



اَوْنُوْ سِيْتِيْ تِيْكَوْ لُوْ كِيْ مَارَا
UNIVERSITI
TEKNOLOGI
MARA

CAMPUS BANDARAYA MELAKA, MELAKA

FACULTY OF BUSINESS MANAGEMENT

BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCEMANAGEMENT

HRM666 HR INTERNSHIP



**KEMENTERIAN PERDAGANGAN DALAM NEGERI
DAN KOS SARA HIDUP**

**KEMENTERIAN PERDAGANGAN DALAM NEGERI DAN KOS SARA HIDUP
NEGERI SEMBILAN (KPDN) KUALA PILAH**

PREPARED BY:

NAME	STUDENT ID	GROUP
NUR FIQA BINTI ASRI	2020872214	BA243 6C

PREPARED FOR:

MADAM NORFAEZAH BT MOHD SHAHREN

EXECUTIVE SUMMARY

This industrial training report aims to record the details of the industrial training that I have conducted at the Ministry of Domestic Trade and Consumer Affairs, Kuala Pilah Branch. This report also shows the results of my training at the branch for 24 weeks starting March 1 until August 15, 2023.

For Part 6 Degree students at Universiti Teknologi Mara (UiTM), it is mandatory to follow industrial training in any available organisation or agency for a period of 24 weeks before graduation. Furthermore, students are allowed to make their own choice to enter any organisation related to the course to carry out the practical period.

The objective of holding this industrial training is to give students exposure to real working life, enable students to develop a deeper understanding of the course they are undertaking and provide them with relevant work-related training in the accounting profession.

In this training report, I will write and elaborate on the experiences and events I have encountered and the things I have learned throughout the training period and critically relate the theoretical aspects of the organisation to practical situations. For example, the activities or tasks I have carried out or been involved in and the challenges and limitations I faced during training.

Therefore, I have divided this report into several different sections. The first part focuses on the introduction of the KPDN office. Second, is about the overall reflection of the training that was carried out. Next, make a SWOT analysis based on observation and experience. Which the strength on company management as well as sufficient facilities for employees. Weakness, on the other hand, is related to quality issues and the use of technology in the office as well as the lack of skilled manpower. Meanwhile, opportunities are focused on service organizations that have no competitors and are able to bring in new tenants and increase government income. Threats are from conditions outside of the office area, which are the risk of rental maintenance and lack of budget for certain expenses. Finally, stating improvements to the office that can be implemented, as well as making a conclusion with attached evidence of assignments that have been carried out.

Finally, I must say that this text is designed to stimulate curiosity about the management practices of KPDN Kuala Pilah. And to increase readers' awareness of the role of KPDN to the people and the country.

TABLE OF CONTENTS

EXECUTIVE SUMMARY	
TABLE OF CONTENTS	
ACKNOWLEDGEMENT	 i
1.0 STUDENT'S PROFILE	
2.0 COMPANY PROFILES AND BACKGROUND	
2.1 Vision	
2.2 Mission.....	
2.3 Top Management	
2.4 Organisation Chart KPDM	
2.3 KPDM Kuala Pilah Branch.....	
2.3 Organisation Structure	
2.4 Product and Services	
3.0 TRAINING'S REFLECTION	
3.1 Enforcement Division	
3.2 Price Monitoring Unit.....	
3.3 The Administrative	
3.4 Intrinsic and Extrinsic benefits	
4.0 SWOT ANALYSIS	 1
5.0 DISCUSSION	 1
5.1 STRENGTHS	 1
5.1.1 Good management systems (systematic).....	 1
5.1.2 An adequate facility provided.....	 1
5.2 WEAKNESS	 1
5.2.1 Poor software and technology quality	 1
5.2.2 Lack of professional staff.....	 1
5.3 OPPORTUNITIES	 1
5.3.1 No competitors providing the same services	 1
5.3.2 Able to bring in new tenants and can increase ministry income	 1
5.4 THREAT	 1
5.4.1 Renting risk in maintenance.....	 1
5.4.2 Limited budget from the government and a long process to obtain financial support	 1
6.0 RECOMMENDATION	 1
7.0 CONCLUSION	 2
8.0 REFERENCES	 2
9.0 APPENDICES	 2

ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful. All praises to Allah and His blessing for the completion of this report for the subject HRM666. I thank God for all the opportunities, trials and strength that have been showered on me to finish writing the report.

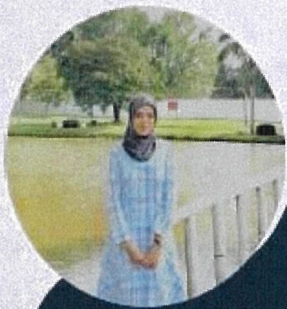
I experienced so much during this process, not only from the academic aspect but also from the aspect of personality. My humblest gratitude to the holy Prophet Muhammad (Peace be upon him) whose way of life has been a continuous guidance for me.

First and foremost, I would like to sincerely thank my supervisor Madam Norfaezah bt Mohd Shahren for her guidance, understanding, patience and most importantly, she has provided positive encouragement and a warm spirit to finish this report. It has been a great pleasure and honour to have her as my supervisor.

My deepest gratitude goes to all of my family members. It would not be possible to complete this assignment without their support. I would like to offer my special thanks to all my colleagues especially in the Administrative department for their motivation, prayers and their sincere help during my learning process. I would sincerely thank all my beloved friends who were with me and support me through thick and thin.

Finally, I want to express my gratitude to everyone who has helped me accomplish the task, whether directly or indirectly. May God shower the above cited personalities with success and honour in their life.

1.0 STUDENT'S PROFILE



A New year and motivated student in Human Resource Management. Passionate about developing career in managing human capital with equipped knowledge and skills. Determine in working collaboratively with team members to achieve department's goals




 **LinkedIn**
[linkedin.com/in/nur-fiqa-a81440225](https://www.linkedin.com/in/nur-fiqa-a81440225)

SKILLS

- IT Skills- Microsoft Office (Words, Excel, Power Point)
- Possess conventional and Islamic Finance knowledge
- Excellent clients relationship and communication
- Graphic and Web design eg; Canva, Powtoon, Prezi
- Attention to detail
- Problem solving skills

NUR FIQA ASRI

EXPERIENCE

March 2023– Present
Internship • Administrative Department • KPDN Kuala Pilah

- Ensure complete documentation for workers' allowance claims
- Examining employee attendance reports along with the required attachments
- Assist customer's CSA/ gas license renewal.
- Using the HRMIS website to report employee's off days

December 2019–March 2020
Internship • Administrative Department • Tabung Haji Kuala Pilah

- Managed private meeting between the manager and superior manager of Tabung Haji and facilitated positive relationship among the workers.
- Cooperated with the manager in preparing documentation for company's audit.
- Proficient with Oracle system for ordering product and services such as maintenance and stock.
- Prepared and administer an employee's paid-leave drafting in the system.

December 2017
Sales Assistant • Clothing Kiosk at Giant Supermarket

- Effectively achieved above targeted amount of sales in a day.
- Observed and recorded cash flows of retail sales according to the format given.
- Clarified to the customers about the product's details until closing-sales.

