



اَوْنُو سِيْنِي تِي كُو لُو كِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA



Industrial Training Report

PEJABAT DAERAH DAN TANAH SELAMA

**ZAHIDAH BINTI
CHE ZULKIFLI**

2021110853

**BACHELOR OF BUSINESS
ADMINISTRATION (Hons.)
FINANCE**

**DR. NURUL LABANIHUDA BT
ABDULL RAHMAN**

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EXECUTIVE SUMMARY

This report summarizes my internship program, which lasted from 1st March 2023 to 8th September 2023. As a requirement of the Bachelor of Business Administration (Hons.) Finance, UiTM. I had successfully completed the placement in Unit Hasil which is under Pejabat Daerah dan Tanah Selama. Most of the time, I was immersed in a practical and industrial world environment, and with the help of the Chief Administrative Assistant and gained a variety of experiences. Even though I was unable to summarize all my internship experiences as text, but I hope that the internship skills will be useful in my future profession.

During the practical training at the council, I was able to identify some of the internal and external threats faced by the council, then these data I use for my analysis for the company. As the result, the internal and external analysis using the SWOT and PESTEL analysis will be used to assists the current situation that affect the environmental of organizations. The analysis will use the secondary data obtained from secondary sources such as the Internet, observation, journals and other sources. After addressing the internal and external variables, then there are offer suggestions for how organizations might meet the challenge

COMPANY'S PROFILE

Pejabat Daerah dan Selama is one of the government departments built in Selama, Perak. Pejabat Daerah dan Selama was established in 1997. Initially, Pejabat Daerah dan Tanah Selama (PDT) consisted one of building block only that there are two floors built on an area of one square acre with a floor space of 800 square meters. Later, the Pejabat Daerah dan Tanah buildig was built for RM1.945 million. The allocation obtained for the construction of this building is from the Federal Government which is RM1.5 million and the balance is from the State Government allocation in 1997. Then, on 28 June 1999, this office was inaugurated by Duli Yang Maha Mulia Sultan Perak, Raja Nazrin Shah Ibni Sultan Azlan Muhibbuddin Shah. After that, the building was refurbished and repaired in terms of building area and so on. This newly built building is more spacious and more comfortable.

The type of Pejabat Daerah dan Tanah (PDT) organizational management pattern is the hierarchical pattern. Hierarchy is a form of arranging things in order from the most important to the least important. In PDT organizations, the upper level starts with the highest-ranking officer and descends to the lower level i.e. employees in the lower grade.

Pejabat Daerah dan Tanah Selama (PDT) has several departments or divisions that exist in the organization. Among the sections on the ground floor of the Pejabat Daerah dan Tanah is the land administration section. In the land administration division, there are several units, namely registration unit, quit rent unit (Unit Hasil), land development and disposal unit, and enforcement and technical unit.

While on the first floor there is a Bahagian Khidmat Pengurusan (BKP) and there is administration and financial unit. On the second floor, there is a Pembangunan Luar Bandar (PLB) and an operating room. Each of these divisions has a different role and scope of work.

Among the roles of the registration unit under the Pentadbiran Tanah is to register land ownership, register transaction and non-transaction, and others. The role of Unit Hasil is to coordinate and collect tax in an effective manner, smooth the course of the tax payment system or local revenue, and so on. Then, the role of the land development and disposal unit is as the grantor of the land ownership under the Land Act, processing application for surrender and repossession of land, and so on. Lastly, is the enforcement and technical unit which plays a role in investigating and preparing reports of public complaints, preparing development proposal site plans, and so on

Next, among the roles available in the Bahagian Khidmat Pengurusan is to manage administrative and financial affairs effectively and efficiently. Then, coordinate courses, seminars and workshops to increase understanding of current work policies and regulations. In addition, this unit also plays a role in coordinating the Annual Performance appraisal and the Human Resource Management Panel. Next, this unit manages all the leave and prepares the retirement document process, and so on.

