



UNIVERSITI  
TEKNOLOGI  
MARA

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# INDUSTRIAL TRAINING REPORT AT MAJLIS BANDARAYA IPOH

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**BA242**



**INTERNSHIP  
TRAINEE**

## 1.0 EXECUTIVE SUMMARY

As an ordinary student, entering the world of employment is something that very unfamiliar as this new phase are quite challenging to be adapt of since some individuals have been never experience jobs life. This internship programme report emphasises the author's most significant contributions from both academic and non-academic angles. This document's purpose is to identify and summarise the analysis done, the projects finished, the experience obtained, and the accomplishment as an intern.

To finish her internship, the author was transferred to Majlis Bandaraya Ipoh (MBI). By having the opportunity to work in the atmosphere that MBI provided and learning about some new words, technologies, and languages, the author considered herself to be pretty lucky. Amazingly, working in a multicultural workplace was the finest experience. Although there are racial differences among the management staff, the author is able to identify how they work together successfully finishing their job. Since the author experienced changing in units under the department every few months, this project she worked on undoubtedly helped her expose herself to a wider part of practical knowledge, which was very helpful in improving her views regarding different usage of management frameworks in every department.

In addition to the system utilisation, there were a few other difficulties. Some of them were technical while others weren't. As her internship concludes, the author realises that some of her management and communication abilities have improved as a result of being required to undertake customer service-related front-line tasks. As a result, she has learned how to handle job now and in the future with greater assurance, expertise, and professionalism.

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## 5.0 COMPANY'S PROFILE



### **Majlis Bandaraya Ipoh (MBI)**

#### **5.1 Company's background**

The Ipoh City Council is the local government that administers the City of Ipoh, Perak. For the benefit of the locals, this council strives to offer municipal services. Additionally, it is in charge of traffic management, general maintenance of urban infrastructure, waste management and disposal, urban planning, environmental protection and regulation, and economic and social growth. This council has 24 council members and a mayor as its leader.

The history of the Ipoh City Council (MBI) initially began with the existence of the Ipoh Sanitary Board in 1893 which was founded by Sir Frank Swettenham, the British Resident. Then on 31 May 1962, Ipoh was declared as the Ipoh Municipal Council. Next, Ipoh officially got city status on 27 May 1988.

Ipoh City Council, as a Local Authority, is generally created by the Local Government Act of 1976 (Act 171) as a body responsible for managing and administering the Ipoh City area based on local interests. Furthermore, under the Town and Country Planning Act of 1976 (Act 172), MBI is given direct responsibility by the Law to formulate and implement locality-based development planning policies in accordance with the policies set by the government.

Currently, the border region of the Council is 643 square kilometres in size and home to more over 720,000 people.

## **5.2 Vision**

MBI's short term goals is "Ipoh Bandar Wilayah Pintar Berteraskan Ekosistem Mampan Dan Bestari Sejahtera" in bahasa or Ipoh Smart Regional City Based on Sustainable Ecosystem and Prosperous Living" which means MBI want to make Ipoh City as an advance and harmonious city with a high prospect of all ecosystem and insists low income.

## **5.3 Mission**

MBI's mission is "Memperkasakan Pengurusan Bandar Secara Inklusif Ke Arah Bandar Raya Pintar, Rendah Karbon Dan Bestari Sejahtera Menjelang 2030" in bahasa or Empowering Inclusive City Management Towards Smart, Low Carbon and Prosperous Cities by 2030" which means a better city towards a better environment and friendly technologies.

## **5.4 Objective**

To increase the level of living for city inhabitants by offering the amenities and services necessary to establish a liveable, comfortable, and sustainable quality of life.

- To improve the efficiency of the service delivery system
- To strengthen smart and sustainable development planning in all areas
- To improve the quality of public infrastructure and facilities
- To empower community involvement inclusively to achieve future developments
- To preserve the environment and improve environmental cleanliness
- To preserve and conserve the local heritage and culture
- To promote vibrant industrial, commercial and tourism growth
- To improve the beautification of Ipoh City befitting its status as the capital and administrative centre of Perak