



**FACULTY OF BUSINESS AND MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA (UiTM) CAMPUS  
BANDARAYA MELAKA**

**BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN  
RESOURCE MANAGEMENT**

**INDUSTRIAL TRAINING REPORT – HRM 666**

**MAJLIS DAERAH JERANTUT**



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**SUBMISSION DATE:**

**24 JULY 2023**

## **ACKNOWLEDGEMENT**

First of all, praise to Allah due to His mercy I am able to complete my internship at Majlis Daerah Jerantut. Without His mercy, I may not be able to stand until the end of my internship. Secondly, I would like to devote my deepest gratitude to both of my parents for being my best supporter throughout these 6 months. My parents have been with me through my ups and downs in completing my internship. Without their help and support, I might not be able to complete my internship successfully. Next, I would like to say thank you to my advisor which is Madam Suhailah Binti Kassim for playing her role successfully as my advisor. Madam Suhailah has been such a great advisor to my friends and I by giving informative news and guiding us throughout this internship period. Although we did not have the chance to meet face to face, but Madam Suhailah has been such a thoughtful advisor by guiding us from time to time and ask us to update her if there's any problem with our report. She helps and guides us thoroughly in completing our internship report. Next, I'm truly grateful to Madam Sharifah Fairus Binti Syed Omar my supervisor at Majlis Daerah Jerantut who has been a great leader to me. She taught me a lot of new things and guide me everything that I did not know. Last but not least, I would like to say thank you to all my classmates who have been involved directly or indirectly in completing my internship. My internship would not be this easy without the help and guidance from people around me.

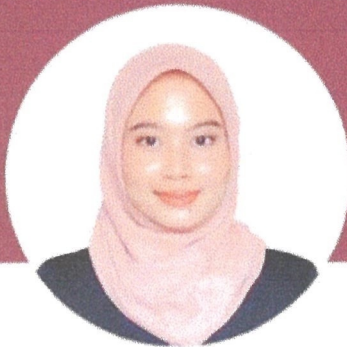
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## **EXECUTIVE SUMMARY**

This internship report is a summarize of my contents that I have go through these entire 6 months at Majlis Daerah Jerantut. Practical training is mandatory to all HR students in part 6. This practical training also provides exposure and experience to students about the actual conditions of employment in related fields as an initial preparatory step for students before stepping into the world of work. For the 2022/2023 session, this training will be done in 24 weeks, starting from March 1, 2023 until August 15, 2023. Completing my internship at Majlis Daerah Jerantut is one of the best decision I have ever made. This organization provide many services and ensure the prosperity of local community around Jerantut. Some of its role are providing sanitary and cleaning services such as garbage collection, drain cleaning and lawn mowing. They also responsible in building and maintaining recreational facilities such as public parks, playgrounds, swimming pools and gymnasiums, manage markets and stalls and repairing public roads. I have learned a lot of new things here which I think it will be beneficial for me in the future when I'm entering work field. I also have make friends with certain colleagues at this organization. Some of the strengths of Majlis Daerah Jerantut that I discovered are stable sources of finance and high retention rate while its weaknesses are conflict between employees and poor infrastructure and facilities. The opportunity that Majlis Daerah Jerantut have are, there are many tourist attractions and many potential areas to be developed while its threats are migration of youth to the city and bad perception from customers. The recommendation that I come out for Majlis Daerah Jerantut is to implement strong leadership skill, propose a budget to improve infrastructure and facilities and also diversifying economy in Jerantut.

## STUDENT'S PROFILE



# NORSOFEA DIANA BINTI RAHMAT AZRI

Human Resource Management

### My Contact



### Skills and Languages

#### Computer Skills

- Microsoft Words (Advance)
- Microsoft Power Point (Advance)
- Microsoft Excel (Intermediate)
- Canva (Advance)

#### Soft Skills

- Communication (Intermediate)
- Decision making (Intermediate)
- Observation (Advance)

#### Other Skills

- Video editing in CapCut (Intermediate)
- Creating poster in Canva (Advance)

#### Languages

- Malay (Advance)
- English (Advance)

### Achievements

- Dean's List Award on semester 1, 2 and 3 (2020-2021)
- Bronze medal in netball (Beast 2023)

### References

- Mrs. Noraeffa Binti Md Taib (Academic Advisor) Faculty of Business and Management at Uitm Bandaraya Melaka (013-7776567)
- Mrs. Suhailah Kassim (Internship Advisor) Faculty of Business and Management at Uitm Bandaraya Melaka (016-6251451)

### Summary

I am currently a Final Year student (Semester 6) in UiTM Bandaraya Melaka majoring in Business Administration Human Resource Management (Hons.). I would like to find a company that offers many experience and develops employees and I am very interested to join your company. I am eager to learn new things, communicate very well, easy to cooperate with others and I am committed to the success of your company.

### Background Education

SMK Padang Saujana | STPM  
2018 - 2019

- CGPA 3.50
- Academic Exco in Majlis Perwakilan Pelajar
- MUET Band 4

UiTM Bandaraya Melaka | Bachelor of Business Administration (BBA) (Hons.) Human Resource Management  
2020 - Present

- Current CGPA 3.47
- Class treasurer for Hasta La Vista

### Working Experience

Part Time Sales Promoter Al-Ikhsan

- Suggests specific product purchases to meet customers' needs.
- Committed to increasing sales by guiding customers about products.
- Ensure cleanliness is always maintained.

Sales Promoter The Store (Kids Department - Binbi)

- Sells products being promoted and keep records of sales.
- Keeps areas neat while working and return items to correct locations following demonstrations.
- Providing top of the line customer service.

Internship at Jerantut District Council

- Filter candidate resumes.
- Update employees service book (MC, annual salary increment, leave).
- Editing reports and documents.
- Responding to business enquiries.