EDUCATION

October 2020-Present
Bachelor of Human Resource Management, UiTM Bandaraya Melaka

- Current CGPA of 3.60

July 2017-March 2020
Diploma of Islamic Banking and Finance, Polytechnic Ungku Omar, Ipoh

- Graduated with CGPA 3.94
- Awarded MUET Band 3
- Relevant Coursework : Investment, Statistics, Islamic Economics

ACTIVITIES

- Club representative and class representative in Islamic Banking Social Club.
- Representative of Polytechnic in MonsoonSIM Enterprise Resource Management Competition 2019 at MMU Cyberjaya.
- Participated in development program managed by Go Digital ASEAN Malaysia and UiTM.

REFERENCES

Rozana Binti Othman Academic Advisor UiTM Bandaraya Melaka	Encik Azhar Sulaiman Financial Executives Tabung Haji Kuala Pilah
---	--

Figure 1 Updated resume

2.0 COMPANY PROFILES AND BACKGROUND

2.1 Vision

KPDN's main vision is '**Progressive, Sustainable Domestic Trade Consumer Empowerment**'.

2.2 Mission

The three missions of the Ministry are:

- Strengthen domestic trade through digitalization and value creation;
- Adopting technology and innovation as a foundation for a distinctive organisation and
- Enhancing rational consumer behaviour by leveraging on civil society and community.

2.3 Top Management

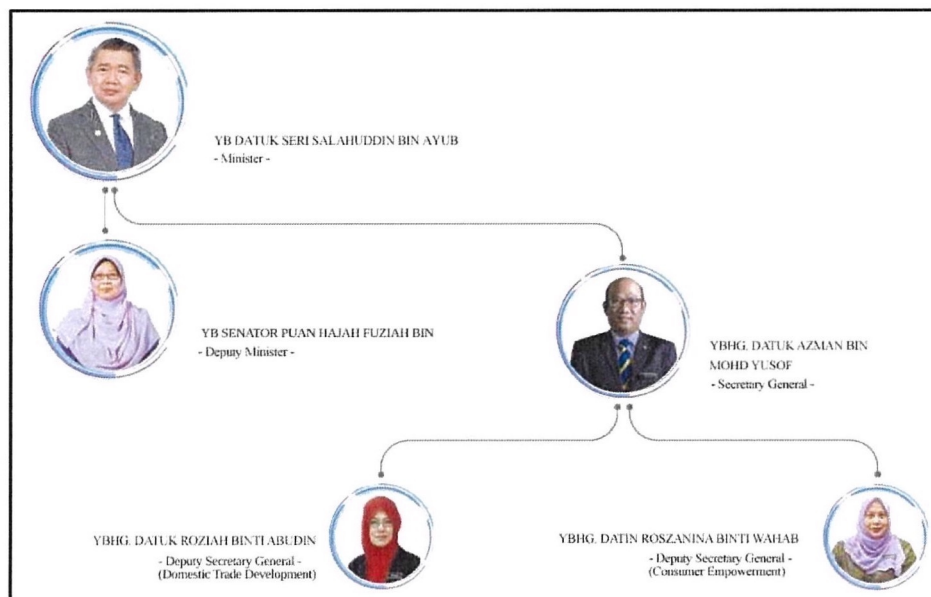


Figure 2 Top Management Chart

The Ministry of Domestic Trade and Cost of Living Affairs (KPDN) was established on 27 October 1990. (*Latar Belakang*, 2023) Before this, KPDN was known as the Ministry of Home Affairs and Consumer Affairs (KPDNHEP). It is a Malaysian Ministry led by Datuk Seri Salahuddin Ayub. The aim is to promote the development of a viable, competitive and sustainable domestic economy, particularly in the Distribution Trade Sector.

The proposed Mini KPDNHEP Complex, Kuala Pilah branch will provide KPDNHEP counter for public/consumer to come and get information regarding domestic trade, cooperation and consumerism and to ensure a fair trade policy is met. (Osman, 2019)

2.3 Organisation Structure

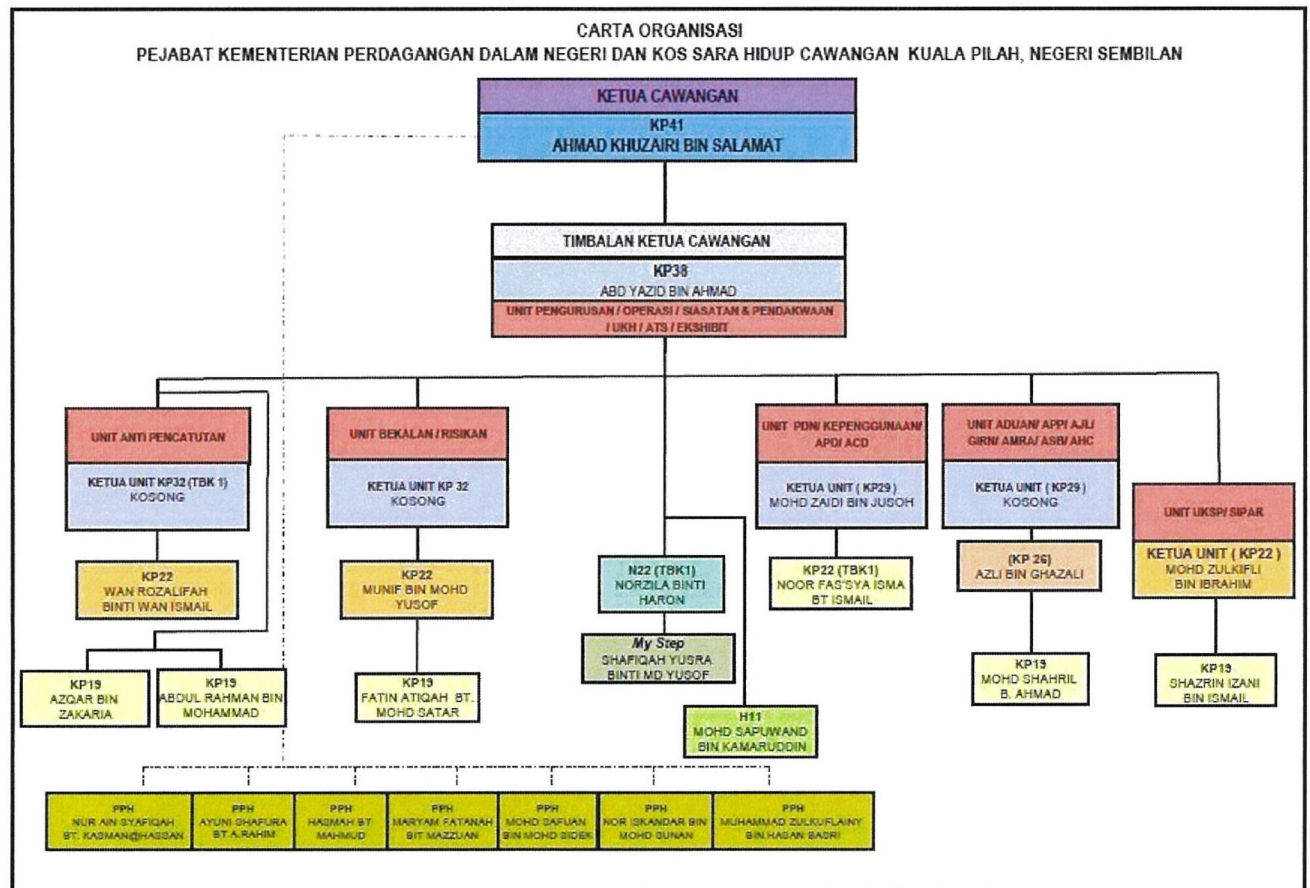


Figure 5 KPDN Kuala Pilah Organisation Chart

KPDN Kuala Pilah was initially opened in 2000 where it only consisted of 14 employees. However, on November 18 2018, this branch has moved to a new building located at Mini Complex KPDN Kuala Pilah, address 4339, Jalan Taman Desa Melang, 11-5, Taman Nesa Jaya, 72000 Kuala Pilah, Negeri Sembilan. Furthermore, this complex is not only occupied by KPDN, but also The Road Transport Department Malaysia (JPJ), the Lembaga Hasil Dalam Negeri (LHDN) and the Social Welfare Department (JKM) under the same building.

