

PERLIS STATE  
SECRETARY  
OFFICE

# INDUSTRIAL TRAINING REPORT

## PERLIS STATE SECRETARY OFFICE

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# EXECUTIVE

# SUMMARY

This internship report focuses on the work experience I received during my 24-week internship at the State Economic Planning Division of the Perlis State Secretary Office. From March 1 to August 15, 2023, I met all the standards given forth by Universiti Teknologi Mara Kampus Arau, Perlis. The objective of this internship is to provide students the knowledge and real-world experience they need to complete assignments successfully and effectively in the outside world. also to aid students in better exploring and readjusting their bodies and thoughts.

A significant part of my research has been my experience working in the Perlis State Secretary Office, notably in the investment sector. My industrial training throughout these six months is being overseen by Puan Nur Shatirah Binti Azizan. I gained a lot of knowledge from my supervisor in this situation since she was very helpful in mentoring me through tasks like assembling information for daily meetings, producing reports, and creating meeting minutes.

As a result, my Industrial Training Report will provide a more thorough summary of my time as an intern. It details each and every work that I completed effectively throughout my six-month internship here, as well as the skills I used and every activity I carried out in every unit. This report includes information about my past, the organization, my training, and a SWOT analysis in which I evaluate both internal and external issues. Along with discussing the problems with the organization and making recommendations for improvements, I also touched on the organizational challenges.

# TABLE OF CONTENT

1

EXECUTIVE  
SUMMARY

2

TABLE OF  
CONTENT

3

ACKNOWLEDGEMENT

4

STUDENT'S PROFILE

5

COMPANY'S PROFILE

13

TRAINING REFLECTION

17

SWOT ANALYSIS

21

DISCUSSIONS AND  
RECOMMENDATIONS

22

CONCLUSIONS

23

REFERENCES

24

APPENDICES



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SECRETARY'S  
OFFICE

# ABOUT COMPANY

The Perlis State Secretary Office was founded in Tanah Melayu in 1938, during the height of British colonialism. It was referred to as the British Office during the time. Yang Berhormat Tuan Osman bin Talib served as the first Malay State Secretary of Perlis from 1 February 1948 until 19 November 1949.

The Perlis State Secretary's Office is the most crucial component of the State Government, which is in charge of managing and developing Perlis in order to benefit the whole population and advance the growth of the nation.

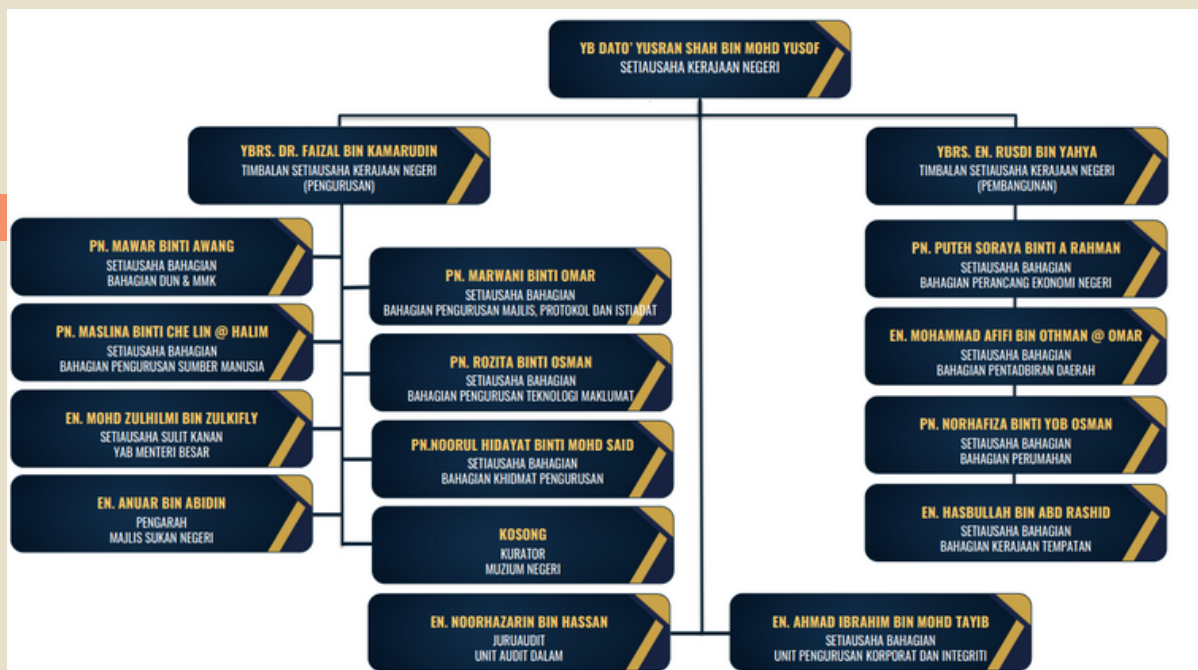
The Management and Development Division and the Perlis State Secretary's Office both have their own administrative division. The State Economic Planning Unit, Housing Division, Local Government Division, and District Administration Division all conduct planning and implementation duties for the Development Division in the meanwhile.

