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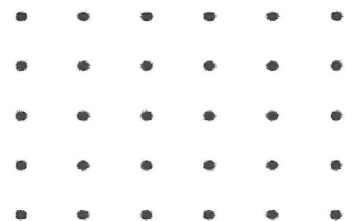


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**INDUSTRIAL
TRAINING REPORT
MAJLIS PERBANDARAN
SEGAMAT**

1 March- 15 August 2023

NUR AFIQA ATASHA BINTI ANUAR | 2020470156 |
BA243



EXECUTIVE SUMMARY

This industrial training report provides an overview of the experience gained during a training program at Majlis Perbandaran Segamat (MPS). The report begins with an updated resume highlighting the skills, knowledge, and experiences gained during the training program. It also includes the company profile that describes the organization's background, functions, and objectives.

The report then discusses the reflection on the training program, which includes the knowledge, skills, and experiences gained during the training. The reflection highlights the practical application of theoretical concepts, the challenges faced, and the lessons learned during the training.

Furthermore, the report presents a SWOT analysis of the organization. This analysis provides insights into the company's strengths, weaknesses, opportunities, and threats. The analysis shows that the organization has strengths in terms of its competent workforce and dedicated leadership, but it also faces challenges in terms of resource constraints.

Finally, based on the analysis, the report provides recommendations to Majlis Perbandaran Segamat on how to improve its operations and achieve its goals. The recommendations include enhancing employee relationships among them, training and development programs and investing in technology and innovation.

Overall, this report provides a comprehensive overview of the training experience at Majlis Perbandaran Segamat, and it provides recommendations to help the organization improve its operations and achieve its goals

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ACKNOWLEDGEMENT

I would like to express my sincere gratitude to all the individuals who have contributed to the successful completion of my industrial training report for the subject HRM666.

First and foremost, I would like to extend my deepest appreciation to my supervisor, Encik Faridzul Bin Dakir, for providing me with the opportunity to undergo industrial training at *Majlis Perbandaran Segamat* (MPS). I am grateful for their unwavering support and guidance throughout my training period. Their vast knowledge and experience in the field of human resource management have been invaluable in shaping my understanding of the subject.

I am also indebted to *Jabatan Khidmat Pengurusan* staff, Kak Azah, Kak Yati, Kak Aida, Abang Mizan, Abang Fitry, Abang Hafiz and Daud who have been very accommodating and welcoming. Their willingness to share their experiences and knowledge with me has been a great help in enhancing my understanding of the practical aspects of human resource management. Their kindness will never be forgotten.

Furthermore, I also would like to express my sincere gratitude to supervisor Madam Khairunnisa' Binti Yusof for her guidance and support in completing my report for HRM666. Her expertise and feedback have been invaluable in helping me produce a high-quality report.

In addition, her patience and willingness to answer my questions have made the learning process much smoother and more manageable. Her insights and suggestions have helped me improve my writing skills and produce a well-structured report.

Finally, I would like to express my gratitude to my family and friends for their unwavering support and encouragement throughout my training period. Their moral support has kept me motivated and inspired to strive for excellence in my academic pursuits.

In conclusion, I am grateful for the opportunity to undergo industrial training, and the knowledge and experience I have gained from this experience will undoubtedly be valuable in my future endeavours

STUDENT'S PROFILE (RESUME)

NUR AFIQA ATASHA BINTI ANUAR



A final year student of Bachelor Administration (Hons.) Human Resource Management. I'm looking for opportunities to use my business background, skills, and knowledge to the fullest extent possible. Hence, I am seeking for companies that can help me during my internship by advancing my career.

Education Level

| | |
|---|--------------------------------|
| SMK SERI KENANGAN - Segamat, Johor SPM | Jan 2013 - Dec 2017 |
| • SPM : 3A 1A- 1B+ 1B 2D 1E | |
| SMK TINGGI SEGAMAT - Segamat, Johor STPM in. 3.58/4.00 | Mar 2018 - Dec 2019 |
| • MUET Band 4 | |
| • First place in drawing portrait of independence figure; Tunku Abdul Rahman | |
| • Third place in Public Speaking | |
| UNIVERSITI TEKNOLOGI MARA (UITM) KAMPUS BANDARAYA MELAKA Bandaraya Melaka, Melaka | Oct 2020 - Aug 2023 (Expected) |
| <i>Undergraduate</i> | |
| • Current CGPA : 3.51 | |
| • Dean list award for three semester | |

Achievements & Other Experience

- **Project Assignment** (2022): Silver Award for Virtual Talent Talk Battle 2022 (VATTLE 2022) Series-2
- **Project Assignment** (2022): Silver Award for Virtual Melaka International Intellectual Exposition 2022 (V-MIIEIX)
- **Webinar** (2023): Secretary position for webinar A Coffee Session With Che Din Food Industries
- **Webinar** (2023): Secretary position for webinar Inclusivity In The Workplace: People With Disabilities
- **Webinar** (2023): Moderator for webinar The Challenges & Opportunities In Industrial Relations: Perspective From Trade Union & Employers
- **Project Assignment** (2023): Secretary for Hasta La Vista 2023 (Subject HRM666)
- **Volunteering** (2022) : Become volunteer for Charity Week 2022 at Mydin Ayer Keroh