Then, the role of the Pembangunan Luar Bandar is to coordinate the planning and implementation of the infrastructure sector in the district. In addition, plays a role in managing, preparing, and certifying work specifications and civil engineering plans.

Next, this division also plays a role in planning and implementing the technical aspects of district projects. Implementing the payment process for approved projects is also a role for this rural development division.

The environment of the Pejabat Daerah dan Tanah Selama is very specific either in terms of the internal environment. This office is located in the center of Pekan Selama Perak. The existence of this office is very convenient to the local community in public management. With this office in the Selama district, the local community can continue to deal in the office and do not have to go to the office in another district to deal in terms of purchase of produce, land settlement, and so on.

Vision :

Making the Selama District and Land Office the best office in the state of Perak Darul Ridzuan and among the best in Malaysia in line with the government policy and Vision 2020.

Mission :

Strive to serve as best as possible to achieve a level of zero complaints.

TRAINING REFLECTION

The knowledge, abilities, and skills of individuals within an organization can all be improved through training. The training I received at Pejabat Daerah dan Tanah Selama is discussed in this essay. It examines the main lessons learned, the abilities picked up, and the overall effect on my professional progress.

Overview of my training: I attended a thorough training session at the Pejabat Daerah dan Tanah Selama. My awareness of land management practices, planning processes, and efficient district office administration were all intended to be improved by the course.

Acquired Knowledge and Skills: During the training program, I was able to pick up a number of crucial skills and knowledge that are pertinent to my position at the Pejabat Daerah dan Tanah Selama. Among these abilities are:

1. Techniques for Land Management: I developed a stronger understanding of land management principles, such as zoning laws, environmental issues, and planning for future land usage. I can make wise decisions and help promote sustainable land use techniques thanks to this understanding.
2. Efficiency in Administration: The program emphasized improving administrative abilities, such as efficient record-keeping, data organization, and documentation. I gained knowledge of useful techniques for streamlining office procedures and increasing general effectiveness in daily operations.
3. This industrial training placed a strong emphasis on problem-solving strategies and decision-making frameworks. I gained the ability to evaluate complex problems, find workable solutions, and make responsible decisions.

Impact on Professional Development: I developed professionally and was better able to carry out my duties at the Pejabat Daerah dan Tanah Selama as a result of the industrial training program. These are the main effects:

1. Increased Confidence: I now possess the information and abilities required to approach my tasks with confidence thanks to the training. I now have a thorough understanding of land management techniques, which helps me deal with problems more skillfully.
2. Enhanced Efficiency: My work has been more efficient as a result of the training's administrative skills. Process simplification and the use of efficient documentation methods have improved organization and time management.
3. Making Informed Decisions: The training course placed a strong emphasis on critical thinking and decision-making abilities. My capacity to assess circumstances, take into account different viewpoints, and reach well-informed decisions has increased, leading to better outcomes for land and district office operations.

The training I received at the Pejabat Daerah dan Tanah Selama has been very helpful to my professional growth. I have improved as a worker by gaining necessary knowledge and abilities, which has made me feel more competent, productive, and confident. I now have the skills I need to successfully negotiate the complexity of land management and make a contribution to sustainable land use techniques thanks to the training program. My personal development and improvement during this course demonstrate the importance of investing in employee training for improving overall organizational effectiveness.

SWOT ANALYSIS

STRENGTHS

- Recognised local authority.
- Dynamic internal management.

WEAKNESS

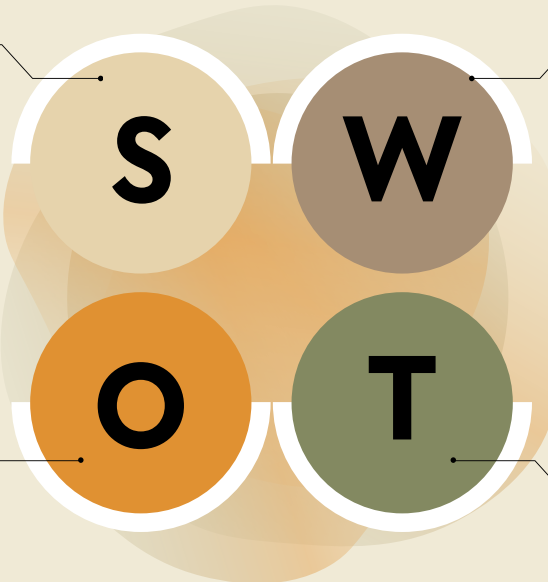
- Staff unable to collaborate in a team
- Hard to adapt with new technologies