The Perlis State Secretary's Office, the most significant component of the government, coordinates efforts between state and federal agencies to guarantee efficient operation of the whole state government apparatus.

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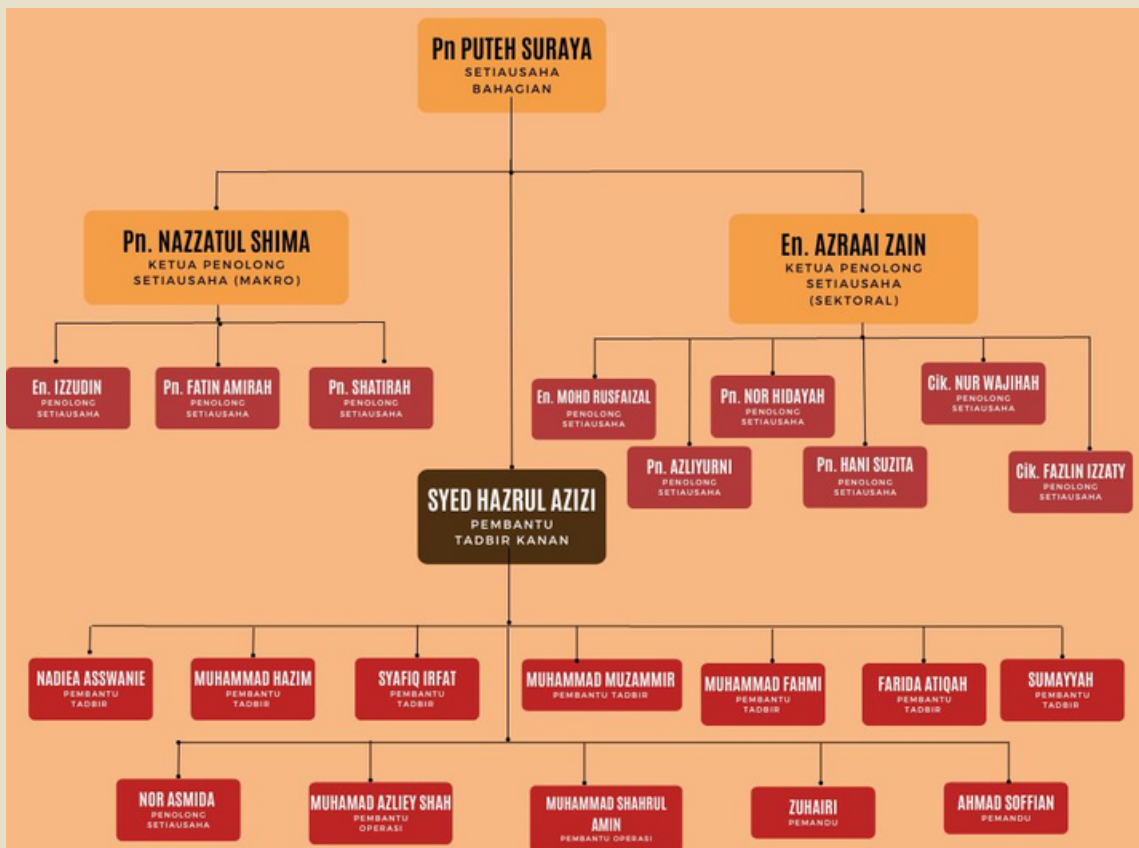
ORGANIZATIONAL CHART OF PERLIS  
STATE SECRETARY OFFICE



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ORGANIZATIONAL CHART OF PERLIS  
STATE ECONOMIC PLANNING





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# VISION


- Menjadi sebuah perkhidmatan awam Negeri Perlis terbaik, cemerlang dan beraspirasi ke arah Negeri Perlis Pintar, Sejahtera dan Maju menjelang tahun 2025.
- To be the best, excellent and aspiring State of Perlis public service towards a Smart, Prosperous and Advanced State of Perlis by the year 2025.

# MISSION

- Memacu penyampaian perkhidmatan awam negeri ke arah melestari pembangunan dan kemakmuran Perlis Pintar dan Peduli Rakyat.
- Driving the delivery of state public services towards sustaining the development and prosperity of Smart Perlis and Caring for the People.

# VALUE

- Memacu penyampaian Kelestarian perkhidmatan berkualiti demi kesejahteraan Perlis
- Driving the delivery of quality service sustainability for the well-being of Perlis



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**SERVICES OFFER**

# GENERAL FUNCTION

- Plan the policies, programs, plan and development projects of Perlis.

# SPECIFIC FUNCTION

- Implement and monitor Perlis state development policies, programs and projects.
  - Evaluate Perlis state development policies, programmes and projects.
  - Collect data on the socio-economic information of Perlis State
  - Manage and coordinate Perlis development programs/projects.
-





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## OTHER

# SERVICES

**Economic Planning and Strategy Development:** Bahagian Perancang Ekonomi Negeri Perlis formulates economic development plans and strategies for the state. It identifies key priorities, goals, and targets and develops action plans to achieve them. The unit collaborates with relevant stakeholders and government agencies to ensure the alignment and implementation of economic plans and strategies.

**Project Evaluation and Monitoring:** The unit evaluates proposed development projects and initiatives to assess their economic feasibility, impact, and alignment with development objectives. It conducts cost-benefit analyses, risk assessments, and impact assessments to guide decision-making. Additionally, the unit monitors ongoing projects to track progress, evaluate their effectiveness, and identify any necessary adjustments or corrective actions.

**Investment Promotion and Facilitation:** Bahagian Perancang Ekonomi Negeri Perlis assists in promoting investment opportunities in the state. It works with investment promotion agencies and stakeholders to attract domestic and foreign investments. The unit provides information, guidance, and facilitation services to potential investors, helping them navigate regulatory frameworks, obtain necessary approvals, and connect with relevant stakeholders.




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## OTHER SERVICES

**Sectoral Development Support:** The unit focuses on the development of specific economic sectors in Perlis. It identifies sectors with growth potential and formulates strategies to enhance their competitiveness and contribution to the state's economy. The unit provides sector-specific expertise, guidance, and support to stakeholders, including industry players and educational institutions, to foster sectoral growth, innovation, and skills development.

**Data Management and Economic Statistics:** Bahagian Perancang Ekonomi Negeri Perlis collects, manages, and analyzes economic data and statistics. It maintains a comprehensive database of economic indicators, market trends, and performance measures. The unit provides access to economic data and statistics to stakeholders, researchers, and policymakers to support informed decision-making and planning.

**Collaboration and Coordination:** The unit collaborates with various stakeholders, including government agencies, private sector organizations, educational institutions, and community groups. It fosters partnerships and coordinates efforts to ensure a coherent and coordinated approach to economic development. The unit engages in interagency collaboration, public-private partnerships, and regional collaborations to maximize synergies and resources.