Skills & Language

- **Hard Skills:** Microsoft Words, Microsoft Powerpoint, Microsoft Excel, Online System (Zoom, Google Meet, Webex, Microsoft Team and Canva), Presenting
- **Soft Skills:** Leadership, Adaptability, Problem solving, Decision making, Handling pressure, Communication, Time Management, Multitasking
- **Language:** Bahasa Melayu (excellent both writing and speaking), English (Intermediate both writing and speaking)

References

Puan Nur Hazwani binti Mohamad Roseli
Coordinator of Practical Training (BA243)
UITM Kampus Bandaraya Melaka

Puan Noraeffa binti Md Talib
Senior Lecturer | Academic Advisor
UITM Kampus Bandaraya Melaka

Figure 1: Resume

COMPANY PROFILE

Company's Name, Logo, Location, Operation Hour

MAJLIS PERBANDARAN SEGAMAT



Figure 2: MPS Organizational Logo

No.1, Jalan Abdullah, 85000, Segamat, Johor Darul Ta'zim

OPERATION HOUR:

- Monday-Wednesday: 8 am-2 pm
 - Sunday: 8 am- 4pm
 - Thursday: 8 pm-2 pm

Vision, mission, objective, goals

MISSION

The mission of MPS is to be an efficient and effective organization in developing and managing its area by:

- Improve the quality of life of the community by providing the best municipal services, comprehensive health control and the provision of quality infrastructure.
- Provide a conducive environment for the development of the trade and industrial sector by providing business-friendly policies and policies to promote economic growth.
- Enforce the law transparently, fairly and with integrity to ensure that the administrative area is managed in addition to forming a disciplined and law-abiding society.
- Controlling, coordinating, and monitoring development and business activities to create a clean and beautiful environment.
- Ensuring a comprehensive and effective communication system to increase the mobility and accessibility of residents within the MPS area.
- Building a high-performing, efficient and customer-friendly organization.

VISION

SEGAMAT, CLEAN, FRESH AND PROSPEROUS

- To create Bandar Segamat as the main attraction centre for economic development of Utara Wilayah Selatan Semenanjung Malaysia area, in addition to provide ample social facilities in a garden city environment.

OBJECTIVE

- **Ensure top-notch urban services and offer public amenities close to the Council's territory.**
- **Make deliberate plans to grow cities, lessen traffic congestion, and clean up the environment.**
- **Make a lovely and attractive town.**
- **Along with the government's agenda and the expectations of the populace, improve public amenities and promote the travel and cultural industries.**
- **Through the modernisation of the council's administrative system in line with IT advancement, provide efficient and effective services.**
- **Increased oversight and control over the granting of construction permits, business licenses, and approvals for development projects.**
- **Consistently keep Council's finance system accountable.**
- **Increased human development initiatives for council regions and employees**

Background of Establishment



Figure 3: MPS Building

Majlis Perbandaran Segamat (MPS) was originally a town board, was established in 1912. In 1951, it was then upgraded to a Town Council with the Local Government Elections Ordinance 1950 until 31 December 1970. On 1 January 1977 through the Local Government Act 1976, it became and was known as the Majlis Daerah Segamat Utara. In 2001 it changed to the Majlis Daerah Segamat. Then, on 1 January 2018, it was upgraded to Majlis Perbandaran Segamat

While in the Town Council, the administration consists of 9 people elected through elections, 7 people appointed by the State Government including 4 Ex-Officio members consisting of Segamat District Administrative Officer, Public Works Department Engineer, North Johor Health Officer, Muar and Deputy Labor Commissioner, North Johor, Muar.

Currently the Segamat District Council is administered by Yang Dipertua Majlis Daerah Segamat with 24 Councilors appointed by the State Government and five Ex-Officio members consisting of the Segamat Land Administrator, Public Works Department Engineer, Segamat Health Officer, Segamat Fire Officer and Chief Segamat Police.

Nowadays, Majlis Perbandaran Segamat consists of:

- Ibu Pejabat Majlis Perbandaran Segamat, Segamat (Pusat Pentadbiran)
- Pusat Kecil Buloh Kasap
- Pusat Kecil Gemas Baru
- Pusat Kecil Jementah

Organizational structure

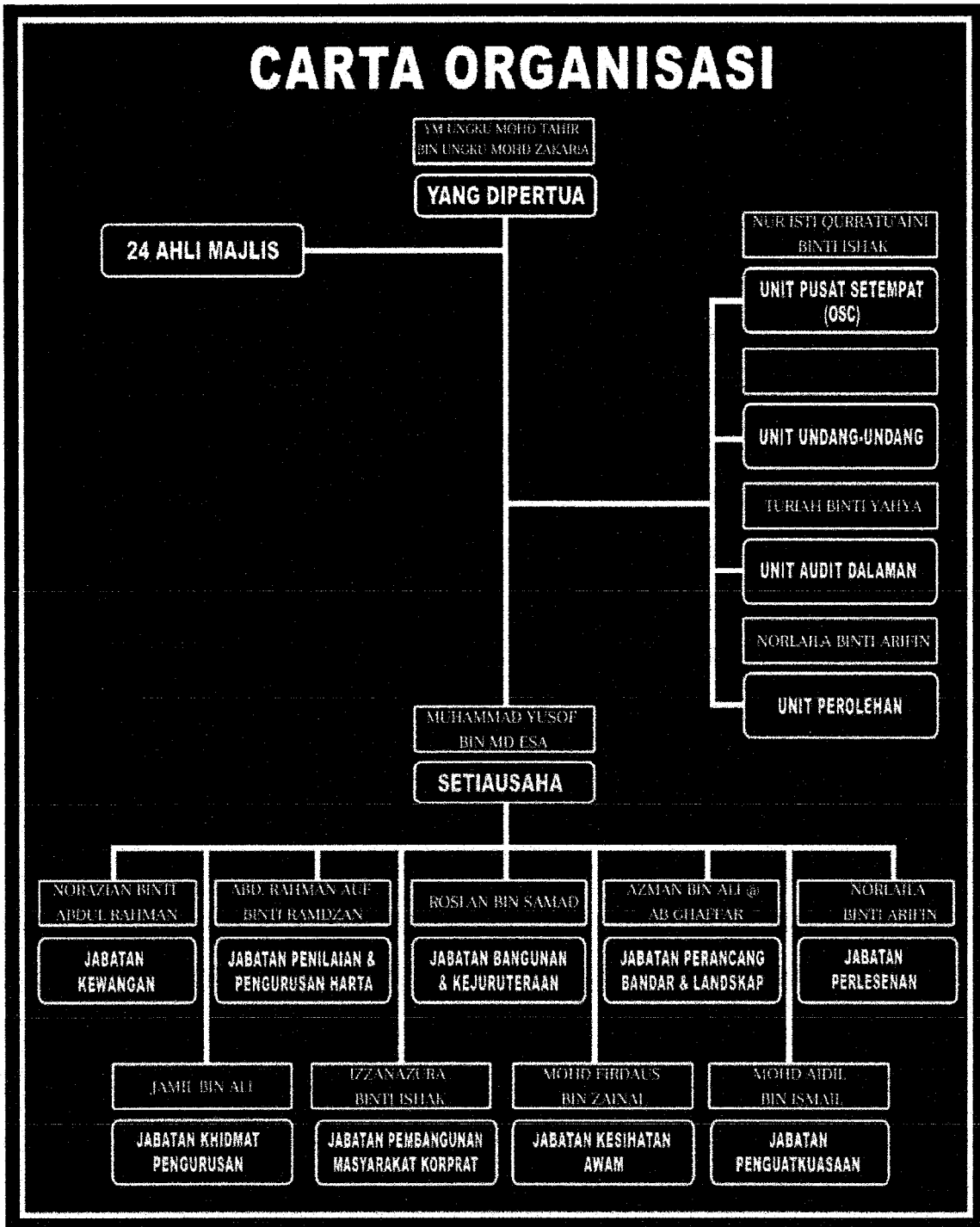


Figure 4: Organizational Chart of Majlis Perbandaran Segamat (MPS)

Product/services offered.

- To ensure development in Council's areas comply with the legislation and regulations. To complete that duty, development control which includes activities such as approval for layout plans, approval for earthwork plans, infra plans, building plans, landscape plans, certificate of fitness and enforcement are implemented.
- To control business activities which operate in MDS area; business control duties cover all types of license issuances, reforms, suspensions, terminations, appeals and enforcements.
- One of the SDC's main profit is by collecting assessment tax, thus assessment tax management must be run smoothly; management activity starts with evaluation identification of present property, bills production and payment collection.
- Provision and Maintenance Infrastructure and Public Facilities Project is also one of MDS's main functions; activities start with planning, designing (either by own or done by vendor), construction turnovers, monitoring project, delivery and defect periods and other related activities

TRAINING'S REFLECTION

In this section I will give a brief explanation of my reflection during my internship programme at Majlis Perbandaran Segamat, Johor. First and foremost, the internship programme will be held for 6 month, starting from 1 March 2023 until 15 August 2023. I have been placed in Jabatan Khidmat Pengurusan or Human Resource Managment Department. My supervisor is, Encik Muhammad Faridzul Bin Dakir. As for working table, I have my own place but still need to bring my own laptops as my place does not provide computer.

