

INDUSTRIAL TRAINING REPORT

PERBADANAN MELAKA

12 AUGUST 2024 - 24 JANUARY 2025

PERBADANAN MELAKA

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2022660728

BACHELOR IN OFFICE SYSTEMS MANAGEMENT

PREPARED FOR:

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September 2024



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Yang Benar



.....
Nama Pegawai : NOR AKMA BINTI ABD RASHID
Jawatan : PEGAWAI TADBIR
No. Tel. : PERBADANAN MELAKA
No. Faks :

Cop jabatan/organisasi:



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ACKNOWLEDGMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

First of all, I would like to thank MCORP for allowing me this opportunity to undertake my internship in their prestigious organization; the practical exposure during this period really geared up my skills and knowledge in the domain of Office System Management.

I will always be grateful to my supervisor, Puan Nor Akma, and the team from MCORP for their mentorship, support, and for an enabling environment. The readiness of the staff in sharing their experience and helping me in my tasks made this internship a very enjoyable and educational one.

I would like to extend my special thanks to my advisor, Dr. Zailani, for continued guidance, enlightening feedback, and endless encouragement on this journey. His mentorship has meant a lot to me in terms of personal and professional growth, and I am really grateful for his support.

Lastly, I would like to give heartfelt thanks to my family and friends. To my family, thanks for the love and undying support that had been a source of strength. To my friends, your encouragement and understanding through this journey have been a source of motivation and comfort.

I am much indebted to all the above-named persons for their help, guidance, and cooperation that has vastly enabled me to write this report and complete this internship.

Thank you.

EXECUTIVE SUMMARY



This report presents the outcomes of my 24-week industrial training at Perbadanan Melaka (MCORP). It consists of 60 pages, including pictures, and covers various aspects of the organization, its departments, and significant experiences gained during the internship. I am grateful for the opportunity to undergo practical training at MCORP for invaluable experiences in a real working environment. My current internship has enhanced my understanding of office management, asset management, and administrative functions by applying knowledge in theory into practice.

This section gives insight into what the organization performs and its relevance to the general public. The second part of the report will be about the reflections from my training; this covers working days, details of the departments I had the opportunity to work with, tasks assigned, activities conducted, and the skills and knowledge gained during the internship. These experiences are really shaping me both professionally and personally, improving my time management, problem-solving, and teamwork.

Additionally, it contains a SWOT analysis of MCORP, presenting a company's strengths, weaknesses, opportunities, and threats-a strategic perspective regarding the organization's operations and areas where improvement is required. Furthermore, I included recommendations based on my observations, suggesting enhancements of workflow efficiency and administrative process optimizations. This report is, in the true sense, a comprehensive reflection of my overall internship experiences, encompassing the enriching culture, challenges, and learning opportunities available at MCORP.



CHAPTER 1

STUDENT'S PROFILE
1.1 RESUME

CHAPTER 1

STUDENT'S PROFILE

1.1 RESUME



NUR AFIQAH BINTI MOHD KAMAL

OBJECTIVE

"To secure a position in office systems management where I can use my organizational skills and tech abilities. I want to learn more about office systems, improve my skills, and gain practical experience while helping the team. I'm excited to understand how different office tools and systems work together. I also hope to learn about effective administrative practices and contribute to streamlining processes. My goal is to grow professionally and make a positive impact on the company."

EDUCATION

- UiTM Bandaraya Melaka | Bachelor of Office System Management 2022-2025
- UiTM Alor Gajah Melaka | Diploma in Office Management & Technology 2019-2022
- SMK Pernu | SPM 2014-2019

INVOLVEMENT/ACHIEVEMENT

- Join "Webinar Digital Marketing Siri 3." – UiTM Alor Gajah Melaka Jun 202
- Join "Program Wacana Semarak Patriotisme". -UiTM Alor Gajah Melaka Jun 2021
- Participate in intercollegiate sports (Handball). – UiTM Alor Gajah Melaka Oct 2019
- Join the Prezi course at Kolej Komuniti Selandar. – SMK Pernu Jul 2018
- Appointed as the "Pengerusi Kelab Kitar Semula.". – SMK Pernu Jan 2018
- 1st Short novel writing contest (Minggu Bahasa). – SMK Pernu Sept 2018

REFERENCES

En. Norazlan bin Hj.
Nordin
Lecturer of UiTM
Bandaraya Melaka

Pn. Zatul Himmah binti
Abdul Karim
Lecture of UiTM
Bandaraya Melaka

PROJECTS/ASSIGNMENTS

- Melaka International Intellectual Exposition 2024 (MIIEX '24) May 2024
*Idea Development Category - Gold Award
*SensorySenerity Bottle – The innovation is intended for people with autism
- Vibe2Recylce Event – Sekolah Kebangsaan Alai Nov 2023
*Objective: To educate participants about the importance of 3R.
*Appointed as the Bureau of Gifts Leader
*Responsibilities: - Handles the selection, procurement, customization, packaging and distribution of gifts for events
- Ensure that gifts are appropriate and available on event day.
- The Beginner's Guide Event – Sekolah Kebangsaan Padang Temu May 2023
*Objective: Giving exposure on how to manage oneself neatly and ethically.
*Responsibilities: - Bureau of Logistic and Technical Planning - procurement, inventory management, distribution, and transportation of goods.

SKILLS AND QUALIFICATIONS

- **Ms Office:** Word, Excel, PowerPoint
- **Language:** Bahasa Malaysia, English
- **Driving Licences:** B2 DA
- **Soft Skills:** Teamwork, Problem Solving, Creative, Good Communication, Punctual and Attentive.



CHAPTER 2

COMPANY'S PROFILE

2.1 BACKGROUND OF THE ORGANIZATION

2.1.1 History of the Organization

2.1.2 Logo

2.1.3 Operation Hour

2.1.4 Location

2.2 VISION,MISSION & OBJECTIVE

2.3 ORGANIZATIONAL STRUCTURE

2.4 SERVICES

CHAPTER 2

COMPANY'S PROFILE

2.1 BACKGROUND OF THE ORGANIZATION

2.1.1 HISTORY OF THE ORGANIZATION

The result of the **implementation of the Melaka State Development Corporation Enactment, Enactment No. 1 of 1971**, the Melaka State Development Corporation (PKNM) was established on 30 April 1971 with only 20 staff members. The purpose of the State Government in establishing PKNM at that time was **to play a role in advancing and developing Melaka in four main areas: industry, tourism, housing, and business and trade.**

It was established in response to the **proposal from the Federal Government that each state in the country should have a state development corporation** to act on economic and socio-economic development. At the time, every PKN performed functions related to the implementation of economic and social development activities within its respective states as a Statutory Body. It also went in line with the objectives of the government through the **New Economic Policy** that ensured the incorporation of the Bumiputera community into it.

The major function involved was raising the living standard by restructuring the society, well in balanced development with a fair income distribution.



"PKNM REBRANDED, NOW KNOWN AS MELAKA CORPORATION"

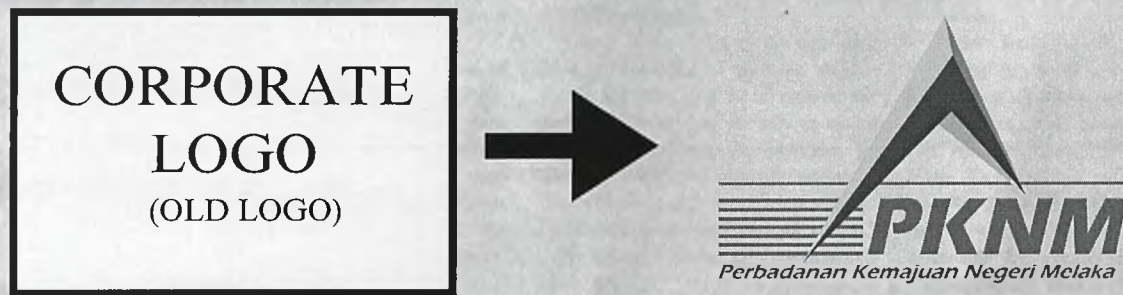
In 2022, the Chief Minister of Melaka, Datuk Seri Sulaiman Md Ali, while presenting a related motion, stated that the amendments to the Melaka State Development Corporation Enactment 1971 (No. 1 of 1971) were for commercial purposes, as well as **to improve existing functions and add new functions for the state government agency of Melaka.**

The proposal for renaming PKNM to Melaka Corporation, commercially known as MCORP, is in relation to the newly adopted direction taken by Melaka **to become a Sustainable State to assist the state government in advancing the economy in Melaka competitively and continuously.** This can also be meaningful in making sure that PKNM is current as the important driving force of Melaka's development.

The commercial type of rebranding proposal corporate element goes in tune with the transformation of the present era and also forms one of the strategies to be adopted by PKNM in attracting investors, both locals and foreigners alike, to set up business networks as an added effort to spur the investment climate, particularly in Melaka.



2.1.2 LOGO



The corporate logo represents PKNM as a government organization entrusted with the leading role in Melaka's development. It signifies that **PKNM has a very strong vision to become a trusted and respectable state agency.** The logo also symbolizes the commitment of the State Government in steering Melaka towards growth and success in the globalized world, supported by the aspirations and encouragement of its people.



The blue arrow represents the people's teamwork and unity, the state government, and PKNM for the development of the state, facing the challenge of globalization, and achieving success and growth in all economic sectors.



The 7 red and 7 white stripes on the flag symbolize the 14 states in the Federal Government, of which Melaka is one of it. This is symbolic of the struggles and achievements that are to be offered to Malaysia and Melaka.



The wordings below the arrow, PKNM, indicate that with PKNM, the Government is committed to developing the economy in Melaka. Thus, the task shall be viewed in the context of the Group's quest for spearheading growth and investment in industry, property, entrepreneurship, and exploring new business opportunities through creativity and innovation.



The new corporate logo redesigns the old and long-utilized logo that has gained worldwide recognition. Stronger and more robust typography in the new design will represent solid growth and development of the Melaka Corporation. It should symbolize the corporation's steady progress and excellence in its core areas, including industry and diverse, competitive trade.



The Roof of a Melaka House

As a continuation of the millennium-shaped PKNM logo, this design is inspired by the traditional Melaka house architecture, featuring a symbolic arrow representing the motto "Leading Melaka's Development."



MCORP Word

MCORP is an English abbreviation for Perbadanan Melaka, symbolizing courage, strength, and determination.



Red Line

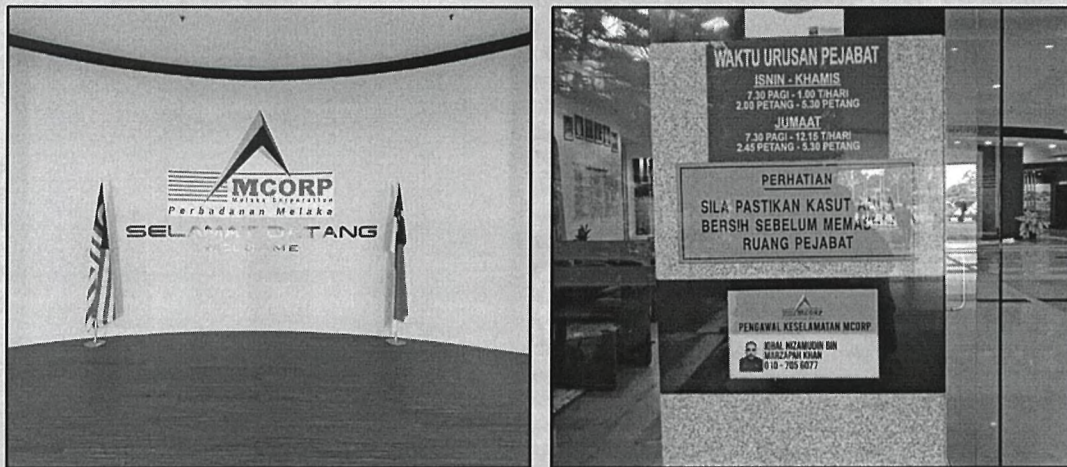
The long red horizontal line represents the mission of Perbadanan Melaka to drive economic development in the fields of industry, real estate, entrepreneurship, investment, and creatively and innovatively exploring new business opportunities. Meanwhile, the six short red horizontal lines symbolize the objectives and direction of Perbadanan Melaka, which encompass six key pillars.



Melaka Corporation

The term Melaka Corporation is used as the English version of Perbadanan Melaka (MCORP).

2.1.3 OPERATION HOUR



MCORP works from Monday to Friday. Work time: from 7:30 a.m. up to 1:00 p.m. and from 2:00 p.m. to 5:30 p.m. On Friday, the break is from 12:45 p.m. to 2:45 p.m. In the entrance, the name of the security person on duty was always indicated because it is easier for the staff and visitors for easy communication with him. The security personnel ensure that access is controlled, that the visitor has the right credentials and personal safety within the premises. MCORP is closed on weekends and public holidays, but general inquiries can be made through the email provided in this website or through the website itself where some services may be available online. Visitors are welcome during work hours, especially between 9:00 a.m. and 12:00 p.m. and from 2:00 p.m. to 4:00 p.m., making early mornings and late afternoons the best times for faster service.

2.1.4 LOCATION



Perbadanan Melaka (MCORP) is located on Levels 4 to 11 of Menara MITC, Jalan Konvensyen, Kompleks MITC, 75450 Ayer Keroh, Melaka, within the Melaka International Trade Centre (MITC), a strategic area for trade, administration, and state development. Surrounded by such major government offices as PERKESO Melaka State Office, Menara Persekutuan Melaka, and Wisma Persekutuan, MCORP is in the midst of big administrative importance. These will be complemented with commercial and recreational facilities, namely Dataran MITC as a center of official and public events, the Mudzafar Hotel Melaka to cater to visitor arrivals, and finally the Melaka International Bowling Centre for entertainment purposes. Accessibility is one of its key advantages since MITC has good connections by major roads like Jalan MITC and Jalan Wisma Persekutuan and major highways like AMJ Expressway and North-South Expressway, thus offering easy access to Melaka's city center and neighboring states. Overall, MCORP is well placed at MITC with easy access to basic amenities internally and an efficient administrative hub, both for the public and the visitors.

2.2 VISSION, MISSION AND OBJECTIVE

VISION

Leading a dynamic and sustainable socio-economic development.

MISSION

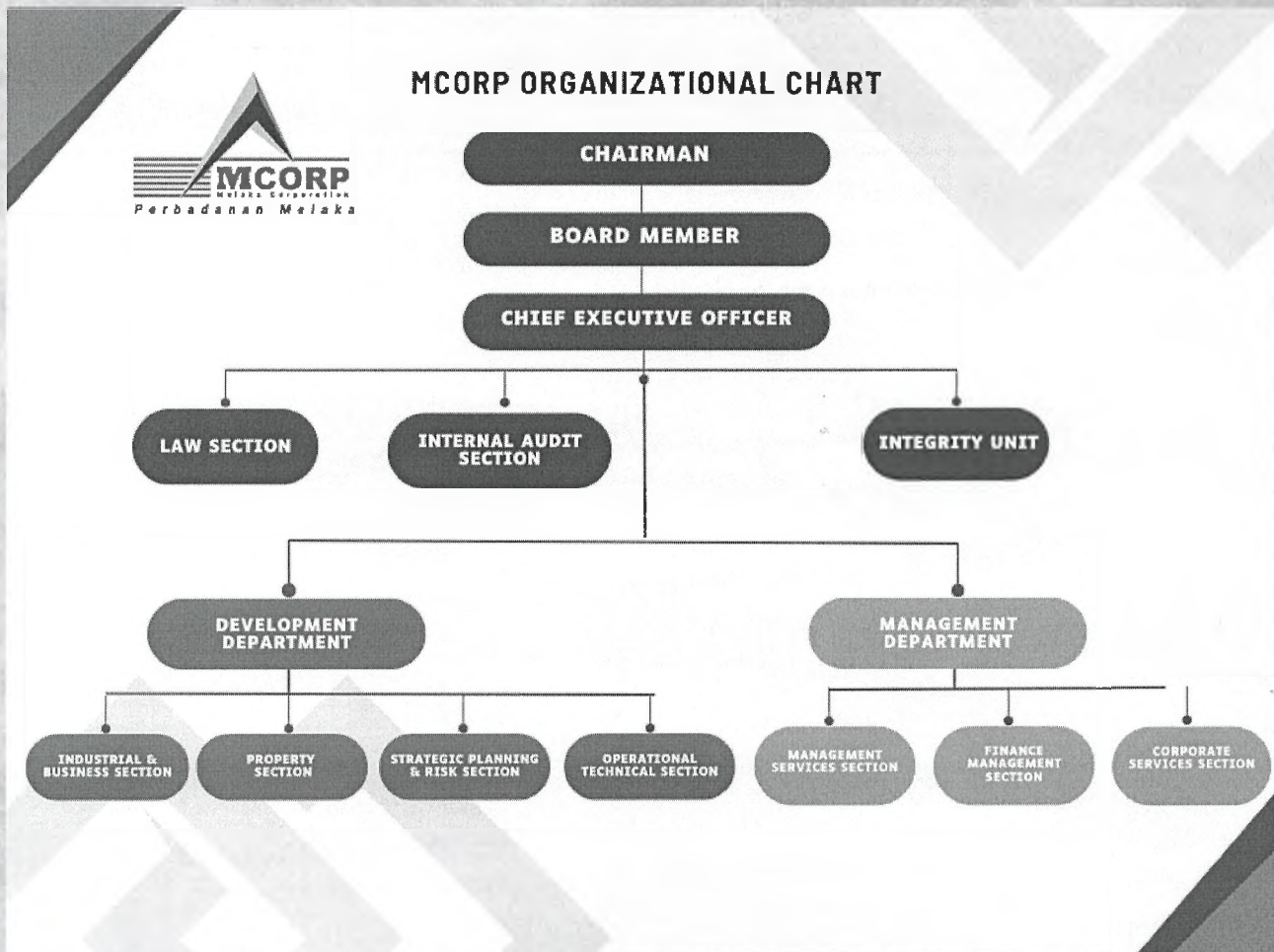
Driving Economic Development in the Field of Industry, Entrepreneurial Real Estate, investment and exploring new business opportunities creatively and innovatively

OBJECTIVE

- Core 1: IR drive 4.0
- Core 2: Exploration of High Impact Areas
- Core 3: Increased Financial Investment Results
- Core 4: Integrated and Holistic Entrepreneurship Development
- Core 5: Dynamic Human Capital
- Core 6: Corporate Social Responsibility Sustainability

By implementing its vision, mission, and objectives, MCORP stands to achieve stronger economic growth through industrial development, entrepreneurship, real estate, and investment, attracting investors and creating job opportunities. With a focus on **IR 4.0**, higher competitiveness is possible since the promotion of digital transformation and innovation will take center stage. Looking into **high-impact areas** also opens an opportunity for MCORP to **venture into other new areas of growth in the economy**, such as green energy and the digital economy. **Improved financial practices translate into improved investment returns that ensure long-term sustainability.** An **integrated approach toward entrepreneurship development** means a thriving business ecosystem, and investment in human capital means developing a skilled and adaptive workforce. Besides, the commitment of MCORP to **corporate social responsibility** ensures sustainable and ethical business growth, strengthening community engagement and environmental conservation. By offering these services, MCORP positions itself to be in the forefront of socio-economic transformation of Melaka towards a modern competitive and sustainable business environment.

2.3 ORGANIZATIONAL STRUCTURE



The MCORP Organizational Chart presents the hierarchical framework and major functions of Perbadanan Melaka (MCORP). The **Chairman** gives overall direction from the top, assisted by Board Members who govern and give strategic direction. Day-to-day operations are run by the **Chief Executive Officer (CEO)** and policy implementation. Three support units report directly to the CEO: the **Law Section**, with responsibility for legal compliance and policy; the **Internal Audit Section**, with responsibility for financial integrity and risk management; and the **Integrity Unit**, with responsibility for governance, ethics, and anti-corruption. MCORP functions through two primary departments: the **Development Department**, which handles business development, industrial development, property management, strategic planning, and technical operations, and the **Management Department**, which deals with human resources, finance, and corporate governance. The Development Department has four sections—**Industrial & Business**, **Property**, **Strategic Planning & Risk**, and **Operational Technical**—for proper planning and implementation of development projects. In the meantime, the Management Department is made up of the **Management Services**, **Finance Management**, and **Corporate Services Sections**, which deal with administrative effectiveness, financial planning, and corporate matters. This organized structure allows MCORP to function effectively, promoting economic growth, administrative excellence, and sustainable development in Melaka.

2.4 SERVICES

• Exploring New Projects and Business Opportunities



MCORP is committed to attracting all kinds of investment opportunities available in any form of business venture for economic development in Melaka, combining industrial growth and sustainability. The **German Technology Park** is one of the major projects initiated by MCORP; it aims at attracting high technological industries and, as such, facilitates job creation in the region. It gives full meaning to MCORP's vision of further developing high technology with skilled manpower. In October 2024, MCORP inked strategic agreements with **Cypark Resource Berhad** to implement green energy solutions, further entrenching its commitment toward sustainable development.

Besides this, MOUs have been signed with institutions like the **German Malaysia Institute** and **Volkswagen Malaysia** for the purpose of offering **TVET programs** that would arm students with employable skills in the aspects of automotive technology, engineering, and renewable energy. The TVET was thus designed to make the leap between school and work smooth, and also to develop employable and productive graduates with relevant employable skills to meet job requirements. By incorporating TVET training into the economic strategy of MCORP, it further enhances workforce capability and strengthens Melaka's position as a center for innovation and high-tech industries.

• Sale and Rental of Business Premises

IKS MELAKA HALAL HUB
 >>> UNTUK DISEWA <<<
 Sewaan bermula RM300/sebulan
 Hubungi Kami : 06-232 6909/4293/441
 Unit Perindustrian dan Komersial, Kawasan Industri, Area 7, Hekara MITC,
 Jalan Kluang, 78100, Ayer Panas, Melaka

Perbadanan Melaka (MCOB) | mcob_official23 | mcob_official | mcob_official | www.mcob.gov.my

IKS AYER PANAS

Rumah Kedai Bengkel Kembar Bengkel Kembar (AP 2) Bengkel Kembar (AP 3)
 (Inkubator)

Hubungi Kami : 06-232 6909/4293/4417
UNTUK DISEWA Sewaan bermula **RM800**

Unit Perindustrian dan Komersial, Kawasan Industri, Area 7 Hekara MITC,
 Jalan Kluang, 78100, Ayer Panas, Melaka

Perbadanan Melaka (MCOB) | mcob_official23 | mcob_official | mcob_official | www.mcob.gov.my

To assist in the development of SMEs, MCORP is involved in **both the sale and rental of business premises to provide affordable space for entrepreneurs to operate and expand their businesses**. This would help create a suitable environment that would allow SMEs to grow together with the economy of Melaka. Due to the availability of low-cost commercial space, MCORP facilitates new entries of business without the burden of high rentals. In addition, MCORP provides business advice, financial assistance, and networking opportunities to SMEs for their growth. This initiative also attracts local and international investors, strengthening industries like retail, technology, tourism, and manufacturing. Through these efforts, MCORP not only helps businesses succeed but also **creates more jobs and makes Melaka a great place for entrepreneurs and investors**.

- **Nurturing and Developing New Entrepreneurs**



MCORP is committed to **increasing the number of entrepreneurial communities in Melaka** by nurturing and guiding new entrepreneurs. Collaborations with institutions like GMI and industry players such as Volkswagen Malaysia are part of this effort, focusing on providing training and development programs that equip aspiring entrepreneurs with the necessary skills and knowledge to succeed.

In addition, through its subsidiary, **Melaka Halal Hub, MCORP provides unique opportunities for entrepreneurs in the halal industry to grow and thrive**. Melaka Halal Hub offers infrastructures, advisory support services, and consultations on certification to cater to local entrepreneurs' needs in building their capacities in order to widen their scope within larger markets. This effort eventually empowers the local entrepreneurs of Melaka toward establishing it more strongly as a competitive hub nationally and globally. By developing a robust ecosystem for halal businesses, MCORP contributes to the overall economic development of the region, while promoting the growth of the halal industry as one of the important sectors in Melaka. Furthermore, MCORP's commitment to innovative and sustainable entrepreneurship will ensure that local businesses can meet the demands of contemporary markets and consumer preferences.



CHAPTER 3

TRAINING'S REFLECTION

3.1 DURATION AND DEPARTMENT

3.2 TRAINING ACTIVITIES

3.2.1 Administration Unit

3.2.2 Development & Asset Unit

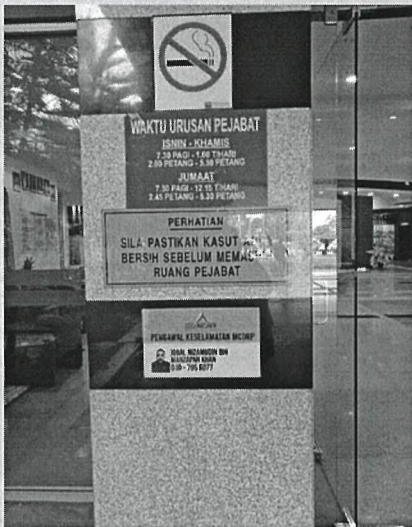
3.2.3 Human Resource Unit

3.2.4 Information & Communication
Technology (ICT) Unit

CHAPTER 3

TRAINING'S REFLECTION

3.1 DURATION AND DEPARTMENT

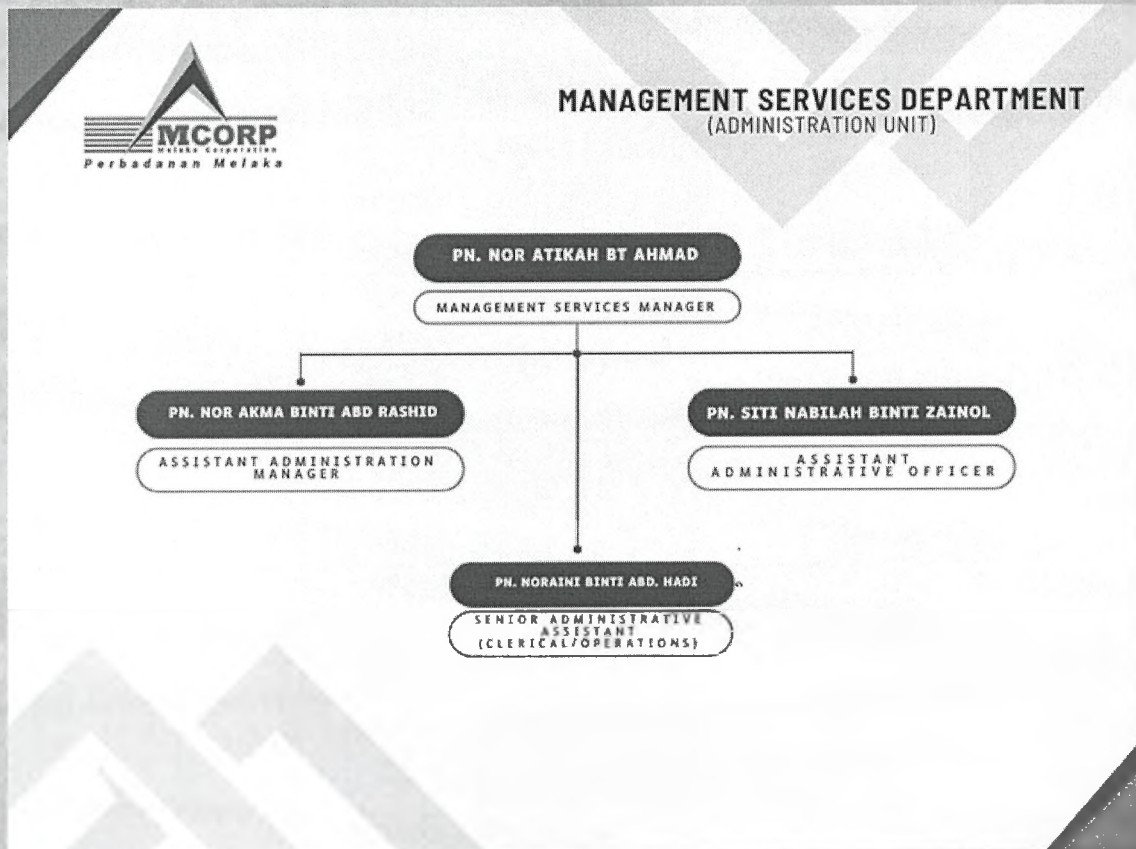


MCORP operates from 7:30 AM to 5:30 PM, Monday to Friday, thus providing a structured work schedule for its employees. In that regard, as an employee in the company, I will be working five days a week in line with the operational hours of the company, and on the weekends, Saturday and Sunday are free, just like the other staff. Also, I will be provided with a **monthly allowance for three months**, which is part of the benefits offered by MCORP to support me during this period.

I have been **assigned to the Management Services Division**, which consists of four units: the Administration Unit, the Human Resources Unit, the Building and Asset Management Unit, and the Technology, Communication, and Information Unit. Each one of these units plays an important role in the organization: the Administration Unit for general operation matters, the Human Resource Unit for the welfare and development of employees, the Development and Asset Unit for taking care of the assets, and the Technology, Communication, and Information Unit for ensuring effectiveness in communication and good technological standing. This diverse structure allows me to gain valuable insights and experiences across different areas of management, enhancing my professional development while contributing to the organization's goals.

3.2 TRAINING ACTIVITIES

3.2.1 ADMINSTRATIVE UNIT

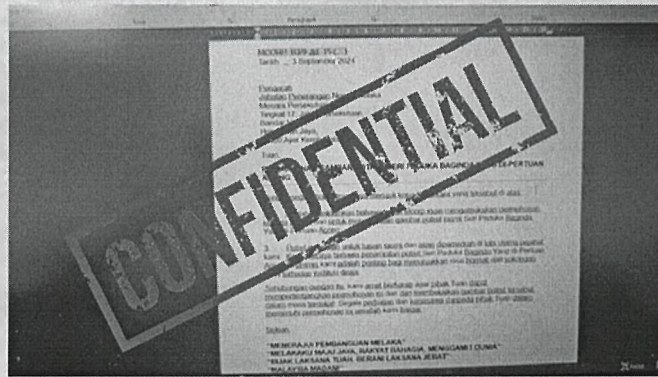


Puan Atikah binti Ahmad is the Head of the Management Services Division, responsible for overseeing four main units within the organization. These four units are the Administration Unit, Human Resources Unit, ICT Unit, and Building and Asset Management Unit. Under Puan Atikah's leadership, there are 15 staff members consisting of officers and clerks. They are responsible for assisting Puan Atikah in ensuring that each unit operates smoothly, thereby supporting the achievement of the overall objectives of the Management Services Division.

The Administration Unit comprises Puan Nor Akma, Puan Siti Nabilah, and Puan Noraini, each of whom plays an important role in supporting the operations of the unit. This unit is tasked with overseeing various administrative functions within the organization, including the management of documents and official records, coordinating meetings and agendas, as well as providing equipment and office supplies.

In addition, this unit ensures that all organizational procedures and policies are adhered to, as well as organizing activities that can enhance collaboration and communication among all staff. With the solid support of all members, the Administration Unit can ensure that daily operations run smoothly and support the achievement of the organization's goals.

a) Writing An Official Letter



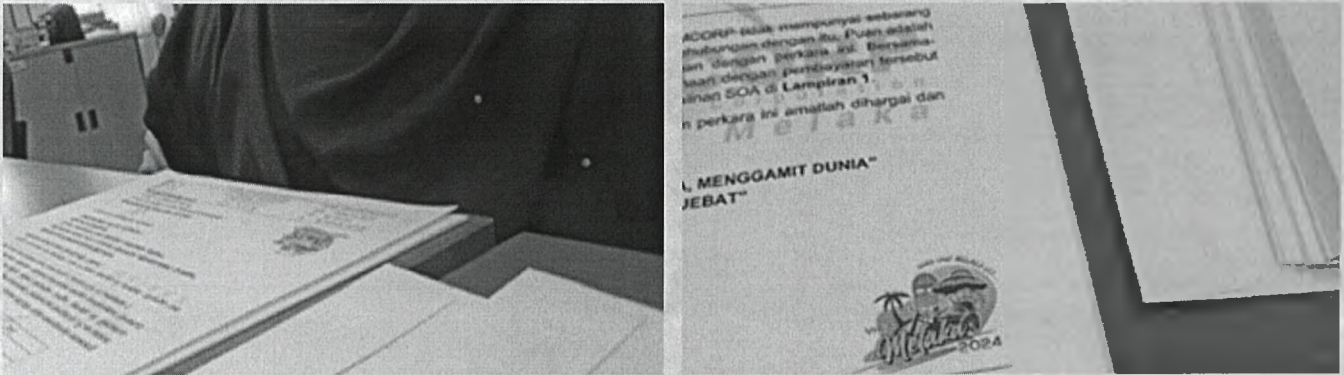
In the administration unit, I have been taught how to draft official letters in the right format. I am assigned to gather information and prepare the official letter. One example is the letter requesting the official portrait of His Majesty the Yang di-Pertuan Agong. Once the letter is drafted and approved, it will be delivered by the Public Service Assistant at the correct address for processing.

b) Assisting in Completing Memos and Letters.



My supervisor requested my assistance in completing the names of the appointed officers in the memos and letters for stock applicants and stock approvers. It consisted of completing appropriately and clearly everything that needed typing, with organization format and standard in mind. The appointment letter will be duly reviewed in order to double check all the contents for completeness in advance of any personal delivery with the officers that concern it. Copies would also be placed in the administrative unit for future reference and file storage for when related documents must be quickly obtained. These steps help establish in the end that an officer appointment follows smooth and pre-defined set procedures.

c) Assisting in Preparing Letters for Mailing, including Folding and Envelope Insertion



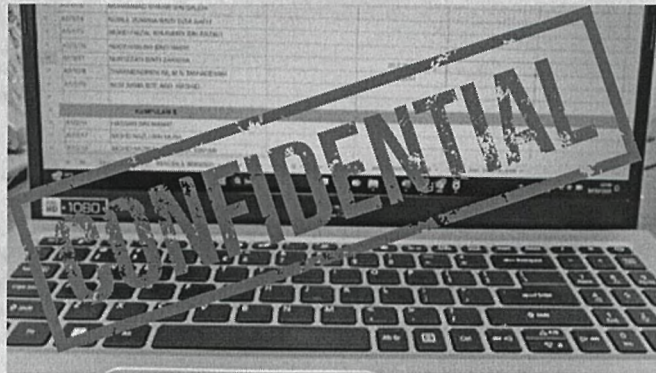
The Administration Unit is responsible for managing various types of official letters and documents to ensure smooth communication within the organization. These range from official letters to external parties, such as invitations, notifications, and letters of appreciation, down to internal documents like memos, circulars, and official directives to staff. MCORP is also supported in the Administration Unit by Public Service Assistants assigned to perform tasks that support daily operations. Duties include a variety of tasks such as documents management, that is, the filing, storing, and distributing of correspondence and files. In this unit, I have been able to help them fold invitation letters, put them in envelopes, and see that the letters reach their addresses.

d) Locating Files, Filing Documents, and Updating Meeting Minutes



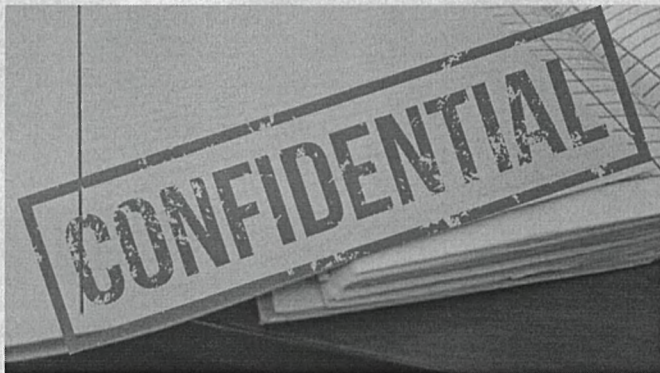
I have been able to execute some duties relating to file management. To this end, I learnt how to conduct a file search, document filing, and filling of minutes in the filing system. I follow the document management system to ensure that all files are arranged optimally and accessible at any time. Furthermore, I am only granted access to open files. I have perfected my skills in document management and have gained a better understanding of how good record-keeping is crucial to an untangled workflow. Equally, I have mastered the ways of protection of information and keeping documents from getting misplaced.

e) Assisting with Updating the File Register List for Auditing.



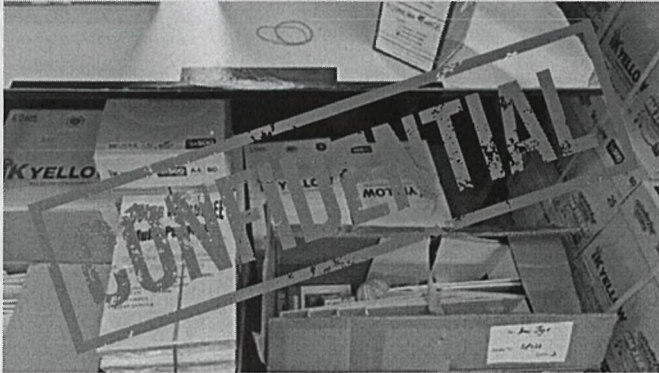
As part of the auditing process, I am tasked with reviewing and updating the file register to ensure accuracy and compliance with organizational standards. The organization has three types of files: confidential files, secret files, and top-secret files. This task focuses only on open files, and I have been granted permission to access the open files. My primary responsibility is to update the register with the date each file was opened, ensuring that all records are accurate and up to date.

f) Recording Documents Such as Bills into a Manual Logbook for Financial Department Review



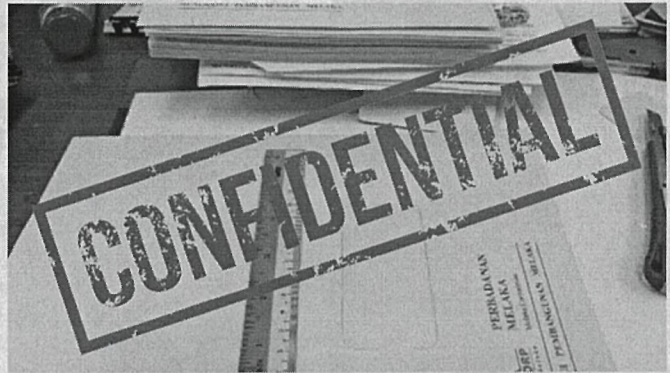
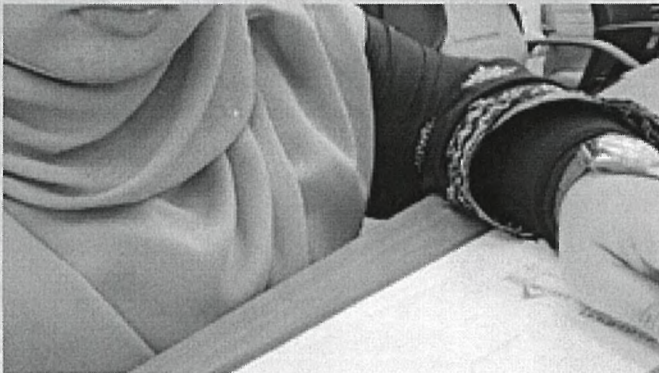
This task involves systematically documenting financial records, including payment minutes, into a physical logbook. A logbook, which will serve as a guide for the Finance Department, confirms that transactions were recorded accurately, following financial procedures. Payment minutes are documents applied in financial affairs to record or confirm certain types of payments, which have or will be carried out. They are commonly used by organizations, government departments, and companies to make sure the process of paying is well-recorded.

g) Organizing Office Supplies and Stock in the Storage Area



Office supplies are important to ensure that all necessary equipment and materials are available for smooth daily operations. With sufficient stock, employees can complete tasks without interruptions, which in turn enhances operational efficiency and reduces wasted time. I will be responsible for recording the new stock coming in, checking that the quantities ordered are correct, and that everything is in good condition. Also, I will arrange the stock in neat order in the storage room to facilitate easy retrieval whenever needed. In this manner, the chain of storing and retrieving can run smoothly to enable the organization to operate efficiently.

h) Creating a Window on the Cover for the Agreement



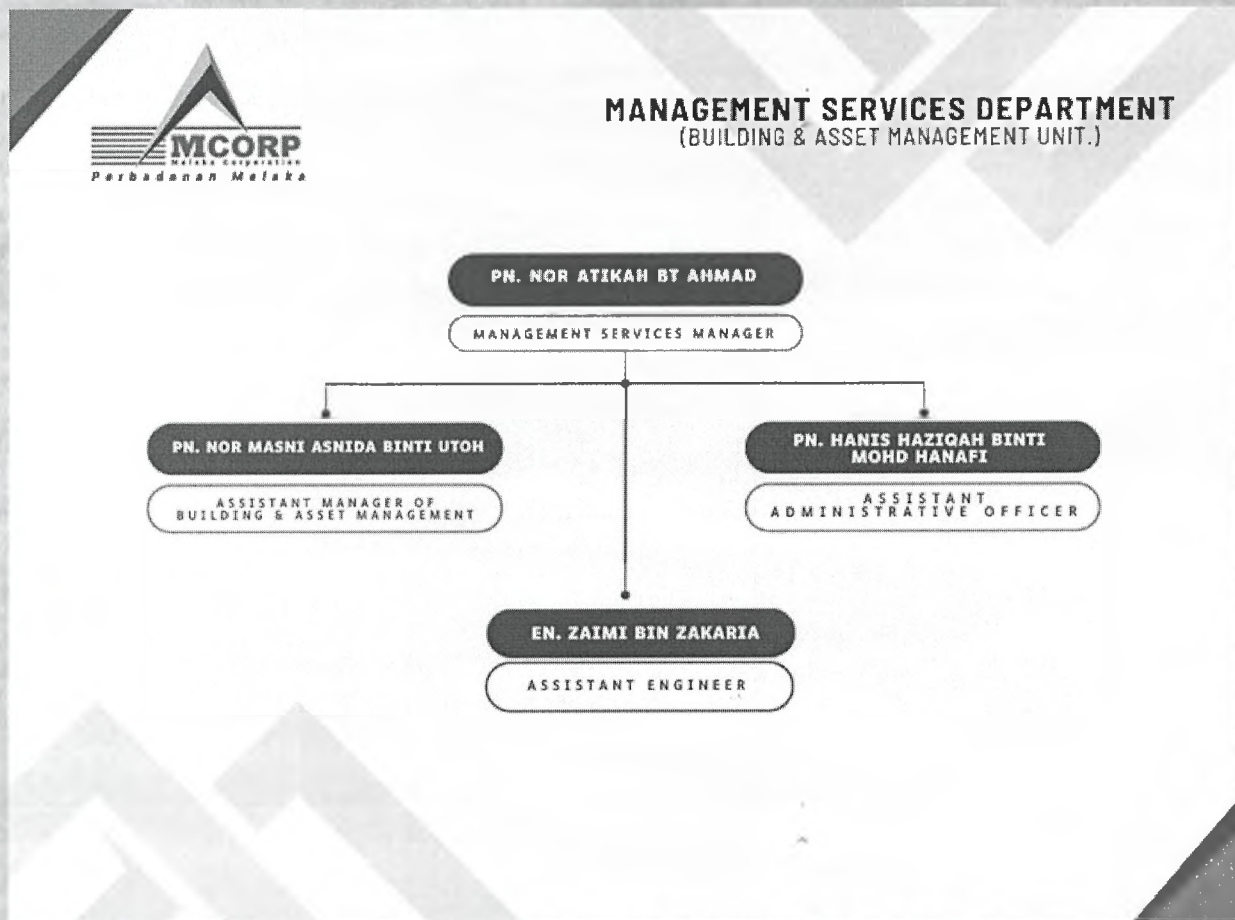
I helped Kak Ain create a window in the front cover of the agreement. It was quite a process since I had to choose just the right size and shape of the window that would bring to view what was important in the document. I also ensured that the window was well cut and neat to give professionalism. It was more practical for the readers to access key information in this window, especially for those documents which were being referred to very frequently, and also helped with classification and management.

i) Monitoring Attendance for the AED Briefing.



Ms. Akma, my supervisor, has asked me to help her in preparing the attendance form for the AED briefing. This is an attendance form that has to be prepared before the briefing and involves not only MCORP staff but also other tenants. I will be in charge of managing the attendance form on the day of the event. The event is a two-session briefing, morning and afternoon; I have to ensure that all participants are registered down in the provided register before entering the house for the briefing session. Food will be provided at the end for the participants, and also a certificate of participation for those attended. This way, we have a positive and enriching experience for all the parties involved.

3.2.2 DEVELOPMENT AND ASSET UNIT

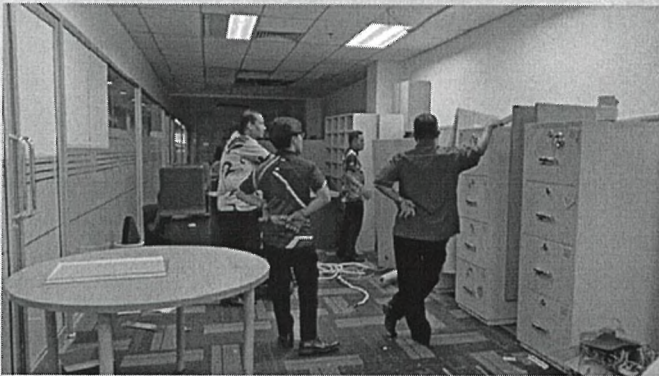


The Building and Asset Management Unit consists of Puan Masni, Puan Hanis Haziqah, and En. Zaimi. This unit is an entity within the organization responsible for managing, maintaining, and monitoring the use of buildings and assets owned by the organization. The main functions of this unit include planning and implementing effective asset management strategies to ensure that all assets, including buildings, equipment, and other resources, are utilized optimally and achieve maximum value.

The unit is also responsible for the maintenance of buildings, which includes monitoring the physical condition of the buildings, carrying out necessary maintenance work, and repairs to ensure the safety and comfort of users. In addition, this unit is involved in space planning, including the allocation of workspaces and managing the space requirements for various departments.

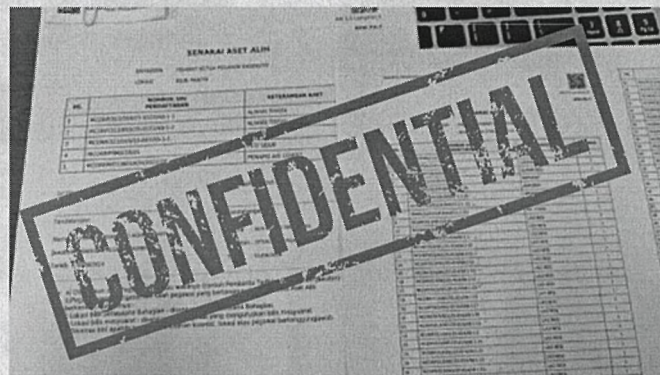
The Building and Asset Management Unit is also responsible for rental management, including arranging rental contracts, monitoring rental payments, and ensuring compliance with rental terms. In this way, the unit ensures that all buildings and assets of the organization are used efficiently and effectively, thereby supporting the smooth operation of the entire organization.

a) Assisting with Recording Assets that are to be Disposed Of.



Puan Hanis Haziqah has asked for my assistance in this matter of separating good assets from those that are to be disposed of. I, afterwards, took down the serial numbers of the assets to be disposed of. This needed disposing of every single asset in front of me to check that nothing would get missing or, worse, misplaced. The records of serial numbers will allow the organization to trace each asset, ensuring the management of documents effectively. This will also ensure proper records for management and meet the audit requirements set.

b) Assisting with changing the asset registration serial numbers in the file room and stationery storage.



In the Building and Asset Management unit, I have been assigned the task of changing the asset registration serial numbers in the file room and stationery storage. This task is important for ensuring an organized and effective asset management system. It involves the verification of the existing serial numbers of registration, the accuracy of the information in the records, and replacing the old serial numbers with new ones in the document management system. I also have to make sure that every change is carefully recorded to avoid any confusion in the future. This will definitely help the organization to track down all the assets and provide accurate, updated information at any instance of time either for management or auditing purposes.

c) The inspection of assets to be disposed of has been conducted by the Inspecting Officers.



The first inspection of the assets to be disposed of was conducted by the Inspecting Officers, Mr. Hamdy and Ms. Fatihah, and observed by officers from the Building and Asset Management Unit, Ms. Masni and Ms. Hanis Haziqah. Ms. Hanis Haziqah also invited me to observe the inspection process. This inspection aims to ensure that all assets planned for disposal are carefully evaluated and to verify their physical condition and related documentation. This inspection also helps ensure that assets that are no longer needed can be disposed of judiciously, following the procedures and guidelines set by the organization. The results of the inspection will be recorded for reference and subsequent processes in asset management.

The second inspection of the assets before disposal



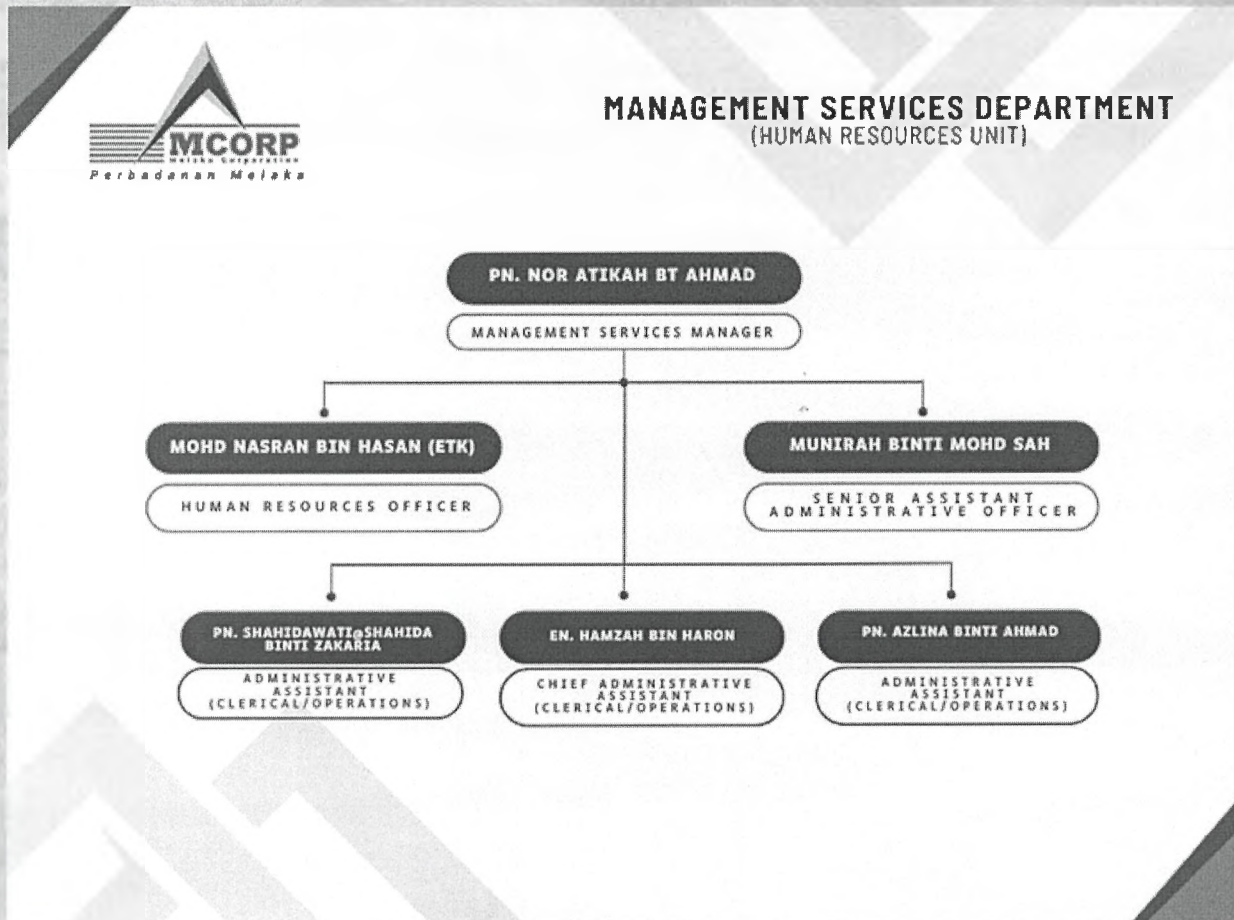
The second inspection of the assets before disposal was conducted by the Disposal Officers, Mr. Faiz Hafizuddin and Ms. Aishah, and was observed by officers from the Building and Asset Management Unit, Ms. Masni and Ms. Hanis Haziqah. his needs to be performed as a further process to make sure that all selected assets to be disposed meet the criteria for being disposed, while re-assessing its current physical and operational state. This second inspection is important in verifying that there are no changes whatsoever in the status of the assets from the time of the first inspection, as well as for the completeness and accuracy of all related documents.

d) Inspection of movable assets on the 9th and 11th floors



The inspection of movable assets on the 9th and 11th floors was conducted by the Inspecting Officers, Ms. Nasuha, Ms. Izzati, Mr. Hamdy, and Mr. Hafify, with monitoring by Ms. Hanis Haziqah from the Building and Asset Management Unit. This inspection process aims to assess the physical condition of each movable asset, ensure that all assets are in good condition, and verify that the asset records are accurate and up to date. This was done because the management plans to carry out renovation works, and in the meantime, the assets will be relocated to facilitate the renovation process.

3.2.3 HUMAN RESOURCE UNIT

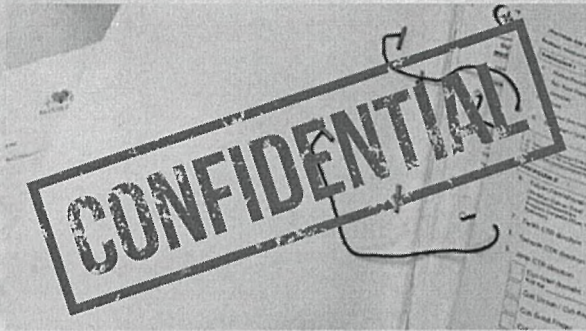


The Human Resources Unit consists of Ms. Munirah, Mr. Hamzah, Ms. Shahidawati, and Ms. Azlina. The Human Resources Unit is an important part of an organization that is responsible for workforce management. The main functions of this unit encompass various aspects such as recruitment and selection of employees, training and development of staff, management of salaries and benefits, as well as ensuring compliance with labor laws and organizational policies.

The Human Resources Unit is responsible for maintaining employee welfare, including resolving any complaints or conflicts in the workplace, promoting harmonious relationships between employees and employers, and ensuring the overall well-being of the organization. It also serves as the primary reference center for all issues related to human resource management, such as the implementation of disciplinary policies, motivation provision, and employee career development.

