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UNIVERSITI
TEKNOLOGI
MARA

Fakulti
Pengurusan
dan Perniagaan



INDUSTRIAL TRAINING REPORT AT KELANTAN STATE GOVERNMENT SECRETARY'S OFFICE

1 MARCH - 15 AUGUST 2023

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اَبُو سَيِّدِي تَيْكُو لُو كِي مَارَا
UNIVERSITI
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MARA

**BACHELOR OF BUSINESS ADMINISTRATION (WITH HONORS)
(HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS AND MANAGEMENT**

DECLARATION OF ORIGINAL WORK

I, ANISAH BINTI BAHARUM (2020819094) hereby declared that:

- This internship report has not previously been accepted in substance for any degree, and is not being concurrently submitted for this degree or any other degrees.
- This internship report is the result of my independent work and investigation, except where otherwise is stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature

21/07/2023

Date



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PART 1

PRELIMINARY PAGES

EXECUTIVE SUMMARY

The experience of undergoing an internship for 24 weeks in the last semester of my degree was a very meaningful journey. As a person with no work experience, and not exposed to the outside world, for me, the internship program is the most effective way for someone like me. I was able to taste various bittersweets as an employee from 1 March to 15 August 2023, working at the Kelantan State Secretary's Office.

In this report, various things have been discussed about my journey during my internship at the Government Secretary's Office. Starting from what I got from this industry training, my roles, and responsibilities during my internship, as well as the SWOT analysis for the Secretary's Office in my view, and ending with some discussion and recommendations for the SWOT analysis.



In a nutshell, we can say that the Kelantan State Secretary's Office is an organization that is the Head of Office for all Ministries/Departments/Agencies in the State of Kelantan.

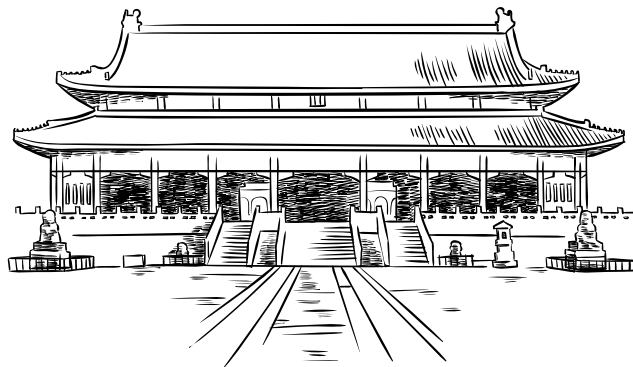


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PART 2

STUDENT'S PROFILE



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PART 3

COMPANY'S PROFILE

**KELANTAN STATE GOVERNMENT SECRETARY'S OFFICE
(SUK NEGERI KELANTAN)**



Photo 3.1 Logo of SUK



Photo 3.2 New building of SUK

LOCATION

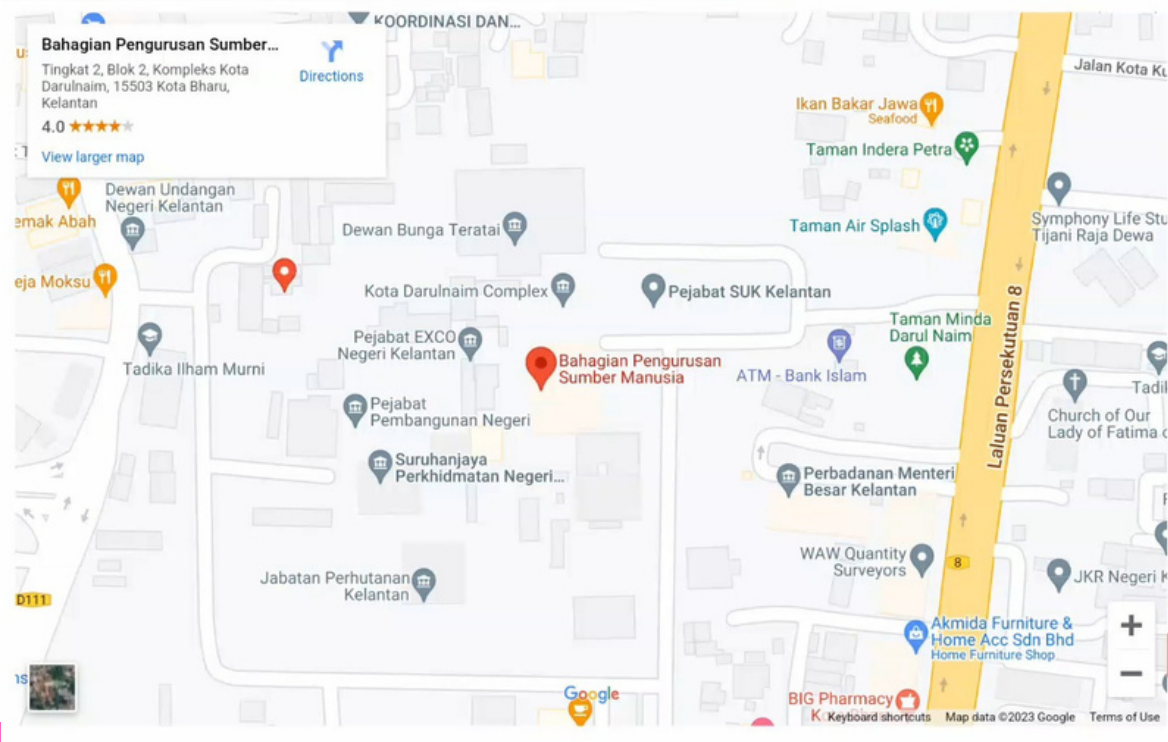


Photo 3.3 Map of SUK

BACKGROUND

Kelantan State Government Secretary's Office was initially just a rectangular wooden building known as "Opis Pohon Celagi". Before the Kelantan State Government Secretary's Office began to be located in Kota Darulnaim, Kota Bharu, Kelantan, it had moved several times to places such as Padang Gimlette, Old Post Office, Kota Bharu, and Jalan Hospital / Jalan Doktor.

The office of the secretary of the state government acts as a leader and executor in exploring new areas to ensure consistent development between the state and the center that continues in achieving national objectives.



Photo 3.4 Rectangular wooden buildings "Opis Pohon Celagi"



KELANTAN STATE GOVERNMENT SECRETARY'S OFFICE

VISION

"Peneraju Perkhidmatan Awam Yang Terbilang."

MISSION

"Melahirkan Penjawat Awam Yang Bertaraf Dunia."

MOTTO

"Ke Arah Organisasi Bertaraf Dunia (World Class Organization)"

Here is the vision, mission, and motto for the Government Secretary's Office in the state of Kelantan.

HUMAN RESOURCES DEPARTMENT (BPSM)

VISION

"Peneraju Pentadbiran Dan Perkhidmatan Yang Cemerlang."

MISSION

"Melahirkan Penjawat Awam Negeri Yang Mempunyai Minda Dan Budaya Kerja Kelas Pertama."

OBJECTIVE

Provide and give efficient and effective services of Human Resource Management consistently, based on professionalism, integrity and the latest technology to meet the needs of the organization's mission and objectives as well as the needs of customers based on Islam as Addin.

Here is the vision, mission, and objective for the Human Resource Management Department of Kelantan State Government Secretary's Office.

