



مجلس مدينة كوالا سelangor



2024 - 2025

MGT666

ACADEMIC CONSTRUCT ON SWOT ANALYSIS AT

MAJLIS PERBANDARAN KUALA SELANGOR

FACULTY OF BUSINESS AND MANAGEMENT

**Bachelor of Business
Administration (Hons) Finance**

PREPARED FOR

**Miss Amirah Hazimah binti
Borhanordin**

PLACE OF TRAINING

**Majlis Perbandaran Kuala
Selangor - Jabatan Perancangan
Pembangunan**

DURATION OF TRAINING

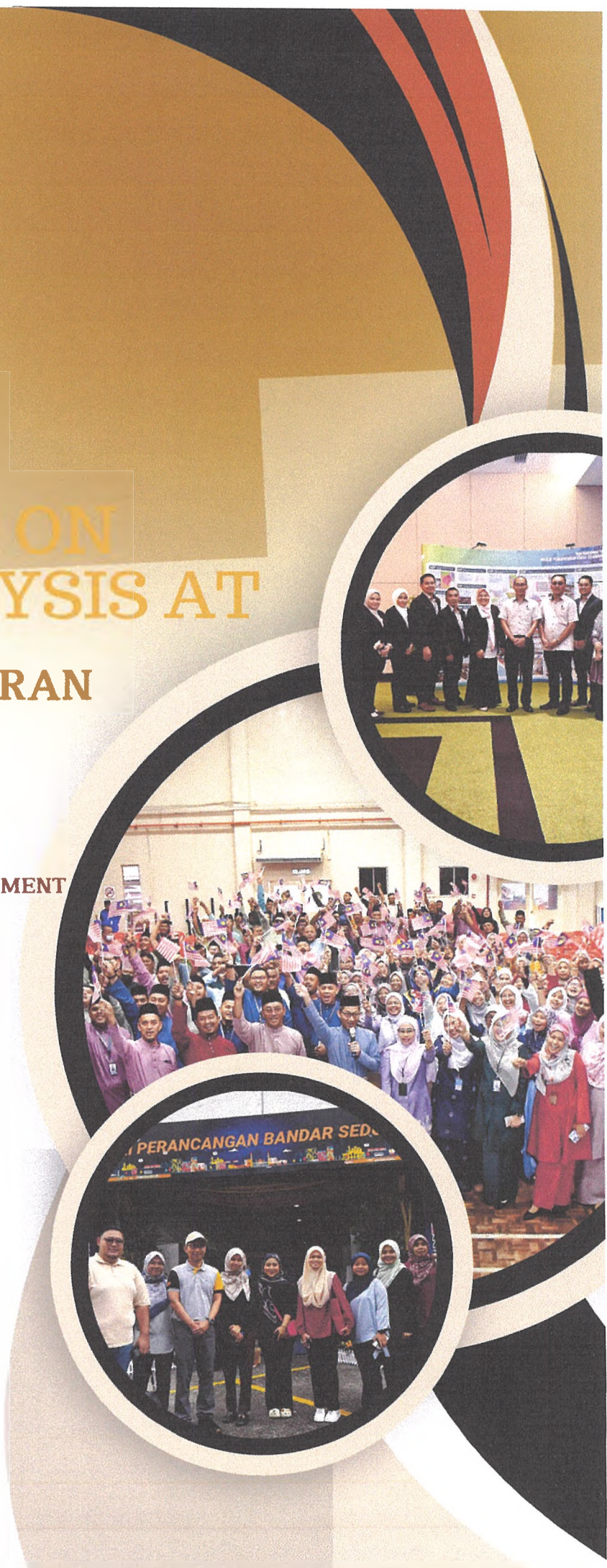
**August 12, 2024 - January 24,
2025**

SUBMISSION DATE

February 14, 2025

PREPARED BY

**Aqilah Husna binti Shah Rullnizam
(2022458546) - M1BA242 6A**



SURAT KEBENARAN

Tarikh : 23/01/2025

Kepada :

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Fakulti Pengurusan Perniagaan
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Tuan/Puan

Maklumbalas (/)



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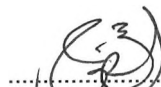
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Nama Pelajar	AGILAH MUSNA BINTI SHAH RULLAMPAM		
No. Matriks	1022458546	Nama Program	DIPL-2-SARJANA MUDA PERNIAGAAN KENDERAAN (KEPUJIAN)
Tajuk Laporan	ACADEMIC CONSULT ON SARUTAN ANALISIS RT MPK3	Nama Syarikat	MAJLIS PERBANDARAN KUALA SELANGOR

2. Tindakan ini adalah di bawah tanggungjawab dan kesedaran penuh oleh pihak organisasi.

3. Sekiranya terdapat sebarang masalah atau kebocoran maklumat sulit pihak organisasi tidak boleh mengenakan sebarang tindakan undang-undang kepada pihak universiti.

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Nama Pegawai : UMI ZUHIRAH BINTI RAMLAN
Jawatan : PEGAWAI PERANCANG BANDAR & DESA
No. Tel. :
No. Faks :

Cop jabatan/organisasi:



UMI ZUHIRAH BINTI RAMLAN
Pegawai Perancang Bandar dan Desa
Majlis Perbandaran Kuala Selangor

EXECUTIVE SUMMARY

This report outlines my internship experience at the Department of Development and Planning, Majlis Perbandaran Kuala Selangor (MPKS), from August 12, 2024, to January 24, 2025, as part of my academic requirements for a Bachelor's degree in Business Administration (Hons.) Finance at UiTM Kampus Bandaraya Melaka. My supervisor at MPKS was Puan Umi Zuhirah binti Ramlan, and I was also guided by my academic supervisor, Miss Amirah Hazimah Binti Borhanordin, throughout the process.

The Kuala Selangor Municipal Council (Majlis Perbandaran Kuala Selangor - MPKS) is a local government authority responsible for the administration, development, and maintenance of Kuala Selangor. The Planning Development Department, where I am assigned for my internship, focuses on managing land use planning, processing development applications, and ensuring compliance with planning regulations. The department plays a key role in urban development by overseeing zoning, infrastructure projects, and sustainable planning initiatives that align with MPKS's vision for structured and balanced growth.

