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MARA

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HUMAN RESOURCE DEPARTMENT

INDUSTRIAL TRAINING REPORT

Bachelor of Business Administration (Hons.) Human Resource Management
(BA243)



NEGERI SEMBILAN DARUL KHSUSUS
GOVERNMENT

NEGERI SEMBILAN STATE SECRETARY'S OFFICE

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EXECUTIVE SUMMARY

My 6-month journey as a practical training student at Negeri Sembilan State Secretary's Office (PSUKNS) was a memorable experience to be captured. It is a compulsory requirement for BA243 program, I completed my internship at PSUKNS. The purpose of this internship report is to analyse real-life work experience that offers meaningful and practical work either related or non-related to the field study of a student. The internship report describes my internship period that I have finished in Service Unit under Human Resource Management department, which began on 1st March 2023 and ended on 15th August 2023. The service unit provides a variety of services such as appointment, placement, and exchange of positions, resignation processes, promotion, preparation of monthly reports, formulation of administrative policies, receipt and delivery of letters, and file maintenance. The service unit also encourages graduates to apply for part-time workdays known as "Pekerja Sambilan Harian (PSH)" as a way to gain valuable experience while also earning money.

I have been assigned to work in the Confidential unit under Service Unit for the whole 6 months of my employment. Here, I had learnt to provide contractual and permanent employment documentation for the purpose of both employees and employer. It made me aware of the government procedures when it comes to job applications that required specific and detailed documents to be an official employee in the company. Besides, I succeed in every task given by my colleagues and my supervisor. I learned to be resilient in the workplace, which allows me to be confident and mentally tough, which has a positive impact in the workplace.

The report will cover on student's profile, company's profile which consists of the background, vision, mission, objective and goal, training's reflection where it presents operation hours, job responsibilities, intrinsic and extrinsic rewards. Later, I will emphasize more on the company's swot analysis and the discussion as well as the recommendations to enhance the company's performance. As the concluding part of the report, I will summarize the essence of my internship journey in the company. Last but not least, as proof of my contribution to the company, I will attach a list of figures and key features that I have compiled.

ACKNOWLEDGEMENT

First of all, I would like to say Alhamdulillah, thank you to Allah for giving me good health to complete my internship on time.

Next, I would like to show my gratitude to the employer of my department, Mr. Muhammad Aszam Bin Gambaris @ Watimin and the assistant secretary of training and competence unit, Mr. Syed Muzaffar Bin Syed Mohamad for accepting me to do industrial training at Negeri Sembilan State Secretary's Office. Apart from that, I would like to say thank you to my supervisor, Mrs. Salwa Binti Sarif for giving me guidance and motivation while completing my internship in the company. A special appreciation towards my academic advisor, Madam Khairunnisa' Binti Yussof for guiding me in the report writing successfully.

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Figure 2: PSUKNS Organization logo

Negeri Sembilan Government Secretary's Office or simply called PSUKNS is a government agency that serves as a parent body for the state government's development, administration, and services. It was established in 1948 and led by the first State Secretary, Che Othman Mohamed who served until June 27, 1949. In the early establishment, the office was built facing Istana Hinggap Paduka Seri Tuanku Yang di-Pertuan Besar Negeri Sembilan. The entire office relocated to a new building known as Wisma Negeri on April 16, 1987. It was officially launched by Tuanku Ja'afar ibni Almarhum Tuanku Abdul Rahman Yang di-Pertuan Besar Negeri Sembilan on September 26, 1987. Specifically, the office is located on the fifth floor of Wisma Negeri, Block A, 70503 Seremban, Negeri Sembilan.

The administration of PSUKNS is divided into 3 main wings: Government Secretary Office, the Development sector and the Management sector. The Government Secretary's Office consists of the Corporate, Innovation and Quality Unit, Integrity Unit and Internal Audit Unit. On the other hand, Development Sector consists of State's Economic Planning Unit, Housing Division, Local Government Division, Negeri Sembilan Water Regulatory Body and Negeri Sembilan Tourism Board. Meanwhile, the Management sector consists of Management Services Division, Human Resource Management Division, State Legislative Assembly Division, Information Technology Management Unit, Negeri Sembilan Chief Minister's Office, Sports Council, Official Council Management Unit and Protocol, and Negeri Sembilan Public Complaint Unit.

The policy of the organization is closely related to quality whereby as a leader working in the public sector should be devoted to provide quality services to meet organisational objectives, statutory requirements and, ongoing performance improvement. It has 5 main roles as follows: