



INDUSTRIAL TRAINING REPORT



at MAJLIS DAERAH JERANTUT

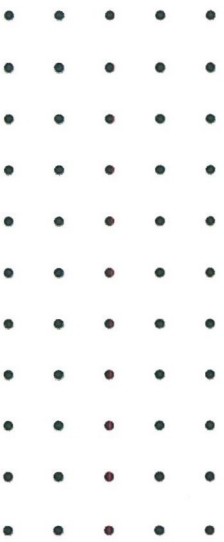
01 MARCH 2023 - 15 AUGUST 2023

Prepared For:

Madam Suhailah binti Kassim

NUR BATRISYIA BALQIS BINTI MASLUKANG | 2020872582

BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE MANAGEMENT



EXECUTIVE SUMMARY

15 August will mark the day where I finished my 6-months-worth of experience of the reality of being an employee at Majlis Daerah Jerantut. It has been an overwhelming journey with lots of emotions, efforts and that being poured all the way from the beginning where my industrial training days started till the day, I finished it.

During the first day I started my internships; 1st of March 2023 at Majlis Daerah Jerantut or MDJ, I was assigned at the Administration Department as I am majoring in Human Resource Management. On the first day, I got to know the staffs at the administration department along with other staffs from other department along the time that I was at Majlis Daerah Jerantut and I was given an introduction of how the department function and generally about what will I experience or do during my internships there; also, what I can gain from it.

In terms of benefits that I gained; of course, from the perspective of knowledge and skills that I got to learn and enhance from task that I was assigned; trivial or complex; it is tremendously a lot and it is both enjoyable and full of pressure at the same time. On the other hand, I was also provided a 3-months-worth of allowances which is totally unexpected since it was a governmental office.

While doing my internships there I've had noticed lots of strengths and weaknesses along with opportunities and threats that surrounding the company. So, in this report I will point out the SWOT analysis for the company as well as the discussions and recommendations on the SWOT analysis. Also, I will be concluding the report with my own takes and thoughts along the period of my enlightening internships journey at Majlis Daerah Jerantut.

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ACKNOWLEDGEMENT

First and foremost, praises and thanks to the Almighty, Allah S.W.T., for His showers of blessings throughout my journey in finishing my industrial training at Majlis Daerah Jerantut (MDJ) for almost 6 months.

While finishing my internship, I have been well guided by my own supervisor at the workplace, Puan Sharifah Fairus binti Syed Omar and other fellow workers that always help me regarding on how to complete tasks given to me. Also, not to forget my consultant from UiTM Kampus Bandaraya Melaka, Madam Suhailah binti Kassim that always ready to answer questions regarding this report and asking for my conditions and progress during my internship through consultation that has been made. Not to forget Madam Shiba for her patience and guidance before I started my industrial training by providing documents and steps on how to get started at the workplace. I would also like to expand my deepest gratitude to all those who have directly and indirectly guided me in completing this report.

Next, I am extremely grateful to my parents for their love, prayers, caring, and sacrifices for educating and preparing for my future. I am very much thankful for their attention and understanding towards me while completing my industrial training period and taking part in motivating me throughout my internship. I am grateful because I have them that always pray for my success and support me during my hardships; through ups and downs.

Lastly, we would like to thank my classmates that give me such a good motivation for me to complete this report. They also always remind me to make progress to complete this report continually. They also give me moral support and never stop giving good information during my journey to complete this report even though each of us are away from each other.

Thankyou.

STUDENT'S PROFILE

NUR BATRISYIA BALQIS BINTI MASLUKANG



A final year student of Bachelor's in Business Administration (Hons.) Human Resources Management; looking for opportunities for career growth and to expand knowledge and utilize skills and business study background on maximum level. Also looking for a company that can provide employment for a long period of time

Work Experience(s)

Majlis Daerah Jerantut

01 Mar 2023 – 18 Aug 2023

Industrial Training, Admin/Human Resource Department

- Worked with the employees' data in Human Resource Management Information System (HRMIS)
- Helped with the administration work such as preparing documents for monthly meetings, photocopy, checking emails, registration of incoming letters from companies and other federal agencies, customer service and filing.
- Helped with the preparing of 'Anugerah Pekerja Cemerlang' event and 'Sambutan Hari Raya'
- Designed posters and invitation cards with Canva.

Education Level

Abu Bakar School, Temerloh, Pahang

Mar 2018 – Dec 2019

STPM CGPA 3.83/4.00

- MUET Band 4
- Exco members of Badan Perwakilan Pelajar (BPP) in Form 6
- Active as an emcee and organizing events in school

Universiti Teknologi Mara (UiTM) – Bandaraya Melaka, Melaka

Oct 2020 – Aug 2023

Undergraduate, current CGPA 3.5/4.00

- Received Silver awards on the Virtual Melaka International Intellectual Exposition 2021 (VMIIEX)
- Created a performance appraisal form using excel called E-xcellent Form for VMIIEX 2021
- Dean List Awards for 3 Semesters

Achievements & Other Experiences

- **Project assignments** – Silver Awards in VMIIEX 2021 and leading the group in creating and building electronic appraisal form on Microsoft Excel
- **Webinars Attended** – “Professionalism in Working Environment” on 12 June 2022
- **Webinars Attended** – “The Agile Mindset Building an Agile Culture” on 17 June 2022

- **Project assignments** – Lead in preparing an online collaborative teaching on Organizational Change and Development subject with Universitas Muhammadiyah Yogyakarta, Indonesia on 03 January 2023
- **Project assignments** – Lead an online talk “Coffee Talk with Che’ Din Industries” on 11 January 2023
- **APC 2023** – Help in organizing Malam Anugerah Pekerja Cemerlang 2022 at Majlis Daerah Jerantut (MDJ) on 7 March 2023
- **Program Taklimat Baazar Ramadhan** – Being an emcee at the program on 15 March 2023
- **Hasta La Vista 2023** – Organized and assisted as assistant project leader for Hasta La Vista 2023 Dinner and event on 10 – 11 June 2023 at Ancasa Residences, Port Dickson.

Skills and Languages

- **Hard Skills** – Project management, Online system (Zoom, Webex, Google Meet, Microsoft Team, Canva, Alight Motion), Microsoft Word, Microsoft Powerpoint, Microsoft Excel, Presentation, HRMIS
- **Soft Skills** – Leadership, Excellent Communication, Teamwork, Adaptability, Problem Solving, Decision Making, Work Under Pressure, Time Management, Multitasking.
- **Language(s)** – Bahasa Melayu (Fluent in both speaking and writing), English (Intermediate both in speaking and writing), Korean (beginner in both speaking and writing)

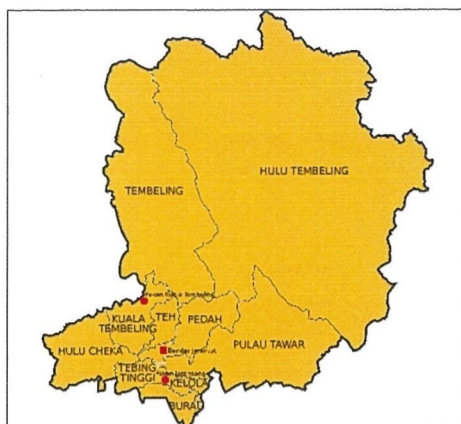
References

- **Puan Sharifah Fairus binti Syed Omar**
Penolong Pegawai Tadbir N29,
Majlis Daerah Jerantut, Pahang
- **Puan Noraeffa binti Md Talib**
Senior Lecturer | Academic Advisor,
UiTM Kampus Bandaraya Melaka

COMPANY'S PROFILE



Majlis Daerah Jerantut started as 'Lembaga Bandaran' and was reorganized on 01 March 1982 and change its name from 'Lembaga Bandaran' to Majlis Daerah. It was officially established on 02 October 1982.