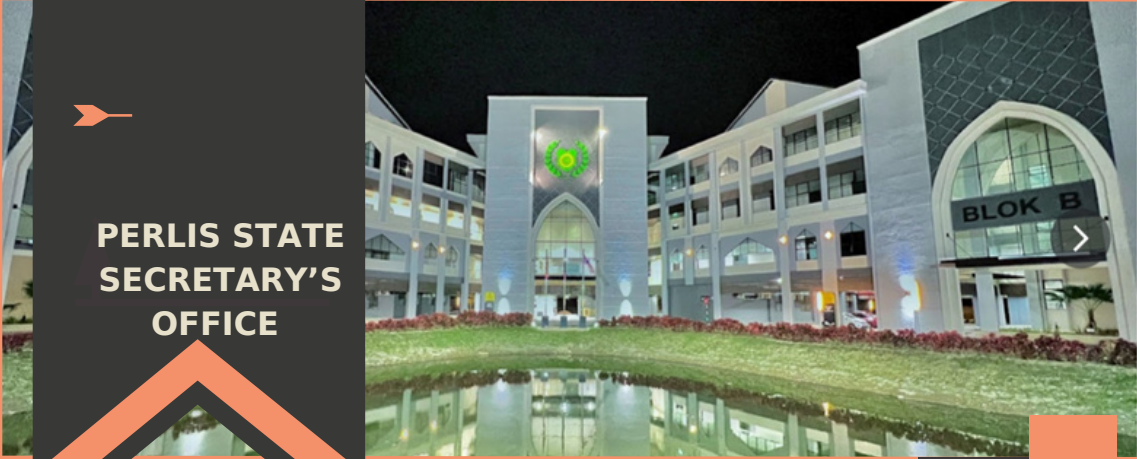


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## EVENTS CONDUCTED

### BY PERLIS STATE SECRETARY OFFICE IN 2023

For this year which is 2023, as I joined Perlis State Secretary Office (Pejabat Setiausaha Kerajaan Negeri Perlis) as intern, there are several events conducted such as "Program Memasak Bubur Lambuk Kelab Sukan dan Kebajikan Kakitangan Pejabat Setiausaha Kerajaan Negeri Perlis, Gotong -Royong Mega 1.0 Perangi Aedes & Sambutan Hari Denggi Asean Peringkat Negeri Perlis 2023, Sesi Libat Urus Usahawan Negeri Perlis Tahun 2023, Festival Silang Budaya Kelantan dan Perlis, Kursus Bicara Eksekutif Jom Kenali dan Cegah Scammer Pentadbiran Setiausaha Kerajaan, Jelajah Anti Scam Kebangsaan, Pesta Angin timur 2023, Iftar Kerajaan Negeri, Intern Bonding at Gua Kelam, Let's Face Together , Perkampungan Sunnah". As I have listed the event that Perlis State Secretary Office conducted, I have joined all of them as I thought it will let me gain experience with several type of event which every event is different.




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## TRAINING REFLECTION

### **FUNCTIONS, RESPONSIBILITIES, AND TASKS**

Work consist of acquire Coordinating applications for proposals for private development in the State of Perlis. Coordinating programs related to investment, industrial affairs and state subsidiary companies (GLC) of Perlis. Coordinating and monitoring private development projects that have been approved by the State Government. Coordinating the Request for Proposal (RFP) for the proposed redevelopment of State government lands.

As I am learning new basic office skills such as using the photocopy machine, using the ring file machine, laminate machine, and even using stamp machine. I was able to prepare files and maintain documentation for the record of organization which I was not good at before. At least I am becoming better skilled from before internship. I also learn on how to input all the necessary data into their system including proposal data of investors, meeting decision made, and also feedback or opinions of other agencies which requires focus and detail as when entering data, it involves all documents that being shared in all office at Perlis State Secretary Office as one small mistake will occur a big problem



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TRAINING REFLECTION

## WORK-RELATED KNOWLEDGE AND TECHNICAL SKILLS

Basic principles and practices of identifying amount of investment from proposal and reading accounting information in the real world of business which is very different from how I read or see in studies. I even enhance the problem solving, entering and verifying data, knowledge of computer and various software applications as well as standard office equipment which consist of data of all projects and proposal of Perlis State.

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## TRAINING REFLECTION

### SKILLS AND KNOWLEDGE RELATED TO PERSONAL DEVELOPMENT

While improving in technical and work knowledge, I also improve in the good written and communication skills in workplace such as social skill informal and formally. One of the skills that I have developed is skill of customer service, by always contacting attendees of meeting by phone call and even skill of having conversation formally in meeting. The opportunity to meet new people and practice networking skills while building a network of professional contacts, mentors and references as I joined meeting of including the higher ups. I also achieved a sense of accomplishment of task by contributing to any work given done well under pressure and to follow organization policies with regard time schedules, regulations, and code of dress. Besides, I also learn how to address people properly such as how to properly talk in a good manner

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SWOT ANALYSIS

**STRENGTHS**

- Important unit
- Expertise in several sectors

**WEAKNESS**

- Lack of Manpower
- Human Errors

**OPPORTUNITIES**

- Joint Venture
- Border of Malaysia-Thailand

**THREATS**

- Changing of authorities
- Deficit Budget



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## SWOT ANALYSIS

### STRENGTHS


#### Important Unit

- every meeting that require all agency in Perlis to have discussion on projects in Perlis will require this unit to be involved.
- manage the meeting by becoming the dealer which mean will be the organizer that will explain about projects briefly and will be continued with respected agency
- manages the future investor who would like to present their proposal to enter the Perlis State project to invest in our state.

#### ·Expertise in several sectors

- In the state Perlis economic division, it is divided into 2 different sections which consist of Macro and Sectorial.
- Macro section consists of finance, invest, land affair, CVIA development
- sectoral consist of science and technology, education , local government housing , human resource.
- As for other example, my own supervisor Puan Nur Shatirah Binti Azizan which is expertise in Investment, show her capability in managing the investors who would like to invest in project at Perlis.





