



اوتو سيني تيكنولوݢي مارا
UNIVERSITI
TEKNOLOGI
MARA

Fakulti
Pengurusan
dan Perniagaan

INDUSTRIAL TRAINING REPORT (MGT666) AT MELAKA SENTRAL SDN. BHD.



12 August 2024 - 24 January 2025



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PROGRAM

BA242

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Setuju



Tidak Bersetuju

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Nama Pelajar	NUR ATHIRAH BINTI ROSSAMRI		
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Tajuk Laporan	Industrial Training Report At Melaka Sentral Sdn Bhd	Nama Syarikat	Melaka Sentral Sdn Bhd

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Yang Benar



.....
Nama Pegawai : **BADRUL HISAM BIN MD SHAH**
Jawatan : **PENGURUS BANGUNAN**
No. Tel. : **MELAKA SENTRAL SDN BHD**
No. Faks : **Management Office**
Jalan Tun Abdul Razak, Peringgit,
75300 Melaka.

Cop jabatan/organisasi:





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EXECUTIVE SUMMARY



Melaka Sentral Sdn Bhd provided me with invaluable practical industry experience over the course of six months. This report includes a company profile, which provides information on the company's history, organizational structure, products or services, location, mission, and objectives. The company focuses on retail lot rentals, taxis, bus terminal operations, and visitor promotion. Next, in the training reflection, I mentioned I was assigned to be in the accounting and administrative departments. Working in the company has made me improve a lot of things to escape my comfort zone be confident and have good problem thinking solve and decision-making making for every situation also learned new things such as my soft skills as I completed all the tasks given by my supervisor. The company also has offered me benefits which are allowance and knowledge on handling the task. Furthermore, to complete the company analysis, I used SWOT analysis to measure the company's performance as a whole. This SWOT analysis analyzes the current situation by internal strengths and weaknesses also external opportunities and threats. Therefore, discussion and recommendation can be made as the company analysis is ready which aims to improve the company business growth and performance that is affected by some issues and problems. Lastly, through addressing its current difficulties and implementing the recommended solutions, Melaka Sentral can maintain its status as Malaysia's primary transportation hub. These strategic enhancements will increase the terminal's operational efficiency, stimulate economic growth, and support sustainability objectives. Furthermore, they will considerably improve the user experience, ensuring long-term profitability, robustness, and relevance in the highly competitive transportation industry.

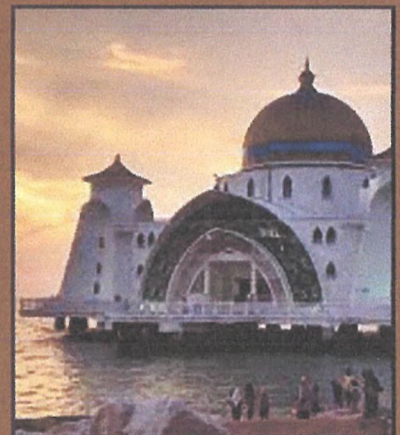
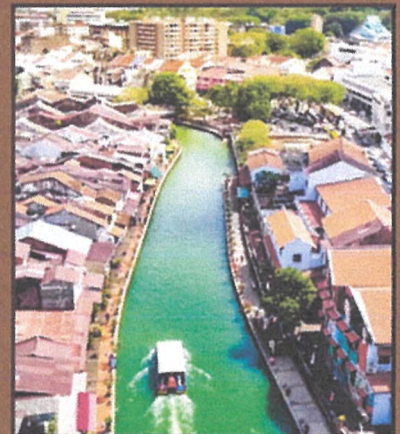
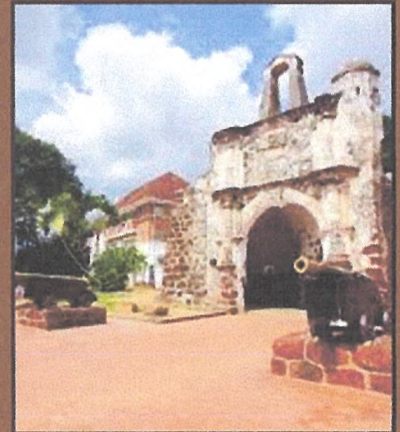
1.0 ACKNOWLEDGEMENT

First and foremost, we express our gratitude to Allah for granting us the strength, knowledge, and understanding to complete this project. His love has been our constant source of sustenance and support.

I would like to express our deepest gratitude to Puan Zunaidah Binti Ab Hasan, the respected lecturer for this assignment. Her invaluable support and advice has been an incredible motivation for me. She provided important encouragement and clear guidelines for my Industrial Training Report (MGT666) assignment through various consultations.

Her enthusiasm and dedication have inspired me a lot and contributed greatly to my work. I would also like to thank her for sharing some relevant examples that enriched our understanding of the assignment topic. In addition, I would like to thank the Industrial Training Unit for offering this course, Industrial Training Report (MGT666). It has allowed me to deeply engage with the basic concepts of futures and investment options and use this knowledge effectively.