Based on the organisation's chart, KPDN Kuala Pilah is now led by a Head of Branch, Ahmad Khuzairi bin Salmat and the functions are supported by a Department of Enforcer, Price

Monitoring Officer and also an Administrative unit. In total, KPDN members consist of 24 staff members. KPDN Kuala Pilah branch will provide services to other districts such as Jempol, Jelebu and others.

2.4 Product and Services



Figure 6 The services carried out by KPDN throughout Malaysia

- Determining and making monitoring and prices of goods controlled by the government,
- Licensing and control of production
- Distribution and sale of goods
- Taking care of consumer affairs about goods and services
- Registration and licensing of petroleum gas.
- Issuing direct sales transaction licences
- Combating irregularities in trade
- Implementing weight and measurement regulations, etc.

KPDN Kuala Pilah also provides multipurpose hall rental services to third parties, whether local citizens or any individual representing the organisation. Among the rental purposes are weddings, banquets, organised programs etc. Besides, KPDN Kuala Pilah also provides meeting room use services to external parties without any charge.

3.0 TRAINING'S REFLECTION

Internship student is comply with working hours which is equal to the working hours of other civil servants in this company. Attendance is at 8 am and ends at 5 pm equivalent to eight (8) hours of working hours, including one (1) hour Inch break. Employees must first scan fingerprints for attendance validation before entering the office. Meanwhile, working days are from Monday to Friday. Although Work From Home(WFH) is encouraged all over Malaysia after the peak of pandemic Covid-19, emphasising the importance of Ministry services to serve the local community, Kuala Pilah KPDN staff will work entirely in the office during working hours. In Kuala Pilah KPDN, there are only 3 main parts that help this organisation to function well, the Enforcement Division, Price Monitoring Unit and the Administrative.

3.1 Enforcement Division

The Department of Enforcement was established on 17 April 1972 under the Ministry of Trade and Industry with the objective for helping the government to overcome the inflation on that time. October 27 1990, this ministry was structured back to form two ministries which are the Ministry of International Trade and Industry and the Ministry of Domestic Trade and Consumer Affairs. The enforcement department has been placed under this ministry KPDNHEP.

The Enforcement of KPDN KP is divided into 5 small units among which are, Anti Profiteering Unit, Supply/ Intelligence Unit, Consumerism/ License or Permit Unit, Complaint Unit and Case/ compound/ SPAR Unit. There are 13 enforcers who are responsible for dealing with the rising cost of living, protection of intellectual property rights, enforcement of trade laws and protection of consumer rights as well as combating the abuse of subsidy control items.

I had the opportunity to do several Enforcement tasks during the practical period, among which was helping clients to register a Scheduled Controlled Goods Retail License (CSA) on the BLESS 2.0 website and PermitKhas for permit applications. Customers who want to renew licenses and permits will do so at the front desk of the office with the help of practical students and officers on duty. As well as, tasks in helping to take consumer complaints about goods or services can also be learned during the practical period.

3.2 Price Monitoring Unit

Majlis Harga Barang Negara were established on 22 January 2008, where the establishment was made due to the rising price issue and with the problem of food supply which mostly affected the people's life especially to those with low income and people from rural areas.

The main function is to monitor basic necessities in every Supermarket or Public Market. This allows any increase in the price of essential goods such as the price of cooking oil, wheat flour and sugar to be detected and analysed better and further actions will be imposed on suppliers or retailers who are less responsible and sensitive to the Ministry's instructions. Also, responsible for updating the 'price watch' portal as a reference for the user to make a price comparison of goods.

In fact, I was able to experience price monitoring together with the Price Monitoring Officer. This task will be done in a public market or a retail market that has been determined. The recorded price is done either on a daily or weekly basis to identify any price increase or decrease activity. The collection of this data will be included in the website as a report that needs to be made by each Monitoring Officer.

3.3 The Administrative

It is a section for practical students. The administrative unit is responsible for managing administrative matters such as documentation, correspondence, coordination of the file record system, ensuring the comfort, cleanliness and safety of the Department and playing a role in the management of employee affairs in the office.

Practical students are responsible for supporting the tasks of the administrative unit especially in the management of employee affairs such as updating staff course attendance or attendance management, access and printing off day report from HRMIS, application of staff leave, documentation of financial claims on behalf of office staff, stationery stock management and application in the SPPA 3.0 KPDN website as well as in charge at the main counter and responsible in receiving incoming call from the customer every day.

3.4 Intrinsic and Extrinsic benefits

During the training, students not only get to know and experience the real job but also obtain knowledge on how the function of KPDN is very important to the local community, especially to consumers and retailers or wholesalers. Students can hone their interpersonal skills especially with different levels of officers to become smart workers in communication. Frankly, it becomes a vital effort for students to obtain information such as learning and understanding the process of licensing, obtaining information about the movement of workers in and out so that tasks can be completed more smoothly. Besides communication skills can be identified from how to respond to a various type of customer's attitude and needs. The skills of working in a group can also be emphasized through solving problems in administration together that involve the welfare of employees. This is because any deficiency in the working environment is the responsibility of the administrative unit and can then avoid a decline in staff's performance.

In addition, skills in system management such as on the administration database can be applied during the practical period using HRMIS, BLESS 2.0, Permit Khas and the others. Beside the fact that time management requires students to meet the work attendance time and be punctual, but also in management to complete the assigned task. For example, each document must be submitted to HQ which is KPDN Seremban within the given period such as a claim document to ensure that the funds can be credited to the employee's account at the right time. This can ensure that students adapt the energy to learn fast so that students can manage well in different work conditions from time to time. High identifying skills are needed in completing some of the tasks so that any problems can be avoided which will involve a longer process. Lastly, the skills of using Microsoft Office are also important especially in Excel for data entry tasks.

Meanwhile, students can obtain the benefit of a practical or practical allowance as an extrinsic benefit. It is based on Surat Edaran: JPA(L)S.175/4/4-2 Klt.4 (21) where the allowance payment rate is as much as RM5.00 per hour for a maximum of 90 working days only. This is one of the conditions for students to perform well during the internship. In addition, students are also allowed to take leave with the permission of *Ketua Cawangan* however without being paid any allowance on the particular day. Practical students are also entitled for ten gazetted public holidays in any one calendar year including Hari Raya Puasa essentially as under Employment Act 1955. Besides, the benefits of using the existing facilities in the office area also be used by practical students. Among them, a leisure room that allows employees to enjoy games apart from fully focusing on the task at hand. For example,

table tennis and badminton courts in the providing hall. Interestingly, this office has a special room for entertainment which activities for karaoke. This room can be also be accessed at any time depending on the needs of the employee. Library facilities are also provided for employees to spend time reading books and adding knowledge. There is also a room specially created for any group discussions. In fact, each room is equipped with air conditioning, an adequate table and chairs to ensure that employees can do activities comfortably. For employees who want to take one's time, this organization provides a special room separately for different genders. Employees can use this room to have a good sleep, take rest and recharge their energy to continue their task.