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## SWOT ANALYSIS

### WEAKNESS

#### ·Lack of manpower

- each officer has their own portfolio to handle and to work on. To be more exact,
- there are eight officers in total to cover the portfolios with the direct supervision of State Government.
- I have noticed that few officers have to cover more than one portfolio because there is not enough officer at the moment. This issue could lead to a heavy workload for the person in charge and somehow could affect their quality of work. As each officer has to cover more than 1 portfolio

#### ·Human Errors

- In this division, some data and information must be sent manually
- human labor is required for some task including the manual action for daily meeting letters to be sent to receiver.
- Since manual action involves actions that are outside of what the system establishes as the standard performance, human error can occur



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## SWOT ANALYSIS

### OPPORTUNITIES

#### Joint Venture

- cooperate together with other agencies which can lead to better and more benefit.
- One of the agency that can be cooperate is Chuping Valley Industrial area which is known as CVIA .
- Chuping Valley Industrial Area is a Halal and green industries are the focus of CVIA in Lembah Chuping, Perlis.
- This development also gains from the nearby businesses in Kedah and Pulau Pinang that support the value chain.
- By 2030, CVIA is anticipated to generate over 12,000 employment, draw a total of RM4.5 billion in private investment, and contribute over RM2.5 billion to Malaysia's Gross National Income (GNI).

#### Border of Thailand -Malaysia

- Cultural Exchange and Cooperation: The proximity to the Thailand-Malaysia border offers opportunities for cultural exchange and cooperation.
- Diplomatic Relations: The Thailand-Malaysia border provides an avenue for diplomatic relations and cooperation.
- Infrastructure Development: The border area may require infrastructure development to support cross-border activities.



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## SWOT ANALYSIS


### THREATS

#### ·Changing Of Authorities

- The uncertainty of politic in Malaysia creating a rumor that the ruling government might change in the next period of election
- need to prioritize a different strategies which is pursue new revenue strategies such as expanding fund-raising activities and diversifying revenue portfolios in response to incremental declines in public spending
- They also need to reduce the administrative expenses and invest more in program fund raising to fill in the gap of service needs.

#### Works on deficit budget

- When a government spends more on infrastructure, public services, and other initiatives than it takes in via taxes and other levies, it has a budget deficit.
- Although this financial imbalance could necessitate borrowing or decreasing savings, it might aid governments in making investments that will benefit their population in the long run.
- this unit is the one that in charge in approving the proposal from investors and clients that have interest in the development of this state.



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## DISCUSSION & RECOMENDATIONS

1. **Diversification:** Encourage a variety of industries beyond agriculture to reduce dependence on a single sector.
2. **Infrastructure:** Improve transportation, communication, energy, and water systems to attract investments and boost competitiveness.
3. **Human Capital:** Collaborate with educational institutions to develop skills and nurture an adaptable workforce.
4. **Sustainability:** Integrate eco-friendly practices, support renewable energy, and preserve natural resources.
5. **Partnerships:** Work with local businesses, academia, and government agencies to create a supportive economic ecosystem.
6. **Data-Driven:** Base decisions on reliable economic data to identify trends and measure policy effectiveness.

### Recommendation

BPEN should create a comprehensive economic development strategy for Perlis, focusing on diversification, infrastructure, human capital, sustainability, partnerships, and data-driven decision-making. By doing so, they can contribute to sustainable and inclusive economic growth in the state.



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## CONCLUSIONS

·I learnt a lot of different experiences, practical skills, communication skills, ethics, and professionalism throughout my six months of industrial training at the Perlis State Secretary Office. I've learnt how to use the "public folder" in technical skills to discover papers since it contains all the private data in the Perlis State system.

In order to gather the necessary facts, I also perfected the use of Microsoft Excel to compile a list of Investors and their proposals. Through this professional development, I was also able to improve my work organization. In addition, this professional training taught me to carefully follow the directions for every assignment that was assigned to me. I gain a lot of experience and information from working with staff members that have a variety of backgrounds and abilities. I occasionally struggled with the tasks I was assigned, but it gave me the chance to deal with and work through the issues.

.After completing 24 weeks of industrial training, I finally recognized how much better I was than on my first day of employment with this Council. I strongly advise all students to take advantage of this chance to complete industrial training in their respective fields since doing so will provide us with a wealth of information, skills, interpersonal relationships, and other benefits.



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 TABLE OF CONTENT