



MAJLIS
PERBANDARAN
PONTIAN



UNIVERSITI
TEKNOLOGI
MARA

INDUSTRIAL TRAINING REPORT AT MAJLIS PERBANDARAN PONTIAN

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Catatan organisasi:



EXECUTIVE SUMMARY

I was on a six-month industrial training with Majlis Perbandaran Pontian (MPPN) between 3 March- 15 August 2025. I was assigned to the Management Services Department in which I participated in several administrative works. I was responsible for receiving and sending letters, updating the staff, attending records and leave records, issuing job application forms, filing and preparing reports and attending to visiting walk-ins. I also assisted in the promotion of staff, their salaries, and training. These activities enhanced my abilities in the fields of organization of work, manipulating data, and knowing how to work in the face of a public service.

In the process of the internship, I was able to understand how to manage my time, communicate in a professional manner and utilize software such as Microsoft Excel in running office work. I even had an opportunity to work or see the culture at the government office which enabled me to participate in some of the internal activities in the workplace like the Hari Raya celebration which fostered teamwork skills and social skills as well.

MPPN is a local government in charge of conducting services provision in the city of Pontian, Johor. My experience made me carry out a SWOT analysis that would tell me about the strengths and the challenges of the organization. The strengths of MPPN can be listed as stable income in the form of taxes and favorable working environment. Nonetheless, old computer systems and poor online activities were the weaknesses to be improved. Positive prospects include foreign employees training and encouragement of local industries. However the council has to deal with threats such as cyber security and regular changes in government policy.

This report has recommendations that can be used to make MPPN better including upgrading ICT systems, enhanced communication on the internet and the provision of more staff training. With these advances, MPPN would be able to maximize its revenue, provide better to the community as well as come nearer to its objective of turning out to be a modern and progressive municipality by the year 2025.

ACKNOWLEDGEMENT

I would like to thank Allah SWT, the Most Merciful and Compassionate to begin with, which provided me with strength, power, patience and health to go through both my internship and this report. My experience has been enriched with his guidance and this has been my strength through this process.

I would also like to say thank you to my internship supervisor, Encik Norazali bin Zainuddin of the Management services department of the Majlis Perbandaran Pontian, who has always been on my side, has kept me encouraged, and has given me a perfect mentorship lesson. I am glad about his advice and readiness to give me some knowledge that has helped me a lot in learning as well as in career development.

I also would like to express my sincere appreciation to all the people of Majlis Perbandaran Pontian and particularly the members of the Management Services Department, who are very warm and cooperative with me and other people to create a pleasant and great working atmosphere. They have helped and trusted me to give me some genuine responsibilities that have made me know the operations of a local government organization.

I also would like to thank Universiti Teknologi MARA (UiTM) and the Faculty of Business and Management, which has given me a properly developed internship program that can connect academic study with the practice. To my faculty advisor, Madam Mawarti, I would like to give a special thanks because during the internship she guided me, encouraged, and always provided positive assessments.

Finally, I want to share my appreciation to my family and friends that have always kept me in support, encouraged and prayed to me. They have always been supportive and very inspiring. May Allah SWT guide every individual that helped to make this internship a really cool and worthwhile experience.

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