As for the rule and regulation in this organization is I need to thumbprint every 8.00 a.m and thumbprint again at 5.00 p.m. As for Thursday we can go back early so I need to thumbprint again at 3.30 p.m before going back home. Lunch hour start at 1.00 p.m and end at 2.00 p.m. For clothes etiquette, as a woman, I need to wear Baju kurung everyday and I can wear tshirt if there any physical activities such as in March, I have been assigned to sorted and distributed aid for flood victims and joinning sports



Figure 5: Traditional Game Match

During the internship, I have been assigned with a few task such as I have been assigned to key-in data for staff's leaves in HRMIS. HRMIS is Human Resources Management System - Human Resource Information Management System which is one of the portals of the Malaysian Public Service Department to ensure that the management of Civil Servants is more systematic and with integrity. HRMIS is developed comprehensively taking into account all HR processes and functions from the beginning of appointment to termination of service. All personnel related records throughout the service will be recorded and stored digitally. This task was being assigned by Encik Muhammad Nur Hamizan Bin Nordin.

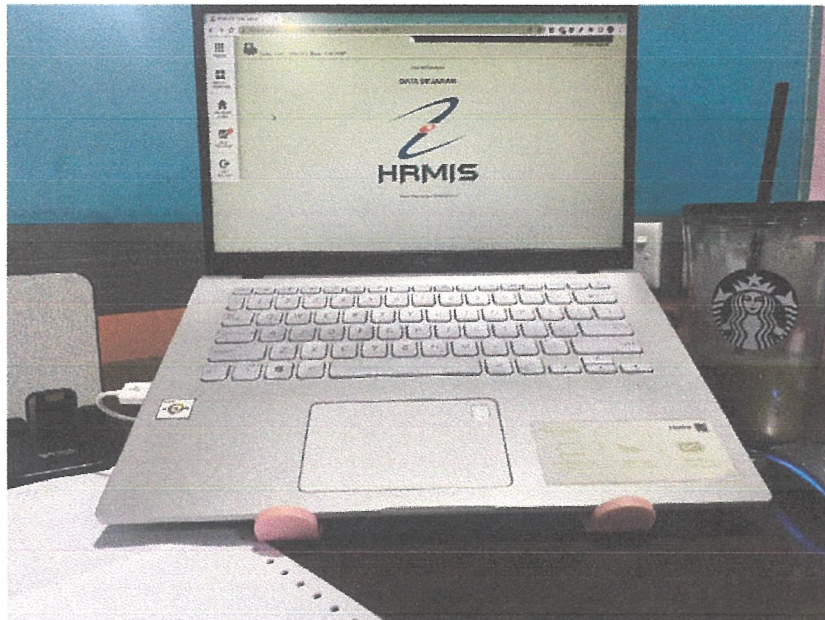


Figure 6: HRMIS

Furthermore, I also being assigned to arrange staff's documents in their personal files that contain their personal information, their salary and the certificates of the courses they attended. This is task is being assigned to me by Encik Fitry Arif Mohamad Toha. I need to arrange it from the oldest to the latest and also need to print their "*Laporan Penilaian Prestasi Pegawai Kumpulan Pelaksana*" for each year. This will indicate their performance throughout the year.

Other than that, I also being assigned by Puan Nor Azah Binti Kamarudin ,to print out a form for each one of the employees that involved in courses, workshops, briefings, and seminars that have been held from January to the most recent month. This form will be distributed and filled out by the head of the respective department to be evaluated. This form, will shows the staff performance during training being held.