ORGANIZATIONAL STRUCTURE

YM DATO' KAYA SETIA DATO' NAZRAN BIN MUHAMMAD
SETIAUSAHA KERAJAAN NEGERI KELANTAN



YM DATO' TUAN ZAINAL ABIDIN BIN TUAN YUSUF
TIMBALAN SUK (PENGURUSAN)



TUAN HAJI MOHD ZAKI BIN YUSOFF
PENGARAH PENGURUSAN SUMBER MANUSIA



PN. SITI SHAHIDA BT ARIFFIN
PEN. PENGARAH KANAN PERKHIDMATAN

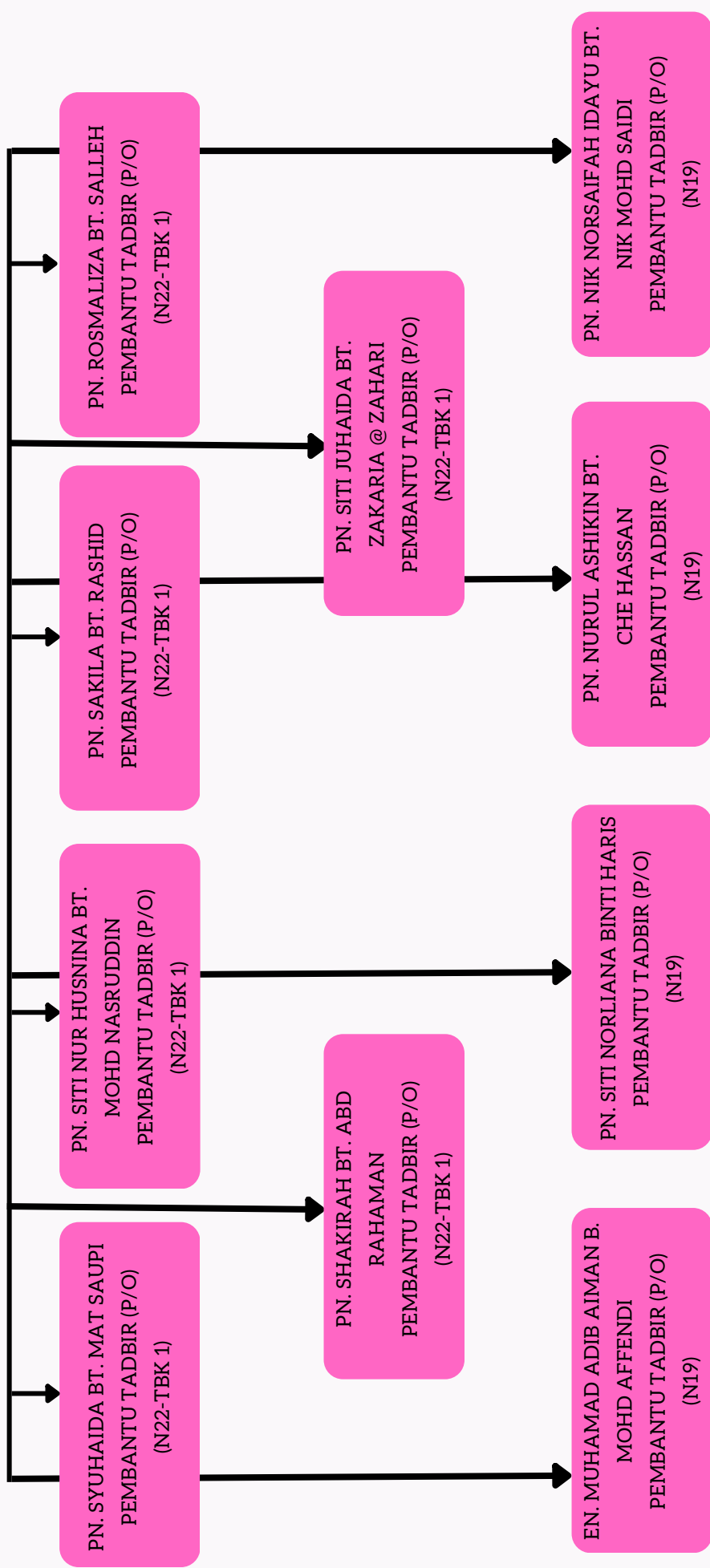


EN. MOHD HAFEZ BIN ABDULLAH
PEN. PENGARAH PERKHIDMATAN



PN. NAZEFAH BT NAWI
PENOLONG PEGAWAI TADBIR (PERKHIDMATAN)





The Human Resource Management Division of the Kelantan State Secretary's Office plays an important role in managing human resources, including the development of human capital and public services in the State of Kelantan.

The Human Resource Management Division is led by a Director Grade N54, assisted by a Chief Assistant Director Grade N48 and 3 Assistant Directors Grade N44.

The vision of the Human Resource Management Division is to consistently provide efficient and effective Human Resource Management, based on professionalism, integrity, and the latest technology to meet the needs of the organization's mission and objectives as well as the needs of customers based on Islam as Ad-Din.

Based on the organization chart on pages 3 & 4, is the organization chart for the Human Resource Department (Service Section) where I have been placed throughout this industrial training.

Human Resource Department (Service Section) is supervised by an Assistant Director (Service) Grade N44 assisted by an Assistant Administrative Officer Grade N32, ten (10) Administrative Assistants N19, and an Operations Assistant Grade N11. Responsible for carrying out and implementing affairs related to services, pensions, records, and holidays of members of the Kelantan State Public Service.



Photo 3.5 Kelantan State Government Secretary's Office of Human Resource Management Department (BPSM) of Service Section team