4.0 SWOT ANALYSIS

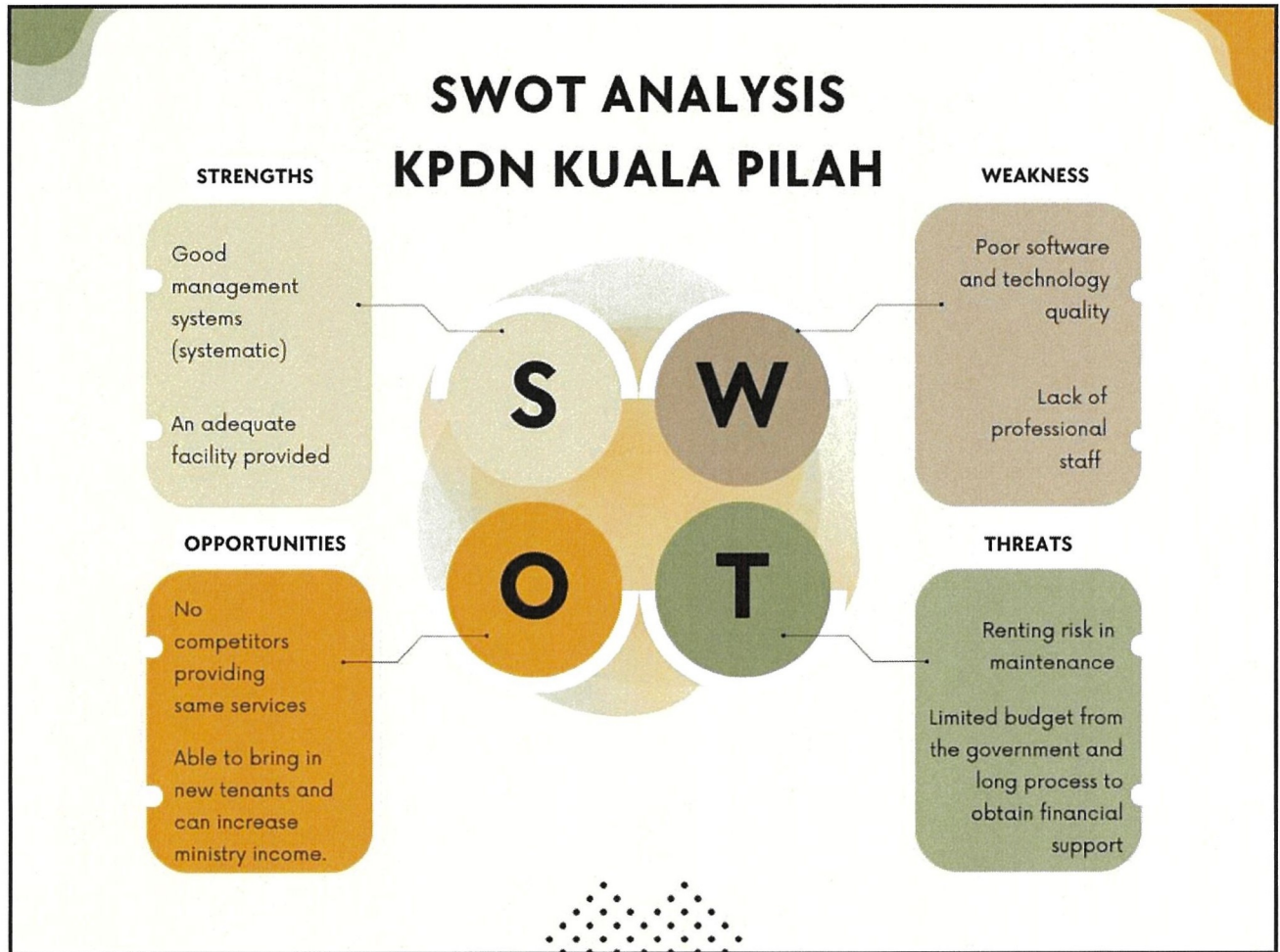


Figure 7 SWOT Analysis KPDN Kuala Pilah

5.0 DISCUSSION

5.1 STRENGTHS

5.1.1 Good management systems (systematic)

“Developing a good management team is a critical component of running a successful organization.” (Johnson, 2019) Good administration within the company when every activity is done must be done correctly. Since KPDN is an organization under the ministry, every activity must follow the ministry body's policy and guidance. Here, the office administration management always follows procedures without facing problems that can cause a long process in completing a particular job. For example, taking reasonable decisions based on all relevant considerations that might affect the name of this ministry itself. The presence of trained and efficient staff can provide effective services to employees especially in relation to employee affairs and office administration management. In addition, principles such as being open and accountable through handling information properly and appropriately become one of the advantages of the management system to be more trusted by employees. Management will ensure that office and staff records are kept properly and in appropriate manners. Undoubtedly, the management acting fairly and proportionately by dealing with people and issues objectively and consistently ensures that there are no conflicts of interest which can lead to setbacks in the office system itself. Therefore, activities carried out become accurate and easier to oversee with a management system in place towards the same goals. KPDN Kuala Pilah has also received the best organization award in 2019.

5.1.2 An adequate facility provided

Facilities welfare are basic necessity for workers that should be consider by the employer that can be a desirable benefit on health and wellbeing of workers. Journal of Business, Economics & Finance stated “quality of the physical workplace environment may also have a strong influence on a company’s abilityto recruit and retain talented people.” (Leblebici, 2012) “Good facilities can also help prevent a number of occupational diseases (such as hepatitis A, cholera and dermatitis)” (Official Website Department of Occupational Safety and Health Ministry of Human Resources, 2023) The provision of facilities such as meeting rooms, rest rooms, leisure rooms and others are sufficient. The facilities provided by this office are on average in a clean and well-functioning condition allowing it to be easily accessible to employees. With this, it helps to have a positive impact on employees and the problem of

absenteeism. For example, employees will feel less lethargic and lack energy to carry out tasks because the office has a space to rest, subsequently, they can carry out any discussion more comfortably by fully utilizing the office space that has been provided. Likewise with pantry facilities which is much more useful. Employees are allowed by the Head of this Branch to jointly prepare food and drinks such as breakfast, lunch and dinner. "This helps to prevent possible food contamination that may arise from work-related activities." (AJC EasyCabin, n.d.) Indirectly, this facility has an impact on the closeness of relationships among employees.

5.2 WEAKNESS

5.2.1 Poor software and technology quality

The use of technology today can ensure an organization to survive in this dynamic world. From managers to workers, the use of technology such as computers, laptops and with the help of smartphones or any software remains employees always get information and its use must be mastered by every level of staff to achieve their goals. However, KPDN Kuala Pilah has a weakness in ensuring that technology is constantly updated because technology changes according to the current circulation. For example, an employee's computer that encounter problems such as former software that can causes the computer to shut down suddenly. With that, employees need to share computer facilities with other colleagues and this can bring a negative effect on other employees. "The previous new public management era has left many government organisations with a reduced skill set and limited capacity to upgrade their IT infrastructure." (Dunleavy et al., 2006) Therefore, problems that occur within office technology will result in loss of productivity. "Slowness, and crashes to functionality will limit the company's performance and will cause more delays and take days to complete." Cliff Saran (2019) stated "A survey of 2,000 office workers across the UK for Insight's The Employee Experience report found that 1.8 billion hours a year are being wasted – equivalent to 14 days a year per person – because the technology that staff are given is not good enough."