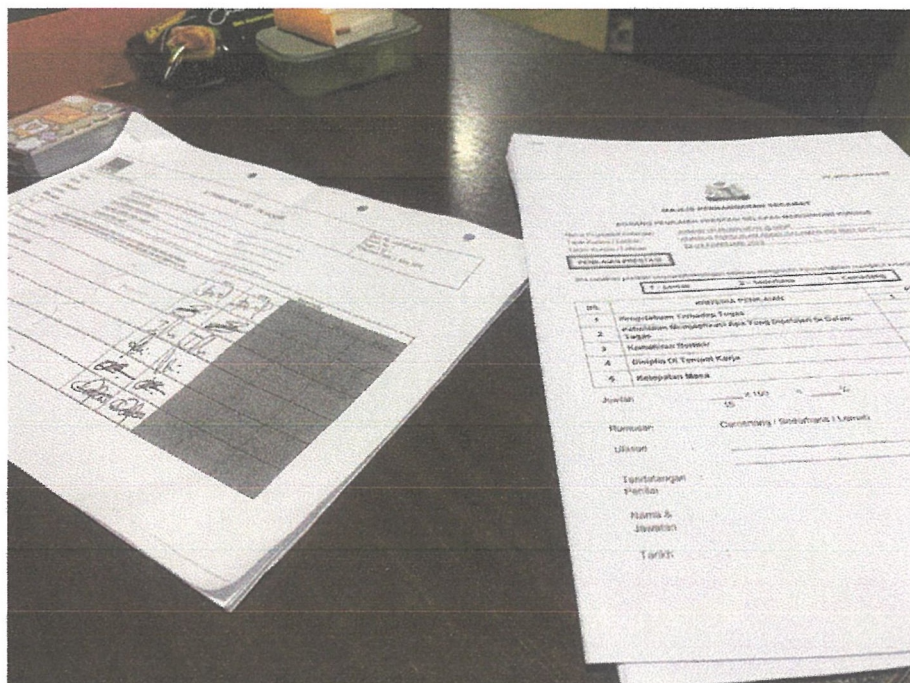
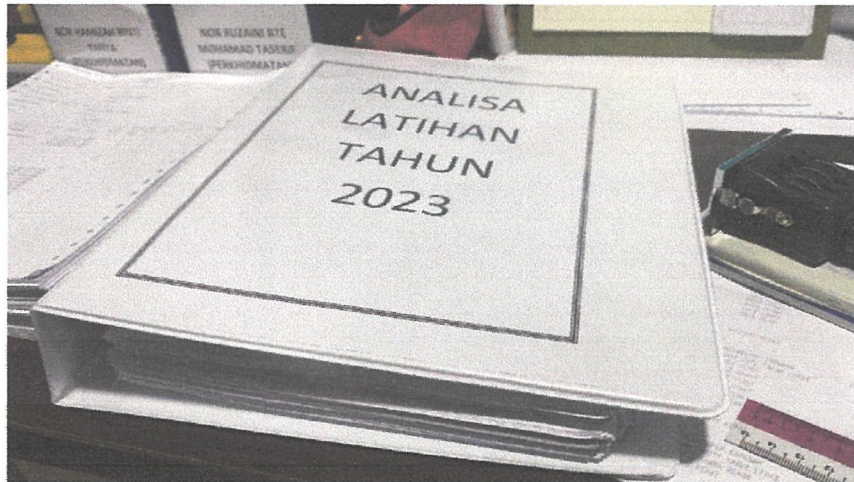


Figure 7: Evaluation form

Last but not least, Majlis Perbandaran Segamat (MPS) has open a job vacancy for two positions which is *Penguatkuasa* and *Pegawai Tadbir N29* for Law Department. Hence, I have been assigned to key in all the data of the person that apply for the position *Pegawai Tadbir N29* and need to sort them whether they meet the criteria set by the MPS. I have been trusted by Encik Norhafiz Bin Md Nor to do this task.

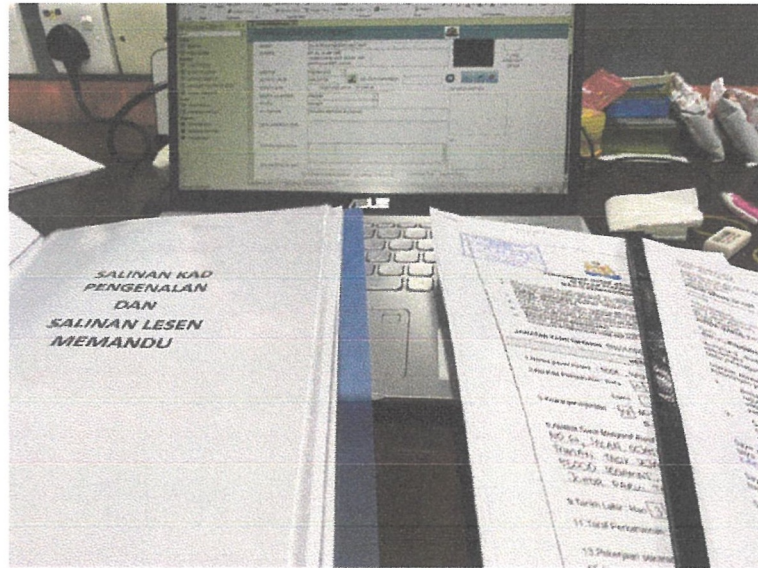


Figure 8: Using Microsoft Access to Key-in Data for vacant job application

Based on all the task that I have been assigned to me, I managed to experience different functions of Human Resources Department. I could see the struggle they met as in the government sector, each person will hold only one function in the department. Yes they can focus more and maintain the quality of their work but at the some time it will be hard for them to handle it all alone. Hence, there when it come internship student in the department to lesen the burden and help this staff as well as grab this opportunity to learn a lot from the staff that already have many experience in their job scope. I, myself managed to learn a lot, for example, the function of HRMIS, to be able to multitask, able to managed my time wisely and meet all the deadlines and learn how to be brave to make mistake, confront it and learn from it. Furthermore, I also get to horn my communication skills and learn how to get along with people that is much older than me and. As for thing that I want to improve in the future, I will make sure I will be more punctual coming to work and not doing my work at eleventh hour.