OPPORTUNITIES

- Many types of online system in their daily working activities
- Rapid progress area around Selama

THREATS

- Changes in ruling government
- Public lacks of understanding about land management



STRENGTHS

- **Recognised local authority**

Pejabat Tanah dan Daerah Selama is a well-known and recognized local authorities that provide development and social services for the district. The organization was established almost 27 years in managing the development of Selama, Perak as well as in collecting the land tax and other payment received by the Council.

Pejabat Tanah dan Daerah must be a smart organization in creating a competitive advantage by fostering individual resilience among its staff, teams, and the systems and processes of their organization in order to increase the effectiveness of their organization.

This is so that a company may be adaptable and useful by having resilient employees, systems, and procedures. Organisations are thus in a better position to confidently adapt to the changing market needs, leading to an increase in competitive excellence that directly enhances organizational performance (Sharma & Sharma, 2020)

Additionally, the council must actively interact with the community by offering facilities and providing aid to those in need. It should admit that ultimately, individual encounters and relationships define their brand's perception, giving them a competitive advantage. (Moses et al., 2019)

Additionally, the council must continue to offer the community a first-rate service. This is because client happiness will be impacted by service quality. According to the study's findings, corporate image significantly influences customer happiness. This suggests that customer loyalty and happiness will have an impact on how long a business may survive. (Setiawan & Sayuti, 2017)

- **Dynamic internal management**

I find that Pejabat Daerah dan Tanah Selama's dynamic internal management is largely responsible for its strength. The staff consists of knowledgeable locals and qualified professionals. This is vital when it comes to land concerns since the knowledgeable staff can engage with the general public and local residents with ease to effectively explain land inquiries and how to address it creatively.

Given that Pejabat Daerah dan Tanah Selama is a governmental agency, there is consistently a sufficient annual funding allocation to meet all of the demands from the personnel and management. As a result, there is now appropriate ICT equipment as well as complete and comfortable office facilities. There is strong management support and top-level attention to staff needs, including those for health benefits, leave benefits, and other things, in terms of employee welfare.

As a result, Pejabat Daerah dan Tanah Selama offers its clients high-quality assistance with concerns relating to local government, land management, and community development to develop positive relationships between district-level state and federal government ministries and to serve as the government's coordinator and point of contact with the public.

Weaknesses

When it comes to flaws, I still see employees that are unable to collaborate as a team. Due to the office's culture and setting, several of them used to work alone. Due to this problem, Pejabat Daerah dan Tanah Selama has a high rate of absences from work without a replacement, which undoubtedly reflects poorly on the company.

There is a problem with 'senior' personnel who are still unable to use and adapt to these new technology and system in their daily tasks as far as adoption of new technologies and systems are concerned. These workers struggle with typing and using the internet in order to accomplish the work on time, even for routine paperwork preparation. Because of this, usually often the finishing duration is postponed. Furthermore, any error made when registering "Geran" using the eTanah system could result in public backlash and cause collateral harm to the documents.

The fact that most Pejabat Daerah dan Tanah Selama employees live close to the office is another problem I frequently find. Because of this worry, they frequently fail to adhere to the rules, leaving the office early and returning whenever they choose to their nearby home. Even after being reminded of the discipline, they continue to operate in this manner because it has been customary at the workplace.

Opportunities

Pejabat Daerah dan Tanah Selama use a variety of online systems in their day-to-day operations. The methods are used to speed up the delivery of services to the general public, including online payments for rent, booking services, leave applications, and searches for "Geran."