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PART 4

TRAINING'S REFLECTION

DURATION

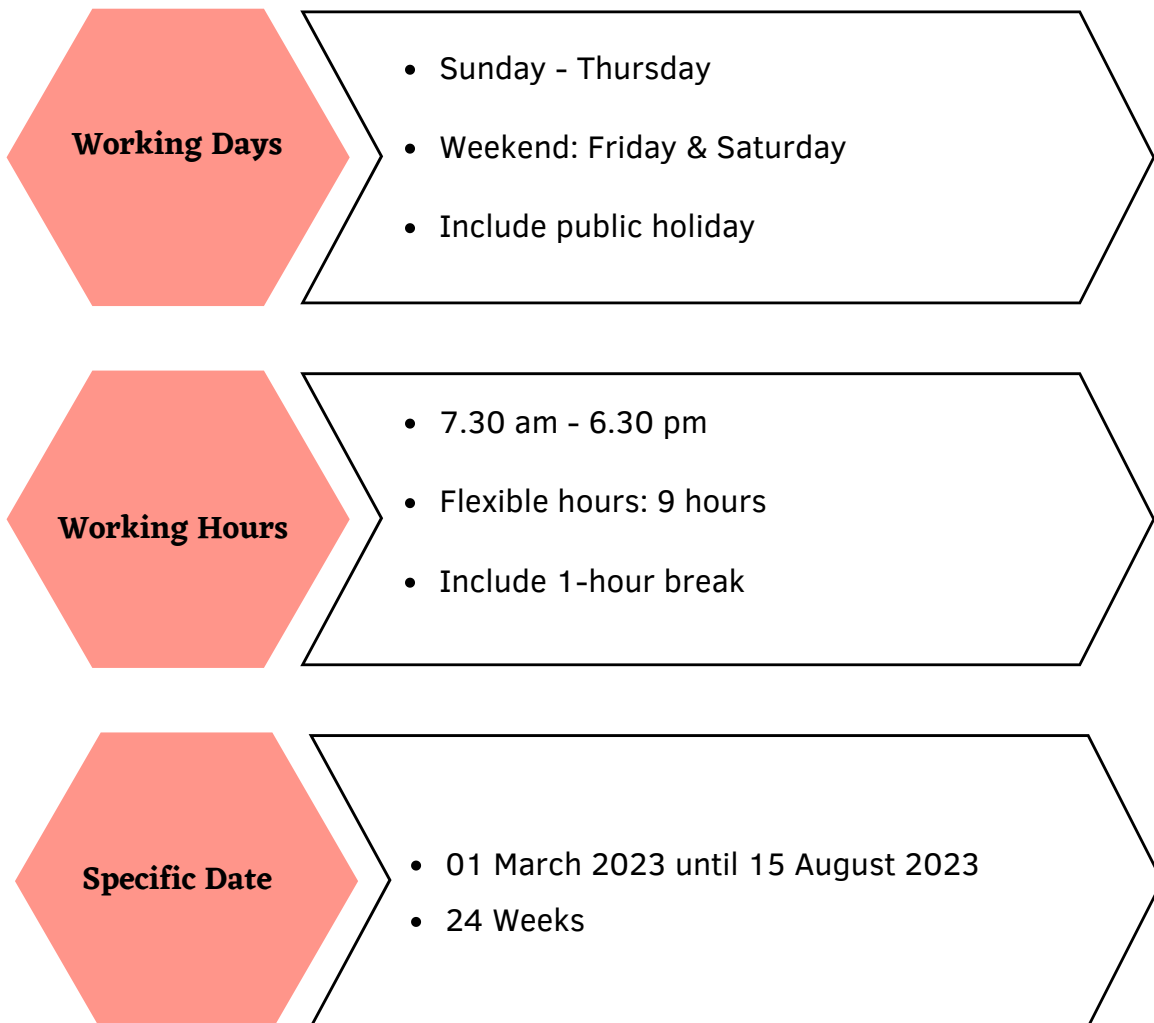


Diagram 4.1 Working details

The Kelantan State Government Secretary's Office is under the government sector. Therefore, working days in the state of Kelantan are Sunday to Thursday. While the working hours are flexible, which is 9 hours including an hour for a break. Working hours are from 7.30 am to 5.30 pm. Next in relation to holidays, Kelantan State Government Secretary's Office weekends are Friday and Saturday. Kelantan State Government Secretary's Office also has a special holiday as set by the government. I am required to undergo industrial training for 24 weeks starting from March 1 to August 15, 2023.



DEPARTMENT

Human Resource Management Department at Kelantan State Government Secretary's Office has five departments which are "Seksyen Pembangunan Organisasi", "Seksyen Perkhidmatan", "Seksyen Prestasi & Kaunseling", "Seksyen Latihan & Kompetensi", and "Seksyen Pengurusan".



Diagram 4.2 Sections under Human Resource Management Department (BPSM)

On the reporting day, the Training and Competency Section was assigned to me under the Human Resource Management Department in Service Section.

There I was supervised by Pn. Nazefah binti Nawi, Assistant Administrative Officer in this section.

As an intern student, I was assigned to HR job scope but more to administrative jobs and I was also responsible for looking after the MyPesara counter.



Photo 4.1 The MyPesara counter

ROLES & RESPONSIBILITIES

1

Handle the Mypesara counter

- Assist retirees in the problem faced (refer Appendix Attachment 1)
- Be the liaison between KWAP and JPA

2

Check and calculate employee's leave / replacement leave (GCR)

- Checking whether the leave / GCR made is the same as the leave statement taken by the employee

3

Prepare materials for the meeting

- Prepare PowerPoint whenever BPSM have meetings
- Make an infographic based on their preference

4

Medical application / treatment

- Update medical bills received after being claimed
- Make a monthly report for medical claims

5

Employee approval letter / memo

- Download approval from "Sistem E-Luar Negara" website
- Key in their referral number into the excel

6

Handle event under BPSM

- Prepare board preparations before the event is carried out
- Take care of the participants registration section

GAINS

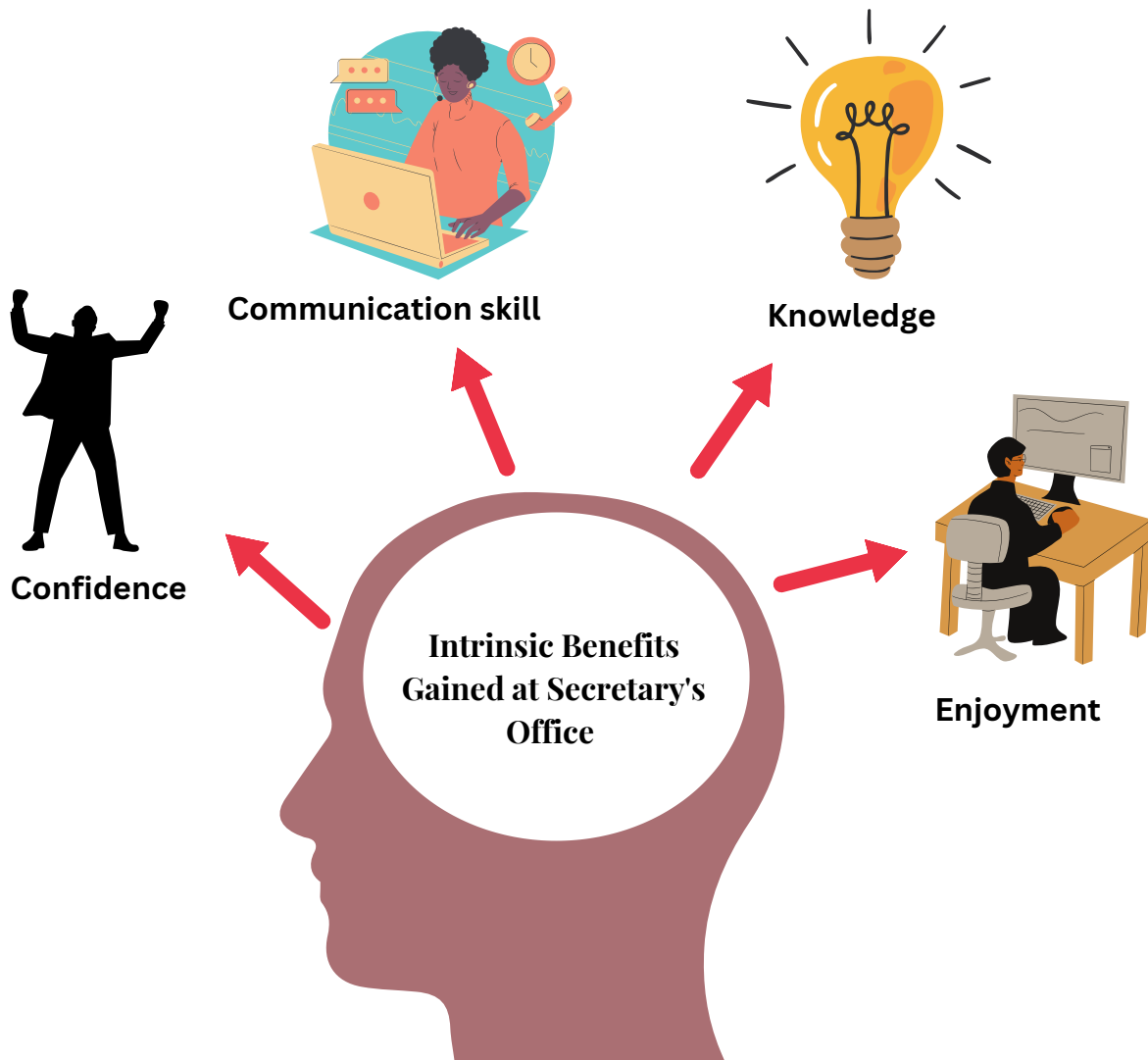


Diagram 4.3 The intrinsic benefits gained at Kelantan State Government Secretary's Office

1. Raise confidence level

During my internship here, my level of confidence is increasing every day. I was a little bit able to fight the feeling of anxiety to face the crowd.