5.2.2 Lack of professional staff

“It is important to establish and take into account relevant knowledge, skills and abilities within the cooperating organisations.” (Integrating new transport measures into your city’s SUMP, 2023) Meanwhile in KPDN Kuala Pilah is facing the problem of expertise that is inadequate to complete the company’s daily task. Forexample, the administrative unit has to bear the financial workload because the financial unit is not available for the Kuala Pilah branch. In addition, there are vacant positions of Enforcers for which there is still no solution causing the existing number of Enforcers to face duplication and dumping of tasks. The same is the case with some Enforcers who have to bear the responsibility of taking care of the affairs of office buildings that should be managed by individuals who are more knowledgeable about the management. A meaningful job title helps employees to measure their ability to work in a group, learn and contribute unique skills and at the same time strive to find solutions to the challenges faced. In return, the organization can obtain benefit from being able to eliminate the risks of underutilizing employees with duplicate roles and create a positive work culture. Impact such as frustrated can happen because of unsatisfactory performance and cause the employee to be less happy with the outcome given since the task given is unmatched with their skills.

5.3 OPPORTUNITIES

5.3.1 No competitors providing the same services

“Competition does not exist abstractly, but is influenced by the existing legal and informal institutions.” (North, 2010) Since KPDN is a service provided by the Ministry, any competition is not allowed at all allowing consumers and retailers or wholesalers to enjoy the same service provided. It is the government’s effort to deal with the issue of rising cost of living by controlling the price of goods. This is a comprehensive strategy in the form of reforming the monopolistic market structure that has existed in the country.

5.3.2 Able to bring in new tenants and can increase ministry income

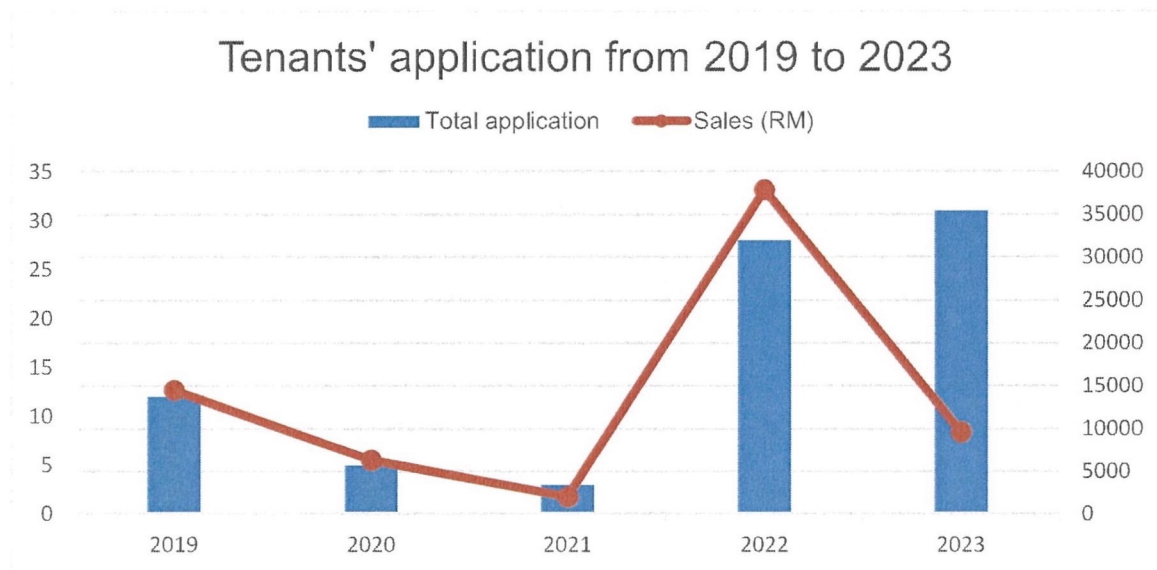


Figure 8 Bar Chart

The chart above shows the information about tenants' application of multi-purpose hall at KPDN Kuala Pilah from the year 2019 to 2023. Over the whole time period, the total application declined from the year 2019 to 2021 due to pandemic Covid-19 with MCO restrictions. As well as the amount of sales that KPDN can achieved from RM14, 512.65 to RM2, 000. However, during endemic, the number of applications has increased again from 3 to 28 applications. This amount continues to increase to 31 applications until 2023. Similarly, the total sales in 2021 of RM2, 000 increased to RM37, 880 in 2022. Up to now, the total sales in 2023 is as much as RM9, 600 and is estimated to increase until year-end.

This office not only has a private building for the ownership of KPDN only, but there is also another building used as a multi-purpose hall, commercial space and kiosk space. This hall has become one of the good opportunities for the branch to help the Ministry to generate income from rental services. This rental is intended for the use of KPDN officers themselves to make it easier to carry out any program. Meanwhile, it is also open to third parties whether individuals or organizations to rent it. Not only that, this KPDN building also has some empty spaces for other corporations to use. With the existing space, outside tenants can come to occupy the same building as the KPDN Kuala Pilah building. Likewise, the provision of the hall for outside parties at the same time can provide opportunities to obtain government revenue.

5.4 THREAT

5.4.1 Renting risk in maintenance

“Risk is what makes it possible to make a profit. If there was no risk, there would be no return to the ability to successfully manage it.” (Crane et al., 2013) Throughout my internship, it can be identified that KPDN Kuala Pilah often faces threats with maintenance problems. For example, changing tenants that are often able to use the facilities provided out of control. Resulting in damages involves spending more financial than the forecast that has been made for the organisation. As the landlord parties shall not be liable to the tenant for any damage, injury, loss, compensation, or claim based on, arising out of or resulting from any cause whatsoever, including, but not limited to, repairs to any portion of the building. Which may mean a loss of income due to periods of extended vacancy or extra costs associated with tenants.

5.4.2 Limited budget from the government and a long process to obtain financial support

“Budgeting is the process of allocating finite resources to the prioritized needs of an organization.” (IES NCES, 2003) Issues arise when any expenses made by the branches initially obtain approval from the state, causing any activity to undergo in a long process. For example, the application for financial assistance must be based within the range that has been set in order to be approved. Similarly, the situation within the KPDN Kuala Pilah which lacks stock requires the branch to make an application to the State KPDN in advance that has impacted the management process to procrastination. Especially during the management of closing and opening new documents that I experienced. If the supply shortage occurs, the delay process will causing the task to be interrupted. Procrastination is often the cause of the company, as well as for government agencies that are the cause of the length non-fulfillment of targets that have been determined by the completion of tasks that have an impact on the emergence of public complaints.” (Darmi & Kusni, 2019)

6.0 RECOMMENDATION

It is recommended that the organization must ensure that above strengths are always applied and improved from time to time in a better direction. Systematic internal management affect the employees at KPDN Kuala Pilah to be happy and comfortable with the office management system. Although it is controlled by a single administrative officer, it has greatly impacted the satisfaction of the employees to deal with the administration so that it happens more smoothly. In addition, with the award that has been achieved, it proves that this office can ensure that management is at a level that is satisfactory to the system in it. Likewise with implementing the process of continuously improving business operation for steady growth. Organization must proactively search for areas to improve by collect and analyze feedback from internal sources. Empowering employees to express their insight can help the Head of the branch to identify areas that need to be changed.

