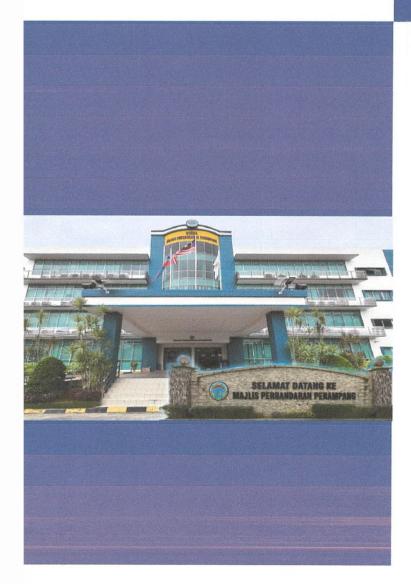
1 – UITM KAMPUS BANDARAYA MELAKA BA – FACULTY OF BUSINESS AND MANAGEMENT BA246 – BACHELOR OF BUSINESS MINISTRATION (HONS.) INTERNATIONAL BUSINESS





INDUSTRIAL TRAINING REPORT

"MAJLIS PERBANDARAN PENAMPANG"





PREPARED BY:

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GROUP: M1BA2466

COURSE: MGT666 - INTERNSHIP

PREPARED FOR:

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SUBMISSION DATE: 28 JANUARY 2025

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Yang Benar

Nama Pegawai NOEMI DYENA JOHNTREN

Jawatan No. Tel.

TIMBALAN PRESIDEN

MA.II IS PERBANDARAN PENAMPANG

No. Faks

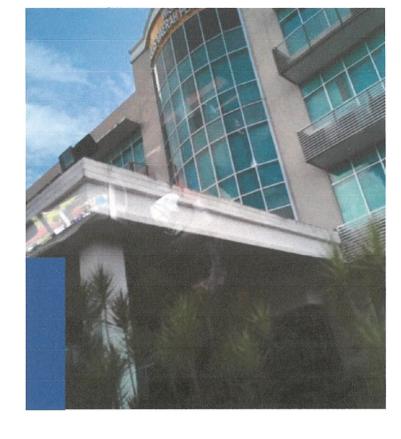
Cop jabatan/organisasi:



Executive Summary

I got the opportunity to work in the Unit Akaun under the Pembangunan Luar Bandar dan Komuniti division while I was an intern at Mailis Perbandaran Penampang. Writing letters, responding and enquiries, public requests managing daily office clerical tasks, updating cash flows, creating reports, creating monthly balance sheets, verifying and guaranteeing accuracy in warrant payment documents for contractors who completed government construction for development projects, among others were all part of my main duties. I gained practical knowledge in the financial and administrative workings of a government organisation through these job duties.

As part of my report, I conducted a **SWOT** analysis to evaluate organization's performance. Mailis Perbandaran Penampang has strengths, including Excellent Financial Management Strategies and Professional Team and Strong Leadership. However, I identified weaknesses such as Budget Constraints along with Outdated Office Procedures and Technology. On the positive side, the organization opportunities of Advancing Transformation for MPP and Public Services and Building MPP's Positive Reputation Impact through Improved Public Services. However, threats such as Allocation of Budget Uncertainty and Increasing Public Expectation Possibly Dissatisfaction Causing may pose challenges to the organisation.

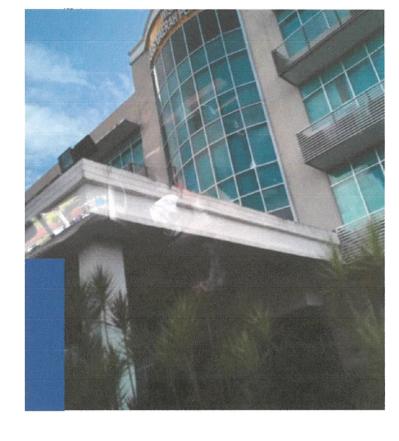


I learnt a lot about public administration from my internship and discovered how crucial precision, efficiency and strategic planning are to sustaining successful operations. My internship experience also made me realise how important it is to keep improving in order to overcome challenges and adapt to changing situations. In addition to improving my practical abilities, it also helped me better understand how government organisations like the municipal council operate to benefit the public. Overall, it been a verv honouring educational experience.

Acknowledgement

First of all, I would like to thank the organisation itself, Majlis Perbandaran Penampang (MPP) for giving me the opportunity to undergo my internship at the organisation. Next, I would like to extend my gratitude to Puan Noemi Dyena John Tren, as my supervisor throughout the internship and also as the head of my division of Pembnagunan Luar Bandar and Komuniti who had gave me a lot of guidance especially in a municipal council governmental work environment setting.

Also, not to forget, I would also like to express my sincere thank you to the head of Unit Akaun where I had undergone my internship at the division, which is Puan June Mijol. The knowledges, advices and guidance that she had shared with me during my internship have built my personal growth, expanded my knowledge as well as helped me a lot to complete the work operation in financial management.



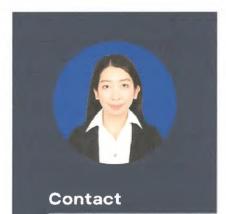
Thank you very much also to my respected advisor, who had guided and helped me a lot in completing my six months of industrial training, Madam Nurul Azlinda Binti Chek Talib. Your guidance and advices that you had gave in order for me to excel in writing this report is very helpful and valuable.

A special thank you to my parents also for their never-ending support in encouraging me to finish this internship efficiently and excellently. Last but not least, thank you to the Almighty for helping me to successfully pass all the challenges and obstacles that I have faced during my internship with success and integrity.

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Student's Profile (Updated Resume)



Phone

Email

Address

Education

Universiti Teknologi MARA (UITM) Bandaraya Melaka

- Degree: Bachelor of Business Administration (Hons.) in International Business
- Duration: 2022 2025

Universiti Teknologi MARA (UiTM) Sabah Branch

- Diploma: Tourism Management
- Duration: 2018 2021

Expertise

- Effective Communication
- Teamwork and Collaboration
- Administrative Proficiency
- Time Management
- Attention to Detail
- Adaptability
- Technology Proficiency
- Research Abilities

Language

- English: Fluent
- Bahasa Malaysia: Fluent

MAGDALEN JULIUS

I am dedicated business administration student majoring in international business, with a strong foundation in community welfare, financial management and public service operations. Lain driven by the challenge of finding innovative solutions and delivering results that truly make an impact. I am excited to contribute my skills and grow through significant projects that shape a successful future career.

Experience

O 2024 - 2025

Majlis Perbandaran Penampang (MPP) — Pembangunan Luar Bandar Division

Bahagian Unit Akaun: Industrial Trainee

- Kept financial records up to date by managing cashbooks and preparing balance sheets and other financial reports.
- Helped ensure accuracy and accountability in financial processes by reviewing and verifying payment allocation documents for a government project under Pembangunan Luar Bandar dan Komuniti.
- Wrote proposal letters to arrange fond and drinks for meetings held at Majlis Perbandaran Penampang.
- Assisted the public by answering questions about licensing certifications, schoolrelated forms, Surat Akuan, public complaints and government incentive programs like E-KASIH and Rumah Sabah Maju Jaya (SMJ).
- Took care of clerical daily office tasks like filing documents, printing, photocopying and getting necessary signatures and stamps for approvals when needed.

O 2022

A&D Concept Furniture Kota Kinabalu

Sales Administrator

- Managed daily administrative operations for the sales department and supported the sales team
- Entrusted with the company phone to handle direct customer inquires.
- Processed customer orders, quotations, invoices and transactions of payment.
- Maintained detailed records of sales analysis, inventory levels and customer interactions.
- Coordinated logistics and delivery schedules
- Assisted in developing marketing materials and sales strategies
- Coordinated with suppliers to place orders and meticulously followed up to ensure timely delivery and adherence to quality standards.

0 2021 - 2022

Borneo Exotika Adventure Sdn. Bhd. (Internship Training)

Sales Administrator

- Entrusted with a company phone to handle customer inquiries, provide timely information and resolve issues. Throughout the customer journey
- Handle booking processes for customers. Maintain and update sales and customer
- Prepared and managed travel documents. Designed and developed customized tour packages tailored to customers preferences.
- Maintained the company's social media platforms, including Eucebook and Instagram to engage with customers, promote travel packages and increase brand visibility.
- Updating and managing website content, ensuring accuracy and relevance of travel packages, promotional offers and company information.
- Assisted with revoicing, processing travel expenses, and handling other financial transactions.
- Performed is not all office rules and day, they asswering planes and managing paid to support daily basiness operations.

Achievement

- Internship Offer: Secured an offer to join the Bahagian Unit Akaun team at MPP after internship completion.
- Recognized for professional diligence and accuracy in handling financial tasks during the internship

Reference

Noemi Dyena John Tren

Transfin Provides Mallis Perbandaran Penangung

Company's Profile

Name:

Majlis Perbandaran Penampang (MPP) is a local municipal council that represent a government organisation body for the district of Penampang, Sabah.

Location:

The municipal council of Majlis Perbandaran Penampang (MPP) is situated in the district of Penampang. Its addresss is located at Dongongon 2, 89500 Penampang, Sabah.





Background:

The municipal council of Penampang, Majlis Perbandaran Penampang, or also known as MPP, was founded back in the year of 1958. During that time, it was known as Jesselton Rural District Council (JRDC) and it manage over the entire subdistrict in Penampang. The headquarters of its office is situated at Penampang Sub-District Office.

Mr. Blow D.S.O. was the first chairman of the JRDC which was also known as the Jesselton District Officer. The Assistant District Officer of Penampang was the Chief Executive. During that time, the Chinese community leaders which was also known as the Chinese captains was also a part of the council members.

The change to the Local Government Ordinance of 1961 resulted in the requirement of the Sabah Local Government Minister to assign all council members in 1996. After Jesselton changes its name to Kota Kinabalu, JRDC also changed its name to Kota Kinabalu Rural District Council (KKRDC). In 1978, the Kota Kinabalu Rural District Council had become the Kota Kinabalu City Hall. After that, all the Kota Kinabalu district was united together and it forms the Kota Kinabalu Municipal Board. Later, the Kota Kinabalu Municipal Board became the Penampang Municipal Council which has grown into the Majlis Perbandaran Penampang nowadays.



Vision, Mission, Motto, Objective and Goal

Vision	Sustainable municipality by 2026
Mission	Empowering and enabling the Penampang district community to receive municipal services through effective, efficient and integrity-based government.
Motto	Towards a sustainable vision for Penampang Municipality by 2026.
Objective	To establish an organise, well-planned and innovative district development by bringing together an efficient and powerful local enforcement team.
Goal	To create and maintain a high level of cleanliness and smart landscaping in order to create a pleasing urban environment.



Organisational Structure



Majlis Perbandaran Penampang (MPP) is a government body that represent as a municipal council who are responsible in managing and supervising the welfare of community in Penampang and its urban development.

Services

MAJLIS PERBANDARAN PENAMPANG



The different divisions in the MPP organisation work together to provide service for the community and to sustain development in the city. MPP is a municipal council that represents a government body responsible for delivering essential services to the Penampang district community. Unlike private organizations, MPP does not offer products but focuses entirely on services aimed at maintaining public infrastructure and supporting the local community.