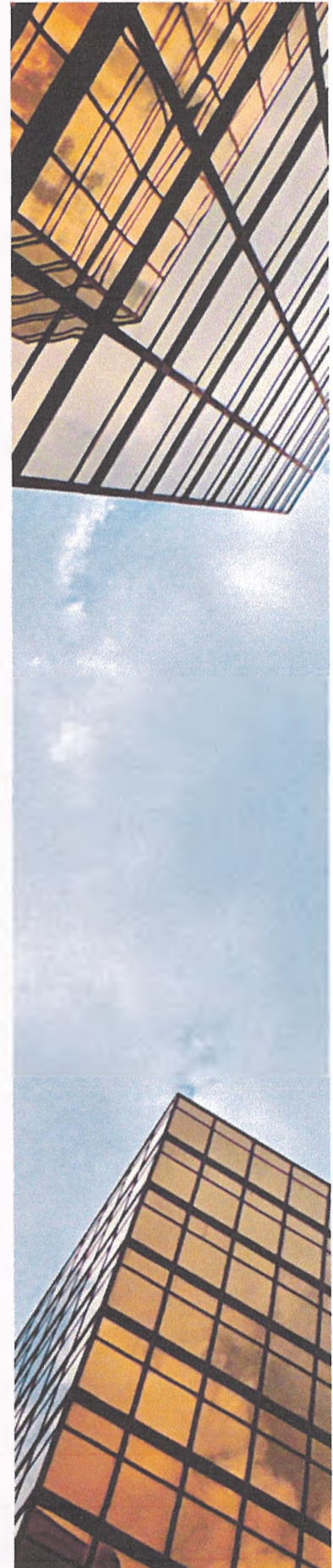
During my time at MPKS, I was involved in a variety of tasks. This hands-on experience allowed me to gain a comprehensive understanding of the administrative aspects of municipal operations and how various departments collaborate to achieve development goals. Additionally, it enhanced my skills in project management, time management, and the importance of clear and effective communication in a professional environment.

Additionally, a SWOT analysis was conducted to evaluate the strengths, weaknesses, opportunities, and threats related to the MPKS department's operations. The analysis identified areas for improvement, such as the need for better interdepartmental communication and more efficient project management practices. Overall, this internship has provided me with valuable professional skills, expanded my knowledge of urban development, and prepared me for future challenges in my career. The mentorship and exposure to real-world practices have significantly contributed to my personal and professional growth.

(295 words)

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ACKNOWLEDGEMENT



First and foremost, I would like to express my deepest gratitude to Majlis Perbandaran Kuala Selangor and the Department of Development and Planning for providing me with the opportunity to complete my internship within their esteemed organization. The knowledge and experience I gained during this period have been invaluable in shaping my understanding of the practical aspects of finance and urban planning.

I would like to extend my sincere thanks to Puan Umi Zuhirah binti Ramlan, my supervisor, for her continuous guidance, support, and encouragement throughout my internship. Her expertise and insights were instrumental in helping me navigate through various tasks and challenges.

My heartfelt appreciation also goes to the entire team at the Department of Development and Planning, especially those who took the time to share their knowledge and expertise with me. Their willingness to assist and mentor me made my learning experience both enriching and enjoyable.

I am also grateful to Miss Amirah Hazimah binti Borhanordin, my academic supervisor, for her guidance and advice throughout this internship period. Her support has been crucial in helping me integrate my academic knowledge with practical experience.

Finally, I would like to thank my family and friends for their unwavering support and encouragement, which motivated me to give my best during this internship. Their belief in my abilities has been a constant source of strength.

STUDENT PROFILE



AQILAH HUSNA BINTI SHAH RULLNIZAM

Address:

Phone:

Email:

Website:

OBJECTIVE

Motivated and detail-oriented intern currently gaining experience in urban planning and development at the Kuala Selangor Municipal Council (MPKS). Passionate about learning new skills while also expanding my knowledge in finance. Seeking opportunities to develop skills in professional fields and contribute effectively to projects.

WORK EXPERIENCE

Majlis Perbandaran Kuala Selangor | Internship (Urban Planning and Development Department) August 2024 - January 2025

- Assisted in writing minutes of meetings, preparing reports, updating project documentation, and organizing files for audits.
- Helped compile and review documents for developers.
- Participated in organizing public events and programs.

Koperasi Sekolah Menengah Kebangsaan Kuala Selangor | Cashier February 2019 - April 2019

- Managed inventory, ensuring accurate stock levels and timely replenishment.
- Handled customer inquiries and transactions with care and efficiency.
- Maintained comprehensive sales records for reference and analysis.
- Handled sales invoices, maintaining meticulous records of transactions.

EDUCATION

Bachelor of Business Administration (Hons.) Finance October 2022 - Present

Universiti Teknologi Mara, Kampus Bandaraya Melaka, Melaka

- CGPA: 3.70
- MUET (2021): Band 4.00

Diploma in Accountancy June 2019 - February 2022

Universiti Teknologi Mara, Kampus Jengka, Pahang

- CGPA: 3.14

ACHIEVEMENTS / INVOLVEMENT

- Committee Members : Managing SDEC 2024 MPKS Booth at Kuala Lumpur Convention Centre 2024
- Committee Members : Managing RT MPKS 2035 (Replacement) Booth 2024
- Committee members : RT MPKS 2035 (Replacement) Publicity Program 2024
- Award Holder (1st Place) : Logo Competition (MPKS) 2024
- Class Representative: Semester 5 and Semester 6) 2024
- Participant (Gold Award): International Teaching Aid Competition iTAC 2024 2024
- Best Student Award in Business Administration (Hons.) Finance with GPA 3.95 2024
- Dean List Award Semester 5 2024
- Dean List Award Semester 4 2023
- Committee Members: Technical Analysis Webinar with CIMB (Multimedia Committee) 2023
- Committee Members (Assistant Secretary) : Seminar Professional Image in the Hospitality Industry 2023
- Committee Members: CGS-CIMB Traders & Investors Day in Melaka (Project Leader) 2023
- Participant: International Teaching Aid Competition iTAC 2023 2023
- Dean List Award: Semester 2 2022
- Participant: Service Learning Malaysia-University for Society (SULAM) 2021