SWOT ANALYSIS

SWOT analysis stands for Strengths, Weaknesses, Opportunities, and Threats. Organizations may assess their internal strengths and weaknesses as well as external possibilities and threats using the useful technique known as the SWOT analysis. In addition, SWOT analysis enables companies to make knowledgeable decisions, create successful strategies, and accomplish their objectives by giving a thorough grasp of the organization's current situation. It supports the development of competitive advantages, risk management, and resource optimization. In the end, SWOT analysis is a crucial component of strategic planning because it enables businesses to traverse the complexity of their industry and maintain an edge over their rivals.

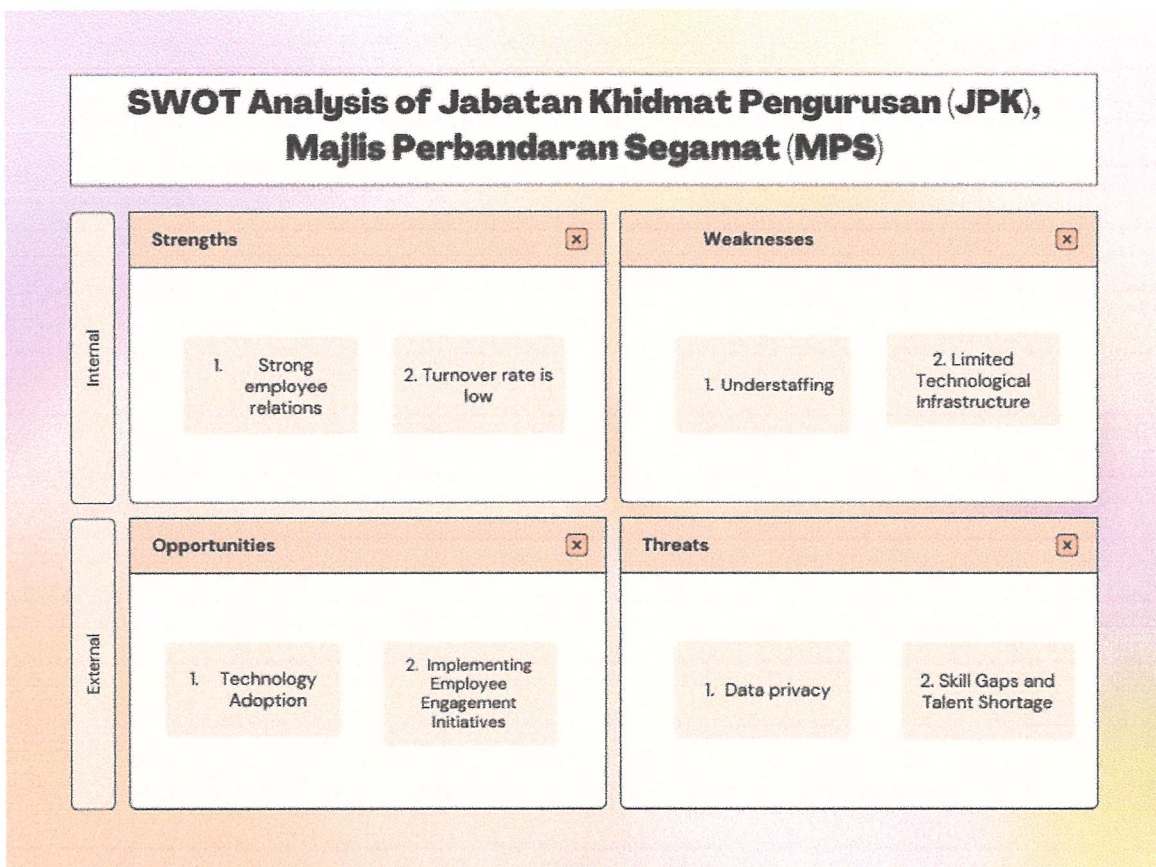


Figure 9: SWOT Analysis of Jabatan Khidmat Pengurusan (JPK)

DISCUSSION & RECOMMENDATION

STRENGTHS

- **Strong Employee Relations**

In a company **strong employee relations** are crucial. Because workers are a company's most significant asset. Employee productivity, engagement, motivation, and morale often tend to be substantially greater when individuals of an organization have positive relationships with one other (Factorial HR, 2020). An enjoyable workplace will boost morale and motivation among workers. Therefore, your company will be more trusted, produce more, and make more money. Additionally, a happy workplace encourages employee loyalty. Reduced staff turnover equals lower hiring and onboarding costs. This implies that additional funds may be allocated toward enhancing the knowledge and abilities of your current staff members. Each employee of the Khidmat Pengurusan Department has been working to foster strong relationships with one another in order to create happy and productive environment. Even though there is an age difference between them, they have always had excellent communication and a strong relationship. Through their positive contacts, they were able to forge friendships at work. Workplace connections should be fostered, according to Dr. Amanda Allisey from Deakin University, a specialist in occupational stress and employee health and welfare. We now spend more time at work than ever before, she claims. Some of our longest-lasting friendships may be formed at work, and our feeling of meaning and purpose is frequently connected to it (Rodericks, 2017).

