



اوتو سيني تيكنولوژي مارا
UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka
Kampus Bandaraya Melaka



INDUSTRIAL TRAINING REPORT AT MAJLIS BANDARAYA MELAKA BERSEJARAH (MBMB)



RABIATUL SYAFIAH BINTI ARIZAM

2022615884

**BACHELOR OF OFFICE SYSTEMS
MANAGEMENT (HONS.)**

MADAM NORMILIA ABD WAHID

SURAT KEBENARAN

Tarikh : 4 OGOS 2025

Kepada :

Penyelaras Latihan Praktikal

Fakulti Pengurusan Perniagaan
UiTM Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka

No Tel : 06-285 7119 / 7190 / 7196

Email : praktikalfppmelaka@uitm.edu.my

Tuan/Puan

Maklumbalas (/)



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Nama Pelajar	RABIATUL SYAFIAH BINTI ARIZAM		
No. Matriks	2022615884	Nama Program	BA2326A
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Majlis Bandaraya Melaka Bersejarah

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EXECUTIVE SUMMARY

My six-month industrial training at the Majlis Bandaraya Melaka Bersejarah (MBMB) was both memorable and insightful, as I was assigned to the front desk of the Management and Human Resource Unit (JPSM). Being a final-year Bachelor of Office Systems Management (Hons.) student at UiTM Kampus Bandaraya Melaka, the placement gave me the chance to connect classroom theories with day-to-day office realities. MBMB, the state agency tasked with overseeing Melaka city's growth, exposed me to the inner workings of municipal administration and public service. Among my main duties were entering and updating official letters, responding to visitor inquiries, organising files, and assisting with departmental programmes. I also helped at significant events like retirement ceremonies, training workshops, and the city-wide Melaka City Fun Run and Ride 3.0. These activities sharpened my communication skills, boosted my confidence, and taught me how vital precise document tracking and biometric roll-call are to an office. I did encounter hurdles, such as legacy organisational charts and limited budgets, which I addressed by recommending smoother system links and partnerships with local NGOs. Overall, the attachment grounded my professional outlook and deepened my understanding of public-sector challenges and opportunities. In the next five years, I see myself flourishing in administration, ready to lead with integrity, step in where needed, and help any public or private organisation run even better.

ACKNOWLEDGEMENT

First and foremost, I thank Allah S.W.T for blessing me with the strength, patience, and good health that carried me through my industrial training and the writing of this report. I am genuinely appreciative to the Majlis Bandaraya Melaka Bersejarah (MBMB) for accepting me as an intern and allowing me to spend six months learning in their respected office. Special thanks go to my on-site supervisor, Cik Nurazira Binti Abdul Razak, whose steady guidance, kind encouragement, and unwavering support made every day of training both valuable and enjoyable.

I also wish to thank my university supervisor, Madam Normilia Abd Wahid, for her careful feedback and constant backing from the very start of the internship right through to the end of this report; her dedication kept me focused and motivated when challenges arose.

I extend sincere gratitude to everyone in the Department of Human Resource Management, especially colleagues in its Management Unit, for their generous support and guidance during my traineeship.

My deepest appreciation goes to family and friends whose unwavering encouragement has powered me forward. Your belief and steady companionship have been the fuel that keeps me moving.

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