## COMPANY'S PROFILE

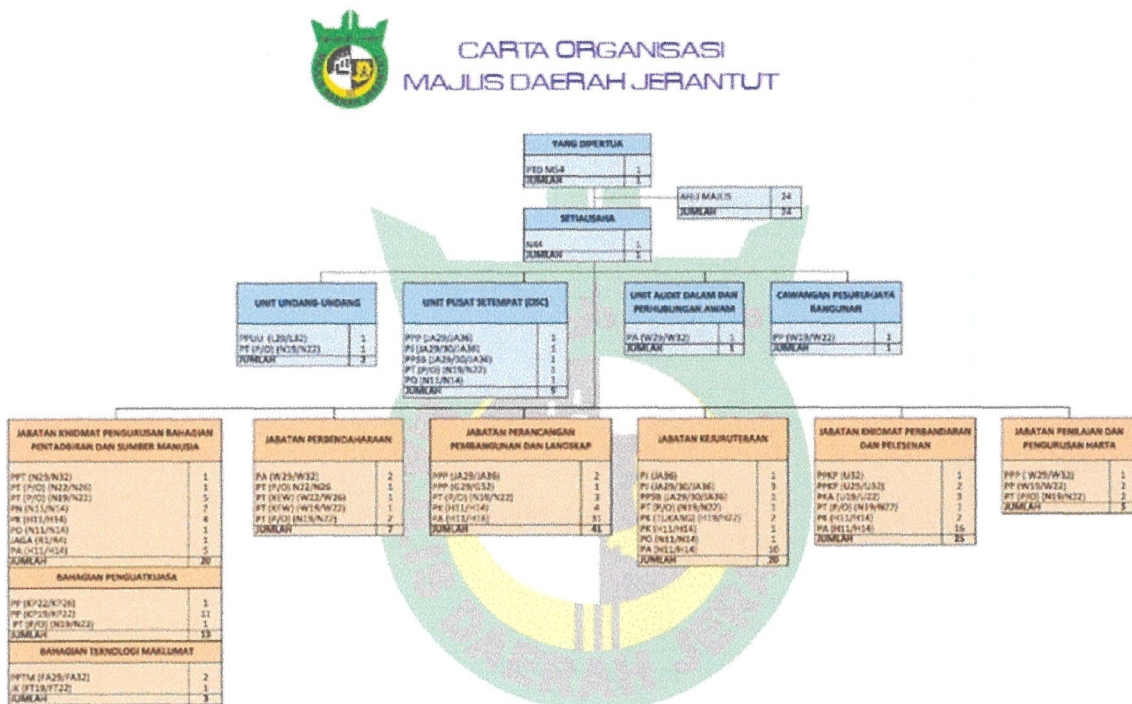
### Vision

Promoting all sectors towards creating economic strength and stability, well-being and social justice for the Jerantut District.

### Mission

Ensuring Majlis Daerah Jerantut as a developed and prosperous Local Authority based on dynamic and progressive management created on productive management of resources and personnel by the year 2020.

### Organizational Chart



### Product/Service

Majlis Daerah Jerantut is a local authority providing municipal services in designated areas such as general hygiene care, garbage collection, general health, providing toilet and sewage systems. This organization has the power to sue and be sued, make contracts, own property, collect taxes and rents, enjoy financial autonomy and make by-laws.

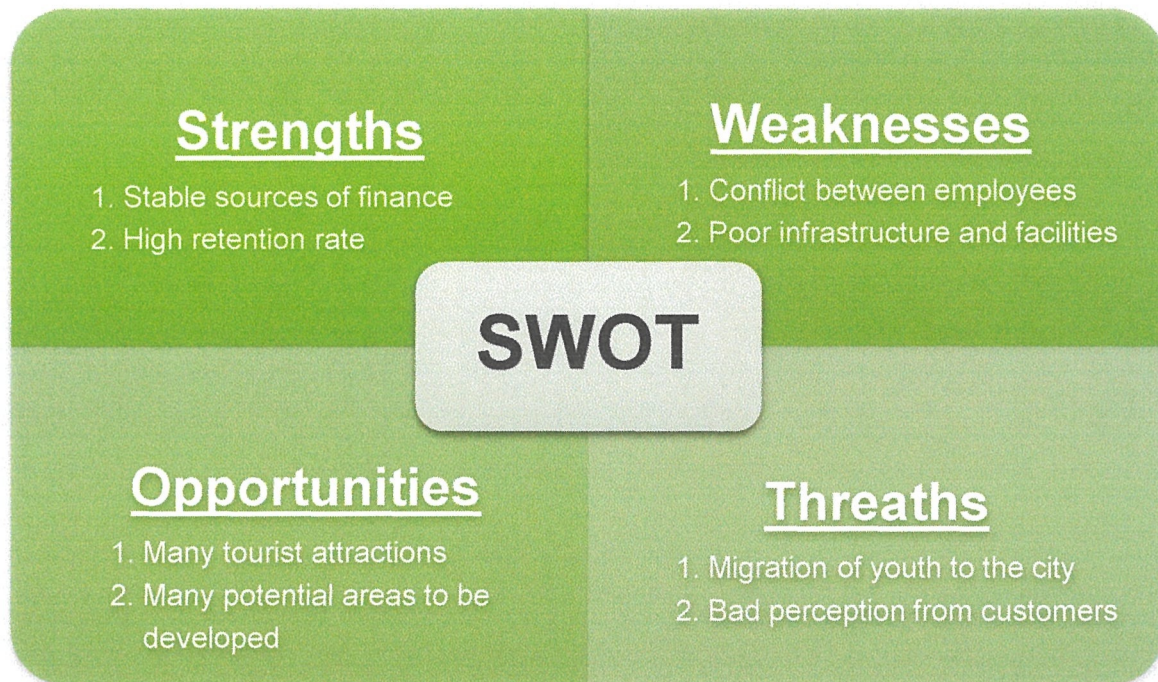
## **TRAINING'S REFLECTION**

There are so many experiences that I have gained throughout my 6 months of internship at Majlis Daerah Jerantut. Some of the tasks that I have to do every day is answering calls. During my early practical, I did not know many information when people ask me anything related to Majlis Daerah Jerantut such as regarding compounds, fines, tender, rents and so on. So, I always have to ask Encik Azrie, who is one of the clerk at Majlis Daerah Jerantut. He assists me to connect the call to the related departments such as for tender I have to connect to technical department, fines and compounds to finance department and rent to license department. Before this I feel quite scared to answer the calls as I did not many things and I feel like I have no experience at all in related areas. But as time goes by, I feel like there's no problem at all in answering calls from customers. In fact, I feel excited to answer the calls so that I can provide a good answer by clarify them based on their inquiries.