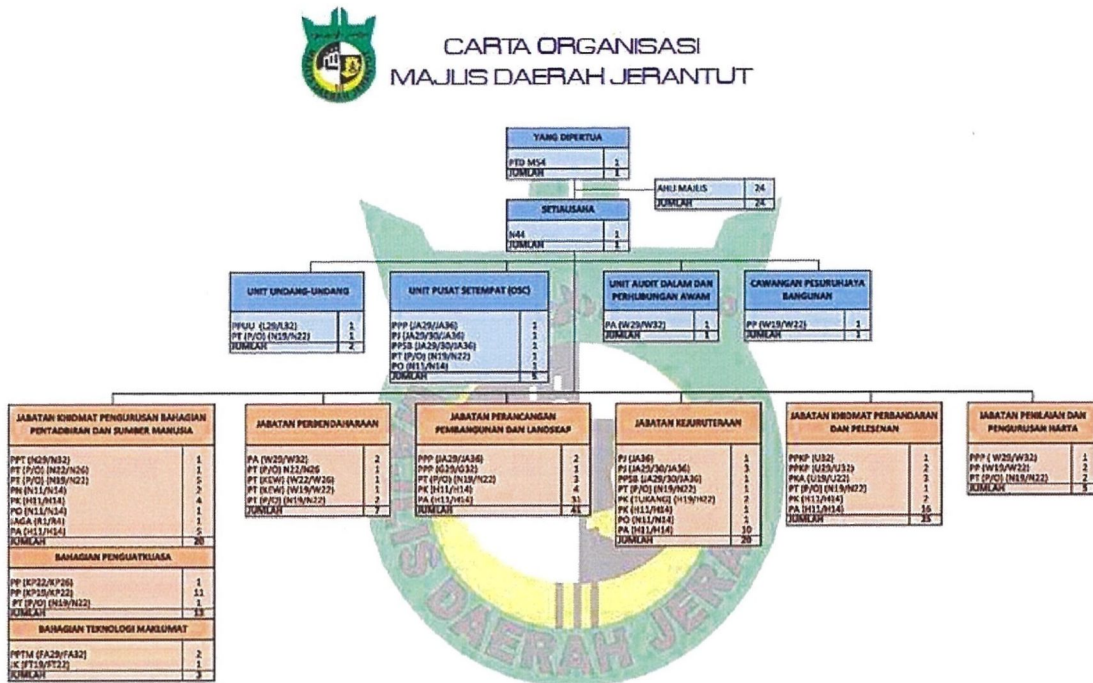


Majlis Daerah Jerantut is important because of the growing population in area around Jerantut such as Hulu Tembeling, Tembeling, Pulau Tawar, Pedah and many more (as shown in the map). These areas are known as 'The Controlled Area' which MDJ are authorized to impose taxes and responsible in developing and taking care of the infrastructure there.

Figure 1: Map of the "Controlled Area" of Jerantut

- Consist of more than 120 staffs from 8 departments which are management and service department, legal department, treasure, evaluation, planning, technical, community service and local central unit (OSC) department.
- Vision - To develop all sectors towards creating a strong and stable economy, peaceful life and social fairness in Jerantut District.
- Mission - To realize Jerantut District Council as a Local Authority that is developed and prosperous with a dynamic and progressive management at its core and leveraging on a productive resource and personnel management by 2020.

- Objective - Carrying out detailed analysis to improve and increase the level of Bumiputra participation in various commercial sectors and upgrading the physical layout of the town as well as improving the traffic system to suit current needs.
- Have Operations Areas which MDJ imposes tax and provides municipal services meanwhile Control Areas are not provided with municipal service but is controlled in terms of development.
- Organizational chart:



TRAINING REFLECTION

I have done my industrial training at Majlis Daerah Jerantut (MDJ). I started my industrial training at MDJ on the 1st of March 2023 and ended on 15th of August 2023 which total up to 6 months and during that 6 months my working schedule is from Monday to Friday, 8 a.m. to 5 p.m. On the first day of my internships there, I had a little briefing session with my supervisor which is Puan Sharifah Fairus binti Syed Omar; where she briefed me about Majlis Daerah Jerantut, what they do, what is the dress etiquette, the do's and don'ts during my internship there. Also, I was informed that I am eligible for allowances which is RM15 per day and the allowance will be paid for a total of 3 months attendances only. My attendances were recorded through thumbprint system that was installed by MDJ to record its employees' attendances Also, I was assigned at the administration department. In the office I have shared the same spaces with my supervisors and other staffs, as well as our Town Planner or more known as "*Setiausaha of Majlis Daerah Jerantut*".

• Roles, Responsibilities and Tasks Given

RESEPTORAN PENGADILAN DALAM NEGERI
DPT KUALA KEMPAS
KEMENTERIAN KAWASAN PERSEKUTUAN
Majlis Daerah Jerantut
Jalan Sultan Ismail
75100 Jerantut, Pahang Darul Makmur

Wahdat Kasri : K/P/PERK/DA/JR/186/100
Tarikh : 17 Jun 2023

Yang Diptua
Majlis Daerah Jerantut
Kawasan Kemuncuk Jari
75100 Jerantut
PAHANG DARUL MAKMUR

Uluh Dato'

AKUCUMAN PROGRAM JALAN HAJIHAJI
Salam sejahtera kepada semua pihak yang terlibat di atas.
Sukacita dimaklumkan bahawa KPDM Jerantut akan mengadakan Program Jalan
Haji Hajah di kawasan Kemuncuk Jari.

Tempat : Pasarea RS Freshmart Jerantut
Tarikh : 24.06.2023 (Selasa 23.06.2023) (Sabtu & Ahad)
Masa : 10.00 pagi hingga 03.00 petang

Seperti perhatian dan kerjasama daripada pihak Uluh Dato' berhubung dengan
ura ini amatlah dibaragi.

sa, terima kasih.

LAYSLA MADANI
KIKHIDMAT LUTUK NEGARA
yang saya laksanakan amanah.

L. MAHENDRAN BIN HJ AHMAD
Kawangan
Kementerian Perdagangan Dalam Negeri
Sara Halaq Cawangan Jerantut
Surul Makmur.

011-289-029

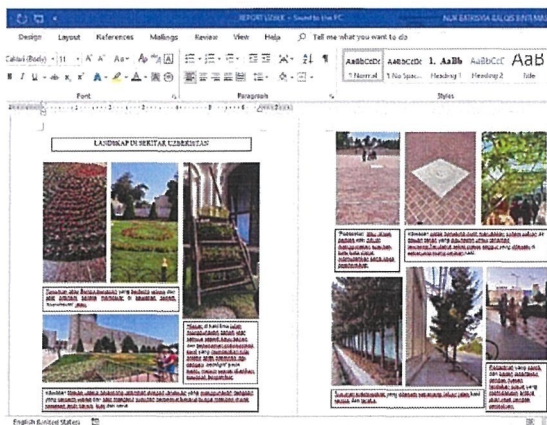
MALJIS DAERAH JERANTUT DITERIMA	
Yuan	16 JUN 2023
PP	PP/PP/PP/PP/PP
PR	PP/PP/PP/PP/PP
PP	PP/PP/PP/PP/PP
PP	PP/PP/PP/PP/PP
PP	PP/PP/PP/PP/PP
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Uluh Tindakan Sila Paka
Uluh Maklumi Sila Berapa
Faktor Sila Had
Tindakan:

Yang Diptua

One of my main responsibilities there is to register each incoming letter to Majlis Daerah Jerantut to a big Log Book called "Buku Daftar Surat". This process is important in order to identify where the letters were issued from and what the action has taken and to whom the action being passed onto after it get reviewed by the Secretary. I also will stamp the letters. Along with that, I will also handle the phone calls and redirect it to the suitable department based on the customers' demand.