Finally, I am grateful to Melaka Sentral's management for providing me with the opportunity to perform a practical for 6 months and gain a wealth of knowledge that I was able to apply in the real work environment, allowing me to be a high-quality and ethical employee. The encouragement of friends and family who always assist me at all times in completing my task within the stipulated timeframe





NUR ATHIRAH ROSSAMRI

OVERVIEW

The Bachelor of Business and Administration (Hons) Finance program at University Teknologi Mara is ideal for applicants with strong financial analytical skills and an interest in investment strategy. Aiming to apply academic knowledge to real-world situations, with strong analytical skills, financial modeling experience, and a proactive approach to successfully contribute to your team. Looking for a training placement starting from 12th August 2024, and ending 24th January 2025.

LANGUAGES AND SKILLS

Malay : Native Language
English : Highly Proficient
Arabic : Basic

Microsoft Office : Advance
Chart Nexus Software : Basic
Canva : Advance

PERSONAL INFORMATION

REFERENCES

Miss Nurhaslinda binti Hashim
Senior Lecturer
Faculty of Business & Management
UiTM Bandaraya Melaka

Encik Amirudin bin Mohd Nor Senior
Lecturer
Faculty of Business & Management
UiTM Bandaraya Melaka

WORK EXPERIENCES

Factory Operator (Part-time)

Rao Packaging Industries Sdn. Bhd. | 2022

- Maintain the machinery and equipment utilised in the product manufacturing line.
- Monitoring the quality of zipper plastic in excellent shape and according to the established criteria.
- Properly position the products in line with the order given by the client.

EDUCATIONS

Universiti Teknologi Mara, Kampus Bandaraya Melaka, Melaka

Ongoing
Bachelor of Business Administration (Hons) Finance
CGPA:

Universiti Teknologi Mara, Kampus Alor Gajah, Melaka

2019-2022
Diploma in Banking Studies
CGPA: 3.67

AWARDS AND ACHIEVEMENT

- Degree Dean's List Award for Semester 2 and 4. (2022 and 2023)
- 2 nd place, Cheerleading on Sukan Antara Program (SAP). (2023)
- Participated in the Newscaster Competition. (2023)
- Participated in Derivatives Virtual Trading Challenge (DVTC 2022). (2022)
- Diploma Dean's List Award for Semester 1,2,3,4 and 5. (2019 – 2022)
- Vice Chancellor Award UITM (2022)
- Participated in ITAC 2024 Competition (2024)
- Participated in Webinar Ceo Talk of RHB Islamic Bank Berhad (2021)
- Participated in Biz Talk Webinar Trend of Credit Management after Pandemic (2021)



Time To
Travel



3.0 COMPANY'S PROFILE



Name of Company



Melaka Sentral Sendirian Berhad



Location



Jalan Tun Abdul Razak, Peringgit,
75300, Melaka



**Operation
Hour**



8.30 a.m. - 5.30 p.m.

3.0 COMPANY'S PROFILE



Mission

- ✿ Offering the people of the State of Melaka commercial possibilities by building a business complex with effective management and top-notch customer service, as well as by providing integrated transit amenities through smart and modern infrastructure.



Vision

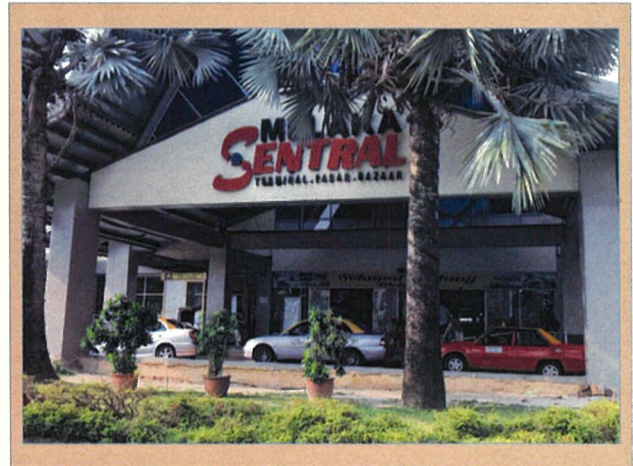
- ✿ The development of a disciplined and well-organised transport network across Malaysia, especially in the State of Malacca.
- ✿ Tenant satisfaction is always the first focus, along with opening doors for small and medium-sized business owners.
- ✿ Dedicated to giving the concerned party a good return and repaying the debt.



Objective

- ✿ The creation of an organised and controlled transport system across Malaysia, with a focus on the State of Malacca.

3.1 Company Background



The construction of the bus terminal, with a budget of RM 610,000, commenced in February 2003 and was completed within a year. It officially opened its doors to the public on 14 May 2004, marking the end of a swift and efficient development process.



The terminal is 46.6 hectares in size and has tall roofs. The inside of the building is cheery and inviting because of the lofty roofs that let in an abundance of natural light. Since less artificial lighting is used during the day, natural light also contributes to energy conservation. The terminal's design combines functionality and aesthetic appeal.



