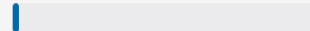
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