STUDENT PROFILE

SKILLS

Soft Skills

- Effective time management
- Teamwork
- Detail-oriented

Communication Skills

- Malay: Native Language
- English: Intermediate

Technical Skills

- Microsoft Word: Advanced
- Microsoft Excel: Advanced
- Microsoft PowerPoint: Intermediate
- Google Docs: Advanced
- Canva: Advanced

REFERENCES

Professor TS. Dr. Shafinar binti Ismail

Professor
UiTM Kampus Bandaraya Melaka, Melaka

Amirah Hazimah binti Borhanordin

Lecturer
UiTM Kampus Bandaraya Melaka, Melaka

MAJLIS PERBANDARAN KUALA SELANGOR



The Kuala Selangor Municipal Council (MPKS) is an important organization that manages and develops the Kuala Selangor district. It was first established in 1978 and has grown over the years to handle the district's increasing population and development needs. Previously known as the Kuala Selangor District Council (MDKS), it was officially upgraded to MPKS on July 8, 2021, with the announcement of this change made on August 7, 2021.

MPKS was officially formed on February 6, 1978, under the Selangor State Law Handbill 18/78. Its original jurisdiction was outlined in the gazette plan PW 459. The formation of MPKS combined five local councils:

- The Kuala Selangor Local Council
- The Tanjong Karang Local Council
- The Batang Berjuntai Local Council (now known as Bestari Jaya)
- The Ijok Local Council
- The Jeram Local Council

Today, MPKS manages various areas, including both old towns and newly developing areas. The council is responsible for city planning, waste disposal, public health, and community services, ensuring that both long-time residents and newcomers have access to essential services.

MAJLIS PERBANDARAN KUALA SELANGOR




Over the next 25 years, MPKS expanded its area in several important stages:

1. **First Expansion (1986):** The first major expansion happened on November 15, 1986, as stated in gazette plan PW 646. This was done to include more areas under MPKS's administration, allowing for better management and services.
2. **Second Expansion (1994):** On December 1, 1994, MPKS further expanded its boundaries according to gazette plan PW 981. This expansion was important to support the growing population and the rising need for municipal services.
3. **Third Expansion (2006):** The largest expansion took place on February 25, 2006, under gazette plan PW 1414. Through this expansion, MPKS took full responsibility for managing the entire Kuala Selangor district. The areas included in this expansion were Pekan Kuala Selangor, Ijok, Jeram, Assam Jawa, Bukit Rotan, Seri Tiram Setia, Tanjong Karang, Sungai Janggut, Sungai Sembilang, Bestari Jaya, Kampung Kuantan, Sungai Buloh, Pasir Penambang, and new developments such as Puncak Alam, Saujana Utama, and Desa Coalfields.

MAJLIS PERBANDARAN KUALA SELANGOR

LOGO

LIGHTHOUSE



A Kuala Selangor landmark built in 1907, now a popular tourist attraction.



MPKS

Majlis
Perbandaran
Kuala Selangor

JAWI SCRIPT

A historical
heritage that
was introduced
to Kuala
Selangor as
early as 1756
and Jawi was
used by the
Selangor
Sultanate for
governance

ROMAN SCRIPT

The Roman script
is the official script
used holistically in
the
administration,
legal, economic,
and development
aspects of an
entity.

Figure 1: MPKS Logo

BREAKDOWN OF ADMINISTRATIVE AREA

- INDUSTRI
- PERTANIAN
- PERUMAHAN
- KOMERSIL

Color coding represents industrial, agricultural, residential, and commercial zones, supporting economic growth towards a sustainable city.

MAJLIS PERBANDARAN KUALA SELANGOR

FLAG



Figure 2: MPKS Flag

RED & YELLOW STRIPES

The red and yellow stripes represent the strong and unified collaboration under the governance of the Selangor State Government.

BLUE BACKGROUND

The blue background of the MPKS flag reflects the people-centric approach adopted by the MPKS administration to promote the welfare and prosperity of the local community.

MPKS LOGO

The MPKS logo positioned at the center of the flag signifies that the region is under the jurisdiction of the Kuala Selangor Municipal Council.

MAJLIS PERBANDARAN KUALA SELANGOR

PLACE AND LOCATION



LOCATION OF MPKS IN GOOGLE MAPS



Figure 3: MPKS Location



ADDRESS OF MPKS

JALAN MAJLIS, 45000 KUALA
SELANGOR, SELANGOR
DARUL EHSAN

Figure 4: MPKS Address



MPKS ENTRANCE



Figure 5: MPKS Entrance



MPKS BUILDING



Figure 6: MPKS Building

MAJLIS PERBANDARAN KUALA SELANGOR

ORGANIZATIONAL CHART



Figure 7: MPKS Organizational Chart

MPKS OBJECTIVE

- Memastikan semua kutipan hasil dapat dikutip pada tahap yang maksima dan mengurangkan tunggakan cukai bagi memastikan hasil kerajaan dapat dikutip sepenuhnya.
- Menyediakan perkhidmatan perbandaran yang baik dan menyediakan kemudahan awam bagi mewujudkan bandar yang bersih dan cantik.
- Mempertingkatkan program-program pembangunan kemanusiaan kepada kakitangan dan penduduk kawasan Majlis serta tahap keselamatan yang baik di samping mewujudkan bandar yang bersih dan indah.
- Mewujudkan perkhidmatan yang efisien dan efektif melalui permodenan sistem pentadbiran Majlis selaras dengan pembangunan ICT.
- Mewujudkan perancangan strategik untuk membangunkan bandar, mengurangkan masalah lalu lintas dan pencemaran alam sekitar ke arah pembangunan mampan serta penyediaan kemudahan pelancongan.