Training Reflection

Specific Date:

My industrial training at Majlis Perbandaran Penampang (MPP) started from 12 August 2024 to 24 January 2025.

Working Day and Time:

The working hours in Majlis Perbandaran Penampang (MPP) is scheduled to start from 8:00 AM to 5:00 PM, every Monday to Friday, except during public holiday.

Details of Division:

I had undergone my internship training at Pembangunan Luar Bandar dan Komuniti division which is led by Puan Noemi Dyena John Tren.

I felt very grateful and thankful to have been working as an intern with the division for having an experienced team members to give clear guidance and beneficial knowledge.



1 - 1 - 1	ALAN PRESIDEN MI DYENA JOHNTREN
1. PUAN CENTY	7. ENCIK RAMLAN
	8. PUAN JECKLYNN
2. PUAN JUNE	9. PUAN KAITHLYN
3. PUAN LILIAN	10. ENCIK MAXWELL
4. PUAN DAYANG	11, PUAN JACYNTA
5. ENCIK ADRIAN	12. PUAN DEBRA
6. ENCIK GHAZALI	
	13. ENCIK ROLAND

Pembangunan Luar Bandar dan Komuniti Division (Unit Akaun)

I experience and learned a lot of things during my six months of internship under the Unit Akaun. The Unit Akaun plays a significant role for the Pembangunan Luar Bandar dan Komuniti division, as it helps to manage the financial management of the division, to process for any payment related to the division's work operation as well as making sure that the division is allocating the funding from government for the development of project efficiently and excellently.

The main function of Unit Akaun is to complete the process of warrant payment for the contractor who had completed their project under the government order. The development project by the contractor usually consists of the improvement and development of road, infrastructure, public facilities, housing incentives for community and bridges.

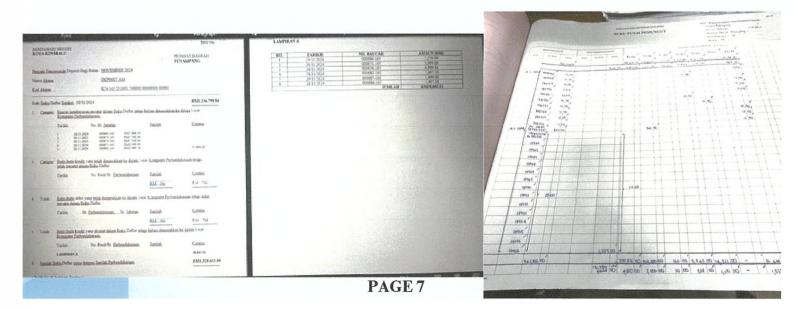
The Unit Akaun is very crucial for the division as it helps the division to maintain strategic and efficient financial management as well as making sure all governmental rules and regulations related to financial process is strictly adhered.

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Main Roles and Responsibilities

- Updating the cashbooks records for revenue of licensing payment from public residents daily.

 Prepared, calculated and submitted the cashbook records of licensing revenue every three months to Bendahari Negeri Sabah.
 - Cross-checked contractor allocation warrants payment documentation for contractor wh completed government construction project in the district to ensure accuracy and completeness Reply and response to inquiry letters (AP103 or AP100) for contractor or individual error related to the allocation of warrant payment which was to be submitted back to Bendaha Negeri Sabah.
- Prepared monthly balance sheets computation records and reports for payments an transactions of contractor's project and submitted in to Bendahari Negeri Sabah.
- Used SISVOT financial system to obtain the transactions use for the monthly balance she payment calculation.
- Write proposal of request letters for orders of foods and beverages for any meeting that was going to be held at Majlis Perbandaran Penampang.
- Assisting vendors to complete JBN55 forms or to submit the forms to vendors for any payment processes.
 - Obtaining necessary signature and stamps for approval of documents requirements.
- Attaining to public request and inquiry at the front counter.
 - Assisted in inquiry or registration regarding E-Kasih, Rumah Sabah Maju Jaya as well a certification of various forms.
 - Attaining to dissatisfaction of public complaints about infrastructure or development in the district.
 - Performed daily clerical task to ensure smooth office operations, such as filing, photocopying printing and ensuring forms of E-Kasih were available at the counter.



Major Contribution

Contributions to Flood Relief Operations and Financial Auditing at Majlis Perbandaran Penampang

- Compiling all necessary document for the flood relief audit operations.
- Prepared a complete report on the expenditure expense for flood relief, expenses for aid distribution, costs for operational and logistics.
- Recorded the expenditure for food baskets given to the flood victim, logistics cost for water transportation and other flood disaster-related costs.
- Attended the auditing meeting for flood relief with NADMA auditors, APM, and MPP team members.
- Handling the copy of documents and reports to every meeting participant.
- Participated to site visits to areas which are prone to flood disaster, storage facilities for water transportation logistics and facilities halls for victim of disaster.









Contributions Management Coordination Association

to Financial and Event for PEMADAM

- Managed registration forms for new and renewal registration for PEMADAM members participants.
- Prepared receipt payment invoices for every registration of members participation.
- Attended every PEMADAM meeting to follow on the current update of its financial management, funding and planning of activity.
- Helped organise and carry out MPP's PEMADAM Run 2.0 event.
- Handled participation registration for PEMADAM Run 2.0 event, which consist of three category, public, veteran and school participation.
- Collected and organized t-shirt sizing detail for each of the running participant and help distribute the tshirt before the event.
- Prepared a detailed report regarding every participant's background for statistics references.
- Managed and arranged prizes for the winners of the running event and lucky draw giveaway.
- Supervising participant welfare during the run to ensure their safety and for smooth workflow.
- Became the presenter for prizes winner and giveaway.



Challenges and Problem-Solving

Just like any other work place, I also encounter some challenges during my internship. However, I manage to overcome these challenges by improving my skills and understanding the situation for a better clear solution action that I could practice.