I also have assigned to update employees' book service such as their leave, MC and salary increment. There are a total of 130 employees in Majlis Daerah Jerantut and I have to update their service book one by one. All the information in service book have to be key in at HRMIS system. Other than that, I also have to do the task that has been assigned from various departments at Majlis Daerah Jerantut. For example, I have to make business license for sellers who wants to do business at Bazaar Ramadhan. I also have to count and sort tenders project at technical department. My supervisor, Puan Sharifah always ask me for help to edit her minutes meeting and making sure there will be no wrong spelling in the documents. I have to be very particular as the minutes meeting are very thick. Before any meetings started, I have to prepare for the documents by printing and sorting it accordingly. I have to make sure it compiles correctly because the District Officer, Dato' Khairunnisa is very particular with this kind of things. This taught me to be very careful and responsible in every task that has been assigned.

I have learned that it is very important to be particular in completing our task. This is because, our bad behaviour which is careless can impact other people in the department. When it gives negative impacts to the other worker, they will tend to hate us because they think we did not do our job greatly. This will create an uncomfortable atmosphere between employees which will affect our motivation in working. Communication and asking question also one of the important elements that I have learned. When I did not know or unsure about something, it is very important for me to ask rather than assume because at the end of the day my prediction can be wrong. For example, I assume my supervisor ask me to print out few copies of certain documents while in fact, she only need one copy. This will make her feel I made the decision all by myself without asking her and cause waste of paper because of my careless.

## SWOT ANALYSIS





## **DISCUSSION**

### **STRENGTHS**

#### **Stable sources of finance**

Majlis Daerah Jerantut is a government organization that has a stable sources of finance. Other than collecting taxes, they own a club under this organisation known as Kelab Kebajikan dan Sukan Kakitangan Majlis Daerah Jerantut (KESUMA). This club is very active in terms of financial, management, activities and participation from the staffs at this organization. All of their employees will automatically be registered under this club and there are many benefits that these employees will gain. One of the benefits is that every year, they will go to a fully sponsored trip by KESUMA such as Pulau Tioman in 2022 and this year on November they will be going to Hatyai, Thailand. Other than that, their employees can borrow money from the club if they face any financial constraints with the approval of the Majlis Daerah Jerantut secretary, Encik Mohd Khasri as KESUMA club leader. Some of the important elements in managing club is the commitment of the leader and Encik Mohd Khasri has done such a great job by playing his role as a leader of KESUMA greatly. He is very competent in managing the club by looking for sponsorship in any event that Majlis Daerah Jerantut held.

#### **High retention rate**

Employees are one of the important assets in an organization and Majlis Daerah Jerantut has a high retention rate of workers. High quality of employees will definitely help an organization to achieve their objectives and optimal work performance. A lot of their employees are satisfied with their job which makes the retention rate at this organization high. This is because, Majlis Daerah Jerantut is so alert in terms of increasing employee satisfaction by offering adequate and fair compensation and benefits, promoting training and development programs, ensuring employee rights are met and most importantly they have been a great employer all this while. When any of their employees have to attend meetings or programs outside from Jerantut, they have drivers to drive them off and all of their necessities such as hotel, meals and fuels will be fully on employer. This will eventually increase the satisfaction of the employees as they do not have to stress themselves out to think about the expenses if there's any meetings or programs to attend. They also have an annually event which is Anugerah Pekerja Cemerlang (APC) to give appreciation to employees who contribute a lot to the success of the organization. The level of employee loyalty to the organization will be high when they get satisfaction while working such as getting recognized from their hard work. Moreover, this kind of award will inspire other employees to work harder in order for them to achieve the same target.

## **WEAKNESSES**

### **Conflict between employees**

Conflict will always happen at workplace in whatever sectors. In everyday life of organizations, employees and managers will always have to go through conflict and confront crises as they collaborate every day to achieve their organizational goals (Tjosvold, 2019). One of the weaknesses in Majlis Daerah Jerantut is that conflict between employees often happen. This is because some employees are too busy with the workload to the point they neglect some of their duties. Some of them also think that their colleagues might help them settling some of their jobs when they are too busy. For example, the information in the file should be arranged according to the reference number on the letter but some of them just did not care to update the file after entering new letter or they did not sort it in order. This will be hard for other employees who may have to find some information in that unorganized file. As time goes by, they will not get along and it will cause a dispute between these employees. Conflict between employees can also happen because of different personalities, points of view and lifestyles. When a conflict occurs, it can affect everybody and indirectly affect the productivity of the organization. A good workplace environment plays a significant role in the motivation of employees, hence it is very important for each of the employee to get along together.

### **Poor infrastructures and facilities**

One of the poor infrastructure in Majlis Daerah Jerantut is that their building is very small. Compared to other government building at Jerantut, Majlis Daerah Jerantut is considered small and narrow even though they are known as an esteemed organization as they only have one main staircase in a 3 level building. Moreover, their staircase is also small and steep which only fewer people can go up and down at the same time. It's very dangerous because higher chances of falling, tripping and slipping can happen to anyone. The additional risks of narrow and steep staircase are when an unwanted event happen such as fire, it can be very dangerous because of the limitations of people can go up and down. Other than that, there are so many leaked roof at this building which cause inconvenience when raining. Majlis Daerah Jerantut has such an old and a poorly maintained building which cause most of the infrastructure to be in poor condition. Their telephone also out of date which sometimes it is hard to communicate properly with customers and have to repeat few times to understand the real context. Fax machines also cannot be function properly and there's air conditioner in certain departments not repaired which cause uncomfortable to the employees especially during this hot weather.