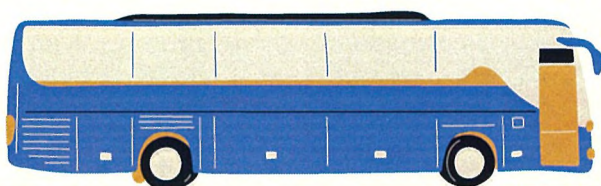
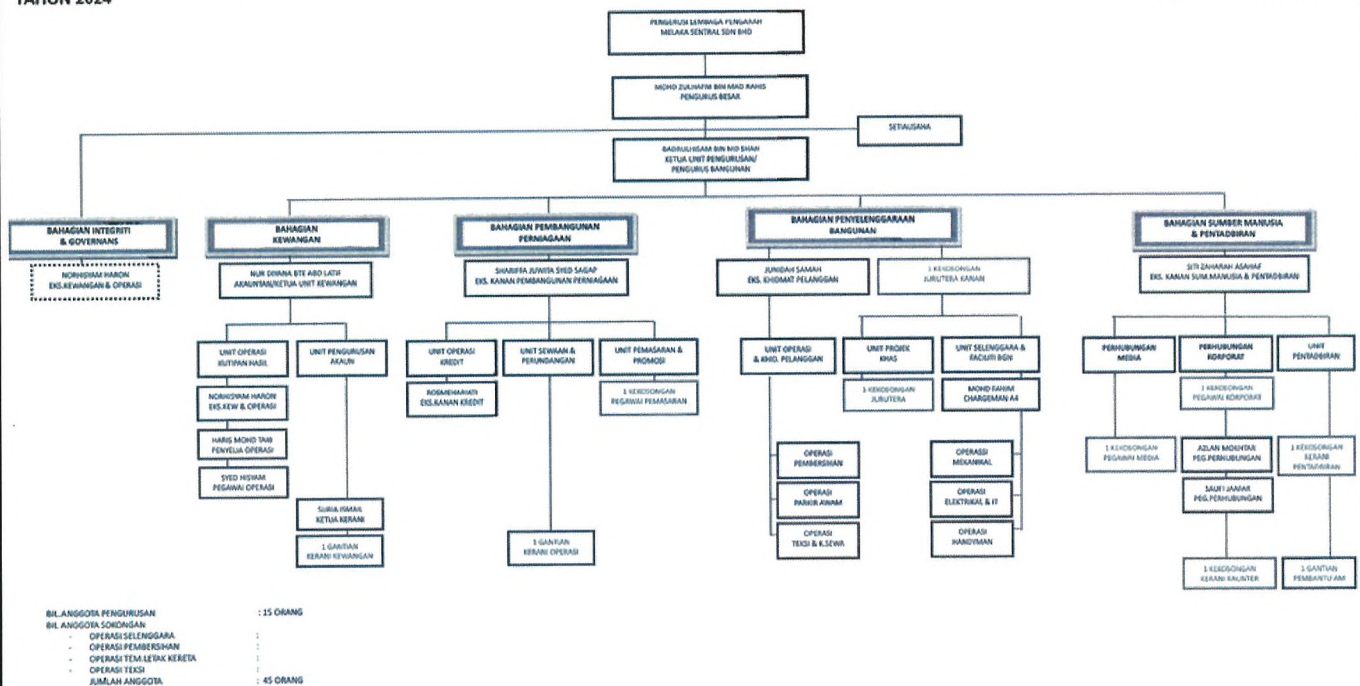
Former Melaka Chief Minister YAB Datuk Seri Hj Mohd Ali Rustam influenced the design of the integrated transportation terminal, which integrates features of a traditional Malay home while also reflecting KLIA's structural architecture.



The terminal is entirely air-conditioned and is regarded as one of Asia's best for its modern amenities and comfort. It also has a well-maintained fleet of taxis, which ensures that customers have reliable and comfortable transportation.

3.2 Organizational Structure




**CARTA ORGANISASI
MELAKA SENTRAL SDN BHD
TAHUN 2024**



3.3 Product /Services Offered




Rental of shop lots



-  Encouraging small entrepreneurs to start their own businesses through choosing a suitable store lot.
-  Give facilities that allow merchants to do business over prolonged periods of time, allowing them to operate more effectively and serve to their consumers during longer hours.
-  Rent out merchant store lots that pay monthly for earning financial resources.



Terminal bus operation

-  Provide public transportation for passengers to their destinations, whether interstate or domestic.
-  Using a centralised ticket system to make it easier for people to purchase bus tickets through machines or ticket counters.
-  Establish a comfortable and roomy waiting place for visitors to stay while they await for the bus.

3.3 Product /Services Offered

Taxi operation



Taxi drivers take clients to their desired locations, delivering safe and timely transportation for a wide spectrum of people around the city.



They perform an important role in connecting people to diverse areas, whether for business, recreation, or crucial tasks, while satisfying each passenger's individual demands along the route.



Taxi services cater to a variety of demands, such as more luggage space or accessible cars for clients with mobility issues, resulting in a flexible and customer-focused solution.