Challenges	Problem-Solving
Hectic Work Environment	Adapt myself to a fast-paced environment. So instead of thinking of the hectic work as a negative situation, I take it as an opportunity to improve myself.
Adhering to Governmental Financial Procedure	I overcome these challenges by my self determination to success not only for my internship but also for learning new knowledges or procedures.
Tight Deadline	Learn to manage my time efficiently, and learn to perform work faster even under pressure. I also seek help from team member in the division if there are work that I feel unsure how to do so that I can complete it faster.

Intrinsic & Extrinsic Benefits

Intrinsic Gains:

Gaining Beneficial Knowledge:

During my industrial training at the Bahagian Perkhidmatan Luar Bandar dan Komuniti under Unit Akaun, I learned about many new valuable knowledge especially related to the financial process of a operations procedures governmental as well regulations. For me, all of this knowledge and skills that I have obtained during my internship at MPP is very beneficial and interesting because this type of knowledge cannot be learn in depth in theoretical study unless it was experienced at a real governmental setting work environment.

Skill Development:

- Financial and Administrative Skills
- Clerical Proficiency
- Enhancing Communication Skills and Professionalism
- Problem-Solving and Adaptability

Real Work in Governmental Setting Exposure:

I was able to observe and experience real work environment setting especially in the governmental organisation. This experience is very valuable and significant as it was definitely different from the theoretical study environment or private company that I had been to before. The work ethic and the process that I learn especially in the municipal council could really help me to grow and to practice what I had gained during my internship there for my future work career.





Extrinsic Gains:

Compensation:

I appreciate having the opportunity to have been a part of MPP because it offers allowance each month. Budgetary allowances for interns are about RM900.00 per month and I think that is quite a huge sum of allowance for practical student. Overall, the allowance is very worth it and suitable for the working hours in MPP. It also encourages up my dedication to perform work efficiently because the reward is worth the hectic work operations.

Employment Offer:

Upon finishing my internship at MPP, I was offered a position in the Unit Akaun under the Pembangunan Luar Bandar dan Komuniti. This is such a valuable opportunity for me to start my career in financial management within the governmental sector of a municipal council.

Technological Facilities:

The MPP provided a complete set of facilities for employees and practical student to use for well-being and to help us perform work operations efficiently. Among the facilities that were being provided consists of free water dispenser machine, computers and printers for everyone including me even as an intern, photocopy machine and paper shredder. Other than that, everyone in the division had their own wide workspace with partition including me even as an intern. These facilities really help to create a good and comfortable work environment which lead to efficient work performance.

SWOT Analysis and Recommendation

My industrial training at Majlis Perbandaran Penampang (MPP), gave me a valuable experience for an opportunity to have better understanding and to have firsthand working experience from the internal and external settings of the organisation. These chances have really helped me to understand deeper about the organisation's strengths, weaknesses, opportunities and threats. Besides that, an understanding from the PESTEL framework as well as my own personal experience have also influenced this SWOT analysis approach.



Strength 1: Excellent Financial Management Strategies

Describe the Strength.

Majlis Perbandaran Penampang (MPP), show an excellent financial management strategy, especially in the Pembangunan Luar Bandar dan Komuniti division's, Unit Akaun. The Unit Akaun uses a systematic and efficient financial operation and management which highlight on the importance of integrity in handling public funds from the government. By following and adhering to strict and honest financial management operation, the Unit Akaun may reduce error, delay or mismanagement of resources especially funds allocated from the government for project development. Excellent financial management strength is very crucial for the organisation as it helps to build trust among the contractors and the public, as well as including the government bodies, for example, Bendahari Negeri Sabah who rely on MPP to manage the allocated funds from government for development project within the district to make a better living standard for community.

How do you see this in the organisation and what is the impact?

I witnessed actual experience during my internship of how the Unit Akaun was very careful and efficient in managing the financial operation tasks process, specifically when we were preparing allowance warrants documentation for the payment to contractors for government's project development within the district. For instance, during the documentation of the warrant payment, before the document would be submitted to Bendahari Negeri Sabah for payment approval, every detail in the document will be double checked for accuracy and if possible, to prevent from any errors which might delay the payment for the contractor who had completed the government's project for development. This very attentive to detail and efficient process help to prevent errors which might cause delay for payment schedules as well as help MPP to maintain its reputation to the public for being an excellent funds management by complying to good financial regulation.

One of the most significant impacts from the outcome of the strength of excellent financial management strategy is an on-time distribution of payment of government's funds allocation to contractors, which really help to support the smoothness of development project progress within the project area in the district. Moreover, this excellent precision of work from the Unit Akaun help to reduce inquiries or rejections from Bendahari Negeri Sabah for the fund's allocation payment to contractors, which demonstrate MPP's excellency and reliability. Overall, these practices help MPP to maintain a good reputation for public, fostering a better and trusted business relationship with local contractor as well as ensuring projects are able to be completed on time.

Recommendation on how can the organization maintain or enhance this strength?

Continuous Training and Development

All staff members must get continuous training and development so that the efficient work procedure can be maintained and continued in order to sustain the efficient financial management operation. By improving skills and productivity, ongoing training and development help to increase competitiveness and financial performance (Dewi Trirahayu, 2023). With regular training on financial practices operations, for example, preparing documentation for allocation of warrants funds payment for the contractor, staff members could gain a firsthand experience on how to do it correctly and efficiently thus potential errors could possibly be minimized. This practices not only help to maintain the integrity and efficiency of the Unit Akaun in the organisation but also help to strengthens trust with external parties such as the contractors and the public along with Bendahari Negeri Sabah. By maintaining continuous training and development the organisation staff members can remain adaptable and sustainable to address any possible future challenges effectively. For organisation to be stable, pass along knowledge, increase employee and company performance, and be a vital part of the firm's sustainability process, ongoing training is essential (Tasrim Tasrim et al., 2024).