## **OPPORTUNITIES**

### **Many tourist attractions**

Tourism is one of the biggest sectors that contribute to the economy and development of Malaysia. The tourism business has appeared as a crucial potency for sustainable socioeconomic development globally (Manzoor, 2019). There are a few places in Jerantut that can attract many tourists such as Pusat Penyelidikan Pertanian Tun Razak (PPPTR), Gua Kota Gelanggi, Taman Negara, Kolam Ikan Air Tawar and Galeri Mat Kilau. These tourist attractions can be one of the sources of income for Jerantut as it promotes Malaysia's cultural heritage and natural diversity to the world. Galeri Mat Kilau is one of the most famous places at Jerantut visited by tourists ever since Mat Kilau movie was shown in cinemas previous year and reached RM90 million after 33 days of screening. A lot of people come to Jerantut to see and learn about it as Galeri Mat Kilau disclose about the history of Jerantut which are mostly Malay warriors such as Mat Kilau, Pawang Nong and Tok Gajah. Other than Galeri Mat Kilau, Taman Negara also one of the most visited by domestic and international tourists. Taman Negara has many geological and biological attractions such as Gunung Tahan, Gua Telinga and Lata Berkoh. A lot of rare and extinct mammals such as tigers, tapirs and wildebeests can also be found in Taman Negara. It can generate income through tourist spending, tourism tax, tourism investment and export of tourism services. This income can be used to finance the development of infrastructure and people' welfare. Apart from increasing government's income, the tourism sector can also increase people's income through the creation of job and business opportunities in the terms of accommodation, food and beverages and transportation.

### **Many potential areas to be developed**

Jerantut Pahang known as a state that rich with vast tract of lands and also included in the area of East Coast Economic Region (ECER). ECER comprises the states of Kelantan, Terengganu, Pahang and the district of Mersing in Johor. The aim of ECER is to promote growth in the economy and make sure fair distribution of wealth across the country, in keeping with national goals of transforming into a high-income developed nation by 2020. One of the main drivers of socio-economic growth in West Pahang is the tourism sector as it is rich in nature and heritage. Some of the ECER strategies are to increase investment for economic development in the main industries such as tourism, agriculture, timber, mining and small and medium-sized enterprises (SMEs) as well as improving infrastructure, especially road communication systems, telecommunications and utility supplies. For example, one of the recently finished ECER projects is the upgrade of the Labu Sentral R&R area at Kampung Labu, which is intended to strengthen the community's economy and promote future

expansion in the ecotourism sector in the coming years. The refurbished Labu Sentral will be helpful to Jerantut citizens, who will be able to use the center to display and advertise regional products while also acting as a rest stop for travelers visiting Taman Negara.

## **THREATS**

### **Migration of youth to the city**

Jerantut is a small rural area and it has a very low job opportunity which cause a lot of youths to migrate to big cities for them to find better job opportunities. Not only lack of job opportunities in Jerantut, many employers offer a very low salary which make these people wanted to find better offer that can satisfy their needs. Especially with the Covid-19 outbreaks past few years, the situation is becoming more worrying with the sudden increase in youth unemployment. Fresh graduates have to move out from this rural area to find jobs according to their qualifications because of limited opportunities. Job opportunities are still there but it may only be limited to plantation or agricultural work as this state has the biggest land use in the plantation of oil palms and rubber trees. Therefore, these productive labours especially youths have to migrate to cities to explore more attractive job opportunities. Moreover, many employers at Jerantut prefer to take foreigners not only because these foreign workers are loyal to their employers but also because of perception's employers towards these local workers that are too demanding and difficult to adapt compared to foreign workers. These may cause a problem as employers assume that local worker is not interested in working.

### **Bad perception from customers**

The achievement of some organizations can be determined by the service quality that generates corporate value, which leads to customer satisfaction and loyalty (Shrestha, 2021). Many customers complained when Majlis Daerah Jerantut started to introduce parking coupons at Jerantut area since last year. This is because they thought it is unnecessary for a small rural area to collect parking coupons when this new implementation can actually give more revenue to Majlis Daerah Jerantut. This revenue can be used to improve people's welfare and facilities in Jerantut such as repair or renew damaged roads, maintaining fountains, providing lighting for public streets and so on. Many people did not know if taxes are reduced, less fund can be used to cover administration, management as well as development expenses. Moreover, there are so many complains from the community regarding harmful stray dogs

around neighbourhoods. Majlis Daerah Jerantut did take the action from the complains but there are tons of them which sometimes they did not manage to solve it all at once. Hence, there are some communities keep on complaining that Majlis Daerah Jerantut have incompetent workers as they assume these staffs did not carry out their responsibility. This will eventually tarnish the image of Majlis Daerah Jerantut. Some people that make complaints hope that the problem will be solved the same day which will be quite hard because it has to go through a few procedures.

## **RECOMMENDATIONS**

### **Implement strong leadership skill**

Majlis Daerah Jerantut can also implement strong leadership skill. In order to resolve the conflict between employees that often happen in Majlis Daerah Jerantut, a strong leadership skill is much needed. Changing work conditions and creating a better working environment are important ways for leaders to influence employee engagement, but they can also indirectly influence engagement by inspiring, connecting and building their employees up directly as well (Decuypere, 2019). In fact, all organization need a great leadership skill to drive the organization successfully. Conflict will always occur in a workplace due to a few factors which is why manager has to own this skill to tackle this kind of issue. When employees feel like they receive a support from their managers, they will be more likely to stay in their job. According to (Ali, 2021), leaders typically formulate an organization's culture by creating values, promoting proper member behaviour and preparing punishments and rewards for members. A lot of people did not leave a bad job but they tend to leave the job if their employer is bad and do not have a great leadership skill. A good leader is not someone that can be friend with the employees, but someone that have a way to prove they care for their employees. They give much attention towards their employees by recognizing the actual problem before their employees report about it. Some employees they feel scared to voice out their opinion or any problem that they may face so, being proactive as a leader saves a lot of employees' worry. This will eventually make them feel protected.