Advertisement



Promoting commercials entails carefully generating and disseminating messages in order to raise brand recognition, attract new consumers, and retain existing ones.



Crafting interesting content that connects with target audiences, using eye-catching imagery, and offering clear calls-to-action that stimulate interaction or sales are all components of effective advertising promotion.



Advertising may increase revenue, improve customer retention, and create a lasting impression in the minds of consumers.

4.0 TRAINING'S REFLECTION



I would like to share the training I received at Melaka Sentral Sdn Bhd over 24 weeks, beginning on August 12th, 2024 and ending on January 24th, 2025. As is customary, this company operates solely during the week, from Monday to Friday. The operating hours are 8 hours, beginning at 8.30 a.m. and ending at 5.30 p.m. Our lunch break lasts one hour and consists of two sessions: 12.30 p.m. to 1.30 p.m. or 1.30 p.m. to 2.30 p.m. for meal and prayer.

As a financial clerk assistant, I worked in Melaka Sentral's accounting and administration department. The administration department is primarily responsible for overseeing administrative workers and dividing roles to ensure performance, as well as coordinating office activities and operations to ensure efficiency and compliance with business standards, whereas the accounting department is responsible for invoicing and billing, budgeting, financial reporting, and payroll. In addition, as a financial clerk, I am responsible for providing the proper format for letters and memos, preparing documents for meetings, filing various documents in cabinets, sending emails to clients, updating the data of Touch N Go and E-wallet of parking zones A and D, and providing monthly parking collection reports. My daily office tasks include keeping keys in the data collection Touch N Go and E-wallets for Zones A and D, filing for document trader leasing, recording collecting data in the Quickbook system, and providing customer and trader assistance at the information counter.

In addition to my regular responsibilities, I handle a number of critical jobs to guarantee that operations run smoothly. I am in charge of updating the pricing stamp on bathroom receipts, changing the amount from RM 0.30 to RM 0.50. I also update and deliver offer letters to traders, ensuring that all terms are explained clearly and consistent with our policies. Further, I create and update monthly reports on data gathering for Touch 'n Go and e-wallet transactions to ensure correctness and timely submission. I also handle consumer calls, answering their questions and resolving difficulties swiftly. My goal is to give the finest solutions to suit customer needs while maintaining high levels of satisfaction.

After spending more than six months immersed in the practical industry, I obtained a lot of essential knowledge and hands-on experience that has greatly influenced my professional and personal development. This period allowed me to gain a thorough understanding of the fundamental principles of company operations management, such as resource allocation, workflow optimisation, and team coordination. Furthermore, I learnt how to approach and solve complicated problems using strategic thinking and practical solutions, which improved my problem-solving and decision-making abilities also I received the allowance every month which was offered by the company.

5.0 SWOT ANALYSIS

Strengths

- ◆ Implementing a comprehensive and systematic public transportation system.
- ◆ Establish a smart centralised ticketing system to serve bus passengers.

Weaknesses

- ◆ Expensive maintenance and repair expenditures for terminal buildings.
- ◆ High levels of unresolved debt impacting financial stability.

SWOT ANALYSIS

MELAKA SENTRAL SDN BHD

Opportunities

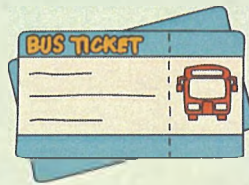
- ◆ Primarily an outlet shopping centre for the community public and visitors from abroad.
- ◆ Renowned as one of the greatest private transport terminals in Malaysia.

Threats

- ◆ Inadequate terminal development structure.
- ◆ Poor traffic flow system

6.0 DISCUSSION AND RECOMMENDATION

6.1 Strength



- ✓ Melaka Sentral Terminal plays an important role in urban mobility by providing efficient and accessible transportation alternatives for passengers travelling within and between cities with systematic. This terminal serves to minimise congestion, emissions, and improve connection, resulting in a more living and sustainable urban environment. Melaka Sentral, with options ranging from buses to other modes of public transport, fosters economic growth and environmental sustainability, making it a valuable asset for the area (Turn2Engineering, 2024).
- ✓ These terminals are designed to handle large numbers of passengers and include necessary amenities such as seating, the ticketing system machines, and clear signage, while modern fare collection methods such as contactless payment systems, mobile apps, and smart cards reduce the need for cash handling. The vehicles employed are fuel-efficient, ecologically friendly, and capable of carrying large numbers of people, which promotes both convenience and sustainability in public transit (Turn2Engineering, 2024).
- ✓ This terminal has a sophisticated, centralised ticketing system for bus passengers, with each paid passenger receiving a boarding card that allows entry to the departure gate. Each entrance point has passenger and trip information displays, as well as a QR code scanner. To obtain admission to the departure hall's waiting area, passengers just scan their QR code at the entry scanner (PAJ, 2024).
- ✓ The system allows staff to monitor ticket progress, adjust statuses, and engage with customers directly, and it logs all actions for a clear and complete record. The system's reporting tools provide useful insights into response times, resolution rates, and customer satisfaction, allowing firms to continuously improve support quality (Inabo, 2024).

