



اَوْنِيُوْرَ سَيِّتِيْ بِاَيِّ كُنُوْلُوْ كِيْ بِمَارَا
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MARA

**UNIVERSITI TEKNOLOGI MARA CAWANGAN MELAKA,
KAMPUS BANDARAYA MELAKA
FACULTY OF BUSINESS AND MANAGEMENT**

REPORT TITLE:

**PRACTICAL TRAINING AT MAJLIS DAERAH RAUB
(MDR)**

PREPARED BY:

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2023473844**

PRESENTED TO:

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SUBMISSION DATE:

6 FEBRUARY 2026

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MAJLIS DAERAH RAUB

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EXECUTIVE SUMMARY

The report outlines my industrial training internship experience in Majlis Daerah Raub (MDR) as the Administration Department, which I completed from 22nd September 2025 to 6th March 2026 (24 weeks) to fulfill part of the requirements for the Bachelor of Human Resources degree at UiTM Bandaraya Melaka. The primary objectives of the internship were to understand the theoretical knowledge, including work experiences, professional experiences, adapting to the corporate life, and the internship's impact on my professional and personal development.

The internship was conducted under the supervision of Dr. Norhaidah binti Ahmad. The first three months of the internship, I was assigned to the Administration Department of MDR, where I was provided with hands-on training in the management of records, handling correspondence, and the management of records. My understanding of the bureaucratic system and the importance of systematic management in assisting local government has been improved as a result of the internship position. Moreover, I was entrusted with responsibilities in the management of events, project management at the local level, working with the local community, as well as complying with the regulations in the management of local community projects. I was able to understand the full scope of the contribution of MDR to the development of the local community in the Raub district.

The main components of the report will comprise the background of the organization, the profile of the student, the reflective analysis of the training experiences, as well as the expanded SWOT analysis of the strategic position of MDR in the context of the local government and the local community services. In addition, the operation of the organization as well as the student's performance will also be included in the report.

1.0 ACKNOWLEDGEMENT

My name is Qistina Nur Diyana Binti Amir Hamzah (2023473844) who is studying in UiTM Bandaraya Melaka with the Bachelor of Business Administration (Hons) in Human Resource (BA273). Thank God, I managed to complete my 24 weeks of industrial training in Majlis Daerah Raub (MDR) on September 22, 2025, to March 6, 2026 by the strength and blessings of Allah SWT.

This internship has been incredibly fulfilling and instructive. I would like to sincerely thank to Puan Razlina Binti Haji Raus my supervisor at MDR and not, for all of her helps, tolerance, and mentoring during my placement. Her assistance was very important to my professional growth and adjustment to the public sector setting. She established a disciplined but stimulating learning environment from the first day, patiently explaining complex bureaucratic processes, providing me with well worth-while assignments and helpful criticism which was essential to my growth. Her dedication to public service, deep institutional knowledge and professionalism offered me an actual role model to follow. Her unwavering support and advocacy in my integration into the team transformed my internship from a required assignment into an incredibly enlightening experience, of which I am incredibly grateful for.

I also want to thank to all staff members of Majlis Daerah Raub for their warm welcome, guidance and help throughout my internship without any hesitation and pleasurable. My sincere thanks also go to fellow internship candidates for their mutual support and mutual encouragement which made this journey turns smoothly.

I also like to say here my appreciation to Dr. Norhaidah binti Ahmad my academic advisor for her unwavering support and help in organising this training. She was able to successfully bridge the divide between the workplace through her pro-active communications and genuine interest in my progress. I would also like to say, I wish to thank my encouraging classmates and most importantly, I wish to thank my family. Their constant support and inspiration was essential in my success to complete this internship. They reminded me of the bigger picture as they celebrated my little accomplishments and gave me consolation through times of transition. I would also like to thank my encouraging friends and classmates who have been helping me along the way, and I am very grateful for their support. We developed a priceless support system through our common experiences, advice given to one another during the internship and cooperative attitude while completing this last stage of our degrees.

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