### **Proposed a budget to improve infrastructure and facilities**

As Majlis Daerah Jerantut known with a small building and narrow staircase, one of the best way to improve this is by proposing budget to the Pahang state government and renovating the building or move to another strategic place. According to (Kodur, 2020) a country's built infrastructure comprises the majority of its buildings, and buildings play an integral role in fostering socio-economic development in that country. It is common for buildings to be designed to last for several decades and provide at least some form of residential and functional service to a large number of residents for the duration of their design life (Kodur, 2020). Majlis Daerah Jerantut has to do something with its building as when unwanted event such as fire occur, it will be very dangerous due to limitation of people can go up and down at the same time. In order for the fund allocation to be successfully approved, Majlis Daerah Jerantut has to do their very best by submitting important documents such as feasibility studies, cost and benefit analysis and projected return on investment (ROI). Other than improving its

building, the facilities also have to be improved such as buying new office equipment like fax machines, telephones and repairing air conditioners that are not fully function in certain departments. Renewing these facilities will somehow make employees feel much more comfortable as the environment is very conducive which eventually will increase the productivity of Majlis Daerah Jerantut. Employees who like the atmosphere of their workplaces are more likely to be more productive, as they will feel at home in that environment to perform both work activity and other tasks accordingly, so that their working hours are more effectively used (Rachman, 2019).

### **Diversifying economy in Jerantut**

In terms of social aspect such as quality of life, the influx of foreign labour and crime are some of the results of globalization that affects the economic sector as well as the social life of the community today. According to (Yusof, 2021), unemployment is a situation in which people are eager, excited and ready to work but are unable to find suitable paid employment positions despite their eagerness and readiness to work. In many nations throughout the world, youth unemployment is substantially greater than adult unemployment (Hasan, 2020). The economy of the rural population needs to expand and be diversified including through entrepreneurial activities and sustainable rural tourism to provide employment options especially for the youth and reducing the amount of people from migrating to big cities. This effort can be done by focusing on certain sectors such as tourism, agriculture, timber. Jerantut has the potential to attract investment in high-value agricultural such as livestock, durian and tongkat ali due to the vast tracts of land. These vast tracts of land can be used to expand the agriculture sector. For example, Majlis Daerah Jerantut can provide incentive and workshops for the youth especially so that they can use the knowledge and skills they have acquired to boost themselves and generate income in the long term. The application of new methods in agriculture that use high technology requires the expertise of workers who are able to guide farmers to produce the best products. For example, introducing modern methods in agriculture such as encouraging the use of high-quality seeds, the use of machinery, organic fertilizers, pesticides so that production can be increased. By expanding agricultural sector, these youths can be given the opportunity to join it and contribute their respective expertise in improving the capabilities of the domestic agricultural industry.