6.0 DISCUSSION AND RECOMMENDATION

6.2 Weaknesses





- 🚨 According to Suffian, buildings in Malaysia are built in accordance with British standards and under close supervision. However, the maintenance system in these structures remains inadequate, as building maintenance in Malaysia focusses mostly on technical service systems. As a result, poor and inadequate maintenance might cause additional damage and costly repairs. Furthermore, insufficient and incorrect maintenance might jeopardise the health and safety of residents or users (Angelina, 2015).
- 🚨 The Melaka Sentral bus terminal is currently facing challenges in providing adequate maintenance management services, largely due to the high costs involved. This financial constraint affects the regular upkeep and repair of essential facilities, impacting the terminal's cleanliness, functionality, and safety standards. Without consistent maintenance, facilities such as seating areas, restroom amenities, lighting, and structural elements like floors and roofs may deteriorate over time (A Hamid, 2023). This can lead to inconveniences for passengers, potential safety hazards, and a less welcoming environment for travellers. The lack of proactive maintenance may result in increased repair costs and damage control, putting additional strain on the terminal's budget and perhaps lowering the overall quality of service given to the public.
- 🚨 Remaining debt refers to the outstanding amount owed to creditors after partial payments have been made, including loans, credit card balances, unpaid bills, and other financial obligations. The longer these debts take to repay, the more the total repayment amount grows due to accumulating interest and fees. To avoid the burden of increased costs and the challenges of meeting payment deadlines, it's often wise to explore effective debt solutions to manage or eliminate outstanding balances, especially if staying current on payments has become difficult (PayPlan, n.d.).
- 🚨 Melaka Sentral is now experiencing a serious difficulty with outstanding debt, which has resulted from costs that continuously exceed revenue. This financial imbalance has been compounded by taking out bank loans to pay operating expenses. As a result, Melaka Sentral now faces short-term debt commitments to suppliers, putting extra strain on its liquidity and overall financial health.


6.0 DISCUSSION AND RECOMMENDATION


6.3 Opportunities



 Melaka Sentral is a busy shopping destination for both locals and foreign visitors, featuring a selection of outlet stores aimed for people wishing to save money without sacrificing variety or quality (Outletshoppers, n.d.) . Customers may browse a diverse assortment of reduced items, such as apparel, food, accessories, electronics, and much more. Beyond exceptional bargains, this terminal offers a comprehensive shopping experience with a variety of alternatives to suit everyone's preferences and demands.

 This terminal has the potential to develop into a major commerce and community hub, drawing visitors, increasing local spending, and creating employment. Strategic brand alliances and numerous shop alternatives may increase its attractiveness, whilst community activities and contemporary facilities provide a more engaged experience. It serves as a transportation centre, connecting travel and retail, enabling people to explore, shop, and dine, so boosting the local economy and community.

 Melaka Sentral, Malacca's primary transportation hub, connects the city to important Malaysian locations such as Kuala Lumpur, Johor Bahru, and Ipoh, making it simpler for residents, tourists, and business travellers to get there. The terminal, which opened in 2004, is properly separated into express and local bus sections, making it more convenient for everyday commuters while also providing economical transit choices for individuals without own automobiles (Tiwari, 2024).

 This accessibility benefits students, workers, and low-income people while also boosting economic growth by increasing foot traffic to local businesses like restaurants and retail outlets. Furthermore, by supporting public transit, Melaka Sentral helps minimise traffic congestion and pollution, which benefits the environment. For travellers visiting Malacca's UNESCO World Heritage sites, the terminal provides convenient transport alternatives that boost the region's tourism attractiveness and general economic growth (Tiwari, 2024).

6.0 DISCUSSION AND RECOMMENDATION

6.4 Threat





- ❗ Inadequate terminal development owing to sedimentation creates substantial operational and financial issues, particularly for facilities such as ports and bus terminals. silt buildup can choke vital water channels, disturbing the flow and accessibility required for smooth port operations, whereas silt accumulation at land-based terminals can restrict available space, affecting storage and vehicle traffic areas. These impediments frequently demand regular and costly maintenance, such as dredging or cleaning, depleting resources and increasing operational costs (Unescap, n.d.).
- ❗ Sedimentation has a substantial impact on terminal development in numerous ways. It limits capacity by reducing the effective space in waterways or storage facilities, hence restricting the amount of cargo or vehicles that can be accommodated. Furthermore, constant dredging and maintenance are necessary to remove silt, which may be both costly and time-intensive. Sediment accumulation also causes operational inefficiencies, such as obstructions that slow down operations, resulting in delays and increased operating expenses (Unescap, n.d.).
- ❗ A bad traffic flow system leading to a bus terminal can have various negative consequences for a transportation firm. Traffic congestion near the terminal can create delays for buses arriving and departing, resulting in lengthier travel times and irregular timetables. This has an influence on customer satisfaction since customers face annoyance and decreased reliability, which may discourage them from utilising the service again in the future. Delays can also raise fuel consumption and operational expenses since buses spend more time idling or driving through congested traffic (Chien, 2013).
- ❗ Furthermore, inadequate traffic management near the bus station can cause cars to wear out more quickly. Frequent pauses, sluggish travel through traffic, and persistent idling put additional pressure on bus engines, brakes, and other mechanical components, increasing the need for repairs and replacements. This increased pressure not only raises maintenance costs, but it also increases the likelihood of frequent breakdowns, which can result in service outages and unexpected downtime, further disrupting operations (Chien, 2013).