Strength 2: Professional Team and Strong Leadership

Describe the Strength.

A professional and experienced leadership help to strengthen MPP organisation, especially in the Unit Akaun under the Bahagian Perkhidmatan Luar Bandar dan Komuniti. This is because effective and great leadership help create a positive working environment setting, encourage beneficial collaboration, reliability as well as trust. Experienced and skilled leader such as the leader of Bahagian Perkhidmatan Luar Bandar dan Komuniti, Puan Noemi Dyena John Tren along with the leader of Unit Akaun, Puan June Mijol, play a crucial role in maintaining efficiency and encourage the staff members for a better work performance. This good leadership is vital to set a high work quality standard among staff members to increase productivity and indirectly help MPP to achieve its organisational goals.

How do you see this in the organisation and what is the impact?

I observed how this excellent leader providing clear guidance and direction for the staff members during my internship. For example, the leader of the Unit Akaun not only shared her expertise and experience in financial management operation to staff members but also guided the staff members to overcome challenges efficiently. Her leadership and guidance really helped the financial operation such as preparing balance sheets, updating financial records and processing allowance warrants allocated from government for the payment of contractor work project to be completed on timely with minimal error.

As a result, this professional team and strong leadership strength that MPP possessed help to encourage confidence, trust and reliability among public, contractors and government body, such as, the Bendahari Negeri Sabah. Meanwhile, internally, staff members within MPP also would feel encouraged and confidence to perform their daily tasks and work operations due to this positive impact gain from the external trust thus help the staff to produce more excellence work performance. This positive setting impact from both external and internal outcome would significantly boost MPP's reputation and recognition for a reliable and trusted organisation as well as government body for public.

Recommendation on how can the organization maintain or enhance this strength?

Promote Open Communication and Knowledge Sharing

Employees are more likely to share details about themselves to those they trust when there is trust, communication, incentive systems, and leadership in place (K. Cormican et al., 2021). In order to maintain and enhance this strength for the organisation, the organisation should highlight on the practices of promoting open communication and knowledge sharing among staff members. Organisational culture, incentives, rewards, information systems, intrinsic motivations, fair opportunities, stable employment, sharing of their practices, time constraints, knowledge confidence, experience, and trust all have an impact on employee knowledge sharing (H. Ahmed A. Khamees et al., 2022). For example, Unit Akaun leaders should help create and encourage an environment with open communication where staff members feel comfortable in sharing with each other thoughts regarding work related matters so efficient work performance could be sustained. Other than that, team meetings are also encouraged to schedule so that constructive criticism and feedback for staff members could be given as a direction and guidance in facing work challenges. By this approach, it could help build trust among staff members thus work cooperation could be enhanced for better work performance. Establishing trust in teams requires an initial startup meeting, staff collaboration, common interests, management support, working together in solving issue, as well as simultaneous development for all employees (Atle Engebø et al., 2020). At the same time, knowledge sharing among staff members help improve overall work quality. Knowledge sharing is strongly correlated with high-performance work systems, which enhances worker performance and overall quality of work (Thi Hoai Nhung Duong et al., 2024). Other than that, open communication and skill also help to ensure important skill and expertise is not lost overtime. Regular team meetings and open communications are two examples of effective communication tactics that have a beneficial effect on employee engagement, teamwork, and productivity in organisation (Igbokwe Philomena Ify, 2024). By this way, MPP could maintain its professional work standard quality and continue serving the society with excellence.

Opportunity 1: Advancing Digital Transformation for MPP and Public Services

Describe the Opportunity.

Majlis Perbandaran Penampang (MPP) could gain a good opportunity from advancing digital transformation nowadays. Digitalisation could encourage MPP to improve its efficiency and accessibility especially in its public services' operational works. This shift towards digitalisation could encourage MPP to modernize its services or system on the way it interacts with residents. With digitalisation it is faster and easier for residents to reach MPP in case of any related issues. This provides chances for MPP to align with the national goals nowadays to utilize technology in dailly tasks as well as improving its work performances through a more efficient process with the use of technology.

How do you see this in the organisation and what is the impact?

During my internship training at MPP, I observed that many work processes is still being processed manually, for example, if resident wanted to lodge a report or complain it still need to be done face to face because there are no proper channels for online public service. Some residents also need to physically come to MPP to settle bills. This not only wastes time but also would sometime cause unnecessary overcrowding at the office.

This advancing digital transformation for public services if not implemented efficiently would lead to some negative impact on MPP itself. Dissatisfaction from residents might arise if MPP did not adapt its service by utilizing digitalisation for public services. On the positive side, by implementing digital transformation, MPP could perform more excellently and could save more time by attaining to report or complaints from public through online channels.

Recommendation on how may this be an opportunity for the organisation and what possible benefit might it receives?

Adopt Digital Administration Tools for Operations

By facilitating quick strategy adjustments, encouraging creative problem-solving, and enabling quicker response to changes, digital technologies and management tools help organisation make work processes more adaptable, successful, and productive (Lyudmila Kalinichenko et al., 2023). MPP should advance its operational process by adopting to digital administration technologies. By utilising digital technologies, MPP could have a more efficient work processes, for example, use an online medium for communication to address public report or complain. By this way, MPP can attain to public services faster. In public administration, digital technologies boost productivity, lower administrative expenses, enhance service quality, and lower levels of corruption (L. Popova et al., 2023). By offering flexible time for public inquiries through online medium services, MPP could gain more trust and reliance from public and at the same time making its own organisation work processes easier with less crowded public residents during workdays. Although public trust does not affect the relationship between electronic government service quality and public satisfaction, online services quality has a significant effect on both public trust and satisfaction with online government public services (Taufiqurokhman Taufiqurokhman et al., 2024). Improving the effectiveness of cooperative digital governance operations requires public trust in government institutions and online governance services, but this trust requires suited replies to citizen complaints and questions (J. K. Pandey, 2023). Overall, by adopting digital administration tools for operations works, MPP not only could produce excellence work performance but also could address public inquiry faster and create better satisfaction for residents. The adoption of digital technologies results in more adaptable, cooperative organisational structures as well as higher productivity, consumer satisfaction, and efficient operations (Titis Sri et al., 2024).