There is a populace that is engaged and receptive, which is the next opportunity. Despite the fact that upper management makes all choices, new instructions are implemented with input from all personnel, and their opinions are documented and assessed. Therefore, the harmony in the workplace could result from this active participation.

Selama's potential and strategic areas are developing quickly, which presents Pejabat Daerah dan Tanah Selama with an opportunity to interact with the local populace there and offer them public services. The possibility of predicted growth in quit rent collection in the future has been brought about by the proposed new area in Selama, and numerous changes will soon take place. Pejabat Daerah dan Tanah Selama will be impacted by the new town's brisk development.

Threats

- **Changes in ruling government**

Because of Malaysia's political unpredictability, there is speculation that the current administration may be replaced at the next round of elections. The federal government's budgetary allocation for district councils would be impacted by this uncertainty because the next administration's policies will change as well. The ability of the council to carry out social and development projects in order to move towards realizing the district council's vision may be impacted if the budget allocation changes in a negative way.

The political environment in Malaysia has also undergone significant upheaval. Although not a complete change, the outcomes point to a shift away from a narrow concentration on racial and religious problems and towards a more inclusive political environment. Additionally, the new administration has taken urgent action to strengthen the independence and strength of important institutions and fight corruption. (Hutchinson, 2018).

Given the severity of government budget cuts, organisations that significantly rely on government financing must prioritise among various coping mechanisms in order to adjust. In response to gradual cutbacks in public spending, the council can pursue new revenue techniques include stepping up fundraising activities and diversifying revenue portfolios. Additionally, council should lower administrative costs and invest more in program fundraising to make up for any service gaps if the government budget is being drastically slashed. As a result, these tactics may enhance service delivery at the expense of organizational development and long-term sustainability. (Cheng & Yang, 2018).

- **Public lack of understanding about land management**

The general populace lacks knowledge and awareness regarding land management. The length of time required to finish a specific application varies depending on the type of application that we received and how various units in the Land Office must handle it. Due to a lack of awareness on the part of the general public, they frequently quarrel with staff members about how long it takes to complete their applications, which causes chaos at the main counter.



SO Strategies

- By strengthening online presence
- Stay updated with technological advancement

WO Strategies

- Promote Collaboration and Teamwork Training
- Design User-Friendly Online Systems

SWOT Matrix

ST Strategies

- Collaborate with Educational Institutions
- Regular Monitoring and Evaluation

WT Strategy

- Foster a Culture of Collaboration

SO Strategies

Pejabat Daerah dan Tanah Selama can implement the following measures to take advantage of the potential provided by the accessibility of online technologies in daily working activities and the rapidly developing area around Selama:

1. **Strengthen Online Presence:** By creating a user-friendly website and utilizing social media channels, you may improve the office's online visibility. Update these platforms frequently with relevant news, information, and updates regarding land management initiatives. Use message boards, chat rooms, and feedback tools to interact with the public and to answer questions and concerns quickly.
2. **Keep Up with Technological Developments:** Stay informed on new developments in technology and internet platforms that are relevant to land management. Keep up with new hardware, platforms, and software that can improve communication with the public, data management, and operational effectiveness. Accept innovation and keep looking for ways to integrate new technologies into your day-to-day work.

By using these tactics, the Pejabat Daerah dan Tanah Selama will be able to take full use of online technologies' opportunities for daily work tasks and the Selama region's rapid development. These tactics will increase productivity, boost service delivery, encourage public involvement, and facilitate efficient decision-making in land management procedures.