6.5 RECOMMENDATION

Improve Physical Accessibility and Inclusivity





 To improve physical accessibility at Melaka Sentral, more ramps, lifts and tactile pavement should be installed throughout the station to better accommodate people with mobility issues. These modifications should make all locations, including ticket desks, restrooms, waiting spaces, and boarding platforms, fully accessible to wheelchair users and those who require assistance. Tactile paving must be strategically placed to guide visually impaired people securely and quickly through the terminal, ensuring a smooth and inclusive travel experience for everyone (New Straits Times, 2021).

 To maintain their long-term effectiveness, these accessibility enhancements must be implemented alongside regular maintenance. Staff training programs should also be implemented to provide personnel with the necessary abilities to assist passengers with a variety of requirements, resulting in a friendly and supportive environment. By implementing these steps, Melaka Sentral can become a model of inclusive transport infrastructure, providing a smooth and dignified travel experience for all.

Mobile App Integration For User



 The app can provide real-time information about bus schedules, such as projected arrival and departure times, delays, and route changes. This tool allows passengers to effectively plan their journeys while minimising waiting periods. Furthermore, the app can provide seat availability for forthcoming trips, allowing users to make more informed choices when reserving or boarding buses. Digital ticketing should be a fundamental feature of the app, allowing passengers to buy, store, and validate tickets straight from their devices(Sathish, 2023)..

 To accommodate Melaka's diverse population, the app should prioritise accessibility by integrating features like text-to-speech for visually challenged users, customisable font sizes, and support for numerous languages. The app's feedback options will allow users to report difficulties, suggest changes, or score their travel experience, establishing a direct communication channel between passengers and service providers (Sathish, 2023).

STRENGTH

6.5 RECOMMENDATION

Implement Preventative Maintenance Programs



- ✂ A bus terminal's HVAC systems, plumbing, electrical components, and structural elements must be inspected and maintained on a regular basis to ensure their reliability. These proactive procedures entail frequently inspecting equipment, identifying possible concerns like as leaks, corrosion, or electrical failures, and intervening in a timely manner before problems progress into costly breakdowns. By addressing wear and tear early, these practices not only extend the lifespan of critical systems but also minimize service disruptions, enhance safety, and reduce the financial burden of emergency repairs (FTMaintenance, 2021).
- ✂ Producing a thorough maintenance schedule for critical systems entails producing a detailed plan that specifies particular maintenance operations, their frequency, and the resources required to assure the continuing functionality and efficiency of vital infrastructure. Furthermore, using historical data from similar facilities can provide significant insights into common wear patterns, average equipment lifespan, and prospective issues that may necessitate more frequent maintenance. Facility managers can create a customized, data-driven schedule that optimizes system performance, reduces unexpected failures, and extends the life of critical assets (FTMaintenance, 2021).

Budget For Capital Improvement



- 📦 Budgeting for capital improvements in a bus terminal entails allocating funds expressly for large-scale repairs, renovations, or replacements of vital infrastructure and systems that will ensure long-term functionality and operational efficiency. This procedure necessitates a thorough examination of the terminal's current condition, including structural elements, HVAC systems, electrical networks, and passenger amenities, in order to identify areas that require major investment (Riderta, n.d.).
- 📦 Creating a multi-year capital improvement plan enables project prioritisation based on urgency, predicted costs, and anticipated advantages, such as improved safety, expanded capacity, or energy efficiency. Contingency reserves must be included in the budget to cover unexpected expenses, as well as exploring funding options such as government grants, public-private partnerships, or transit-specific subsidies. A well-planned capital upgrade budget not only extends the terminal's lifespan, but also meets the expanding needs of passengers and assures compliance with changing regulatory standards (Riderta, n.d.).

WEAKNESSES

6.5 RECOMMENDATION

Diverse Retail Mix To Attract Visitors



- ① This can be accomplished by combining well-known multinational brands with popular local enterprises. International brands, particularly in fashion, technology, cosmetics, and eating, have the potential to attract customers looking for recognisable and trusted products. High-street businesses, quick-service eateries, and premium boutiques can cater to both regular customers and those searching for a quality experience (Tripadvisor, n.d.).
- ① Daily necessities, travel-focused products, and experience stores that engage customers through interactive displays or live demonstrations should all be included in the retail offers. Retail districts can be intentionally designated to make navigating easier, with popular establishments assigned high-visibility sites near entrances or waiting areas. Furthermore, regular sales, cultural events, and reward programs can improve the shopping experience, while comfortable spaces, outstanding customer service, and environmentally friendly practices help to create an inclusive and welcoming environment (Li & Ghosh, 2024).