MAJLIS PERBANDARAN KUALA SELANGOR

VISION

*Perbandaran
Lestari
Masyarakat
Sejahtera*

MISSION

*Menyediakan Persekitaran
Perbandaran yang kondusif
bagi pembangunan ekonomi
hijau, pemeliharaan alam
sekitar, warisan sejarah
dan kehidupan berkualiti.*

MOTTO

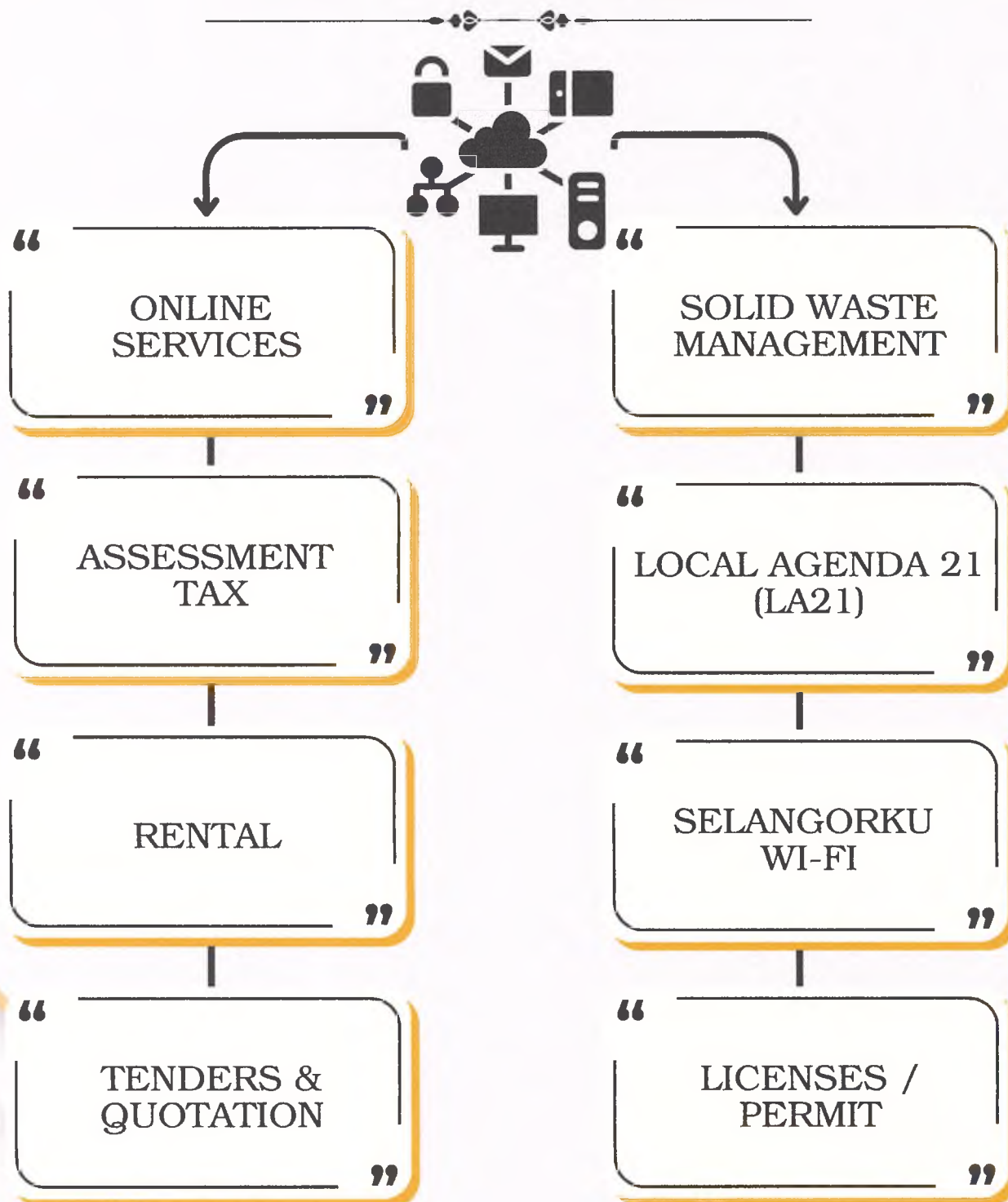
*"Usaha Untuk
Rakyat"*

SLOGAN

*Kuala Selangor
Indah dan
Bersejarah*

MAJLIS PERBANDARAN KUALA SELANGOR

PRODUCT & SERVICES



MAJLIS PERBANDARAN KUALA SELANGOR

PRODUCT & SERVICES

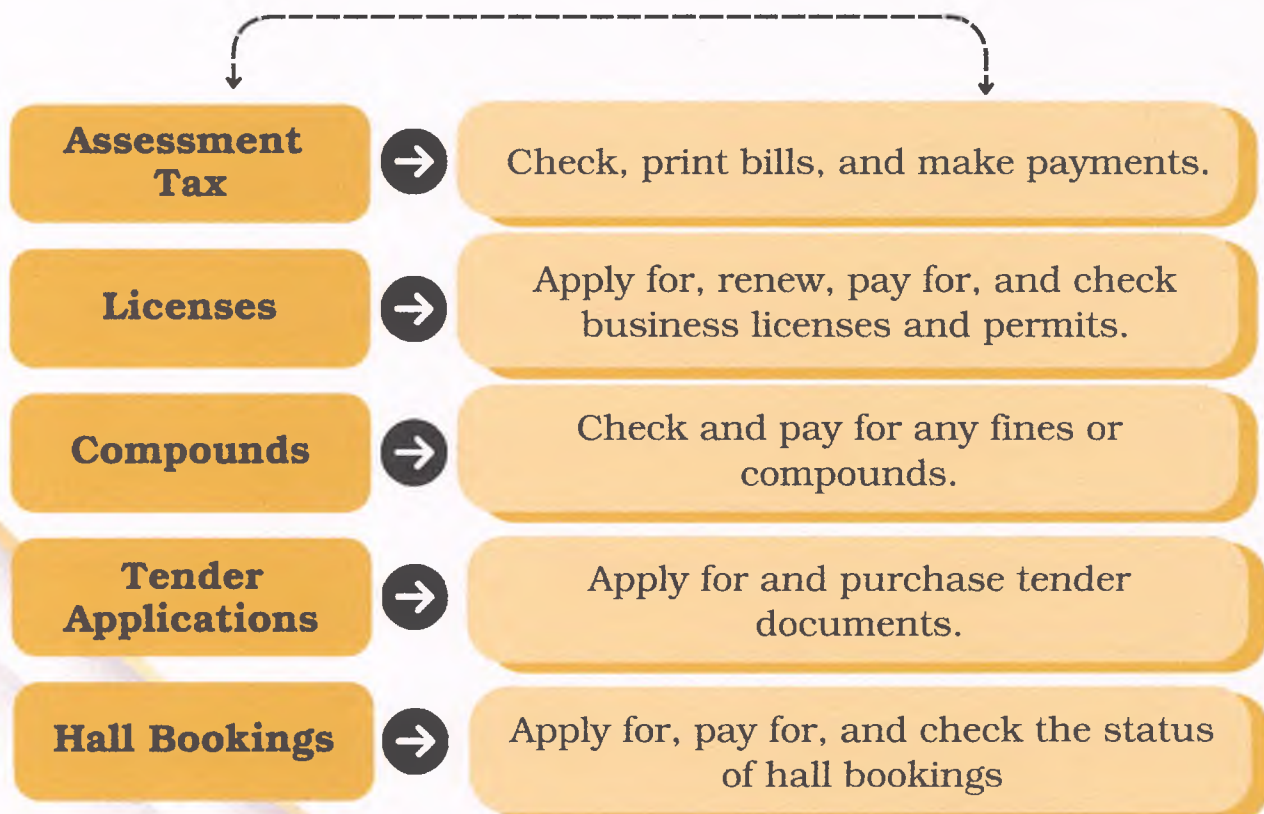