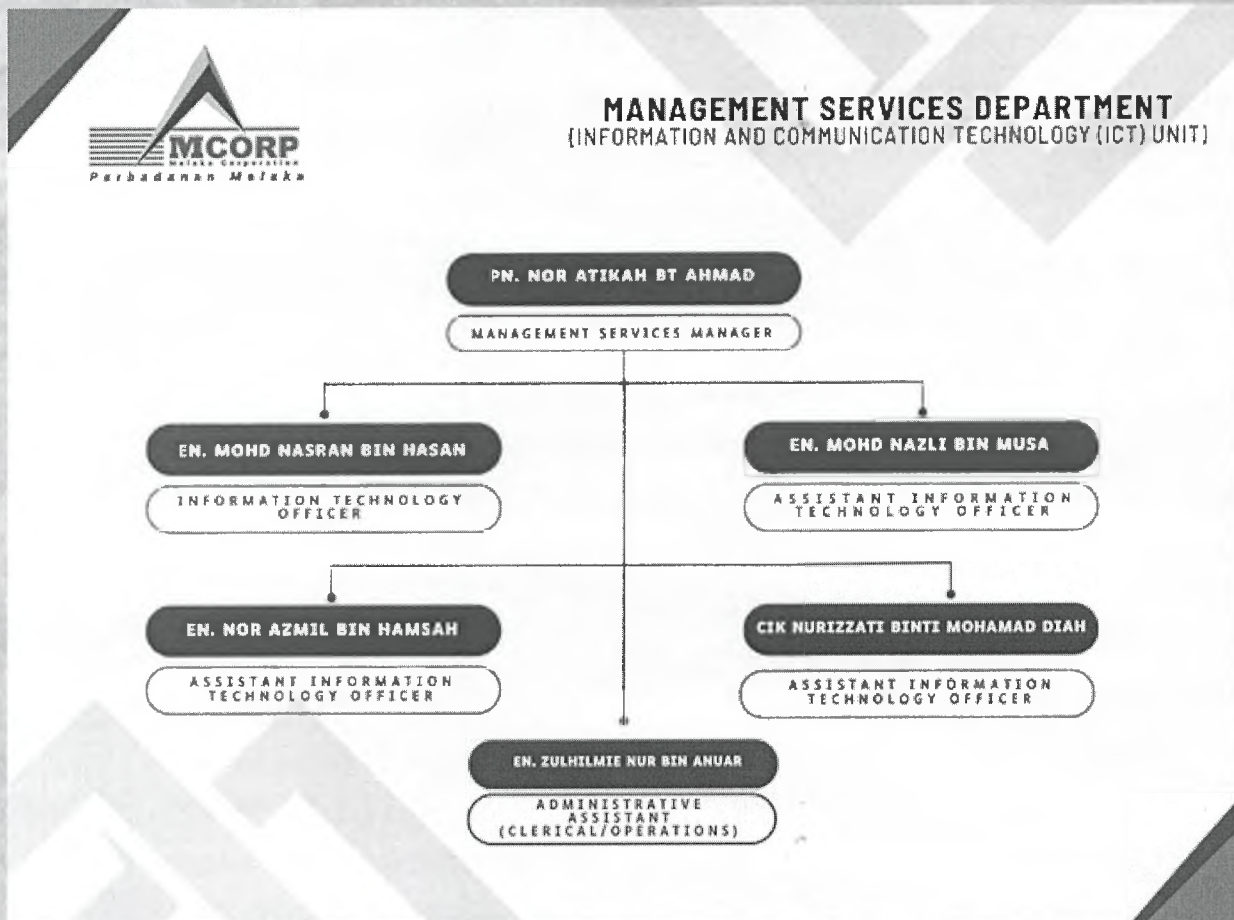
With its wide and complex responsibilities, this unit becomes the backbone in ensuring efficiency, productivity, and harmony within the organization as a whole.

a) Documenting Leave Files



I have assisted the Human Resources unit in managing leave-related documents, including inserting sick leave letters, emergency leave letters, memos, as well as permission letters for leaving the office during working hours for personal matters or external meetings. All these documents need to be documented and organized by individual names; therefore, I was granted permission to open and access the individual staff files of MCORP. This task requires attention to detail to ensure all documents are filed correctly, recorded accurately, and systematically organized for easy reference in the future.

3.2.4 INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) UNIT



The Information and Communication Technology (ICT) Unit consists of Mr. Nasran, Mr. Nazli, Ms. Izzati, Mr. Azmil, and Mr. Zulhilmie. The ICT Unit is a crucial part of an organization that is responsible for managing, maintaining, and developing information technology systems and communication infrastructure.

The main functions of this unit include managing network and server services, ensuring data and information security through the use of antivirus software, firewalls, and cybersecurity policies, as well as providing technical support to staff in resolving ICT-related issues. This unit is also responsible for maintaining technological equipment such as computers, printers, and mobile devices, in addition to ensuring that all software used is up-to-date and licensed.

Furthermore, the ICT Unit plays a vital role in developing and managing the organization's databases, internal applications, and websites to improve operational efficiency and communication. They are also tasked with conducting ICT-related training for staff to enhance technological skills and the usage of new systems.



PROGRAMS BY MCORP



"National and State Anthem Singing Activity"

Every Monday at exactly 10 a.m., all employees of Perbadanan Melaka (MCORP) carry out their weekly routine of singing the national anthem, "Negaraku," and the state anthem, "Melaka Maju Jaya." This activity is in response to the call by YAB Datuk Seri Utama Ab Rauf bin Yusoh, the Chief Minister of Melaka, to enhance patriotism among civil servants and government agencies.

During the singing, all staff are required to stand upright as a sign of respect and love for the country. The national anthem, "Negaraku," is sung with enthusiasm, followed by the state anthem, "Melaka Maju Jaya." Even though each individual sings in their respective workspaces, the office atmosphere remains harmonious, filled with a sense of togetherness and love for the country and the state of Melaka.

This initiative aims to foster a spirit of nationalism and to remind everyone of the importance of respecting national symbols. Although conducted individually at different locations, the sense of unity and pride as an organization is strongly felt.



"INDEPENDENCE MONTH AT MCorp"



The office decoration competition was organized by MCorp in conjunction with the celebration of Independence Month, themed on the spirit of independence. It is expected to instill more patriotism and team spirit, and innovation among employees within MCorp.



Each department was allowed to decorate the working area with elements that represent the history, culture, and identity of Malaysia. The employees were thus creative to come up with several interesting decorations such as the installation of the Jalur Gemilang, small flags, patriotic posters, and wall decorations with the Independent Day theme. Some even recycled certain materials to produce their decorations, adding innovation in the competition.



Collaboration among the employee in each department, the use of the independence theme, and creativity were the criteria used to evaluate the office decorating competition. The winners of the competition will be announced at the closing ceremony of the Independence Month and will receive prizes in recognition of their efforts.



Overall, the office decorating activity for this competition successfully enlivened the independence atmosphere and strengthened national spirit among MCorp employees. It is hoped that this activity can be continued every year as an initiative to cultivate a love for the country among the employee.

Yassin Recitation and Independence Talk: 67th Independence Month Celebration at MCorp 2024.



On 30 August 2024, the Yassin Reading Ceremony and the Talk of Independence Figures took place in conjunction with the 67th Independence Celebration of MCorp 2024. This event was held in the foyer on Level 9, Menara MITC, and was attended by a total of 159 MCorp employees and representatives from subsidiaries.

The guests of honor, who are present, include: YBhg. Datuk Mohd Yusof bin Abu Bakar, Chief Executive Officer of Malacca Corporation (MCorp); YBr. Tuan Haji Ts Noramirul Nizam bin Kamis, Deputy Chief Executive Officer (Management) of MCorp; and General Manager of all MCorp subsidiaries.



The event began with a joint recitation of the Yassin by all attendees. This activity aimed to seek blessings and prosperity for the country in celebration of the 67th Independence Month. The celebration was continued with a Talk on Independence Figures presented by YBr. Ustaz Ahmad Fahim bin Haji Robani after the reading by Yassin. This was a speech to be remembered, in honor of the leaders of the independence movement and to remind the audience of the essence of patriotism and a sense of national identity in maintaining peace and prosperity in the nation.



AUGUST 2024 MCORP MONTHLY ASSEMBLY BY MELAKA BEKAL SDN. BHD. AT MCORP GALLERY, MENARA MITC.

Perbadanan Melaka (MCORP) Monthly Assembly - August 2024 organized by Melaka Bekal Sdn Bhd had taken place at the MCORP Gallery, Menara MITC on the date of September 12th, 2024.

Also present were YBhg. Datuk Mohd Yusof bin Abu Bakar, Chief Executive Officer of Perbadanan Melaka (MCORP); YBrs. Tuan Haji Ts Noramirul Nizam bin Kamis, Deputy Chief Executive Officer (Management) of MCORP; YBrs. Tuan Shahfulrizal bin A. Bakar, General Manager of Melaka Bekal Sdn Bhd and all the General Managers of MCORP's subsidiaries.

Meanwhile, YBhg. Datuk Mohd Yusof gave a keynote address explaining the improvements of work culture, encouraging all staff of MCORP and its subsidiaries to continue supporting every program initiated by the Melaka State Government.

Besides that, prizes were given out for the several competitions organized in conjunction with National Independence Day. Congratulations to all winners!

MCORP Monthly Assembly at the Bangsawan Theatre.



On November 15, 2024, the Melaka Corporation (MCORP) Monthly Assembly for October 2024 was held at Panggung Bangsawan.

This month's gathering was organized by MCS Sdn Bhd, one of the MCORP Group of Companies. Inviting a musical comedy performance in line with Panggung Bangsawan's role as a hub for culture and arts, this month's assembly became special.

In his speech, YBhg. Datuk Mohd Yusof bin Abu Bakar said the Chief Executive Officer of MCORP, in the context of involvement in WTD 2025 and Visit Malaysia Year 2026 after the Visit Melaka Year 2024 - TMM2024 campaign up to 2026, called on all MCORP employees and its group of companies to be prepared to carry out tourism plans for Melaka entrusted by the State Government.

The event also witnessed the presence of YBr. Tuan Ts. Noramirul Nizam bin Kamis, Deputy CEO (Management) MCORP; Datin Sukhirah binti Ibrahim, General Manager, MCORP Corporate Services (MCS) Sdn Bhd; and senior management representatives of MCORP's group of companies.

MCORP Health Program 2024.

MCORP is organizing the MCORP Health Program 2024, which will take place on 12th November 2024 at the lobby of Menara MITC. The program starts from 9:00 a.m. to 1:00 p.m. and consists of several interesting activities in an effort to increase health awareness among MCORP employees.

Some of the activities provided include free health check-ups, free dental check-ups, and a blood donation campaign. The free health and dental check-ups will afford participants an opportunity to have their health checked free, while the blood donation drive is among those noble acts that might save the lives of people and be helpful for the community.

The program will be made more attractive with exciting prizes for the earliest visitors. The initiative will help in bringing togetherness in the bond between employees in MCORP by creating awareness on the importance of maintaining good health.



MCORP FUNWALK



On Wednesday, January 15, MCORP organized a Fun Walk around the Ayer Keroh Botanical Garden. This Fun Walk was organized in the evening, starting at 5:00 p.m. The event is part of the internal sports currently taking place in MCORP.

These included staff from MCORP, though some took the opportunity to invite their family members. I also took the opportunity to join them. The atmosphere that day was alive, where participants were walking enthusiastically while interacting and socializing with one another. Besides walking, a warm-up activity was also conducted first to get all participants ready.

It is also the hope that, through this exercise, awareness concerning an active life will be awakened and bonds in the MCORP staff members will be consolidated.



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02



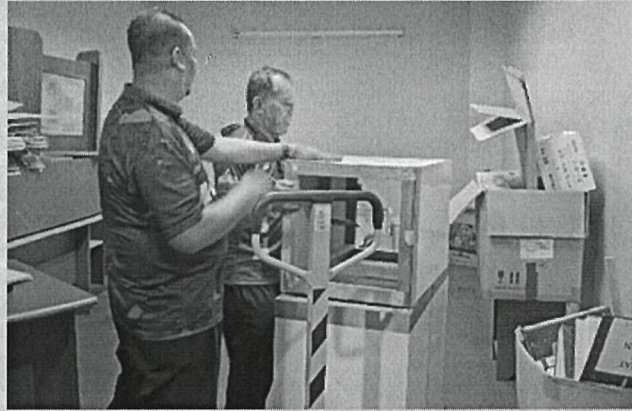
03



04

GAINS

- **Teamwork**



Teamwork is defined as the collaborative effort of individuals functioning as a team to accomplish shared goals with effectiveness. It integrates different skills, clear communication, sharing of responsibilities, and a clear orientation toward the goal of solving problems, enhancing innovation, and raising productivity. Apart from coordination, teamwork develops synergy and strengthens the relationships between coworkers, which are indispensable in dynamic work environments.

Susanti et al. (2020) and Ibrahim et al. (2021) identified the positive effect of teamwork, hence making it one of the important strategies toward the success of an organization in terms of employees' performance.