2. Enhance communication skills

Being in a work environment requires me to communicate more to facilitate the work I do. Besides, I have to manage the Mypesara counter, it really requires me too often communicate with the retirees.



Photo 4.2 Always meet new people and need to communicate every day

3. Improve knowledge

My placement in the service section really gave me benefits in terms of general knowledge about pensioner management and also some things related to human resource management such as management of employee salary movements and others.

4. The enjoyment of work

A conducive and positive working atmosphere makes me enjoy going to work. Co-workers who help each other and the friendly staff there make me always positive and enthusiastic.



Photo 4.3 The positive environment with colleagues

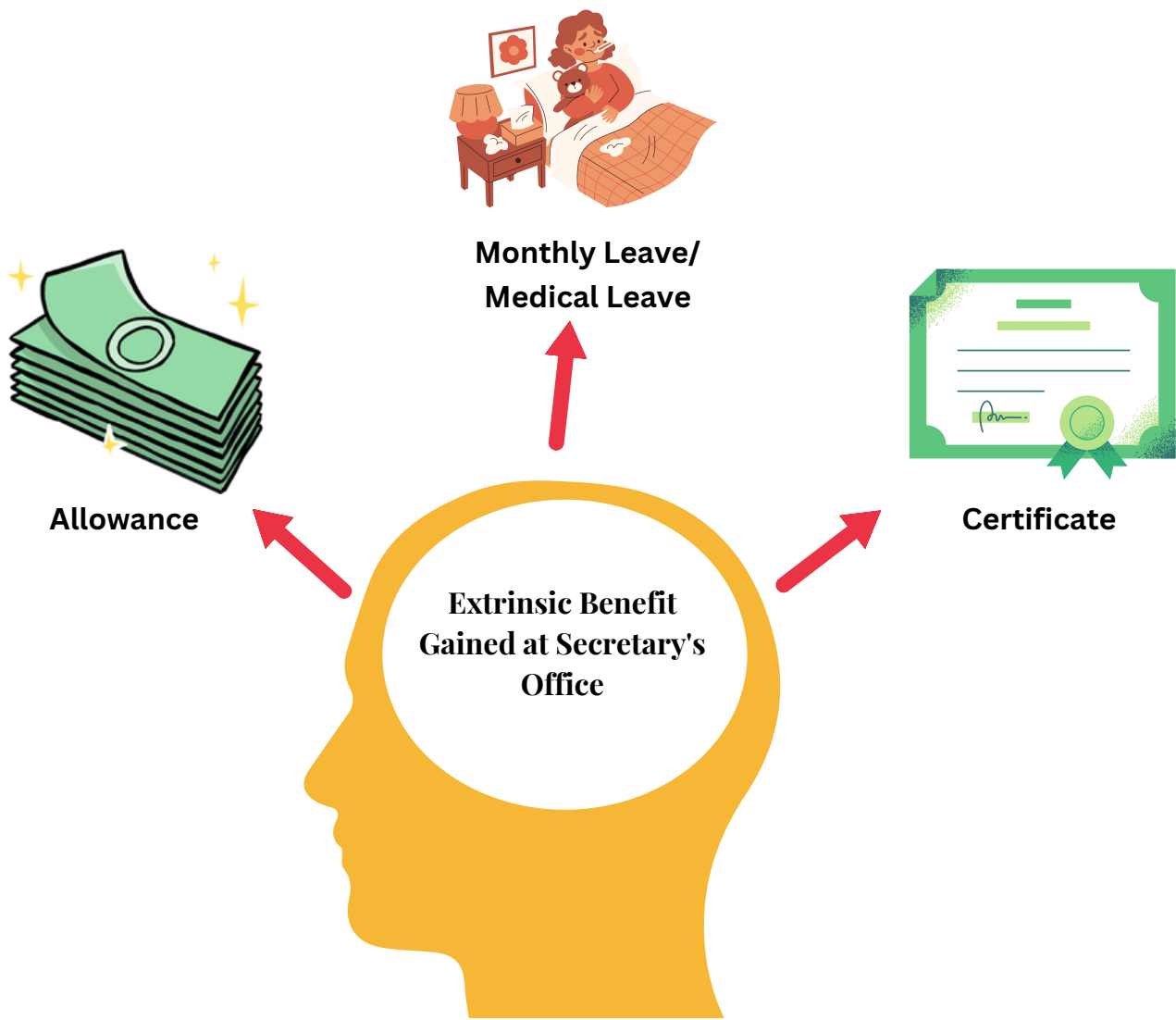


Diagram 4.4 The extrinsic benefits gained at Kelantan State Government Secretary's Office

1. Earn allowance

During my internship here, I was given an allowance of RM 15 per day. And it is given only for the first 3 months. The finance department will pay the allowance every month.

No.	NAMA	KADAR SEHARI (RM)	TARIKH																															No.	JUMLAH (RM)				
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			TAARI	KERJIA		
		RM15.00																																					
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Kami dengan ini mengesahkan bahawa pelajar-pelajar yang tersebut di atas telah hadir bertugas pada hari-hari yang ditunjukkan sebagaimana jadual di atas.

Disiapkan Oleh :-
(Pembantu Tadbir)

Disahkan Oleh :-
(Penyelia)

Photo 4.4 Monthly allowance claim form

2. Get to apply for monthly leave / medical leave

Kelantan State Government Secretary's Office also allows practical students to take monthly leave or sick leave during their training there.

PERMOHONAN CUTI REHAT
(BAHAGIAN PENGURUSAN SUMBER MANUSIA)

Kepada : PN NAZEFAM BT NAWI
(Ketua Bahagian/Unit)

Saya pohon kebenaran cuti rehat selama satu (1) hari mulai
*dianggap/pada 04/06/23 (Ahad) Hingga -

Catatan : ** Tandatangan Pemohon :
Nama penuh : BAISMI BINTI BAHARUM
(Haruf Besar)
Jawatan : PELAJAR PRAKTIKAL
Tarikh : 30/05/2023

Kepada : PN SITI SHAHIDA BT ARIFFIN
(Pegawai Yang Meluluskan Cuti)

Permohonan cuti diatas *diokong/tidak diokong
Tarikh : 30/5/23

Permohonan cuti diatas *dihuluskan/tidak dihuluskan
Tarikh : 30/5/23

UNTUK KEGUNAAN PERAJA

Baki cuti pemohon : Hari. (Dihil dan ditandatangani ringkas
sebelum berang diserahkan kepada pemohon)

Pemohon diberitahu dan cuti direkod. (Tindakan ini hendaklah diambil setelah cuti
dihuluskan)

Tarikh :
(b.p. Pegawai Pentadbiran)

Nota : * Potong mana yang tidak berkenaan
** Keterangan mengenai cuti yang diambil

Kepada :
(Nama Pemohon)

Permohonan cuti tuan/puan dihuluskan selama : hari.
Dari
hingga

Baki cuti rehat : hari

Photo 4.5 Monthly leave / medical leave form

3. Get a certificate from Kelantan State Government Secretary's Office

Practical students will also get a certificate from the company after completing the industrial training as a sign of appreciation.