## CONCLUSION

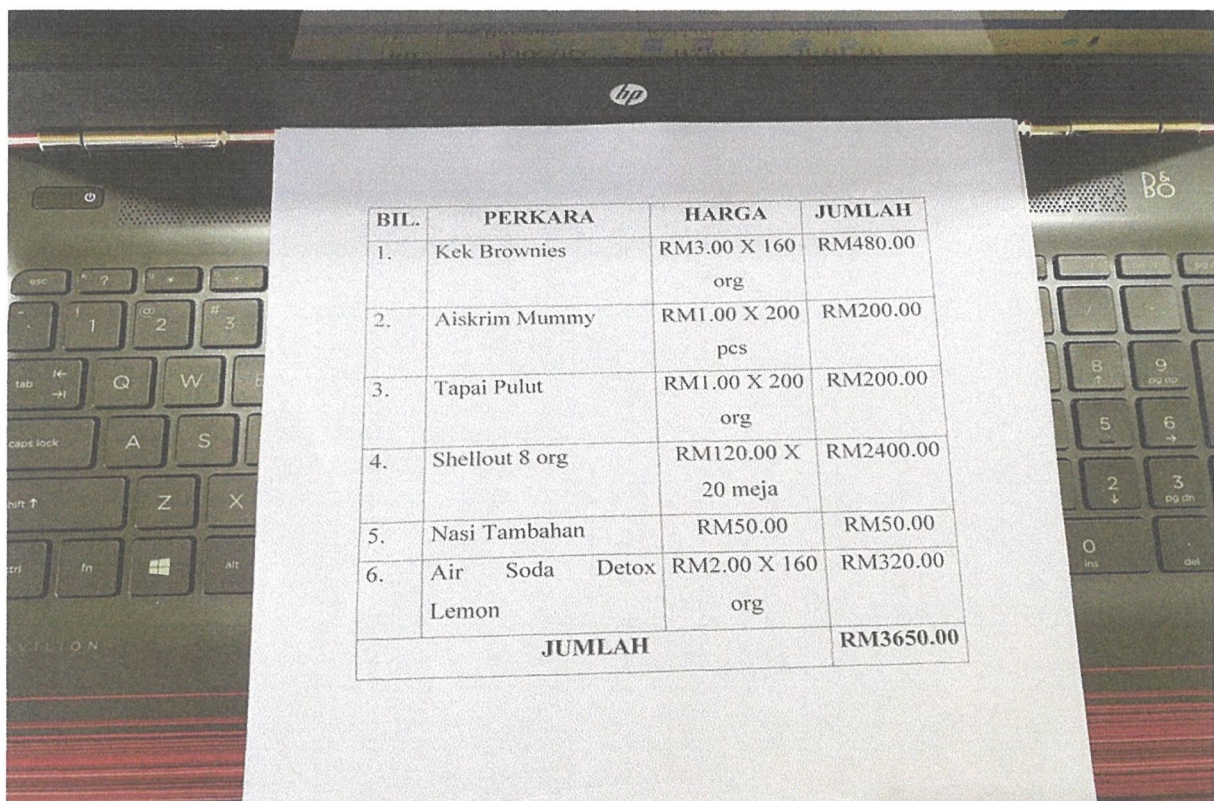
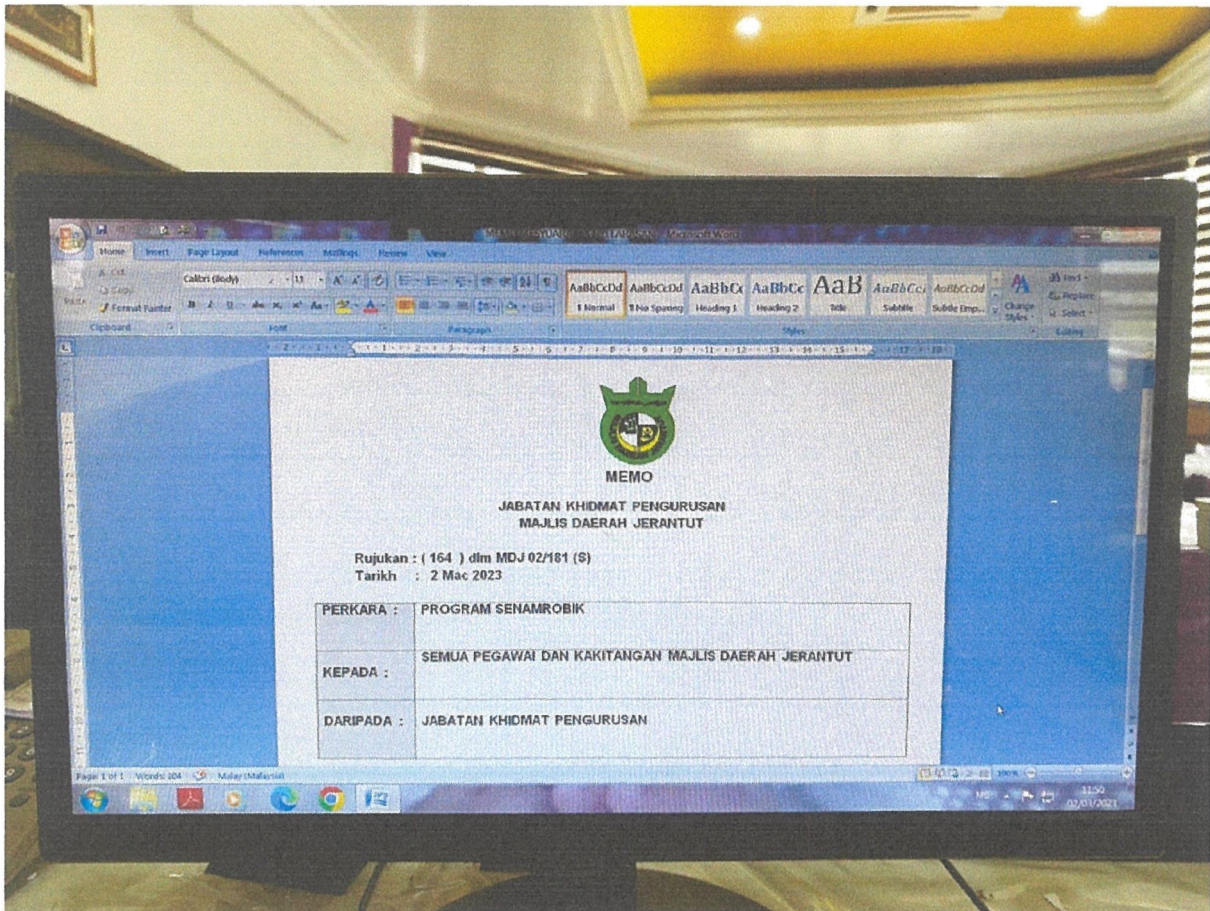
In conclusion, to obtain effectiveness, modern public administration is not only based on the policies and methods in the central part but also how it is implemented down to the lower levels such as regions, districts and even villages. Therefore, it is necessary to hold an extensive government administration to ensure the success of a plan. So, the local government will represent the will of the local people in administering local problems which aims to increase the people's participation in politics for the benefit of the local people. Majlis Daerah Jerantut is indeed an esteemed organization that provide many services for the prosperity of the community around Jerantut. However, this organization also face a lot of challenges as in the current state of globalization especially in the aspects of political, economic, environmental, technological and social management. They are responsible in performing all its roles to the community to ensure the safety and well-being of all parties. In order for Majlis Daerah Jerantut to be the same level as other local authority, they have to be very active and perform very well so that it will be recognized by other local authority too. Not only that, it may attract the Pahang government state when they improve their performance and productivity resulting in more funds allocation for Majlis Daerah Jerantut. With these funds, many activities can be done to improve the image of Majlis Daerah Jerantut. Its weaknesses such as conflict between employees and poor infrastructure and facilities have to be taken care before it getting worse and tarnishing the image of this organization. Majlis Daerah Jerantut also have to be careful with the threats which are migration of youth to the city and bad perception from customers by developing and expanding the economy in Jerantut so that there are many job opportunities available which can avoid youth from migrating.