Opportunity 2: Building MPP's Positive Reputation Impact through Improved Public Services

Describe the Opportunity.

The demand for public infrastructure and services in Penampang district is increasing day by day as the population increase. This increasing population among society presents a valuable and significant opportunity for Majlis Perbandaran Penampang (MPP) to strengthen its role as a government body and community developer for the district public services and infrastructure development. MPP should continue to enhance its services and work performance to improve and address the living conditions for residents within the district, for example, enhancing a more efficient waste management, better infrastructure and more public amenities. By showing and proving an excellence work performance, MPP could gain a positive reputation and trust from the residents.

How do you see this in the organisation and what is the impact?

From my observation, the Penampang district is continuously developing with new housing areas and more businesses start to open up day by day, this places a higher demand for better infrastructure and public amenities. This becomes challenges for MPP to continue in expanding and enhancing its organisation role as the body of government for the district development of infrastructure.

This increasing demand for public infrastructure and services in penampang might impact MPP operational work especially for the Pembangunan Luar Bandar and Komuniti division. It means that increasing population will lead to more new areas, thus, more infrastructure and public services development demand from residents. Therefore, the Unit Akaun under the Pembangunan Luar Bandar and Komuniti division, should be more efficient in managing and optimising the funds of budget allocated from government for the development of district areas.

Recommendation on how may this be an opportunity for the organisation and what possible benefit might it receives?

Enhance Urban Planning and Development

This increasing demand for public infrastructure and services in Penampang become a good opportunity for MPP to focus on building and improving urban development planning to serve the societies better. Planning for urban development is essential to achieving sustainable urban growth and improving the residents' standards of living (Xuanbo Man, 2023). This urban development might be involving in expansion of road, improving public amenities, such as, waste disposal as well as ensuring proper zoning for residential and commercial areas. The sustainable and effective growth of the city, including housing, public services, road infrastructure, landscaping, ecosystems, and the urban environment, is facilitated by urban development strategies and strategic plans (L. Ivanenko et al., 2022). By planning a more thorough residential and infrastructure development within the district, MPP could help create a more organised environment for both the residential and businesses. Redevelopment of urban areas is essential for protecting significant spots, improving residential quality, and bringing economic advantages to communities (D. Topchiy et al., 2021). This not only enhance the quality of living standard in Penampang but also strengthen and increased the positive reputation impact of MPP as body of government in the district.

Weakness 1: Budget Constraints

Describe the Weakness.

Limited funding and budget constraints is one of the major weaknesses of Majlis Perbandaran Penampang (MPP). This issue become more obvious especially after the merge of Majlis Daerah Penampang and Pejabat Daerah Penampang to form MPP. The process of the merge caused a tighter budget allocation, which might bring challenges to Majlis Perbandaran Penampang. This is because every year, the government will allocate a budget for each of the organisation, but when it was merged in 2024 and become a more bigger organisation body, it does not have a proper allocated budget yet, thus, the two organisation which form the MPP was using their own separate budget until the end of 2024. As a result, MPP faced a budgetary constraint in the year 2024 due to the new merging affect. This issue of weaknesses leads MPP to face some obstacles in maintaining its operation and external payment.

How do you see this in the organisation and what is the impact?

This limited funding and budget constraints arise, for example, when a road infrastructure project has a limit on the amount of money the government will allocate for its funding, but the project that had been finished for the road infrastructure development budget exceeded the supposedly allocated amount. As a result, this will become a major issue, and Unit Akaun will have to figure out another way to pay the contractor for exceeding over the allocated funds budget.

Budgetary constraint would impact the efficiency of departments in the organisation, especially the Pembangunan Luar Bandar dan Komuniti division which due to because they were forced to focused on crucial projects and tasks first, leaving other projects or works left behind than its supposedly scheduled time. Moreover, when Unit Akaun uses allocation budget from another funding source that is not intended for road infrastructure development, it has an influence on the organization's financial administration and planning because the organisation cannot just simply take and use a funding allocation for government without consent from Bendahari Negeri Sabah.

Recommendation on what action should the organisation take to address this problem or minimise its impact?

Optimize Budget Allocation Strategy

To overcome the weakness issue, MPP should begin optimizing on how the current budget is being allocated. In order to improve service quality while controlling costs, a multiple objectives strategy that links operational variables to service quality considerations is constructed based on the relative relevance of each area and aspect (H. Ashrafi, S. Ebrahimi, Hossein Kamalzadeh, 2020). An extensive review of expenditures should be looked into detail to identify where the costs could be reduced without impacting the quality of service or operation performance. The organisation can prioritize on its main goals, such as, improving the public services and community development within the district as well as completing the project on time by thorough strategy of handling its constraint budgetary issue. The efficient use of financial resources can raise customer satisfaction and service quality without negatively impacting operation performance or service quality (Karina da Paz Bentes et al., 2020). Besides that, by optimizing the budget allocation strategy thoroughly, it helps encouraging a culture of financial awareness among staff members, thus, resources and budget could be used efficiently. This strategy help contribute to cost savings to optimise the budgetary constraint and could help MPP to continue to carry on projects of work-related matters smoothly and excellently. Good budget planning techniques increase institutions' and organisations' cooperation, resource management, and transparency, which boosts their operational and financial performance (Ali Hadi Naji et al., 2024).