WO Strategies

Pejabat Daerah dan Tanah Selama can put the following strategies into practice to address the weaknesses of staff who are unable to work in a team and older staff who have a difficult time adjusting to new technologies while also taking advantage of the opportunities presented by the accessibility of online systems in daily working activities and the rapidly developing area around Selama:

1. **Promote Training in Collaboration and Teamwork:** Hold training sessions aimed at improving staff members' abilities in collaboration and teamwork. Offer workshops and activities that promote successful teamwork, collaboration, and problem-solving. Staff employees will be better able to use online tools and collaborate effectively if cooperation is improved.
2. **Design User-Friendly Online Systems:** Prioritize User-Friendliness and Simplicity in Design while Implementing Online Systems. To ensure that staff members can utilize the screens efficiently, make sure they are simple to use and intuitive. The office can lessen resistance to change and encourage the adoption of technology by staff members of all ages by offering user-friendly online platforms.

ST Strategies

To minimize the threats posed by changes in the ruling government and the public's lack of understanding about land management, Pejabat Daerah dan Tanah Selama can implement the following ST (Strengths-Threats) strategies:

1. **Work together with Educational Institutions:** To incorporate land management education into the curriculum, collaborate with regional educational institutions, such as local schools, colleges, and universities. Provide students with guest lectures, workshops, and internships to expose them to real-world land management techniques. The office can help create a future generation that values and comprehends land management principles by educating the younger generation.
2. **Regular Monitoring and Evaluation:** Keep a close eye on the success of the threats-reduction techniques you've put in place. Collect input from customers, evaluate the effectiveness of educational and raising awareness programs, and examine how well the office interacts with the general public. Utilize the findings to improve, modify your strategies, and adapt to new conditions.

Pejabat Daerah dan Tanah Selama can lessen the dangers created by changes in the ruling government and the general public by applying these ST (Strengths-dangers) tactics.

WT Strategies

Pejabat Daerah dan Tanah Selama can use the WT (Weaknesses-Threats) strategy to address the threats of changes in the current government and the public's lack of understanding of land management while addressing the weaknesses of staff who are unable to work in teams and who are resistant to embracing new technologies:

Foster a Culture of Collaboration: Establish a friendly, cooperative workplace that promotes cooperation and teamwork. Establish clear guidelines for teamwork, encourage honest dialogue, and honor and reward cooperative achievements. Encourage staff members to collaborate on projects, exchange ideas, and respect one another's efforts.

PESTEL ANALYSIS

The industrial sector has a significant impact on a region's growth and development, having an effect on a variety of factors including land use and district office activities. Conducting a PESTEL study is crucial in order to comprehend the external aspects that can influence an industrial report for a land and district office. In the framework of land and district office operations, this study investigates the political, economic, sociological, technological, environmental, and legal aspects that could affect an industrial report.

Political forces: Activities at district offices and on the land are significantly influenced by political forces. The conclusions of an industrial report might be influenced by government policies and laws regarding industrial development, land use, and infrastructural projects. Land management choices and the district office's general operation can be impacted by changes in political leadership, priorities, and laws and regulations.

Sociocultural variables: Sociocultural variables affect land use and district office operations through influencing a region's social and cultural elements. Land use tactics are influenced by demographic factors, community choices, and public opinion. To comprehend local requirements, social values, and community engagement in relation to industrial development, a sociocultural analysis should be included in an industrial report. This analysis promotes environmentally responsible and socially responsible industrial practices.

Environmental concerns: In recent years, environmental concerns have become more significant, influencing both industry practices and government legislation. Land use decisions are influenced by environmental laws, conservation initiatives, and sustainability considerations. An industrial report must evaluate how industrial activities affect the environment, including pollution, resource depletion, and climate change. It should emphasize chances for reducing negative effects on the environment and the local ecology as well as ecologically friendly practices.

Legal aspects: Legal aspects are essential to the operation of district and land offices since they guarantee adherence to rules and laws. Laws governing land ownership, property rights, and land tenure regimes have a big impact on industrial development. Land use is governed by zoning laws, planning approvals, and construction codes. The legislative framework controlling land management should be examined in an industrial report, along with any opportunities and any problems that may arise.