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PART 5

SWOT ANALYSIS

-SWOT ANALYSIS-

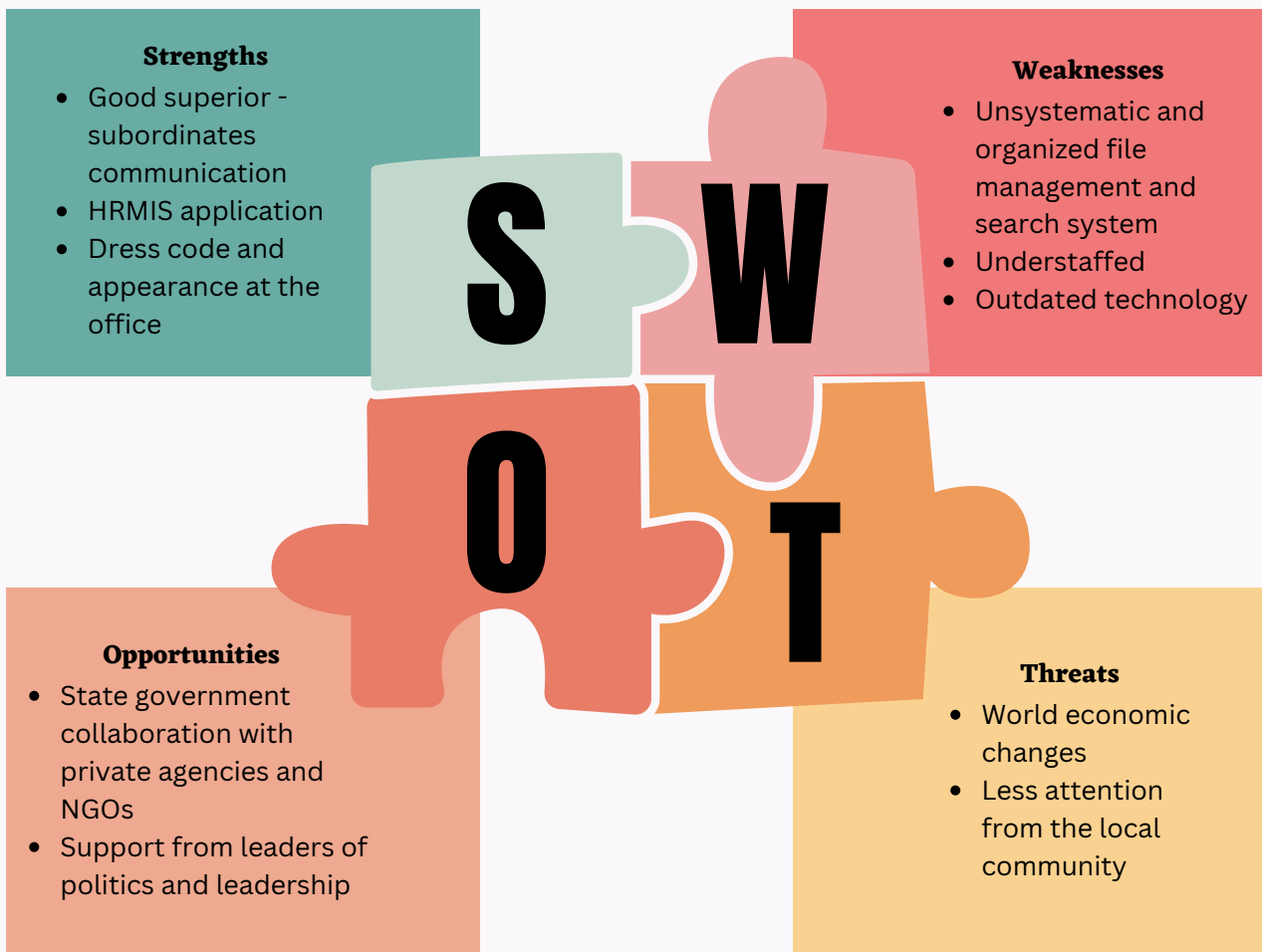


Diagram 5.1 The SWOT analysis for Kelantan State Government Secretary's Office

STRENGTHS

1. Good superior - subordinates communication

Superior-subordinate communication has been broadly defined as an exchange of information and influence among organizational members, one of whom has an official authority to direct and evaluate the activities of the subordinates of the organization (Jablin, 1979). However, the age difference between superiors and subordinates does not affect their work at the Kelantan State Government Secretary's Office. They do not make it a barrier between them to communicate comfortably.



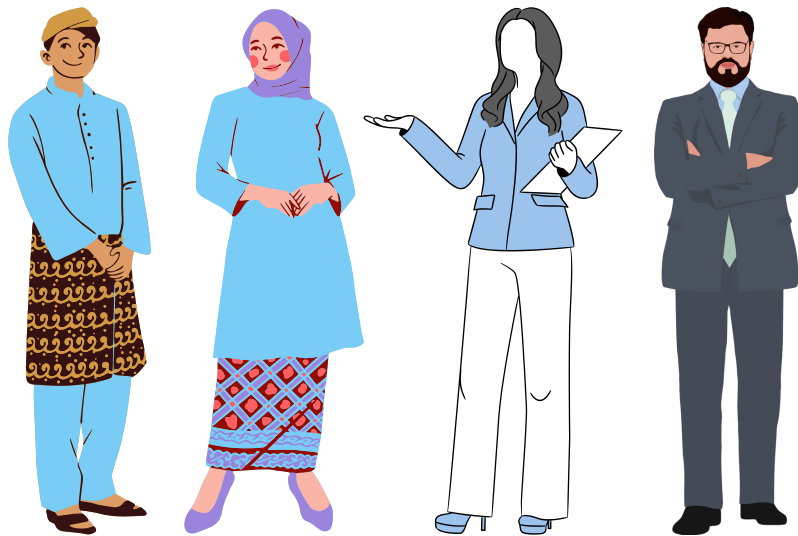
2. HRMIS application

HRMIS, one of Malaysia's e-government flagships, is developed to standardize human resource functions appropriately. The main objective of the application is to enable competent resource management through the modernization of technology-based for a better and more conducive working environment (Yusoff M, and Radzi M, 2002). The application's primary goal is to modernize technology-based management resources to provide competent management resources for a better and more favourable working environment. This system has helped human resources managers and professionals to make more rapid, accurate, and effective feedback and decisions (Bingol D, 2010). It is a sign that using information technology has the ability to simultaneously boost productivity, improve decision-making, improve decision-making processes, reduce administrative expenses, and improve employee-friendly services. Ultimately, the deployment of HRMIS in the company will increase user satisfaction because users can view the status of each transaction done using the HRMIS system.

STRENGTHS

3. Dress code and appearance at the office

The public sector is very concerned about the dress code and appearance of an employee because the way they dress symbolizes the personality of the civil servant as well as the values and pure work ethics. Work attire becomes a significant issue for employees at a company since it is thought of as a representation of the organizational culture when it is worn at work (Wardhana, D. Y., & Harsono, H., 2020). Since the first day of self-report, practical students have been informed about their wear and appearance in the office. They put a lot of emphasis on the ethics of wearing their staff.



WEAKNESSES

1. Unsystematic and organized file management and search system

File management is the process of classifying information and arranging it for quick access. BPSM often has problems getting files in fast time. This is because of problems from inefficient and organized file management. The files are in an unsystematic state, causing the staff to be unable to find the desired files.

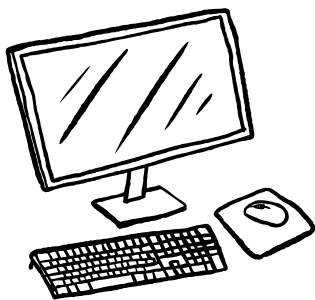


2. Understaffed

Even though there are many Government Secretary's Office workers, there is still a shortage of workers in some departments. BPSM for example still has vacancies that have not been filled causing a lack of workers and causing delayed work and slow processing of work.