- **Turnover Rate is Low**

As Majlis Perbandaran Segamat was a government organization, **turn over rates** is especially low in this department. This because, as government jobs are often perceived as more secure and stable than private sector jobs. Government employees typically enjoy greater job security, as their positions are less vulnerable to economic fluctuations or sudden organizational changes. Moreover, they also offer attractive benefits and compensation packages. These benefits may include retirement plans, health insurance, paid leave, and other perks. In addition, employees often have access to pension plans or retirement benefits that provide long-term financial security. These benefits can be a significant factor in encouraging employees to stay in their positions until retirement, resulting in lower turnover rates.

Organizational cultures and structures in government organizations are frequently well-established. These frameworks' consistency and predictability provide workers in HR with a supportive atmosphere that promotes increased job satisfaction and reduced turnover rates. Additionally, the organizational culture in the public sector frequently values cooperation, teamwork, and employee welfare, which may help minimize turnover rates in the HR division. As for this situation, Khidmat Pengurusan Department that acted like Human Resource Department in other organization have low turnover rate comparing to others department because most of them like and comfortable with their job scope and the pays they get.

Recommendation:

1. Hence, it will be recommended that this department can keep the good relationships and creating a productive and positive environment as this will contribute a lot towards the organization and the turnover rate of the department itself. Encourage an environment where workers feel free to communicate their ideas, worries, and comments in one way to retain the low turnover rate in the department. For example, they can keep their culture of sharing and offering foods in the office and eat together to share thought, stories and ideas as this will create much more understanding about each other as well as create a happy workplace. In addition, celebrate birthdays, anniversaries, and other major occasions to demonstrate that the organization loves its workers beyond their accomplishments in the workplace.

WEAKNESESS

- **Understaffing**

When a company has too few employees to run efficiently, it is said to be understaffed (Team, 2022). At the Majlis Perbandaran Segamat, in the Khidmat Pengurusan Department, each staff only have one work which covered only one function or one job scope in the human resources management. They will be not shared the same job description in the department. If the person is taking a long leave for example maternity leave, only under people in charge or head of the department can order other person to cover the job, and they will be paid for it. Even though they will be paid for it, their job also doubled and the job they will be covered is something they are not used to do, this will affect the quality of the work. When deadlines are

prioritized over quality, fewer people must work harder to handle a greater volume of work, and mistakes rise (*Understaffing Issues in the Workplace*, 2017).

- **Limited Technological infrastructure**

Limited technological infrastructure refers to the inadequate or outdated technology and tools available to a department or organization. Due to the inadequate technology infrastructure, the HR Department may encounter difficulties. The effectiveness and efficiency of HR procedures including payroll management, data monitoring, and employee self-service might be hampered by outdated systems or a lack of automation technologies. Many business owners are unaware that their usage of outdated technology gives the impression that they are hesitant to make investments in their company (Taylor, 2017). At the MPS, they have an old and an outdated desktops causing it to interfere with the efficiency of some staff as old technology runs slower, takes longer to execute tasks, and requires time-consuming maintenance. This also will decrease in their productivity. If their personal computer (PC) crashing down, they need to find other alternative in using organization laptops or other people PC to continue their job. Furthermore, as the government sector using HRMIS, this system is always crashing down that lead to wasting some of the times to wait until the system is back to key in the data.

Recommendation:

1. It takes proactive efforts and careful planning to prevent understaffing. In order to avoid understaffing, some options include cross-training, skill sharing, and technology utilization. Encourage cross-training and skill-sharing among staff members to create a more adaptable workforce that can handle various duties and fill in during periods of high demand or unplanned absences. In addition, embrace technological advancements and automation to streamline processes and reduce employee burden. This can boost productivity and efficiency by allowing the existing personnel to handle jobs more effectively.
2. To overcome the issue of limited technological infrastructure in this department firstly they can conduct a technology audit. Start by thoroughly evaluating the technology infrastructure that the HR department currently has. Determine where technology is lacking or out-of-date, and be aware of the department's specific needs and difficulties. After that, determine the order of significance for each technical need and its effect on HR procedures. Make a budget that takes all these objectives into consideration, taking into thought both up-front charges and ongoing maintenance costs. They also could use

the budget to upgrade for example, their tower desktop to work faster by changing their hard drive.

OPPORTUNITIES

- **Technology Adoption**

The successful integration of new technology into your company is known as technology adoption. Utilizing technology is simply one aspect of adoption. When you have embraced new technology, you'll utilize it to the utmost extent possible and take advantage of the benefits that come with it (Altadonna, 2020). The HR department may use technology to improve employee experiences and accelerate processes related to human resources. Adopting HR software, data analytics tools, and automation may enhance the department's productivity, accuracy, and decision-making. As a government organization, MPS still using the old method of managing documents, as they still use books, and still using the old method of managing documents, and using the old filing system. With the old system they will have difficulty in accessing data (*Traditional File System*, 2020). Hence, technology adoption will be able to help a lot to reduce the burden in addition to simplifying the work for the future for this department.