An in-depth PESTEL analysis offers priceless insights for a business report on the activities of a district office and land. Stakeholders can gain a more complete understanding of the external environment and conduct more informed decisions by assessing the political, economic, sociocultural, technological, environmental, and legal elements. In order to effectively plan and strategically grow the industrial sector while guaranteeing sustainable and responsible land management practices, this study makes it possible to identify opportunities, problems, and potential hazards.

CONCLUSION

I had the opportunity to work on an industrial report for Pejabat Daerah dan Tanah Selama for six months, and it was a fruitful and rewarding experience for my professional development. I've worked hard to establish myself as a valuable member of the Quit Rent Department (Unit Hasil) over this time by showcasing my passion, skill, and commitment to the position.

I actively participated in several revenue-related tasks throughout my time there, such as the processes for land value, assessment, and collection. My attention to detail, analytical abilities, and capacity for solving complicated data sets have been crucial in assuring precise revenue calculations and upholding financial integrity. The overall effectiveness and efficiency of the Quit Rent Department's operations have been greatly enhanced by my proactive attitude and willingness to accept new duties.

Furthermore, I've been able to make lasting relationships with coworkers thanks to my interpersonal abilities and collaborative mindset. With the help of professionalism and sensitivity, I can effectively connect and respond to customers' questions and worries. The office's reputation for quit rent collection has improved too.

I have always exhibited a desire to learn and adjust during my tenure in the Quit Rent Department (Unit Hasil). I actively sought feedback, put improvement suggestions into practice, and used fresh approaches and methods to improve the processes for collecting income. My involvement in training sessions, pertinent to my role has demonstrated my dedication to professional development.

In conclusion, my six months of experience writing industrial reports for the Pejabat Daerah dan Tanah Selama have been incredibly fruitful. My commitment, and attitude have had a big impact on how well the unit is run and how quit rent is collected. My development and successes over this time period demonstrate my capacity to make a valuable contribution to the organization and my potential for continued professional success. Pejabat Daerah dan Tanah Selama thanks me for my excellent work and sends its best wishes for future success.