ONLINE SERVICES



iP3KS (*Sistem Perkhidmatan Pembayaran Pintar Kuala Selangor*)

This platform is specifically designed for the residents of Kuala Selangor under the administration of MPKS.



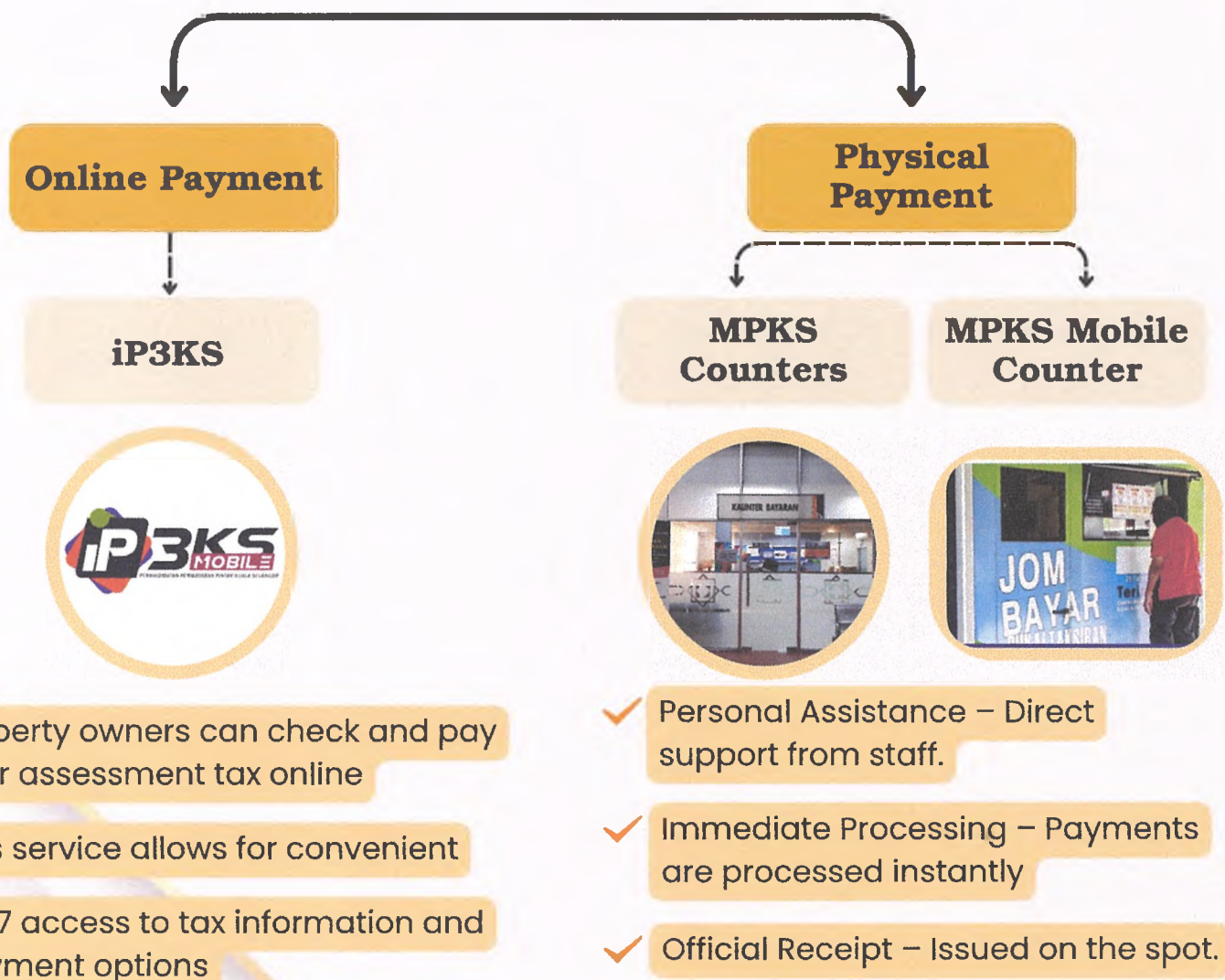
MAJLIS PERBANDARAN KUALA SELANGOR

PRODUCT & SERVICES



ASSESSMENT TAX

A local property tax imposed by the Kuala Selangor Municipal Council on property owners within its jurisdiction. This tax is used to fund various municipal services and infrastructure developments.