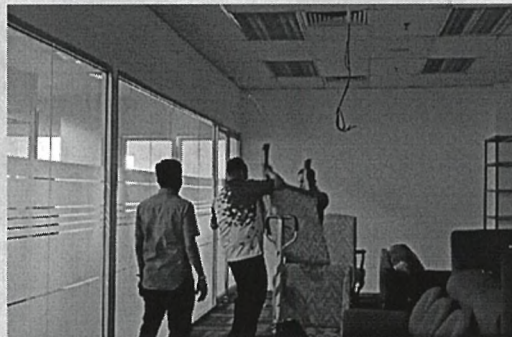
For example, when I was sorting the assets, they showed much concern about my safety and the safety of others. We shared information and guidance to ensure the process ran smoothly and were constantly updating each other on what needed to be done to prevent any risks. This cooperative spirit not only strengthens our bonds but also enhances work effectiveness and ensures that each asset is handled in safety and with efficiency.

- **Communication**



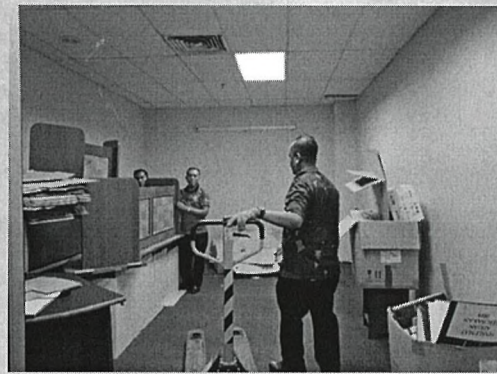
One of the most valuable skills and knowledge that I got from my internship in a statutory body is related to communication. At the very beginning, I realized that the possibility of using different styles of communication in formal and informal situations was imperative. My learning of how to speak properly at work has boosted my confidence and helped me to communicate with my colleagues, supervisors, and outsiders.

This has really helped me so far with my communication skills, considering I am an introverted person. Before this experience, it always seemed quite awkward for me to initiate a conversation or share what was going through my mind. However, the internship has been a chance to go out of my comfort zone and be able to work on these aspects within a considerate environment.

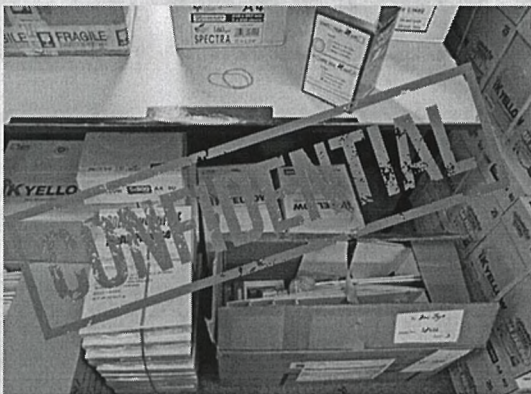


For example, while assisting the Building and Asset Management Unit, I frequently communicated with MCORP staff to ensure the asset transfer process proceeded smoothly and without misunderstandings. This experience has helped me build confidence and improve my communication skills, enabling me to convey information more effectively.

- **Multitasking**



Multitasking is one thing I gained during my internship. In the Administration Unit, I was able to learn how systematically to search for files, file documents properly, and understand the procedures to open and close related files. I also helped count and record inventory, thus experiencing directly inventory management that helped me to develop more organized and efficient organizational skills. I was also afforded the opportunity to contribute to the Building and Asset Management Unit, whereby I learned how to manage assets, including listing, recording, and ensuring the assets were properly maintained. I also helped in the asset transfer process, which involved communicating and coordinating with other staff for smooth transitions without misunderstandings or confusion. Such interaction developed my capacity for communication and collaboration, hence making sure that all parties are informed about processes. Generally speaking, this is a case not only of building technical skills but also of building confidence in order to handle challenges in the dynamic work arena.





CHAPTER 4

ISSUE & PROBLEMS

**4.1 EMPLOYEE DISSATISFACTION AND
LOW MORALE CAN LEAD TO THE RISK
OF POOR WORK QUALITY**

CHAPTER 4

ISSUE & PROBLEMS

4.1 EMPLOYEE DISSATISFACTION AND LOW MORALE CAN LEAD TO THE RISK OF POOR WORK QUALITY

Employee dissatisfaction and low morale significantly affect work quality and the general efficiency of an organization. This is because an employee who is not valued, overworked, or demotivated will ultimately have low productivity. This is brought about by poor management, overwork pressure, and no or limited chances for career growth.

Low morale generally causes mistakes and inefficiencies in all positions. Unmotivated employees may mishandle important tasks or delay processes, leading to miscommunication and workflow disruptions. These inefficiencies can lead to financial losses, operational challenges, and reduced service quality. Research indicates that low morale is associated with decreased productivity, increased absenteeism, and higher turnover rates.

The development of strategies by the management to promote job satisfaction, fair compensation, and career development opportunities will lead to recognition of employees. Role overload and poor job specification are other factors that, when not attended to, may result in job dissatisfaction and subsequent counterproductive behaviors. Clearly, the organization can reduce the chances of low morale, employee turnover, and poor performance by making progressive improvements in the work environment.



CHAPTER 5

SWOT ANALYSIS

5.1 ELEMENT OF SWOT

5.2 STRATEGIC RECOMMENDATIONS FOR IMPROVEMENT

CHAPTER 5

SWOT ANALYSIS

5.1 ELEMENT OF SWOT

What is Swot Analysis?

SWOT Analysis is a strategic technique whereby one evaluates Strengths, Weaknesses, Opportunities, and Threats associated with an organization, a plan, a project, a program, an individual, or any form of business activity. This is one of the most widely used techniques of strategic planning, as it evaluates both the internal and external factors affecting an organization. SWOT Analysis is recognized as an effective framework that helps in planning and managing organizational resources to achieve certain goals within a defined timeframe. Its main purpose is to develop business strategies that match existing internal capabilities with external conditions.

STRENGTH

- Diverse Skill Exposure
- Fresh Perspectives

WEAKNESSES

- Decreased Productivity
- Lower Job Satisfaction

OPPORTUNITIES

- Grants from the Federal Government
- Exchange opinions among PKEN

THREATS

- Customer Complaints
- Change of Government

STRENGTHS

According to Thompson and Strickland (1989), a strength is something an organization does well or a characteristic it possesses that gives it a substantial benefit or competency. Strengths are the internal factors, resources, or capabilities that provide an organization with some sort of competitive advantage. These elements are within the organization's control and play a major role in the realization of success while distinguishing it from competitors. Financial strengths may include access to capital, advanced technology, skilled staff, experienced management, strong brand awareness, and innovative products or services.

1. Diverse Skill Exposure

Diverse skills exposure involves the development and application of a wide variety of skills across different tasks, roles, or environments, enabling better adaptability, creativity, and problem-solving. In addition to encouraging staff to participate in training programs, cross-functional teams, workshops, and certifications, this strategy should provide employees with the opportunity to be involved in various responsibilities, such as project management, customer interaction, and solving technical issues. As a result, employees gain diversified skills, they manage a number of tasks with more skillfulness, and besides, it may encourage creativity, since there might be different point of views. All these factors ensure better opportunities for career development, enhance satisfaction, and thus increase retention. To organizations, varied skill exposure translates into a flexible and dynamic workforce that is able to respond to emerging needs and bridge gaps in skills-a great competitive advantage in fast-moving industries.

For example, Puan Hanis Haziqah is an engineer who was later transferred into the management services section under the unit of buildings and assets. She accepted that this role was very different from her original field of specialization in order to obtain a variety of new skills relevant to the management of such areas as renting of buildings, asset record and control, and processes applied in the facility management process.

This will not only help her in developing her skills but also give her a broader view of the operational and management requirements of the organization.

Second, this helps her in being flexible to other various duties. She may add major values to this transition because that makes an employee diversify when a person holds varieties of responsibilities relating to several streams of works done within a corporation. Variety skills development underscores importance for exposures and experiences pertinent in individual developmental platforms and or/ organizational processes and success stories.

2. Fresh Perspective

Movements within departments often bring fresh and innovative ideas among employees, even into management levels. Their various backgrounds and resultant thinking often ensure that creative processes are innovated to solve some of the operational problems, while improving teamwork.

This development, however, has its own share of problems. Employees might not possess all the necessary skills and knowledge to manage people right away; therefore, decision-making may be slower. Their new ideas may work in conflict with current ways of doing things and thus receive resistance from team members who had so far been used to doing things differently.

Even with these challenges, new inspirations can bring about giant leaps: organizations become more creative, flexible, and capable of handling even changes. Proper training and support will provide employees with the opportunity to shine in their new roles and ensure that their ideas pay off for the long-term growth of the business.

For example, the designation of En. Zaimi as an Assistant Engineer to this unit brings a lot of important knowledge and skills that enhance daily operations and help in making important decisions that will be done. Being an engineer himself, he can give practical suggestions on technical issues related to building and asset management.

For example, if there is an intent to install or upgrade an elevator, En. Zaimi will be able to advise on technical specifications, safety standards, and long-term maintenance costs. He can also select the most suitable design and ensure compliance with safety regulations and user requirements.

En. Zaimi's engineering expertise also enables him to identify potential issues early, preventing costly repairs. For example, he might recommend using more durable materials or equipment, which can reduce long-term expenses. Additionally, he can serve as a bridge between management and technical teams, ensuring well-informed and effective decision-making. While adapting to new responsibilities may be challenging, En. Zaimi's expertise has the potential to significantly improve the efficiency and effectiveness of the Building and Asset Unit.

WEAKNESSES

Weakness has always represented the lack of structure or competency to do something. It represents a disadvantage when compared to another entity or situation. In that sense, a weakness is a negative and unfavorable trait. Organizational-level weakness refers to the situation where an organization's ability or resources are not as strong as other organizations or competitors. In other words, organizational weaknesses are the areas in which the organization is less effective or efficient than the rivals. The weaknesses hurt the performance and drain the competitive advantages of an organization. Eventually, the organization would not be able to tackle the problems, seize the opportunities, or adapt to changed circumstances.

1. Decreased Productivity

Decreased productivity happens when employees are assigned tasks outside their area of expertise, leading to delays and inefficiencies. They might execute a task poorly because of a lack of technical know-how or skills; therefore, they take a lot of time and quite often require supervision or assistance from other people. This diverts resources and attention from other work. Mistakes may occur due to ignorance, hence poor quality. These inefficiencies cause bottlenecks, delay the entire department, and make one miss key deadlines for major projects. Eventually, this diminishes overall productivity, pressures other members, reduces morale, and upsets the organization's capability to meet its goals.

For example, Kak Ain was assigned to the administration unit without experience in managing office supplies and staff panel bills. She therefore takes more time to complete her tasks, requires constant supervision, and is courting the disaster of stock-outs and delayed bill payments. The other employees must, therefore, step in to help her with her work load, which impedes the general productivity of the department. This results in delays, inefficiencies, and extra pressure put on the team, all factors that definitely reinforce such a comment that productivity drops when employees have responsibilities outside of their expertise.

2. Lower Job Satisfaction

Lower job satisfaction occurs when employees are assigned roles that don't match their skills or expertise, leading to various challenges. In cases where the role requires them to handle very easy tasks, they feel underutilized, while their inability to perform at a task level beyond their skillset makes them overwhelmed. They could show frustration and disengagement if there is difficulty in finding meaning or confidence in their work. Long term, this would bring down morale, reduce motivation, and productivity. This dissatisfaction will not only affect the person but also their team, by creating a bad working environment, and hence overall performance. Organizations need to make sure that the roles are fitting to keep people satisfied and engaged.

For example, if an employee working in the building and asset unit is transferred to the admin unit to handle the filing work, they may face some problems because their previous experience did not include this type of work. Here, they have to maintain several files, remember their numbers, and learn how to maintain the documents properly.