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APPENDICES



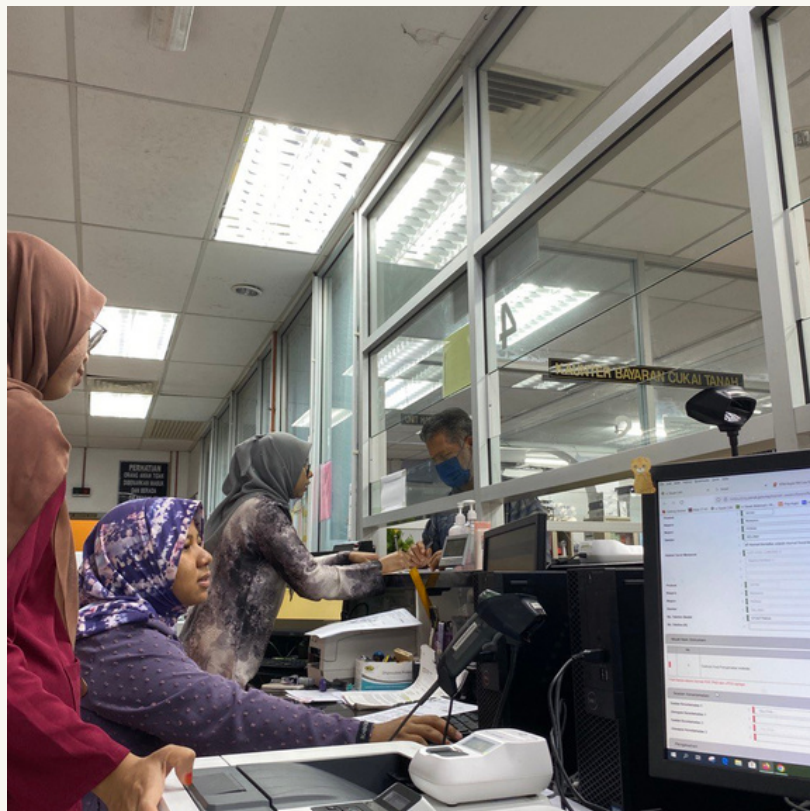
APPENDICES



APPENDICES



APPENDICES



APPENDICES



MEMO DALAMAN

Ruj. Kami: P.D.Sel.(A)14/1Jld.13

Tarikh: 27 Jun 2023

TAJUK	LAWATAN KE TUJUH LATA DAN TEMPAT-TEMPAT BERSEJARAH YANG TERDAPAT DI SELAMA	
DARIPADA	KETUA PENOLONG PEGAWAI DAERAH SELAMA	<u>SALINAN</u>
KEPADA	SEMUA KETUA-KETUA UNIT PEJABAT DAERAH DAN TANAH SELAMA	

Tuan/Puan,

Dengan hormatnya saya merujuk kepada perkara diatas.

2. Sukacita dimaklumkan, pentadbiran Pejabat Daerah dan Tanah Selama akan mengajurkan lawatan ke Tujuh Lata dan tempat-tempat bersejarah yang terdapat di Selama pada 22 Jun 2023 (khamis) mulai jam 8.30 pagi – 1.00 tgh. Lawatan ini hanya melibatkan pelajar latihan industri Pejabat Daerah dan Tanah Selama sahaja.

3. Sehubungan itu, ketua-ketua Unit Pejabat Daerah dan Tanah Selama adalah dipohon untuk memberi pelepasan kepada semua Pelajar Latihan Industri di bawah penyeliaan tuan/puan pada hari tersebut.

4. Segala kerjasama yang diberikan oleh tuan/puan adalah diharapkan dan dihargaan.

Sekian, terima kasih.

"MALAYSIA MADANI"

"BERKHIDMAT UNTUK NEGARA"

Saya ya _____ ah,

(MUSTOFFA BINALIMAN, A.M.P.)
Ketua Penolong Pegawai Daerah
Selama

"PERAK SEJAHTERA 2030"

Maa...

APPENDICES



MEMO DALAMAN

Ruj. Kami: P.D.Sel.(A)14/1Jld.13

Tarikh: 13 Mac 2023

TAJUK	PROGRAM "JOM GANDAKAN SIMPANAN DAN ILMU PENGURUSAN HARTA PUSAKA"	
DARIPADA	PENOLONG PEGAWAI DAERAH SELAMA	<u>SALINAN</u>
KEPADA	Semua Pegawai dan Kakitangan/Penghulu Mukim/Pelajar Intern	

Tuan/Puan,

Dengan hormatnya saya merujuk kepada perkara diatas.

2. Sukacita dimaklumkan, Program "Jom Gandakan Simpanan Dan Ilmu Pengurusan Harta Pusaka" anjuran Bank Simpanan Nasional Ipoh akan diadakan berdasarkan ketetapan berikut:-

Tarikh - 14 Mac 2023 (Selasa)
Masa - 3.00 petang
Tempat - Bilik Gerakan Pejabat Daerah dan Tanah Selama

3. Sehubungan itu tuan/puan dijemput hadir.

Sekian, terima kasih.

"MALAYSIA MADANI"

"BERKHIDMAT UNTUK NEGARA"

Saya yang menialankan amanah,

(HAMDAN BIN ZAKARIA)
Penolong Pegawai Daerah
Selama

"PERAK SEJAHTERA 2030"

Maa...

APPENDICES



BAHAGIAN KHIDMAT PENGURUSAN PEJABAT DAERAH DAN TANAH SELAMA

MEMO DALAMAN

Rujukan Kami : Bil. (3) dlm. P.D.SEL.500-8/5/1

Tarikh : 8 Mac 2023

TAJUK	KURSUS PENGURUSAN DAN PELUPUSAN REKOD UNTUK PENJAWAT AWAM PEJABAT DAERAH DAN TANAH SELAMA	
DARIPADA	KETUA PENOLONG PEGAWAI DAERAH	Salinan: 1. PPD 2. Fail Timbul
KEPADA	SEMUA PENJAWAT AWAM PEJABAT DAERAH DAN TANAH SELAMA	

Tuan/Puan,

Dengan hormatnya merujuk kepada perkara di atas.