Even though KPDN Kuala Pilah office does not have an enormous office building but this organization is able to provide adequate and reasonable facilities for employees. Therefore, in my view, it is recommended that KPDN can continue to take initiatives by expand the welfare facilities such as provide a cafeteria facilities, indoor gymnasium, and outdoor basketball court to ensure the amusement of employees is guaranteed and peace of mind at work in an environment of maximum satisfaction. These diverse facilities not only retain employees, but also attract industrial training students to gain beneficial experience working in this office.

Meanwhile, in able to control the organization weakness, KPDN Kuala Pilah must strive to reduce this issue by working harder to meet the personal needs of employees. Therefore, it is recommended by ensuring that all offices technologies have a stable contract to ensure that any updates can be monitored by professionals. As this office lacks skilled in-house IT specialists, the need to have skilled external personnel with long-term contractual ties is extremely important. This is to ensure that any problem can be solved quickly without needing a long amount of time to find a solution. As a result, employees can enjoy access to the tools and technologies required to enhance work productivity and increase collaboration among workers.

Moreover, hiring team of KPDN has to take action through “ensuring a person’s job match as it is an important factor through which job outcomes are influenced” as stated in Research of Impact of Workforce Diversity Management on Employees’ Outcomes: Testing the Mediating Role of a person’s Job Match. (Li et al., 2020) The central KPDN Seremban must conduct a strong hiring process to obtain future candidates who meet their job description to carry out the mandatory duties required at the workplace and reach organizational goals. A proper meeting or discussion needs to be conducted first together with the KPDN State Branch. Through it the KPDN Kuala Pilah had the opportunity to address the criteria of professionalism that they required for the company to meet their needs and expectations.

KPDN services that help to combat cartel activities that attempt to disrupt competition in the market can also be controlled. Without services provided by the Ministry, this poses a threat to other traders and mainly affects the cost of living of the people. Meanwhile, the *Rahmah* Program launched by the Ministry focuses mainly on the majority of the B40 income group to help those obtained essential goods in the most supermarket branches at the reasonable price. Services that cannot be owned or controlled by any private agency like this give certainty to the public to trust the government in the services offered. Therefore by ensuring this branch have the appropriate number of working staff at the front country and importantly being knowledgeable about the product and services of KPDN are crucial as they are able to give a positive image and provide high-quality public service to the citizens. As a result, it can restore public confidence in the government services.

Next, opportunity on rental services must be maintained by the KPDN Kuala Pilah to help outsiders to enjoy available facility. Throughout my experience training here, I learned that the rental facilities of this building such as for weddings, programs and ceremonies are very helpful to the community. Especially for those who have a lower budget than those who are able to afford it. Clearly, KPDN can help achieve their main goals for the people by providing support for their living costs. Besides that, KPDN Kuala Pilah Branch also needs to take the opportunity by working on publicity activities for the public visibility and awareness for KPDN products and services provided on the social media. As well as boosting the image of government to public and to ensure the right information are delivered.

In order for organizations to deal with this problem, one of the steps is that KPDN Kuala Pilah can eliminate it by imposing stricter measures so that the burden is fully borne by the

responsible party. For example, certain maintenance items such as clogged sinks and toilets can be considered responsible by the tenant. It is important for KPDN Kuala Pilah as the landlord to clarify such items and making them part of the lease that can save from misunderstandings and added expenses consequently. "It's also a good idea to put a portion of each rental payment into a reserve fund to help cover any unexpected maintenance issues that arise. That way, you have money available when and if you need it." (Collatz, 2017) In addition, make periodic inspections and developments to obtain the latest information on the condition of the property.

"In most cases, for a governmental entity, the budget represents the legal authority to spend money." (IES NCES, 2003) With that, it is recommended for this organisation to accept limited budget with full responsibility with well planning structure. The responsible employee must set a proper date as reminder, for example every month for restock application. Decreasing stock can be covered before delaying activities due to limited goods.

7.0 CONCLUSION

As an undergraduate of UiTM Bandaraya Melaka I would like to say that this training program is an excellent opportunity for us to get to the ground level and experience the things that we would never have gained through going straight into a job. I am grateful for this wonderful opportunity.

This organisation provides an opportunity to identify, observe and practise daily management practices in the office. Overall, I am responsible for managing employee attendance reports such as understanding their attendance movements and identifying any attendance issues. In addition, ensure that the preparation of claim documents is complete and that the process of sending documents to KPDN NS is correct. Counter management is a challenging task because different requests from customers are sometimes difficult to fulfil due to the circumstances. Likewise, basic office administration skills can also be learned in this organisation. Undoubtedly, the Kuala Pilah KPDN members really helped me understand how to manage the organisation according to the procedures and processes that have been set. In fact, I also have the opportunity to carry out enforcement tasks such as license management, permits as well as monitoring the current price of goods in the public market or supermarket.

The ability to recognize, deepen and apply the knowledge of human resource management, offices and customers as the main vision of the study period of this bachelor's degree. Through the knowledge imparted not only added knowledge, but also opened my mind about the reality of the current job situation especially in the government field. The use of diverse knowledge other than my main major, can make it an advantage of my character.

In return, my presence as a side worker in this office can be good as well. The SWOT analysis that has been collected is the result of discussions with the Head of the Branch, Tuan Ahmad Khuzairi, the guidance of my supervisor Puan Norzila and other officers, which significantly impacted the success of writing this final report. The analysis also helps to see this company itself for a better understanding of what it does well and its shortcomings are.

8.0 REFERENCES

- AJC EasyCabin. (n.d.). Retrieved from THE IMPORTANCE OF PROVIDING WELFARE FACILITIES ON-SITE: <https://www.easycabin.co.uk/news/the-importance-of-providing-welfare-facilities-on-site/>
- Architects Registration Board. (2016). Retrieved from Principles of Good Administration : <https://arb.org.uk/wp-content/uploads/2016/05/Principles-of-Good-Administration.pdf>
- Collatz, A. (2017, January 17). *TransUnion*. Retrieved from 5 Big Risks Of Owning Rental Property That Every Landlord Should Know: <https://www.mysmartmove.com/SmartMove/blog/5-risks-own-rental-property-landlords-need-know.page>
- Crane, L., Gantz, G., Isaacs, S., Jose, D., & Sharp, R. (2013). *Introduction to risk management*. (2 ed.). Extension Risk Management Education and Risk Management Agency. Retrieved from <http://ndl.ethernet.edu.et/bitstream/123456789/78347/7/Reading%20Refrence.pdf>
- Darmi, A. S., & Kusni, I. (2019). HOLISTICA. *Antecedent and impact of procrastination on public sector*, 10(2), 83-94. Retrieved from <https://sciendoc.com/pdf/10.2478/hjbpa-2019-0017>
- Dunleavy, P., Margetts, H., Bastow, S., & Tinkler, J. (2006, July). New Public Management Is Dead — Long Live Digital-Era Governance. *Journal of Public Administration Research and Theory*, 16(3). Retrieved from https://www.researchgate.net/publication/228301216_New_Public_Management_Is_Dead_-_Long_Live_Digital-Era_Governance
- IES NCES. (2003). Retrieved from Financial Accounting for Local and State School Systems: https://nces.ed.gov/pubs2004/h2r2/ch_3.asp#:~:text=Budgeting%20is%20the%20process%20of,prioritized%20needs%20of%20an%20organization.
- Integrating new transport measures into your city's SUMP. (2023). In M. Academy, *Identifying challenges*.
- Johnson, R. (2019, 1 29). *Small Business*. Retrieved from CHRON: <https://smallbusiness.chron.com/five-qualities-good-management-25297.html>
- Latar Belakang. (2023). Retrieved June 20, 2023, from KPDN: <https://www.kpdn.gov.my/ms/info-korporat/latar-belakang>
- Leblebici, D. (2012). Impact of Workplace ability on Employee's Productivity: Case Study of A Bank In Turkey. *Journal of Business, Economics & Finance*, 1(1).
- Li, W., Wang, X., Haque, M. J., Shafique, M. N., & Nawaz, M. Z. (2020, March). Impact of Workforce Diversity Management on Employees' Outcomes: Testing the Mediating Role of a person's

Job Match. *SAGE Open*, 1-16.