Weakness 2: Outdated Office Procedures and Technology

Describe the Weakness.

During my internship training at Majlis Perbandaran Penampang (MPP), another weakness that I observed was the use of an outdated office procedures and technology used by the organisation. Most of the computers used in the Pembangunan Luar Bandar and Komuniti division is an outdated model which cause lagging and often cause some disruptions due to it being inefficient to handle workload. This outdated technology not only created frustration to staff but also sometimes might lead to delays of work due to the computer being lagged. Moreover, the staff in the division also still relied heavily on an outdated office procedure, such as, manual record keeping using filing. This might slow down process and caused inefficiency in work process.

How do you see this in the organisation and what is the impact?

I saw the issue become a major weakness especially during busy workdays where all tasks need urgency. The staff members would sometimes become a bit frustrated due to the outdated technology causing delays in their work. Not only it burdens the staff members but also it adds in unnecessary challenges to an already hard workday.

This weakness issue impacts the organisation ability of workforce to perform effectively. It also put extra unnecessary pressure on staff which would sometimes lead to discouragement and inefficient work quality. Also, when delays of works happened due to this weakness issue, it will lead to a negative external perspective from the public towards MPP operational efficiency.

Recommendation on what action should the organisation take to address this problem or minimise its impact?

Upgrade Technology and Infrastructure

To address this weakness issue, MPP should start immediately replacing its computer with a newer version of model and software technology. By this way, it can help to minimize lagging and delays in digitalisation operational works, thus, enhance work performance as well as reduces frustration among employees. Employee performance is positively impacted by work environment, motivation, and workplace happiness, with job satisfaction serving as a mediator between work-related variables and performance results (Ranthika Hanum et al., 2024). Other than that, it is also crucial for MPP to monitor and do regular maintenance for the computers to ensure its smooth function ability. Organisations can take proactive maintenance measures when AI systems are regularly monitored to make sure they fulfil requirements and do not encounter system performance problems (Nanduri Vijaya Saradhi, 2024). On top of that, the organisation should also start storing and saving crucial documentation of work-related matters in computers to reduce the risk of losing files and at the same time make it easier for staff to access any information through digitalisation. Benefits of cloud storage include supporting paperless programs, simplifying preserving it, managing data, preventing disasters, reducing costs, and having an advanced data security system (Lisy Tantowi et al., 2023). Electronic document management lowers labour costs and paper consumption while increasing operation speed, processing time, and overall efficiency (Inna Lepetan et al., 2023).

Threat 1: Allocation of Budget Uncertainty

Describe the Threat.

Allocation of budget uncertainty and potential budget cuts pose as one of a major threat to Majlis Perbandaran Penampang (MPP). Budget uncertainty, could affect MPP ability to do projects on urban development infrastructure and services. With the new budget allocation for MPP for the year 2025 after the merge of two organisation to form MPP in 2024, which consists of Pejabat Daerah Penampang and Majlis Daerah Penampang, this could affect MPP budget allocation strategy. Especially as it just entered a new year in 2025 which mean that all the budgetary will be constructed and new planning is about to come soon for the budget allocation from the government. The uncertainty, possible budget cut and new planning for resources could lead to difficulty in the organisation which might affect its usual work processes and give impact to its overall work performance, especially the Pembangunan Luar Bandar and Komuniti division. This is due to because since it has merged into MPP, there is a possibility that the allocation budget given would not be as many as the previous year before when it was still a separate organisation from one another.

How do you see this in the organisation and what is the impact?

I observed the budget uncertainty issue during my internship at MPP. The financial constraint has already impacted the organisation where MPP is forced to cut cost on certain construction of development project for the rural district. Also, for Unit Akaun, some projects payment needs to be delayed due to budget constraint issue.

If this budget constraint continues to arise and not settled as soon as possible it would be more challenging for MPP as it impacts the organisation work processes especially for the Pembangunan Luar Bandar and Komuniti division. The budgetary uncertainty could possibly cause delay for the development of urban project for the district. Also, if the external parties, for example, the contractor or public residents is affected by this issue which delay their project or infrastructure development, it will lead to bad reputation and perception form MPP itself.

Recommendation on how the organisation might address this threat.

Plan a Thorough Budgetary Strategy

Majlis Perbandaran Penampang (MPP) should address the threat arises from allocation of budget uncertainty as soon as possible. Municipal accounting and budgets help to make municipal finance systems more transparent and accountable, which lowers corruption and financial misappropriation (B. Dollery et al., 2020). What the organisation and Unit Akaun should do is, it should take full accountability or responsibility to plan for a good and useful strategy to manage the allocation of budget so that it can pay and covers for all the government order for urban project development in the district. This can be done by a thorough planning of budgetary so the organisation can manage its resources efficiently. Good budget planning techniques increase institutions' and organisations' cooperation, resource management, and transparency, which boosts their operational and financial performance (Ali Hadi Naji et al., 2024). It means that the organisation should reduce unnecessary expenditures to cut cost and prioritize on cost that is related to work processes. Last but not least, open communication among staff members is also crucial in planning for a good strategy for budget allocation as it helps to produce different ideas and perspective. In order to overcome political, informational, and technical obstacles during budget discussions and eventually achieve duty-centered budget decision-making and better governance, Philippine municipal council members employ communication techniques (Louise S. Villanueva, 2021).

Threat 2: Increasing Public Expectation Possibly Causing Dissatisfaction

Describe the Threat.