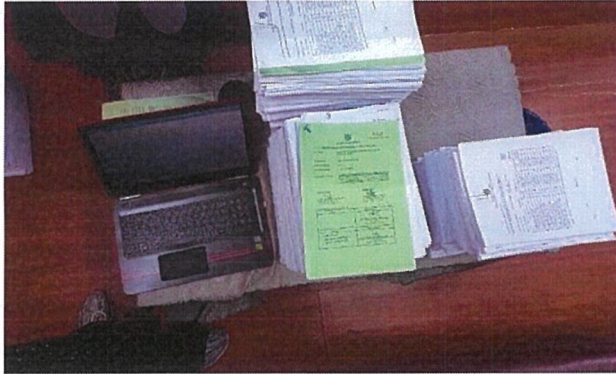
I also helped with the preparations of the reports that will be taken into the meeting. This is the report that I was asked to prepare for the meetings; which is the business trips to Uzbekistan. The result that I got after finishing the report is that and I quote *"...Bat, Dato' Zamzuri likes the way you arrange the pictures in the reports and he thoughts one of the staffs did it. But he doesn't know that you are the one who did it..."*



Before Ramadhan started, I also helped with the data entry for seller at Baazar Ramadhan. Also, along with that I also helped in preparing the cards and giving the cards out on the program of Taklimat Baazar.

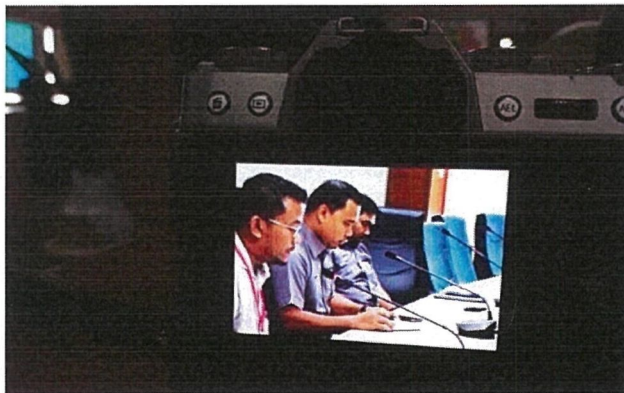
Other than that, I was asked to be the emcee for that program. For that, I was not given with any scripts and I was told to improvise even though at that time I am not prepared for the sudden request from one of the staffs. All I have with me is the tentative for the program called *"Taklimat Baazar Ramadhan 2023"*





Also, there are days where I will be assigned to help in preparing documents for meetings which happen every month. So, in preparing the documents it involves processes such as photocopy, stamping, and arranging documents. After those documents were completed, each document will be passed to the head of departments in MDJ

The documents usually prepared a day before the actual meeting takes place. During the day of meeting, I will be helping in preparing the meeting rooms by putting drinks and cups on the table as well as assisting by putting plaques name of Ahli Majlis for their seat position.



Pictures above is during the “*Program Publisiti dan Pernyertaan Awam (Penggubahan Kedua) 2023*” where I was assigned as photographer throughout the program was being held. This program was also attended by representative form Plan Malaysia from Kuantan and their role is to help the dialogue that happens between MDJ and locals regarding the preparation of building a hydro pump.

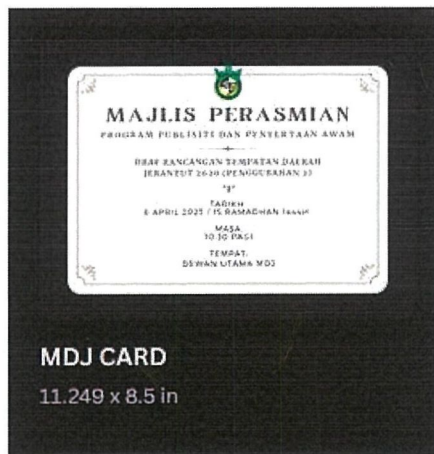


This was around April where MDJ decided to have event called “Anugerah Pekerja Cemerlang” which is award night for employees.