2. Untuk makluman tuan/puan, dalam usaha untuk memberikan kefahaman terhadap pengendalian rekod-rekod jabatan, pentadbiran ini akan mengadakan **Kursus Pengurusan dan Pelupusan Rekod kepada Penjawat Awam Pejabat Daerah dan Tanah Selama** oleh Arkib Negara Malaysia yang akan diadakan pada ketetapan berikut :-

Tarikh : 15 dan 16 Mac 2023 (Rabu dan Khamis)
Masa : 8.00 pagi – 5.00 petang
Tempat : Bilik Gerakan
Pejabat Daerah dan Tanah Selama

2. Sehubungan dengan itu, semua kakitangan adalah **DIWAJIBKAN** hadir kecuali petugas kaunter / yang diarahkan untuk melaksanakan tugas rasmi diluar pejabat yang tidak boleh dielakkan.

3. Bersama-sama ini disertakan cadangan tentatif program kursus tersebut dan pentadbiran ini memohon untuk semua ketua bahagian/unit mengemukakan senarai nama kakitangan yang tidak dapat menghadirkan diri untuk sebab di atas sahaja seperti di Lampiran A. Selain daripada alasan di atas, tuan/puan dikehendaki untuk mengemukakan Surat Tunjuk Sebab sekiranya GAGAL menghadirkan diri.

4. Perhatian tuan/puan berkenaan perkara ini amatlah dihargai dan didahului ucapan terima kasih.

Sekian, harap maklum.

Saya y

(MUSTOFFA BIN ALIMAN, A.M.P)

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Sources included in the report

Entire Document

This report summarises my internship programme, which lasted from 1st March 2023 to 8th September 2023. As a requirement of the Bachelor of Business Administration (Hons.) Finance, UiTM. I had successfully completed the placement in Revenue Unit which is under Land and District Office. Most of the time, I was immersed in a practical and industrial world environment, and with the help of the Chief Administrative Assistant and gained a variety of experiences. Even though I was unable to summarise all my internship experiences as text, but I hope that the internship skills will be useful in my future profession. During the practical training at the council, I was able to identify some of the internal and external threats faced by the council, then these data I use for my analysis for the company. As the result, the internal and external analysis using the SWOT and PESTLE analysis will be used to assists the current situation that affect the environmental of organizations. The analysis will use the secondary data obtained from secondary sources such as the Internet, observation, journals and other sources. After addressing the internal and external variables, then there are offer suggestions for how organizations might meet the challenge EXECUTIVE SUMMARY 1

Alhamdulillah, I thank Almighty Allah for giving me the stamina, tenacity, and motivation to successfully finish the internship programme and submit the internship report on schedule in spite of several obstacles. It gives me great pleasure to thank numerous individuals for their kind assistance and support, whether directly or indirectly, in the production of this report. I want to start by thanking my internship adviser, Dr. Nurul Labanihuda binti Abdull Rahman, for her direction and counsel, which enabled me to complete this report. I wasn't sure if I would be able to write a meaningful report at first, but with her assistance, I was able to do everything perfectly and on schedule. She helped me stay on track to complete the report, and her thoughtful assistance and prompt feedback regarding the requirements and dates for finishing the internship were really beneficial in making it as good as it could be. I must also thank Mr. Mohd Asri bin Alias, who joyfully accepted my responsibilities, gave me a lot of time, and shared his professional experiences with me while serving as my supervisor at Pejabat Daerah dan Tanah. His guidance taught me not only how to comprehend the workplace culture, but also how to interact with every employee of the company and successfully meet the needs of customers. Additionally, I want to thank everyone in the revenue departments who helped me and made my stay there great. I received assistance from those in these departments in order to increase my practical knowledge, which raised the value of my internship experience. ACKNOWLEDGEMENT 2
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