- **Implementing employee engagement incentives**

Implementing employee engagement incentives in the HR Department refers to the practice of providing different rewards, recognition programs, and initiatives targeted at raising employee engagement levels inside the organization. The Human Resources Department develops and implements ways to motivate and inspire people to be more dedicated, productive, and fulfilled in their employment. A workplace depends on its workers' diligent effort. So, it is crucial to implement the essential strategies to maintain their motivation and engagement (*10 Benefits of Employee Incentive Programs in the Workplace*, 2022). By implementing employee engagement incentives, it can increase productivity and create a more positive organizational culture.

Recommendation:

1. I suggest implementing a digital document management system in the HR department to enhance work organization and provide simpler access to data. This technology, which

will replace the previous filing system, will allow staff to store, manage, and retrieve documents and data online. The HR department may shift to a more effective and safe method of handling documents and data by using a digital document management system. The solution will encourage better work organization, streamline procedures, and provide simple access to vital HR information, improving departmental efficiency and data management.

2. As for implementation of employee engagement incentives, some of the examples they can do is give personalized rewards and recognition. A system that offers individualized incentives and recognition based on each employee's preferences and accomplishments can be put in place by the HR department. These incentives may take the form of gift cards, coupons, or events catered to the preferences of each employee. Individualized incentives and appreciation show how much an employer respects each worker as a unique individual. The effect of acknowledge is increased, and employees feel heard and understood as a result. Personalized awards have a greater impact on employee engagement and work satisfaction since they are more memorable and meaningful.

THREATS

- **Data privacy**

Data security dangers can emerge from a range of sources, including hackers, insider threats, natural catastrophes, and human mistake. Data breaches may have major implications for both organizations and people, including financial losses, compromised identities, and ruined reputations (Gargiulo, 2022). For example, from my observation, as the filing room does not need any access key or security, other people that work in different department or an unauthorized individuals can enter the room and can access the data that has been stored in the room which most of them contain employee information. Hence, this indicates that they have an inadequate access control. This can lead to privacy breaches and misuse of sensitive information.

- **Skill gaps and talent shortage**

The danger of talent shortages and skill gaps in the workforce may be experienced by the HR department. A lack of qualified people for specific occupations may be caused by rapid technology breakthroughs, shifting employment requirements, and demographic changes. This may make it difficult for the HR department to find and keep competent workers with the

required competences and abilities. The organization's HR department is in charge of finding, hiring, and keeping competent people. The threat of skill gaps and a talent shortage can have a significant impact on their ability to find qualified candidates for critical positions. When an employee doesn't possess the skills necessary to complete his assigned tasks, the company's productivity and quality of work may suffer (*Skill Gap Analysis*, 2016).

Recommendation:

1. For data privacy threat, I would like to suggest that the department can take this issue seriously as this department needs to further tighten the security system to access the file room that contains a lot of information of other employees. Furthermore they could also develop a data privacy policy and security measures. For example, create a data privacy policy outlining the proper handling, access, and protection of sensitive data. Use user authentication, access controls, and encryption as data security techniques to protect information. All workers are given explicit instructions on how to handle and secure sensitive data via a data privacy policy. The government sector may improve data protection, prevent illegal access, and lower the likelihood of data breaches by putting strong security measures in place.
2. To guarantee that the company has the appropriate staff in place, the HR department has to proactively address this danger by putting in place tactics like upskilling and reskilling programs, talent development initiatives, and cutting-edge recruitment techniques. For example, do a comprehensive training and development programs. For instance, the HR department can ensure that the existing workforce is competent to meet the organization's HR demands by providing employees with chances to upskill and enhance their knowledge. By bridging skill gaps within the department, this encourages individuals to take on additional tasks and responsibilities.

CONCLUSION

In conclusion, the industrial training at Majlis Perbandaran Segamat has been a transformative journey that has equipped me with invaluable skills, knowledge, and a deeper appreciation for public service. I am confident that the insights gained, and lessons learned during this training will serve as a solid foundation for my future professional pursuits. I extend my sincere appreciation to the organization for providing me with this opportunity to grow, learn, and contribute to the community. This training experience will forever remain an essential part of my academic and personal development

One of the most significant learning outcomes of this training has been the development of practical skills that extend beyond the classroom. I honed my project management abilities, improved my data analysis skills, and refined my communication and teamwork capabilities through collaboration with professionals from diverse backgrounds. The exposure to different departments within Majlis Perbandaran Segamat broadened my horizons, providing a holistic view of the organization's functions and responsibilities.

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APPENDICES