North, D. C. (2010). *Understanding the Process of Economic Change*. Princeton.

Official Website Department of Occupational Safety and Health Ministry of Human Resources. (2023, July 11). Retrieved from Welfare Facilities For Construction Sites: <https://www.dosh.gov.my/index.php/construction-safety-v/welfare-facilities>

Osman, A. S. (2019). *Kompleks Mini KPDNHEP Kuala Pilah Negeri Sembilan Darul Khusus*. Nadi Cergas Sendirian Berhad.

Saran, C. (2019, July 18). *ComputerWeekly.com*. Retrieved from Office workers lose out with poor-quality tech: <https://www.computerweekly.com/news/252466963/Office-workers-lose-out-with-poor-quality-tech>

9.0 APPENDICES

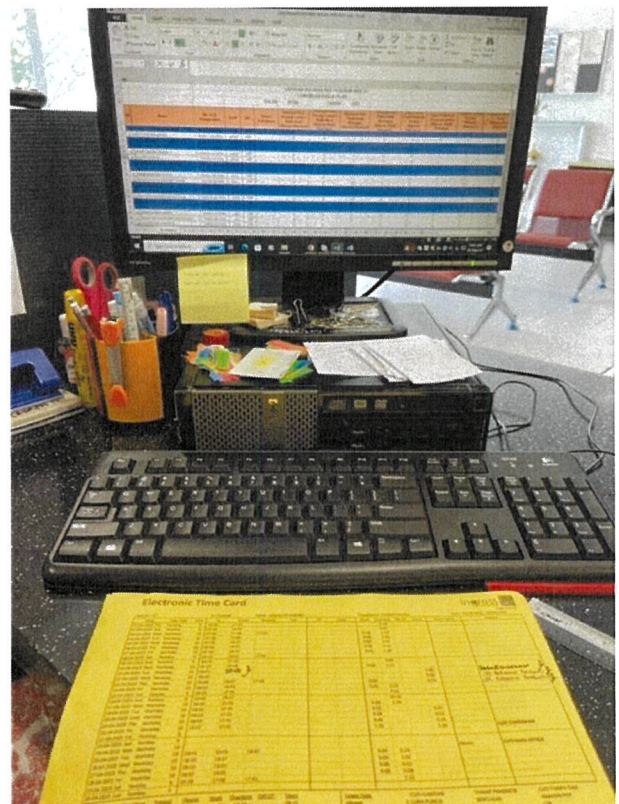
TARIKH	NAMA	STATUS LAPORAN	ALASAN	ALASAN DETERMINASI TIDAK DITERIMA
01-05-2023	Wan			
02-05-2023	Wan			
03-05-2023	Wan			
04-05-2023	Wan			
05-05-2023	Wan			
06-05-2023	Wan			
07-05-2023	Wan			
08-05-2023	Wan			
09-05-2023	Wan			
10-05-2023	Wan			
11-05-2023	Wan			
12-05-2023	Wan			
13-05-2023	Wan			
14-05-2023	Wan			
15-05-2023	Wan			
16-05-2023	Wan			
17-05-2023	Wan			
18-05-2023	Wan			
19-05-2023	Wan			
20-05-2023	Wan			
21-05-2023	Wan			
22-05-2023	Wan			
23-05-2023	Wan			
24-05-2023	Wan			
25-05-2023	Wan			
26-05-2023	Wan			
27-05-2023	Wan			
28-05-2023	Wan			
29-05-2023	Wan			
30-05-2023	Wan			
31-05-2023	Wan			

Monthly staff attendance report

Observing accuracy of Allowance Claim document



Stock allocation



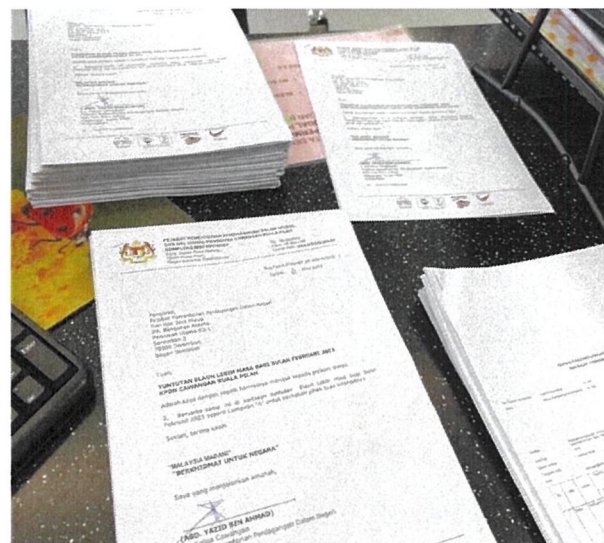
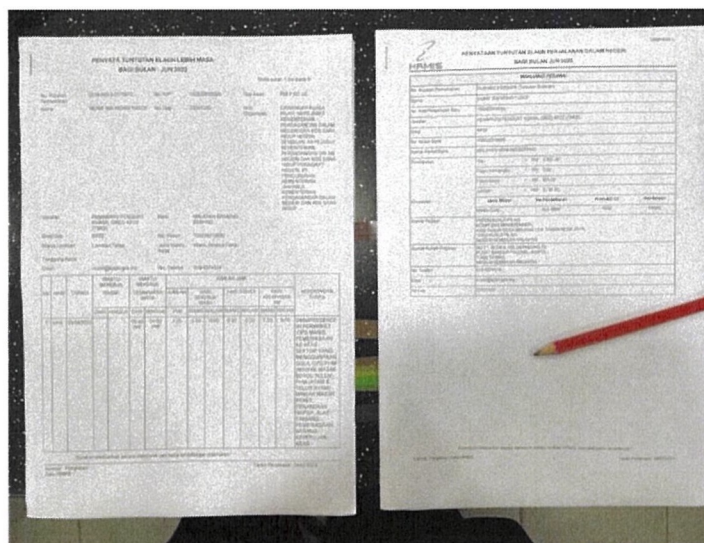
Data entry in the Excel document