Strong Community and Tourism Focus



- ① A strong community and tourism focus at Melaka Sentral can help it become more than just a transportation hub. One of the primary goals is to make the terminal areas a living testament to Melaka's rich cultural heritage. This can be accomplished by combining large-scale murals, historical displays, and live performances that highlight the city's unique cultural heritage, which includes colonial history, traditional crafts, and vibrant festivals. By establishing visually appealing and educational displays, travellers and visitors will be able to immerse themselves in local culture while waiting for their transportation, making their experience at the terminal memorable and enriching (Grames and Vitcenda, 2025).
- ① Melaka Sentral could become a dynamic event venue by hosting a variety of cultural festivals, gastronomic expos, and promotional events throughout the year. Local handicraft markets, traditional dance performances, culinary exhibits of Melaka's famous specialities, and other cultural festivals celebrating the city's unique heritage are examples of such events. Melaka Sentral's hosting of these events would not only improve the travel experience, but also aid to stimulate local tourism and small businesses (Grames and Vitcenda, 2025).

OPPORTUNITIES

6.5 RECOMMENDATION

Infrastructure Upgrades of Modern Design



✨ The location of transport infrastructure plays a crucial role in its development as a central hub that meets the diverse needs of the community. Strategic positioning is necessary to integrate public spaces, essential facilities, and other complementary functions. Effective management and thoughtful design are key to ensuring the infrastructure not only serves its practical purposes but also offers an aesthetically pleasing environment, enhancing the overall experience for users and visitors alike (Rahman, 2023).

✨ Effective infrastructure management ensures that operations function smoothly, while also providing passengers and operators with safety, efficiency, and convenience. Meanwhile, thoughtful design improves both the facility's functioning and aesthetics. A well-designed transit hub can include green spaces, ecological building materials, and user-friendly layouts to create a welcome and environmentally conscientious atmosphere. Furthermore, incorporating art, architecture, and gardening can elevate the hub to the status of a landmark, generating local pride and making it an appealing destination for visitors (Rahman, 2023).

Adaptive Traffic Signal Systems



🚦 As urban populations rise, particularly in core regions, transit systems are under growing pressure to handle increased traffic volumes. To overcome this issue, new methods like as Adaptive Signal Control (ASC) are becoming increasingly important. ASC is a cutting-edge, dynamic signal control method that modifies traffic signal operations in real time to meet varying traffic demands. Unlike typical pre-timed systems, which operate on fixed schedules regardless of changing conditions, ASC provides more efficiency by optimising traffic flow based on current patterns (Hung Wei, 2013).

🚦 This innovative strategy eliminates pauses, delays, and improves vehicle release times at intersections, improving overall traffic management. ASC continually assesses congestion levels and modifies signal timings based on data collected from sensors, cameras, and traffic monitoring devices. This leads to smoother traffic flow, shorter travel times, and lower fuel consumption, all of which help to increase environmental sustainability and commuter pleasure. It effortlessly connects with intelligent transport systems (ITS), allowing cities to respond to changing urban demands (Hung Wei, 2013).

THREAT

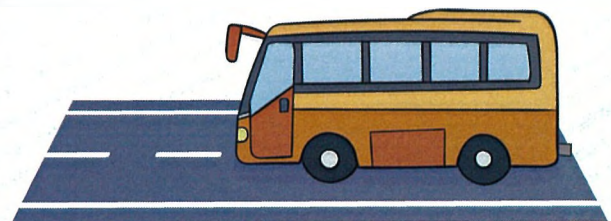
7.0 CONCLUSION

The six-month industrial training at Melaka Sentral Sdn. Bhd. gave a thorough grasp of the company's operations, significant strengths, and opportunities for improvement. The company serves as a transport hub, connecting significant locations in Malaysia and facilitating passenger and freight traffic. Its sophisticated central ticketing system stands out as an efficient feature, allowing for smooth travel operations and improving the customer experience. Furthermore, the terminal's strategic position and role as a commerce hub create considerable prospects for increasing economic activity and regional connectivity.

However, the corporation faces significant hurdles that may impede its long-term growth. High maintenance expenses and unresolved debts have put a financial pressure on the terminal, limiting its ability to regularly maintain infrastructure and services. Inadequate traffic flow systems cause delays and inefficiency, while sedimentation difficulties worsen the terminal's physical and operational limits. Despite these flaws, the terminal is well-positioned to capitalise on growing prospects, such as expanding its commercial operations, forming strategic alliances, and utilising its accessibility to attract more people and enterprises. Addressing these challenges and shortcomings is critical to sustaining the terminal's status as a vital transportation and economic hub.