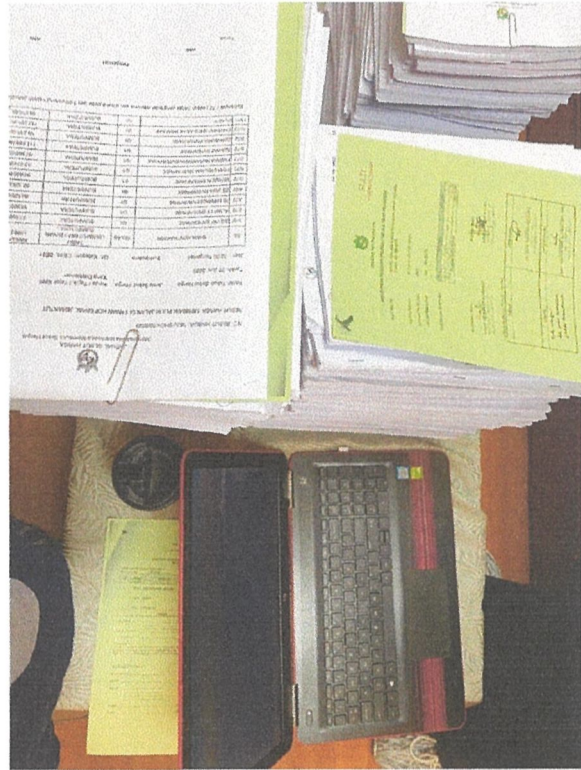
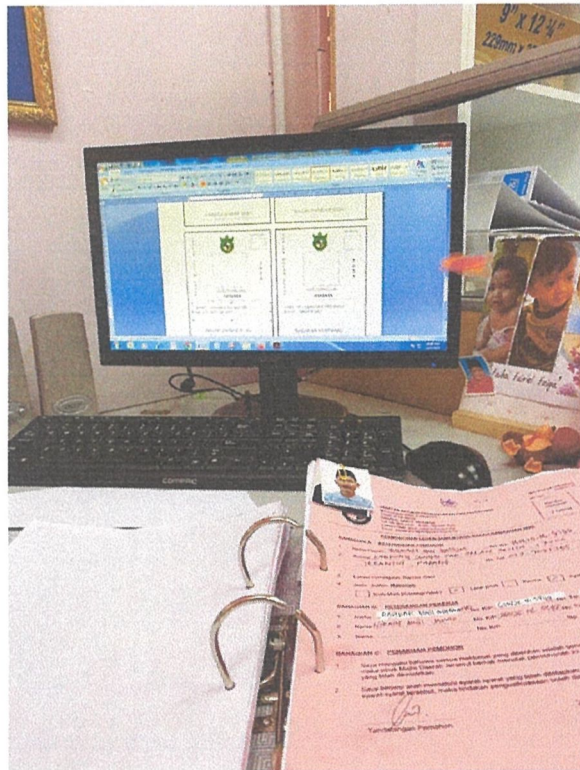
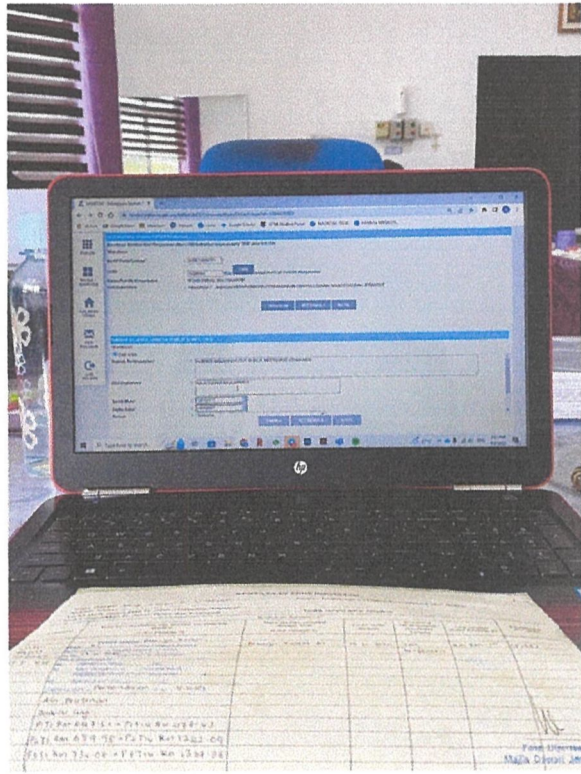
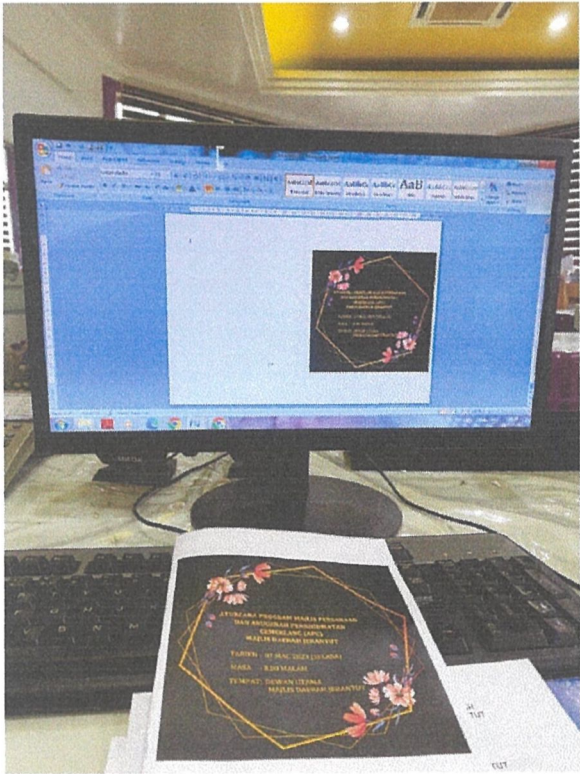