Throughout the process of APC 2023, my friends and I, we were heling with the preparation of APC 2023. Also, that night we became ‘usher’ which assist VIPs to their sits

I also was given tasks such as designing invitation cards for RTD and Majlis Sambutan Hari Raya



- **Benefits that were received**

Even though Majlis Daerah Jerantut is a governmental office, MDJ provides intern students with allowance that up to RM15 per day for 3 months-worth attendance to the workplace. Since I am doing my industrial training there for 6 months; I'm still going to get a 30-days-worth allowance from MDJ and because of my nature as an intern student there, I am not entitled to claim any of the benefits especially towards accommodation and meal.

At Majlis Daerah Jerantut, I have learned a lot of new skills and enhancing my knowledge and actually applying it into my everyday life. In the first week my industrial training I was taught on how to access the HRMIS (Human Resource Management Information System). HRMIS is a system where the organization keep all its employees' data including their performance appraisal, portfolio, and service history. As far as I know, only the administrator got to use other advanced features meanwhile as for the other staffs they can only use HRMIS to apply for leave.

Other than that, during my involvement in numerous events that being held by MDJ has opened my eyes on how the business and working in the real-world works. For example, during events such as APC 2023, I was told to be one of the 'ushers' to the VIPs guest. To be honest, it is pressuring for an intern to interact with her superior. But then I also learn how to deal and cater with the demands of VIPs.

Skills that I have picked up during my industrial training is that I learned how to work under pressure especially when your boss keeps asking you on the updates and you are scared of not letting her in on the updates that she asked for. Other than that, I also realized that now, I am more confident in interacting with everyone. This may be affected by the constant contact with locals through phones and cater to their demand.

SWOT ANALYSIS

<p>STRENGTHS</p> <ul style="list-style-type: none"> • Large talent pools • Low turnover rates 	<p>WEAKNESSES</p> <ul style="list-style-type: none"> • Red Tapes/ Complex procedure • Poor working conditions
<p>OPPORTUNITIES</p> <ul style="list-style-type: none"> • Changes in government policies • Leverage new and emerging technologies 	<p>THREATS</p> <ul style="list-style-type: none"> • Rapid changes in technologies • Weak cyber security



Figure 2: SWOT analysis for Majlis Daerah Jerantut

DISCUSSIONS

STRENGTHS

- **Large Talent Pools**

Majlis Daerah Jerantut (MDJ) is one of the governmental offices in Pahang and because of its nature, it attracts a lot of potential employees from all over Jerantut district and even outside Jerantut such as Temerloh and Pekan. This shows that MDJ has unlimited sources of qualified candidates who are already have approved certificates and ready to be hired. MDJ is considered to have a large talent pools because it was proven when MDJ had a job opening back in April which was announced on their official Facebook Page and their Official Website for five position which are Town Planner Assistant, Accountant Assistant, Quantity Surveyor Assistant, Public Health Assistant and Operation Assistant that total up to 6 new employees needed for the positions.

Averagely, there are 50 people who are applied for each position that were offered. During my internships at MDJ, I have been asked by one of the staffs that is in-charged of recruitments and staffing to help reviewing the resumes and job applications that has been sent by candidates. Based on my observations, even though the minimum qualifications for positions with the grade U19 and N19 are PMR/SPM/STPM/SPMV and Diploma, there are lots of candidates that applied have Degree and Masters. There may be leading factors to why such people with great educational background applying for jobs at MDJ or any other government operated company.

According to Yatendra Singh a training program manager at Sambodhi Research and Communications Pvt. Ltd; through his posting on LinkedIn, he states that government jobs are to be considered to give job security to its employee than private sector. This is because naturally, there are a wide range of perks and benefits that are given to the government sector employees such as health insurance and retirement plans that are usually not found in any private sector jobs. Eventually this will lead to a good work-life balance. (Singh, 2023)

To support the statement above, according to one of the articles in the Journal of IPPEM, Vol. 13, July 2019; “Work-Life Balance (A Comparative Study Between Employees Working