3. Outdated technology

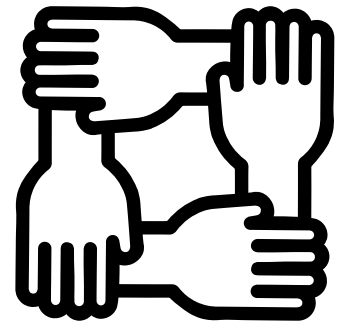


The use of updated technology is very important in an organization, in addition to the Secretary's Office being an organizational body that plays an important role in every state in Malaysia. However, the government does not intend to change outdated technology to a new one. For example, the computers used by every employee at BPSM often experience problems because their computers are not replaced with updated ones.

OPPORTUNITIES

1. State government collaboration with private agencies and NGOs

State government collaboration with private agencies and NGOs. The Government Secretary's Office often collaborates with parties other than the government for the purpose of expanding influence with the external sector. For example, SUK cooperates with NGOs such as the Reproductive Health Association of Kelantan - Rehak, which is related to a particular health campaign for women.



2. Support from leaders of politics and leadership

The Kelantan State Secretary's Office has good support from political leaders. The relationship between the political parties and SUK is to facilitate and smooth the administration of the state government. This is not related to political issues, but it is on the basis of work between two sides that get support from each other.



THREATS

1. World economic changes

The government of Kelantan often experiences economic growth issues. Issues of petroleum royalty, water supply, and development are often heard in the state of Kelantan. The weak economic strengthening action from SUK (UPEN) is causing problems for the people in this state. The prospect of economic growth in the State of Kelantan was also affected by the pandemic that occurred in the past when there was a sudden increase. This causes it to happen reduction of revenue or income received by the people.



2. Less attention from the local community

The people of the state of Kelantan do not give any information about the existence of the Kelantan SUK Office. Because of that, it is said to lack attention from the community and become a weakness for the Government Secretary's Office. As long as I work here, I often get complaints from some visitors who come here for work, that they do not know the location of the SUK Office and the departments that are here.





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(SUK Kelantan)

PART 6

DISCUSSION & RECOMMENDATIONS

DISCUSSION

Based on the SWOT analysis (refer to diagram 5.1) that has been made, it can be seen that there are three (3) advantages of the Secretary's Office, which is a strength for the organization. However, behind the strength, there must be a weakness in the Secretary's Office due to a bit of uncertainty. External factors owned by the Secretary's Office make it an opportunity, while factors that potentially harm an organization threaten the Kelantan State Government Secretary's Office.

Based on my observations, the strengths found in the Kelantan State Secretary's Office make SUK an office that can be an example for other companies. As shown in Diagram 5.1, the strength of the Secretary's Office in terms of application makes the employees as disciplined persons. As for the HRMIS application, it is a strength because it was specially developed for the HR department under the government. A good relationship between superior and subordinate becomes a strength for them because of the integrity of the relationship that is established with each other without any difference in level.

Next, for the weaknesses obtained from my observations, the first is the unsystematic and organized file management and search system, where it is very clearly visible. The Management Section is the section responsible for ensuring that the file management system runs smoothly. This arises because of the lack of workers and also the use of technology that does not keep up with the times, contributing to the weakness of the Government Secretary's Office.

The opportunities obtained by the Government Secretary's Office are a great fortune for them. Collaboration and support are obtained not from ordinary companies but from leaders and various agencies and large NGOs.

Finally, the threat received from the Government Secretary's Office is not an obstacle for them but does not mean they can ignore it. Problems such as awareness from the community about SUK Kelantan can be dealt with in a way that is more exposed to the community. While the ever-changing economy in the state of Kelantan is also a threat to the Secretary's Office because they are responsible for ensuring that the economy of the state of Kelantan is always stable and in good condition. They should be concerned about every complaint received from the community to them.

RECOMMENDATIONS

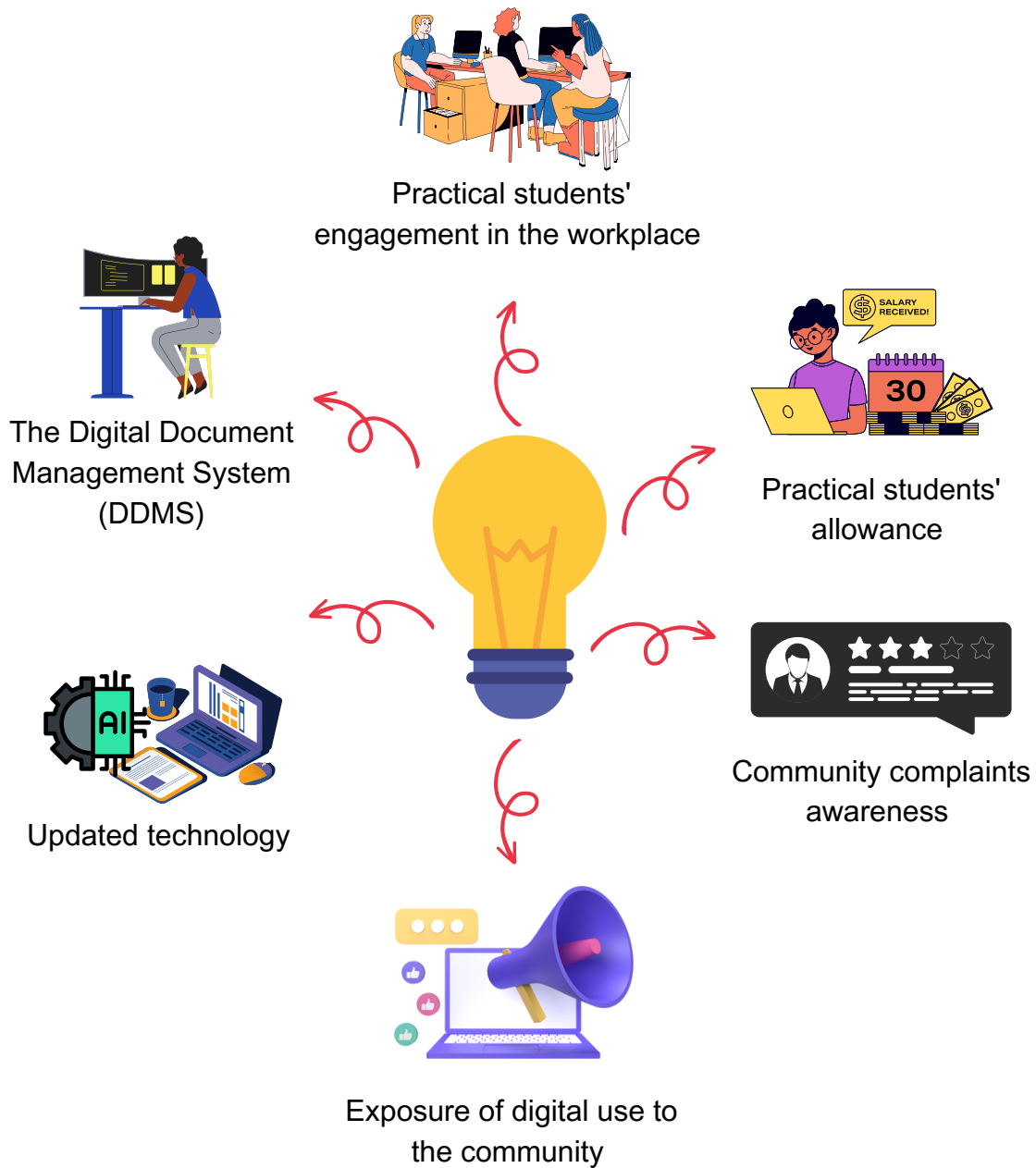


Diagram 6.1 The recommendations for Kelantan State Government Secretary's Office

1. Practical students' engagement in the workplace

In vocational education, students learn in different school- and workplace-based learning environments and engage with different types of knowledge in these environments (Bartman, L. K., Kilbrink, N., & de Bruijn, E., 2018). Organizations should put their faith in practical students to engage in work. Usually, students who do internships in government organizations will only do the most trivial jobs, such as making photocopies. Practical students should be given the opportunity to be involved in the work environment just like the staff there so that they get experience of what the work environment is like.