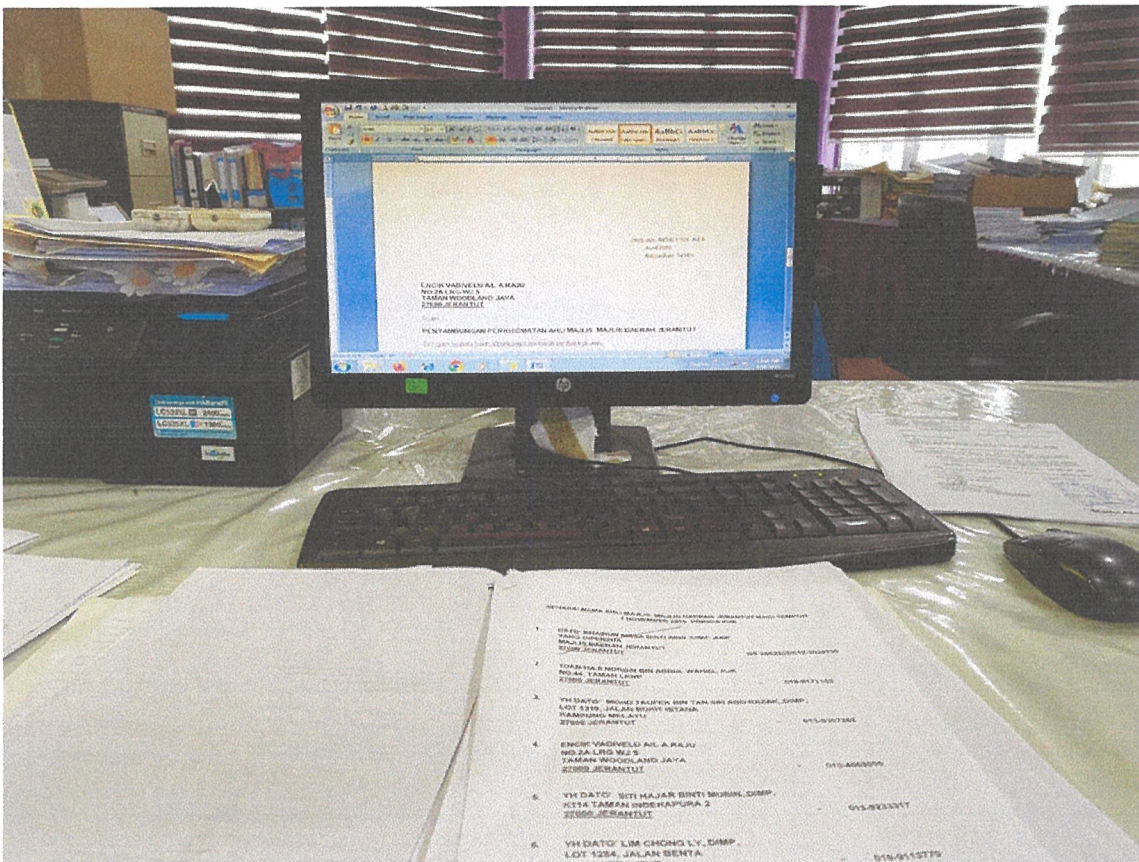
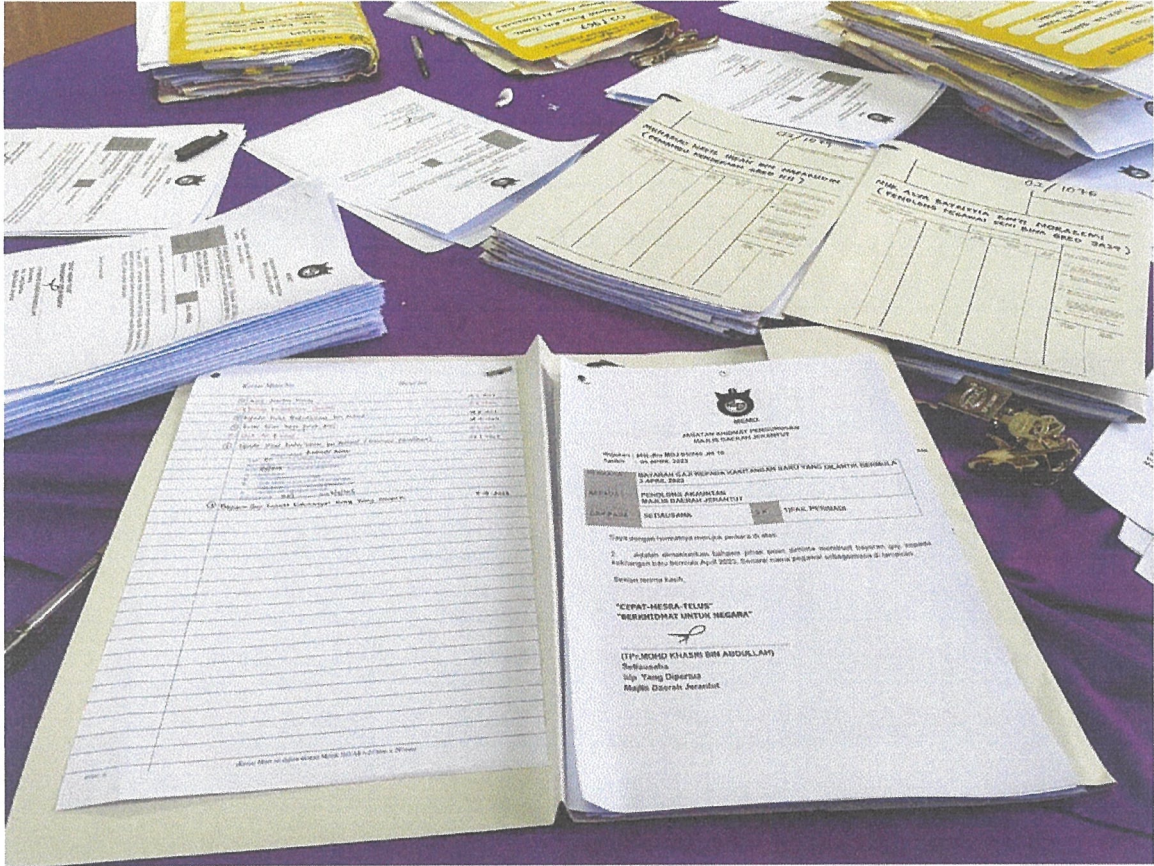
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**APPENDICES**







**ANGKAPAN KESELURUHAN LAPORAN PELAKSANAAN PROJEK PEMBANGUNAN MAJLIS DAERAH JERANTUT 2023 MATEMUNG 30 APRIL 2023**

PERUNTUKAN	BIL. PROJEK	SAP	DALAM WELASARAN	PROJES LEPASSA	JUMLAH PERUNTUKAN	PEBELAJARAN BINA	PENCAPAIAN PERSILAHAN KESELURUHAN (%)	PENCAPAIAN PERBELAJARAN KESELURUHAN (%)
BP, 1 KIKET	3	0	0	3	2,000,000.00	599,440.00	29.7%	300.00%
PKWB	2	0	0	2	30,000.00	0.00	0.0%	0.00%
MARHS	0	0	0	0	1,500,000.00	263,423.54	13.73%	0.00%
ECERDC	2	0	2	0	300,000.00	0.00	0.0%	0.00%
ICU	1	0	1	0	150,000.00	0.00	0.0%	0.00%
NEGERI	8	3	2	3	1,420,000.00	0.00	0.0%	0.00%
MAJLIS	37	0	0	3	600,000.00	0.00	0.0%	0.00%
<b>Purata Pencapaian Keseluruhan</b>							<b>24.5%</b>	<b>22.5%</b>

**MAJLIS DAERAH JERANTUT**  
*Sijil Penghargaan*  
 Dengan ini mengesahkan bahawa  
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