MAJLIS PERBANDARAN KUALA SELANGOR

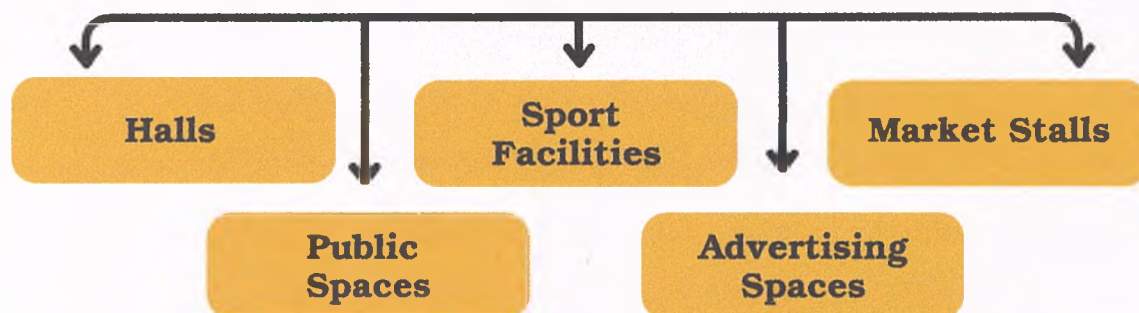
PRODUCT & SERVICES



RENTAL

MPKS offers a variety of rental services to support community activities and business operations. To rent a facility from MPKS:

1. **Online:** Visit the iP3KS platform, select the facility, fill out the form, and pay online.
2. **In-Person:** Go to the MPKS office, complete the booking form, and make the payment at the counter.



Halls



Facilities include Community and Multi-Purpose Halls for weddings, meetings, and gatherings.

Sport Facilities



These facilities include stadiums and sports complexes equipped for different sports.

Market Stalls



Market stalls are available for vendors selling fresh produce, food, and other goods.

Public Spaces



Public parks and open spaces are available for rent, suitable for fairs, exhibitions, and community activities.

Advertising Spaces



Billboards and banners available for advertising purposes.

MAJLIS PERBANDARAN KUALA SELANGOR

PRODUCT & SERVICES



TENDERS & QUOTATION

The Kuala Selangor Municipal Council manages tenders and quotations for various projects and services to ensure transparency and competitiveness.

TENDERS



Tenders are used for larger projects and services that require detailed proposals and competitive bidding.

STEP
01

MPKS publishes tender notices on their official website and in local newspapers.

Interested parties can purchase tender documents through the iP3KS platform or at the MPKS office.

STEP
02

STEP
03

Completed tender documents must be submitted by the specified deadline.

MPKS evaluates the bids based on criteria such as price, quality, and experience.

STEP
04

STEP
05

The contract is awarded to the most suitable bidder.

MAJLIS PERBANDARAN KUALA SELANGOR

PRODUCT & SERVICES



TENDERS & QUOTATION

The Kuala Selangor Municipal Council manages tenders and quotations for various projects and services to ensure transparency and competitiveness.

QUOTATION



Quotations are used for smaller projects and services that require quick and straightforward procurement.

1

MPKS issues Request for Quotation RFQs to potential suppliers.

2

Suppliers submit their quotations by the specified deadline.

3

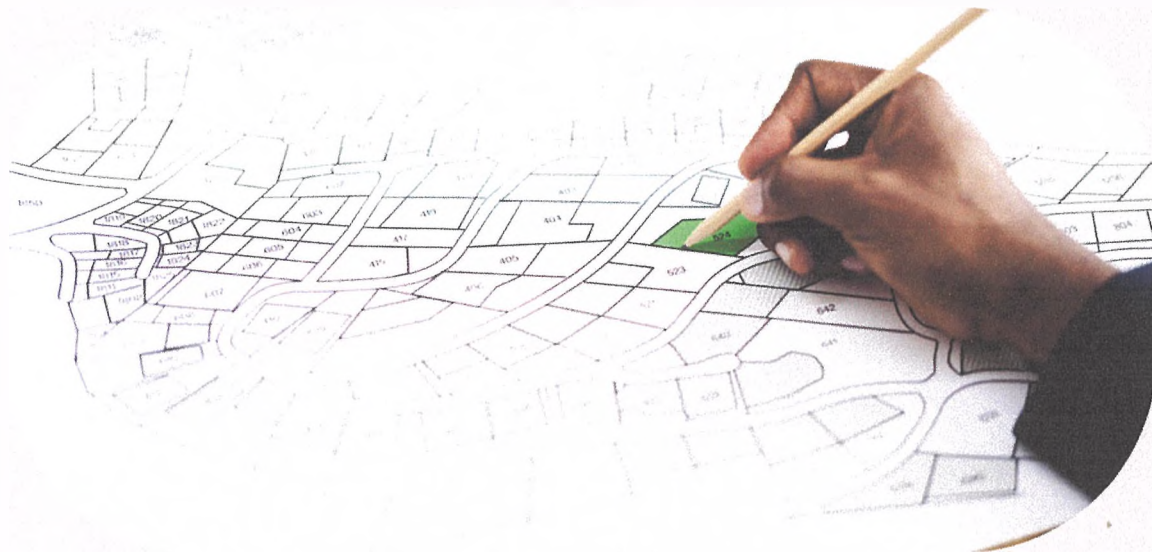
MPKS evaluates the quotations based on price and suitability.

4

The contract is awarded to the supplier offering the best value.

DEPARTMENT ASSIGNED

PLANNING DEVELOPMENT DEPARTMENT



Jabatan Perancangan dan Pembangunan is a department responsible for managing and overseeing the development planning and land use within a specific area. In the context of local government, such as at the Majlis Perbandaran Kuala Selangor (MPKS), this department ensures that urban growth and infrastructure projects align with the municipality's goals for sustainable and structured development. Its key functions include advising on development matters, processing planning applications, managing squatter settlements, and organizing sustainable development programs. The department ensures all development follows legal guidelines and provides planning services to both public and private sectors.