Another issue that could pose as a threat to Majlis Perbandaran Penampang (MPP) is the public expectation and demand. As the population in Penampang district continue to expand, more areas are being constructed and developed. The residents also demand for better public amenities. The rise of public demand rapidly forced MPP, as the government body to produce its work faster and more excellence. This presents as a big challenge for MPP as it needs to work harder and at the same time need to attain to the satisfaction of public residents of their work performance.

How do you see this in the organisation and what is the impact?

During my internship at MPP, I noticed that residents is having high standard of satisfaction day by day as they want the public amenities work to be done as fast as possible but the quality must be sustained with excellence. This forced MPP to work harder especially since its upgrade as the body of government for municipal council after the merger. The public also demanded for most services to be done online nowadays, for example, bill payment, online inquiries or any related matter to municipal council operation.

This demand and expectation issue could negatively affect MPP itself if the organisation did not take action as soon as possible. The organisation may face criticism from resident for their dissatisfaction and the public would possibly become less reliable to MPP if the organisation did not achieve public satisfaction.

Recommendation on how the organisation might address this threat.

Implement New Strategy

MPP could address the threat of this issue by lessening the impact of the issue that might arise from the dissatisfaction of public demand. This can be done by starting to plan or implement for digitalisation for a more faster and efficient work processes. Employee empowerment and work happiness are enhanced by digitally orientated work practices, which also boost organisational effectiveness and foster an innovative attitude (P. Jafari et al., 2022). For example, many residents complained about the slow procedure for parking penalty and payment especially in the busy city space, thus, MPP should create for an online portal for parking penalty payment. By this way, residents, could save a lot more time by not having to attain physically to the MPP to pay for parking penalty. Digitalisation in subdistricts can decrease in-person visits to subdistrict offices while increasing user satisfaction and service efficiency (Aji Syarif Hidayatullah, 2024). By improving efficiency in its services, MPP could continue to serve the public excellently.



Conclusion

To sum it all, my six months of industrial training at Majlis Perbandaran Penampang (MPP) has been a great and beneficial experience besides it also helps me to understand deeper about the government operations on how municipal council work for the community. During my internship at Pembangunan Luar Bandar dan Komuniti division under the Unit Akaun, I have had the chance to observe the organization's strengths and opportunities that it possesses and the threats and weakness that poses as challenges to the organization growth and development which could impact its overall operations and performances.

MPP's possesses strengths such as excellent financial management strategy and professional team and strong leadership. The strength it possesses help to maintain good working environment which give a positive impact to its working performances and operations especially for the welfare of community. However, the weakness that MPP's faces such as budget constraints and outdated office procedures and technology may affect the efficiency of its daily operations which could lead to threats of dissatisfaction for its work performance for the community.

Also, MPP could seize the opportunity nowadays where technology is advancing day by day, which the organisation can use it to apply digitalisation in their services to attain to the community needs more faster and at the same time to improve their governmental services. Nevertheless, MPP need to look thoroughly into its limited funding and budget uncertainty issues as it could cause potential budget cuts which will disrupt the daily operations in the organisation. This budget issues must be fix as soon as possible by MPP because this internal disruption in the organisation might affect its service for the public satisfaction when budget issues will cause delay in their operations.

To overcome the challenges and utilize the advantages along with opportunities that MPP's have, the organisation should focus on enhancing and adopting digitalisation and excellent financial management strategy. By that way, MPP can address its challenges effectively, whether it comes from internal or external challenges. The organisation can continue to improve, grow and sustain its quality of work performance.

In conclusion, my industrial training at MPP had given me an insightful understanding and knowledge about the operations of a municipal council. The SWOT analysis that the organisation possesses also taught me about continuous improvement for excellency.

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Appendices

These are a few pictures I took during my time as an intern at MPP. However, since it is a municipal government organisation, the majority of its operations and locations are confidential and taking pictures is strictly restricted.

Below is the picture of the team from MPP and the audit team from peninsular Malaysia that I had took during our last stop visiting the victim of the flood shelter facility.



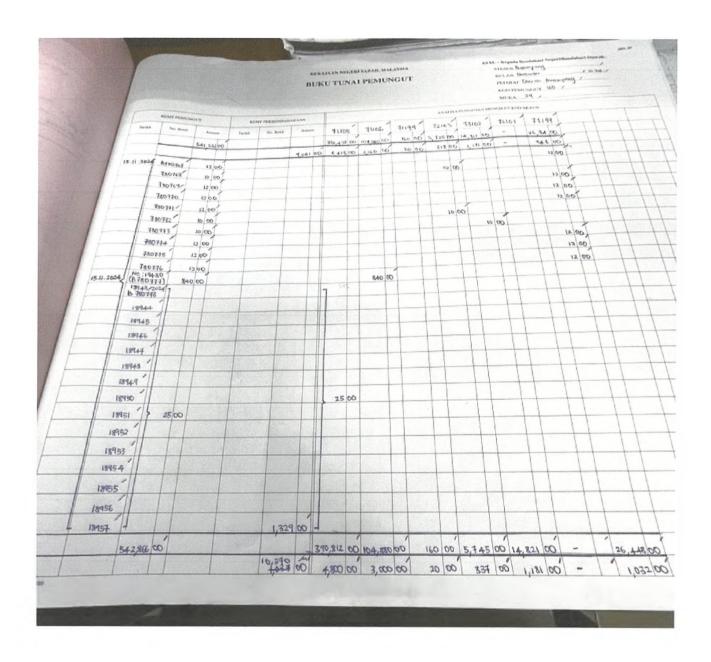
I got the opportunity to assist with the PEMADAM Run 2.0, while I was an intern at Majlis Perbandaran Penampang. These are a few photos I shot at the PEMADAM Run 2.0 event.







Here are some pictures I took for the cashbook, which I was responsible for updating every day throughout the workday while I was an intern at MPP.



This is an example of a monthly balance sheet I prepared during my time as an intern at MPP.