2. Practical students' allowance

Internship is increasingly becoming an essential component of undergraduate programs in higher education (Chan, J. M., Yeap, J. M., Taahir, A. B., & Remie, M. M., 2020). Recently, the issue of unpaid allowance for students doing internships in the government sector has been discussed and action has been taken to increase the payment rate.

Allowance payments to students are to help cover their daily expenses. Some of them had relied on living for free with family and friends, living off their savings, and getting money from their parents throughout the internship. Additionally, in order to pay for their training, students had to take a second paid job in addition to their internship.



3. The Digital Document Management System (DDMS)

The Digital Document Management System (DDMS) project is one of the government initiatives for a project under the Entry Points Projects (EPP) e-Government, which is the Implementation of a Paperless Government. The DDMS 2.0 system is software that aims to store, track, and index all electronic and paper records and store them electronically in record form.

Good file tracking and searching can help speed up the work process. In addition to the construction of DDMS, the organization of files in the file room is also important to facilitate the search for files quickly. The staff responsible for taking care of the file room must always ensure that the files are arranged in an orderly manner and not scattered.



4. Updated technology

The use of new technologies, for example, the internet, virtual reality, computer-aided manufacturing, and expert systems, offers organizations an edge. They can result in offering high-quality products, providing more valuable services for customers, and making employees "work smarter" (Cijan, A., Jenič, L., Lamovšek, A., & Stemberger, J., 2019). The Secretary's Office should change the old technology to the new one since the Secretary's Office is the main organization for the government.



5. Community complaints awareness

The Secretary's office can try to raise awareness within the communities. People from various groups, especially the baby boomers, often experience problems. As older people age, they have different health needs compared to younger people (Kelly, G., Mrengqwa, L., & Geffen, L., 2019).

The Office of the Secretary to the Government functions as the Head of Office for all Government Departments/Agencies and State and Federal Statutory Bodies, as well as twelve (12) State and Local Authorities. Organizational performance depends on how the organization handles complaints about their job. This is in line with the vision, mission, and motto of the Kelantan State Secretary's Office.



6. Exposure of digital use to the community

Social media firms have completely changed how individuals interact with one another, access and share information, and take part in public discourse. Platforms like Facebook, Twitter, and Instagram have given people communication, interaction, and sharing options to them.

Since the community in the state of Kelantan pays less attention to the existence of the SUK Kelantan and the issues and role of the SUK, the SUK should be more creative in order to be more exposed in terms of digitization to the people.






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(SUK Kelantan)

PART 7

CONCLUSION



In summary, it can be concluded that the Government Secretary's Office is an organization that is the main driving force of a state government. Every department under the Secretary's Office performs its roles and responsibilities well. It also often requests and sees the views of the Office of the Secretary of the Government in other states to get the same adjustment in their work and responsibilities.

Based on the SWOT analysis of the Kelantan State Secretary's Office, the weakness of the Secretary's Office is not the main obstacle for them to work better, including anything that can negatively affect the organization from the outside. With strong strengths and opportunities, the Secretary's Office can repair its shortcomings.

As expressed, undergoing industrial training at the State Secretary's Office was a very meaningful experience in exposure to practical students. It allows students a variety of advantages, including the opportunity to gain significant work experience, improve job performance, develop their interpersonal skills, and build a professional network to increase their chances of finding employment after graduation.





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PART 8

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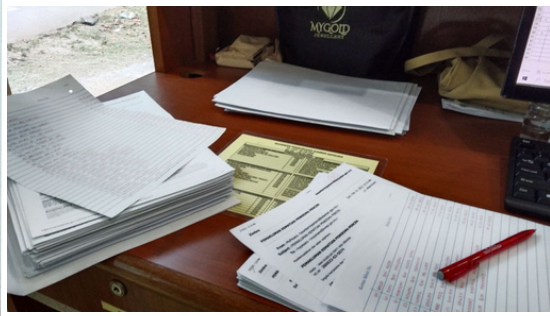
Pejabat Setiausaha Kerajaan Negeri Kelantan
(SUK Kelantan)

PART 9

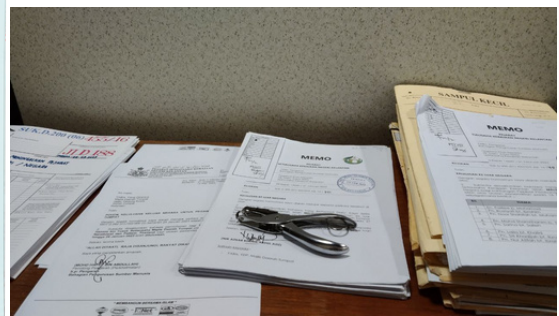
APPENDICES

FREQUENCY OF CASES RECEIVED

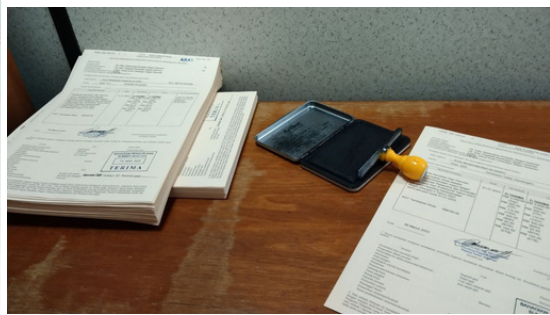
- A. Medical Practitioner Confirmation Report Form for Children with Disabilities
- B. Reporting the Death of Issued Pensioners
- C. Reporting the Death of a Retiree/Corporation Management Form
- D. Application for Issued Benefits for Death Dim Retirement (To Widows @ Children's Widowers)
- E. Retiree Card Replacement Application (Lost/Damaged/Update Information/Not Received Card)
- F. Bank Account Exchange Application
- G. Application for Appointment of Scheme A Representative
- H. Renewing the Retirement Letter (Renew)
- I. Review of Application Forms
- J. Appointment of Representative for Retirees/Pension Recipients (Aged 70 and under)
- K. Public Sector Housing Financing Authority (LPPSA) Housing Loan Review
- L. Printout of Pension Payment Statement
- M. Taking the 2022 Pension Payment Schedule
- N. Treatment/Medical Application (Medical Form 1/09(T))
- O. Appointment of Representative for Retirees/Pension Recipients (Ill Persons with Doctor's Confirmation)
- P. Confirmation of Children Studying at Institutions of Higher Education (IPT)
- Q. Valid Declaration of Widowhood/Widow (For those who are not married)
- R. Other Affairs
- S. Pension Balance Application



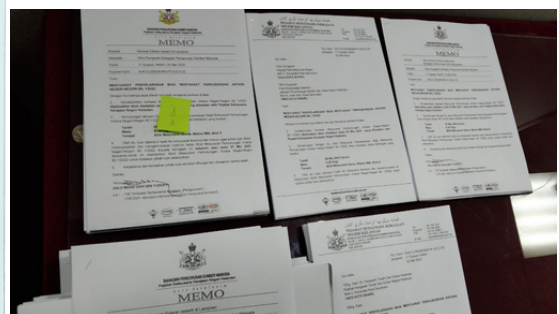
Record customers cases at the MyPesara counter