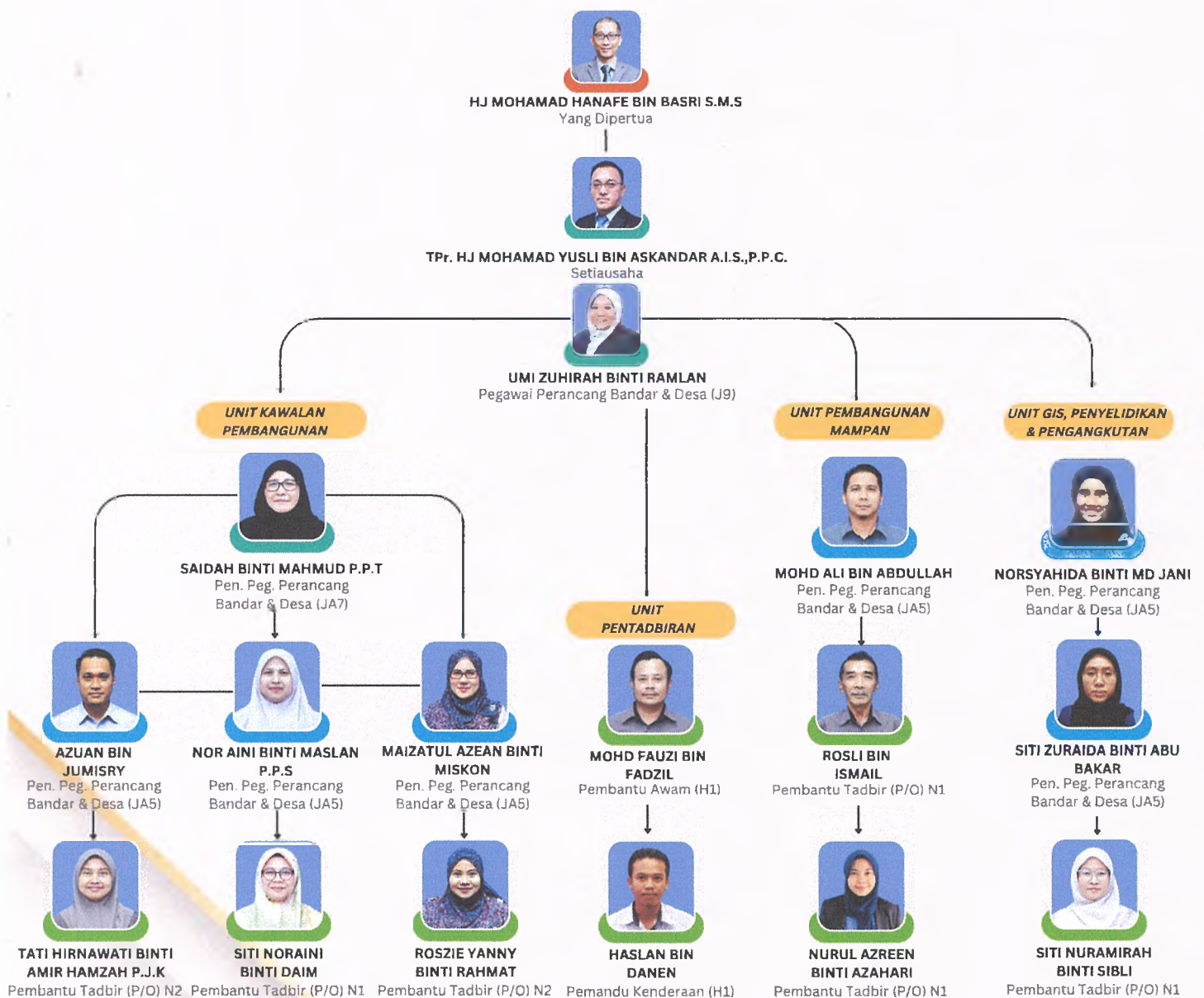
PLANNING DEVELOPMENT DEPARTMENT

DEPARTMENT OBJECTIVE

- Implement the provisions under the Town & Country Planning Act 1976 and other acts related to town and country planning.
- Prepare local plans and other plans and enact policies and guidelines for the purpose of controlling development and land use, planning development and preservation of the City.
- Process applications for planning permission, breaking land boundaries, changing the use of land and buildings and so on.
- Collect and analyze data, studies and research related to planning, development control and maintenance as well as planning and monitoring the Council's development projects.
- Prepare concept plans and development plans for Council lands.