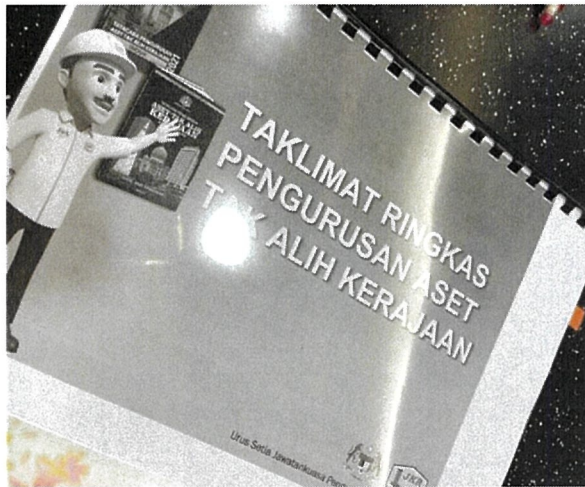
Closing files



Keep closed file in the filing room



Process of categorize document for posting



Manual identify and handling assets

MAKLUMAT LAPORAN	
1. SUKUATAN	JAN - MAC (Sehingga Sukuatan 1)
2. TAHUN	2022
3. KEMENTERIAN	KPDNHEP - KEMENTERIAN PERDAGANGAN
4. NEGERI/ WILAYAH	WILAYAH PERSEKUTUAN PUTRAJAYA
5. DAERAH	
6. JABATAN/AGENSI	
7. NAMA PREMIS	IBU PEJABAT KPDNHEP
8. NO. DPA (Sekiranya Ada)	1144001MYS.160140.B00001
9. STATUS PEMILIKAN ASET	MILIKAN
10. TARIKH LAPORAN DISEDIAKAN	01/1/2020
11. DISEDIAKAN OLEH	

MUKA HADAPAN
PERINGKAT PREMIS
1 DPA

PELAPORAN PENGURUSAN ASET TAK ALIH DI BAWAH KAWALAN KEMENTERIAN/ JABATAN/ AGENSI BERDASARKAN TATACARA PENGURUSAN ASET TAK ALIH (TPATA) VERSI 2.0

Entering data for *Pengurusan Aset Tak Alih Kerajaan*



Participate in reading campaign



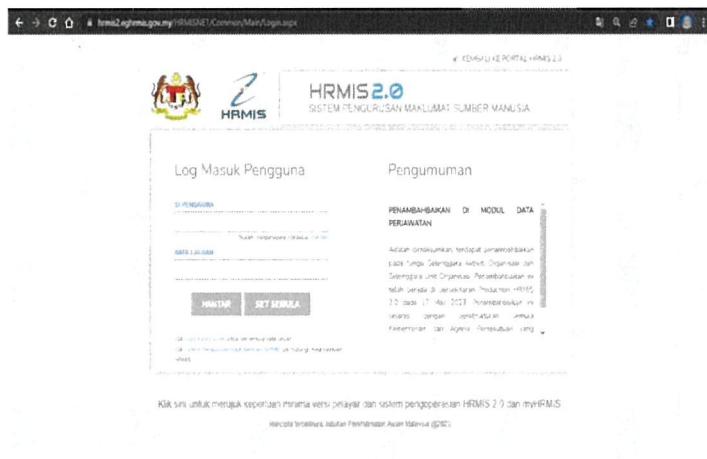
Preparation of *Majlis Sambutan Hari Raya Cawangan KPDN Kuala Pilah*



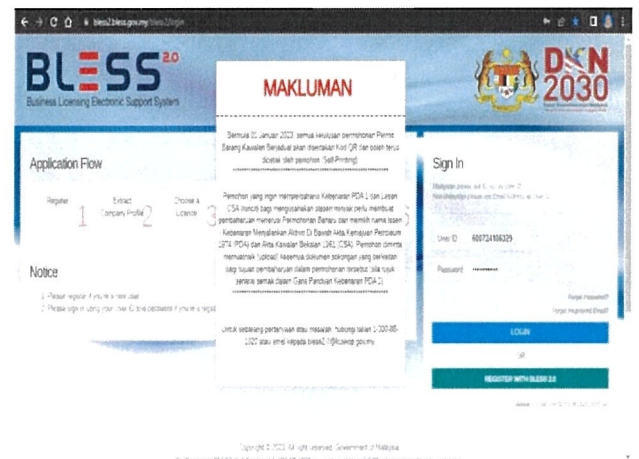
Majlis Sambutan Hari Raya KPDN
Kuala Pilah 2023



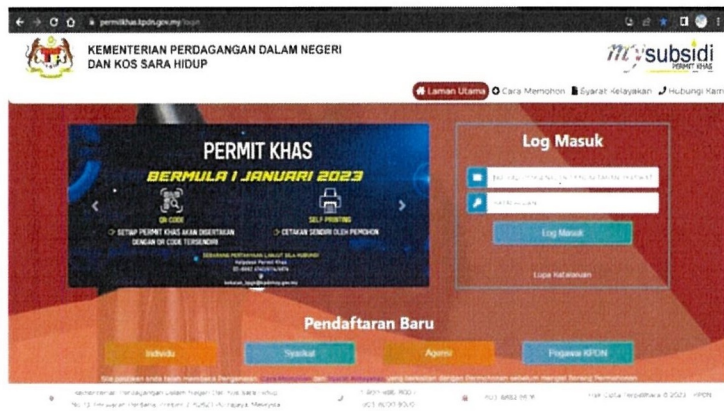
The Administration Unit and Head of the branch
KPDN Kuala Pilah



HRMIS 2.0



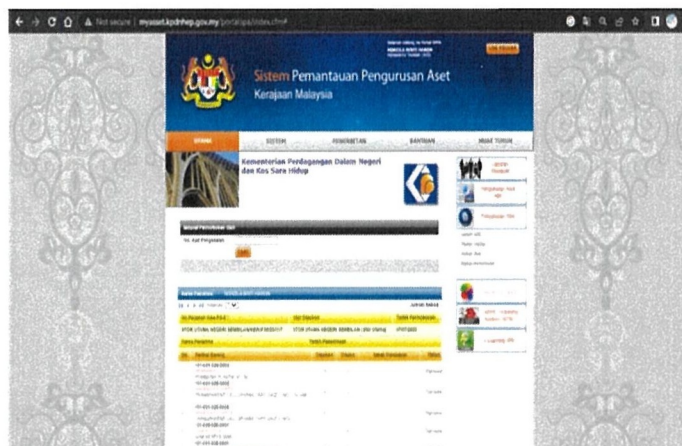
BLESS 2.0



Permit Khas (MySubsidi)



Accompany 3rd parties for the use of office meeting rooms



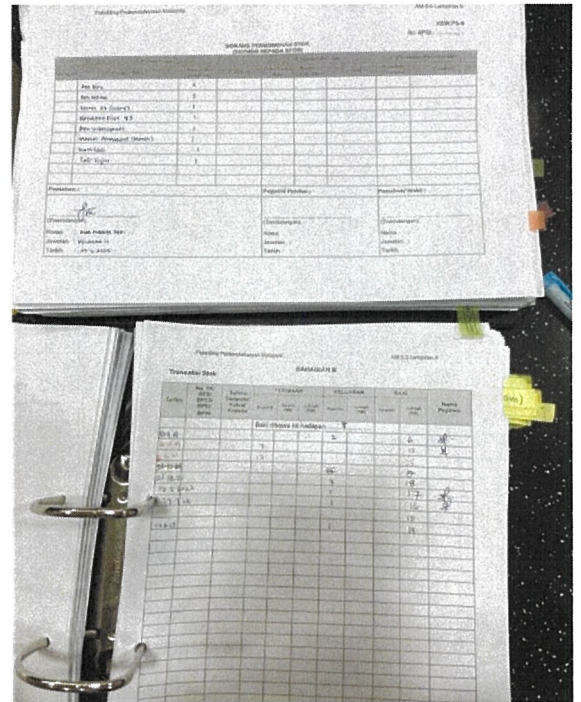
SPPA 3.0



Tenants of KPDN Kuala Pilah Hall



Stationery stock



Record of entry and exit stocks



Price watching