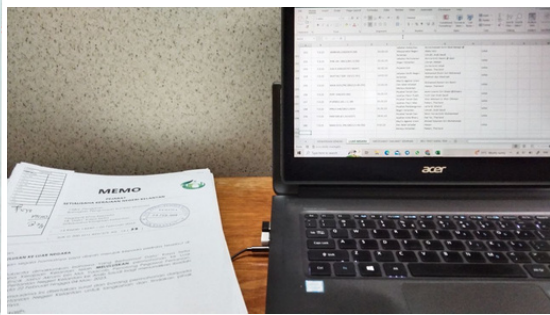
Sort letters/ memos into related files



Stamp Kew.8 departments



Making photocopies for departmental distribution



Key in the information of letters / memos into an excel

**Work
related to
letter
documents /
memos**

Event / Program



Handle program for contract employees



EID celebration of Pejabat SUK

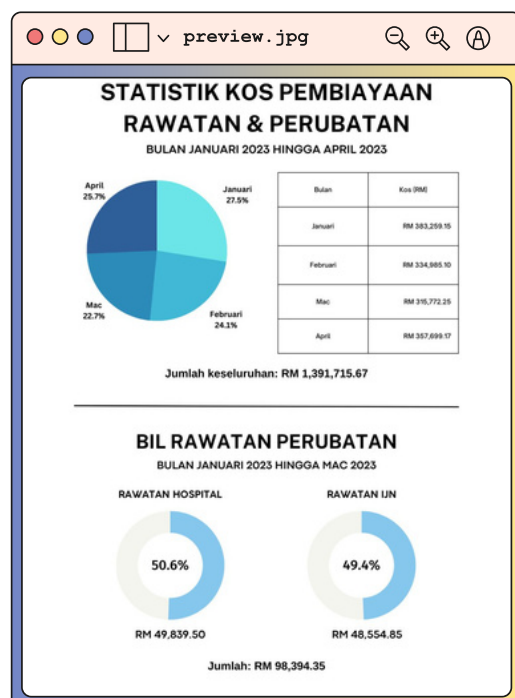
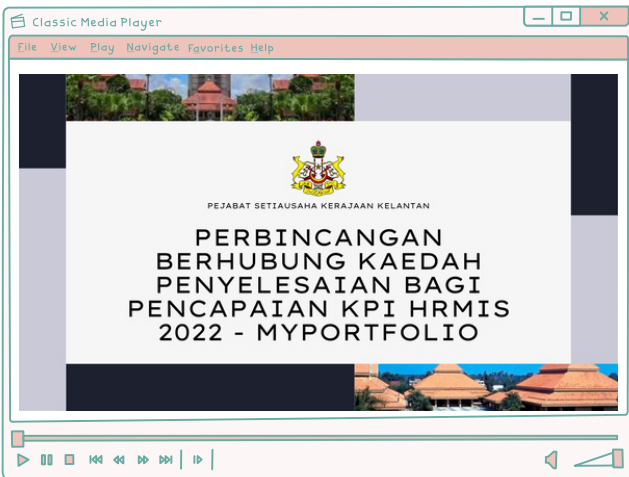


Coordination meeting for interstate relations meeting bill 1/2023



Be an examination supervisor of the officer's grade-up examination

Presentation slide / Infographic



Others



Help retirees with their cases



Lanyard of practical student in the Pejabat SUK



UNIVERSITI TEKNOLOGI MARA

ENDORSEMENT OF OUR ORIGINAL REPORT

Coordinator
Unit Jaminan Kualiti Akademik (UJKA)
Universiti Teknologi MARA Cawangan Perlis
02600 Arau
Perlis

Sir

ENDORSEMENT OF OUR ORIGINAL REPORT FOR PROPOSAL/DISSERTATION/ THESIS/PROJECT PAPER/ ASSIGNMENT

With reference to the work of the candidate below:

Nama : Anisah binti Baharum
Matric No. : 2020819094
Faculty : Faculty of Business Management BBA (Hons.) Human Resource Management
Programme : BA243
Title : Industrial Training Report at Kelantan State Government Secretary's Office

Percentage of Our Original Report : 0%

I am pleased that the proposal/thesis/dissertation/project paper/ assignment of the above candidate has fulfilled the Our original percentage of the university's requirement.

Thank you.

1st advisor's signature and stamp

Name :

Date

** Please attach 1st page of our original report.

Document Information

Analyzed document	REPORT INTERNSHIP_ANISAH BINTI BAHARUM_SECRETARY'S OFFICE.pdf (D172359722)
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Submitted by	ANISAH BINTI BAHARUM
Submitter email	2020819094@student.uitm.edu.my
Similarity	0%
Analysis address	zainuddin.azudin.UiTM@analysis.ouriginal.com

Sources included in the report

Entire Document

INDUSTRIAL TRAINING REPORT INDUSTRIAL TRAINING REPORT AT KELANTAN STATE AT KELANTAN STATE GOVERNMENT SECRETARY'S GOVERNMENT SECRETARY'S OFFICE OFFICE ANISAH BINTI BAHARUM | 2020819094 | BA243 1 MARCH - 15 AUGUST 2023 PREPARED FOR: AHMAD HUMAAM A. SHUKOR | MUHAMMAD ZAINUDDIN MOHAMED AZUDIN SUPERVISOR: PUAN NAZEFAH BT NAWI PRELIMINARY PRELIMINARY PAGES PAGES PART 1

In this report, various things have been discussed about my journey during my internship at the Government Secretary's Office. Starting from what I got from this industry training, my roles, and responsibilities during my internship, as well as the SWOT analysis for the Secretary's Office in my view, and ending with some discussion and recommendations for the SWOT analysis. i EXECUTIVE SUMMARY EXECUTIVE SUMMARY The experience of undergoing an internship for 24 weeks in the last semester of my degree was a very meaningful journey. As a person with no work experience, and not exposed to the outside world, for me, the internship program is the most effective way for someone like me. I was able to taste various bittersweets as an employee from 1 March to 15 August 2023, working at the Kelantan State Secretary's Office. In a nutshell, we can say that the Kelantan State Secretary's Office is an organization that is the Head of Office for all Ministries/Departments/Agencies in the State of Kelantan.

ii Firstly, I would like to express my gratitude to Allah S.W.T for giving me good health throughout this industrial training. I am incredibly grateful to Mr. Ahmad Humaam A. Shukor as an advisor and Mr. Muhammad Zainuddin Mohamed Azudin as an examiner. They always help me to complete my industrial training report. Next, I want to thank my friends who always give me support and help me to understand and give me ideas in making this report. Without their support and help this report would be impossible to accomplish. Lastly, no matter what I did, thanks to my family because of their support, I can finish my industrial training for this semester. Additionally, thank you to all staff of the Kelantan State Government Secretary's Office for giving me this opportunity to carry out practical training here. ACKNOWLEDGEMENT ACKNOWLEDGEMENT

iii Name, location, background Vision, mission, objective, goal Organizational Structure Company's Profile Resume Student's Profile Duration Details Gains Training's Reflection 01 03 02 04 Executive Summary Acknowledgement Preliminary Pages 05 SWOT Analysis 06 Discussion & Recommendations 07 Conclusion 08 References 09 Appendices TABLE OF CONTENTS TABLE OF CONTENTS i i i 1 2 - 3 4 5 - 7 8 - 10 11 12 - 16 17 - 22 23 - 27 28 29 - 30 31 - 35 LIST OF PHOTOS Photo 3.1 Logo of SUK Photo 3.2 New building of SUK Photo 3.3 Map of SUK Photo 3.4 Rectangular wooden buildings "Opis Pohon Celagi" Photo 3.5 Kelantan State Government Secretary's Office of Human Resource Management Department (BPSM) of Service Section team Photo 4.1 The Mypesara counter Photo 4.2 Always meet new people and need to communicate every day Photo 4.3 The positive environment with colleagues Photo 4.4 Monthly allowance claim form Photo 4.5 Monthly leave / medical leave form iv 2

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