To address these issues and assure long-term growth, numerous proposals have been offered. First and foremost, it is necessary to create a preventive maintenance program. Regular inspections and prompt interventions will help to reduce wear and tear, lowering the chance of expensive emergency repairs and extending the life of vital infrastructure. Second, putting together a comprehensive capital improvement plan is critical. Allocating funds carefully for structural renovations and utilising varied funding sources, such as government grants and public-private partnerships, will meet long-standing infrastructure requirements while increasing operating efficiency. Third, modernising the terminal's design with eco-friendly materials, green spaces, and user-centric layouts would improve functionality while also creating a more welcoming experience for passengers and tourists. Finally, implementing modern traffic management solutions like as Adaptive Signal Control (ASC) systems would optimise traffic flow, reduce congestion, and improve vehicle release times, ultimately increasing terminal operational efficiency.

Melaka Sentral can strengthen its status as Malaysia's top transport hub by addressing these concerns and implementing the recommended solutions. These strategic enhancements will not only improve the terminal's operational performance, but will also help to drive economic growth, sustainability, and a better user experience, assuring long-term success and resilience.



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APPENDICES



Providing the necessary services to visitors in Melaka Sentral



Providing information for express buses and domestic buses

Account No. 81M354518010041007

Busikan Station Online TOUCH N GO Parking

Tarikh	10.11.2024	13.11.2024	14.11.2024	15.11.2024	16.11.2024	17.11.2024	18.11.2024	19.11.2024	Jumlah
No. Rse	Rs: 12,1193								
Don A (204)	RM204.72	RM204.72	RM204.72	RM204.72	RM204.72	RM204.72	RM204.72	RM204.72	RM1,638.84
Don A & Hwahee (205) Child Card	RM205.12	RM205.12	RM205.12	RM205.12	RM205.12	RM205.12	RM205.12	RM205.12	RM1,641.36
Don D Yuhai (206)	RM206.12	RM206.12	RM206.12	RM206.12	RM206.12	RM206.12	RM206.12	RM206.12	RM1,649.04
Don C (210)						RM210.72			RM210.72
Jumlah	RM204.84	RM205.84	RM205.84	RM205.84	RM205.84	RM205.84	RM205.84	RM205.84	RM1,638.84

Tarikh	10.11.2024	13.11.2024	14.11.2024	15.11.2024	16.11.2024	17.11.2024	18.11.2024	19.11.2024	Jumlah
10.11.2024	RM204.72	RM204.72	RM204.72	RM204.72	RM204.72	RM204.72	RM204.72	RM204.72	RM1,638.84
13.11.2024	RM205.12	RM205.12	RM205.12	RM205.12	RM205.12	RM205.12	RM205.12	RM205.12	RM1,641.36
14.11.2024	RM206.12	RM206.12	RM206.12	RM206.12	RM206.12	RM206.12	RM206.12	RM206.12	RM1,649.04
15.11.2024						RM210.72			RM210.72
16.11.2024									
17.11.2024									
18.11.2024									
19.11.2024									
Jumlah	RM204.84	RM205.84	RM205.84	RM205.84	RM205.84	RM205.84	RM205.84	RM205.84	RM1,638.84

Inserting and updating Touch N Go and E-Wallet parking collection data



Making the filing of shop lot tenant documents

TRAVEL



APPENDICES

MELAKA SENTRAL SDN. BHD. (343577V)		PENYATA AKAUN GST No. 001463061312	
To: AA Sinar Gemilang Holding Sdn Bhd (1548342-U) No.16H-1A Jalan Sahabat Kampung Melayu Majidee 81100 Johor Bahru		Tarikh: 7/11/2024 Bayar Sebelum: 14/11/2024 No Lot: TPZB30 Tunggakan: MYR 0.00	
Tarikh	Rujukan	Kredit(RM)	Baki(RM)
30/09/2024	Balance forward	8,131.00	8,131.00
01/10/2024	INV #37601, Due 08/10/2024 --- Zon B MYR 8,131.00	-8,131.00	0.00
06/10/2024	PMT #MB0000039, rc:123421	8,131.00	8,131.00
01/11/2024	INV #37994, Due 08/11/2024 --- Zon B MYR 8,131.00	-8,131.00	0.00
07/11/2024	PMT #MB0000047, rc:123455		

Compiling shop lot tenant documents

MEMO	
Kepada :	Pengurus Besar MSSB
Disediakan :	Pengurusan Sumber Manusia MSSB
Tarikh :	27 November 2024
Perkara :	CADANGAN HEBATAN PROMOSI DAN PEMBELIAN TIKET MAGIC SHOW 2024 AJURAN NI CORP CORPORATE SERVICES SDN. BHD.
Perkara diatas adalah dengan segala hormatnya dimohon,	
2. Dimaklumkan bahawa MCOFF Corporate Services Sdn. Bhd (MCOSSB) yang merupakan anak syarikat kepada Corporation Melaka (MCOB) akan mengadakan Program seperti yang tertera di atas pada bahagian seperti berikut:-	
Tarikh :	25 Disember 2024 dan 26 Disember 2024
Masa :	9.00 am hingga 11.00 am
Tempat :	Panggung Bangsawan Melaka
Program :	Magic Circus Show 'Best Of The Best'

Preparing memos according to the format set by the company



Prepare attendance performance reports of MSSB staff from January until November







Updating the stamp charges for toilet receipts from RM 0.30 to RM 0.50.






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