They may feel overwhelmed by the number of files and the specific details one has to remember since they are not used to the filing system. They will find it hard to locate the right files faster enough; therefore, their task completion may be delayed. Mistakes such as misplaced documents or forgotten important numbers associated with the files might occur. This might frustrate both the employee and other colleagues who depend on such documents.

As a result, the employee may be stressed and disengaged due to not feeling comfortable in his or her new position.

OPPORTUNITY

An opportunity is a situation or condition appropriate for taking action. It constitutes an advantage, serving as the motivation for the occurrence of activities, and has a positive, favorable quality. To organizations, an opportunity involves a good time or situation the environment advances toward helping it realize its goals. Opportunities come through analyzing the organization's surroundings for the purpose of producing positive outcomes. The potentiality of growth and success for any organization lies greatly in a busy and competitive working environment.

1. Grants from the Federal Government

Federal grants refer to a kind of financial support that the federal government allocates to individuals, organizations, companies, or state and local governments for implementing projects or programs. They typically finance problems that serve public purposes, like higher public service delivery, research, economic development, and community projects. The money is allocated through agencies and given to eligible applicants upon receipt of an excellent proposal. These grants support such activities as construction, research, or provision of a service, like healthcare or education. The long-term benefits include enhanced living standards, improved public services, or technological advancements. Federal grants are not repayable, but with very stringent rules on how the funds are to be used; recipients report on their progress and ensure that government guidelines are complied with.

Example: Ambassador Village. Ambassador Village is a residential land development area in Ayer Keroh, Melaka. This area offers bungalow lots of various sizes, suitable for residential construction. Its strategic location near major amenities such as the SPA Highway, MITC, and Melaka Zoo makes it an ideal choice for those looking to own a home in a rapidly developing area. Located within easy accessibility and well-planned surroundings, Ambassador Village is one of the development projects that could attract property buyers in Melaka.

2. Exchange opinions among PKeN

The exchange of opinions among PKNs encompasses the sharing of ideas and experiences that will be helpful in decision-making for better project outcomes. It allows corporations to learn from each other, discuss challenges, and identify strategies that are effectively viable for attaining common development goals. Representatives share varied perspectives and successful practices through organized meetings, forums, or workshops.

The results of such networks could be the coming up with innovative strategies, polished policies, better project designs that may result in joint initiatives, and the use of best practices. For example, one corporation may use another's successful business model.

Ultimately, this will enhance the effectiveness and efficiency of state development projects, improve the relationship between agencies, and boost problem-solving ability, ensuring that state corporations have the necessary capacities to deal with development challenges in order to provide sustainable growth in the communities they serve.

For example, Sukan Gemaputera is not only a venue for promoting healthy living and sportsmanship, but it has also allowed the exchange of ideas and experiences with regard to participants' respective organizations since all PKENs from every corner of the country send representation to the event. Discussions can lead to ideas, best practices, challenges regarding financial management, implementation of projects, and strategies that can help attract investors. The outputs of these exchanges are recommendations to improve work schemes, adaptation to new technologies, and planning cooperation between PKNs. As a long-term result, such an approach turns into better organizational efficiency, professional closeness amongst PKNs, and overall benefits in the state development owing to new concepts and initiatives earned.

THREAT

Factors or circumstances that exist externally, which may impede an organization, project, or individual or cause damage to it. Threats, in contrast with weaknesses, are factors outside an entity's direct control and therefore differ from weaknesses, which may often be addressed internally. It could emanate from changes in the market, economic conditions, the actions of one's competitors, technological development, or consumer trends.

1. Customer Complaints

Customer complaints can give a company's brand a serious beating, especially in the digital era when information is like wild fire. Most often, the grievances originate from disappointing service, damaged goods, delayed delivery, or unprofessional customer service. Bad reviews and critical feedback, if unsatisfied consumers voice their issues on social media, review sites, or official complaint channels, spread in no time to probably a very large audience. This would result in a loss of consumer confidence, reduced sales, and eventually a diminished brand image.

A complaint about a roof leak for premises managed by Perbadanan Melaka has been filed upon the occurrence of heavy rain. The tenant mentioned that the leaking disrupts their business operation processes and may potentially damage equipment and things on the premises. He is therefore requesting MCORP to take prompt action to fix this problem.

2. Change of Government

Where the federal government organization cannot control its members of the board, specific laws regulating public organizations have specific rules and regulations that are followed. Board members are typically nominated by government representatives to ensure the organization's operations and objectives conform to government objectives and public service. While these processes limit an organization's flexibility in terms of choosing the right membership for their needs, this allows them to become more transparent and accountable to the public.

On the other hand, this system also carries a number of risks for an organization: government-nominated board members may lack relevant expertise, slowing down decision-making and the development of less effective strategies. Similarly, appointing a CEO from outside the organization, at variance with its culture and processes, might lower employee morale and weaken the connection between leadership and staff. For instance, if the chief executive officer introduces changes without taking into consideration what the organization needs, then workers may feel devalued and less motivated in their performance. These issues could harm the organization's efficiency and cohesion, even as it remains under public scrutiny.

4.2 STRATEGIC RECOMMENDATIONS FOR IMPROVEMENT

INTERNAL/EXTERNAL	STRENGTHS	WEAKNESS
	<ul style="list-style-type: none"> • Diverse skill exposure (S1) • Fresh perspectives (S2) 	<ul style="list-style-type: none"> • Decreased productivity (W1) • Lower job satisfaction (W2)
OPPORTUNITIES	SO	WO
<ul style="list-style-type: none"> • Grants from the federal government (O1) • Exchange opinions among PKeN (O2) 	<ul style="list-style-type: none"> • SO1: Strengthening Collaboration and Knowledge Sharing with PKeN (S1, O2) • Leveraging Employee Skills and Ideas for Organizational Growth (S1, S2, O1) 	<ul style="list-style-type: none"> • Enhancing Employee Satisfaction: Strategies for a Supportive Workplace (W1, O2)
THREATS	ST	WT
<ul style="list-style-type: none"> • Customer Complaints(T1) • Change of Government (T2) 	<ul style="list-style-type: none"> • Enhancing Customer Complaint Management through Diverse Skills and Fresh Perspectives (S1, S2 T1). 	<ul style="list-style-type: none"> • Enhancing Productivity and Customer Satisfaction Through Strategic Improvements (W1, T1)

1. SO Strategy

SO1: Strengthening Collaboration and Knowledge Sharing with PKeN (S1, O2)

A special team formed to work with PKeN will definitely help in improving teamwork and sharing ideas within the organization. Detailed discussions and learning from their best practices will be ensured accordingly. The employees need to have pre-discussion sessions before attending PKeN meetings, present their ideas, and share insights. Training in communication and teamwork will also definitely help them put across their point of view while working in teams. It can support continuous learning within the organization by organizing forums and seminars with PKeN representatives and experts on challenges and new opportunities. By offering incentives or career growth, rewarding employees will lead to motivation and a more active contribution of useful ideas. The suggested steps thus enable the organization to relate closely with PKeN, utilize the skills of the employees to their fullest, and grow in a sustainable manner.

SO2: Leveraging Employee Skills and Ideas for Organizational Growth (S1, S2, O1)

The organization will benefit through employees' diverse skills S1 and new ideas S2 that best utilize the opportunity to share insights with PKeN O1. In practicing this, regular internal discussions should be held before the PKeN meetings, allowing the employees to prepare and enhance their ideas for better contributions. Additionally, communication and teamwork training can help employees share their thoughts more clearly and work together more effectively. Encouraging employees to share new and creative ideas will help the organization adopt best practices and improve how work is done. To enhance innovation even more, the organization can create an idea submission platform where employees can suggest improvements and get feedback. Keeping pace with industry trends and updates from the PKeN discussions will also allow the organization to adapt and grow in a sustainable manner. These steps will allow the organization to establish a more dynamic and innovative work environment, increasing collaboration and efficiency.

2. ST STRATEGY

ST1: Enhancing Customer Complaint Management through Diverse Skills and Fresh Perspectives (S1, S2 T1).

Diverse skill exposure (S1) and fresh perspectives (S2) can help the organization address customer complaints (T1) more effectively. Employees with various expertise can provide more effective responses to customer issues, ensuring that problems are resolved quickly and properly. Additionally, fresh perspectives allow staff to approach complaints with unique solutions, enhancing service quality and customer satisfaction.

To improve further, the organization should implement regular customer service training to ensure employees are well-equipped to handle complaints efficiently. A structured feedback mechanism will assist in systematically tracking customer issues and finding solutions to avoid repeated complaints. Teamwork and sharing of knowledge among employees will lead to a more responsive and adaptive service environment. Moreover, identifying and rewarding employees for effective handling of customers' complaints will encourage the workers to offer excellent service. From this, the organization gains a good reputation, the negative feedback will reduce, and customers will be loyal as well as satisfied.

3. WO STRATEGY

WO1: Enhancing Employee Satisfaction: Strategies for a Supportive Workplace (W1, O2)

The organization should attend seminars, meetings, or networking organized by PKEN to understand how other organizations deal with employee appreciation, professional development opportunities, and improvement in communication between management and staff. Sometimes, understanding how others have dealt with similar situations may spark the solution to employee concerns.

Moreover, the establishment of an employee feedback system will give them a way of raising their ideas and comments without inhibition, thus bridging the communication gap. Team-building activities or other social events in celebration of the employees will build bonds and a sense of belonging by the employees to the organization. Some recognition programs like the "Employee of the Month" or small awards for anything accomplished will make the employees appreciated and motivated. By incorporating these strategies, the organization can begin to enhance job satisfaction, develop a much happier workforce, and improve performance and teamwork.

4. WT STRATEGY

WT1: Enhancing Productivity and Customer Satisfaction Through Strategic Improvements (W1, T1)

To further enhance productivity in tune with customer satisfaction, the organization should implement measures that facilitate ease of work and invest in technology for automating repetitive tasks. Training programs to enhance employee efficiency must also be provided. Well-established performance metrics, along with periodic reviews, will ensure accountability and continuous improvement.

Additionally, a culture of collaboration and open communication can be developed within teams to reduce bottlenecks and encourage information sharing for greater productivity. The prioritization of employee well-being through workload management, flexible scheduling, and mental health support may reduce burnout, which is usually a damper on productivity.

The organization should also be active in terms of customer complaints through a responsive customer service system. Such responsiveness will minimize the impact of internal productivity challenges on customer satisfaction through quick problem resolution and proactive communication that will help strengthen customer relationships and contribute toward overall organizational success.

CONCLUSION

Eventually, this internship in Perbadanan Melaka MCORP proved to be a great transformative experience that molded my personal and professional life. The friendly and encouraging environment helped me to develop many valuable skills while getting first-hand exposure to the workplace. I am very grateful to MCORP, which has been a venue for hands-on work exposure, putting theory into practice in a natural working environment to understand the practical aspects of office administration.

This internship has significantly built my confidence and adaptability. On the first day, I introduced myself to the team, which helped me in gaining my communication skills and building better relationships with coworkers. Over these 24 weeks in MCORP, the staff guided and supported me continuously to ensure that I learn effectively and contributed to the team. Days moved, each filled with interesting work, from administrative support to management of asset records-things that really motivated me and made me want to learn.

All in all, the time I have spent within MCORP has been an amazing learning path, which increased my passion for the industry and gave me so much practical important skills. Further, this internship has enriched not only my academic and career profile but also made me more confident and determined toward new challenges, with a sound platform of workplace practices.

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APPENDICES