PLANNING DEVELOPMENT DEPARTMENT

DEPARTMENT ORGANIZATIONAL CHART

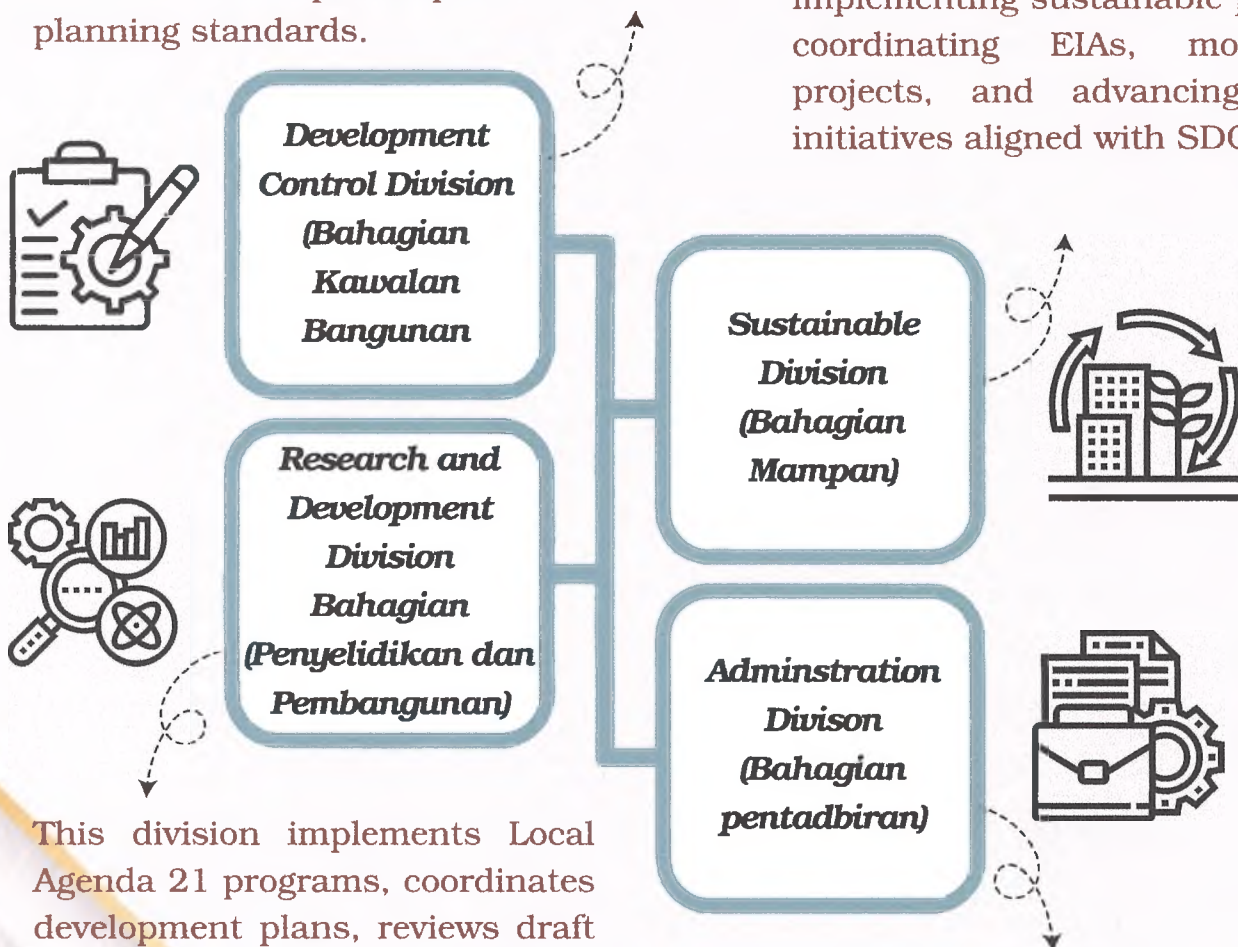


PLANNING DEVELOPMENT DEPARTMENT

DEPARTMENT DIVISION

This division provides planning advice to the Kuala Selangor District Council, processes planning applications, and handles naming applications. It also assists in development plans and ensures planning standards.

The Sustainable Unit promotes balanced development by implementing sustainable policies, coordinating EIAs, monitoring projects, and advancing green initiatives aligned with SDGs.



This division implements Local Agenda 21 programs, coordinates development plans, reviews draft local plans, and conducts sustainable development programs.

This division implements Local Agenda 21 programs, coordinates development plans, reviews draft local plans, and conducts sustainable development programs.

PLANNING DEVELOPMENT DEPARTMENT

DEPARTMENT DIVISION



Development Control Division (Bahagian Kawalan Bangunan)

Acts as an advisor for planning matters to the Municipal Council of Kuala Selangor, the Local Authority (PBT).

Assists in preparing development plans (RT/RKK) at the district level.

Provides planning consultation to government agencies, private sectors, and the public.

Secretariat for the Sustainable Development and Planning Committee meetings.

Processes planning permission applications in accordance with the Town and Country Planning Act 1976 (Act 172) and its amendments.

Manages applications for naming parks, streets, and numbering buildings.

Ensures the application of planning control methods, standards, and guidelines in planning permission approvals.

PLANNING DEVELOPMENT DEPARTMENT

DEPARTMENT DIVISION



Research and Development Division (Bahagian Penyelidikan dan Pembangunan)

Plans and implements the Local Agenda (LA21) program.

Organizes sustainable development programs for MPKS.

Coordinates, completes, and gazettes development plans under Act 172.

Reviews draft district local plans.



Sustainable Division (Bahagian Mampan)

Coordinating the measurement of Sustainable Cities (MURNInets)

Coordinating the implementation of the Kuala Selangor Smart City Initiative.

Coordinating programs for Sustainable Development Goals (SDGs).

Managing Safe City physical element projects.

PLANNING DEVELOPMENT DEPARTMENT

DEPARTMENT DIVISION



Adminstration Divison
(Bahagian pentadbiran)

Input staff data into the HRMIS System.

Manage departmental assets, office equipment, inventory needs, and procurement of essential supplies, including stationery and vehicles.

Manage departmental files, Organize and store records in the filing room and monitor the movement of files/records.

Oversee correspondence management, including receiving, dispatching, and posting letters, distributing circulars, and assisting with departmental operations such as meetings, briefings, visits, and discussions.

Record statements in the Service Record Book related to courses, training, seminars, workshops, examinations, leave, confirmations, or retirements.

TRAINING REFLECTION

The training period at Kuala Selangor Municipal Council Department Planning and Development provided valuable insights into the intricacies of urban planning and sustainable development. This reflection highlights key experiences, lessons learned, and the skills developed during the training, emphasizing their impact on my personal and professional growth.

Training Places

I began my internship at *Majlis Perbandaran Kuala Selangor* on August 12, 2024.

Training Period

The internship spanned over a period of six months, from 12th August 2024 until 24th January 2025. took place in the Perancangan Pembangunan Department under the supervision of Puan Umi Zuhirah binti Ramlan, with working hours from 8 AM to 5 PM, Monday to Friday.

DEPARTMENT	SUPERVISOR IN-CHARGE	DURATION
PERANCANGAN PEMBANGUNAN	PUAN UMI ZUHIRAH BINTI RAMLAN	24 WEEKS

DAY	WORKING HOURS	BREAK HOURS
MONDAY - THURSDAY	8:00 AM - 5:00 PM	13:00 PM - 14:00 PM
FRIDAY		12:15 PM - 14:45 PM

TRAINING REFLECTION

ASSIGNED TASK

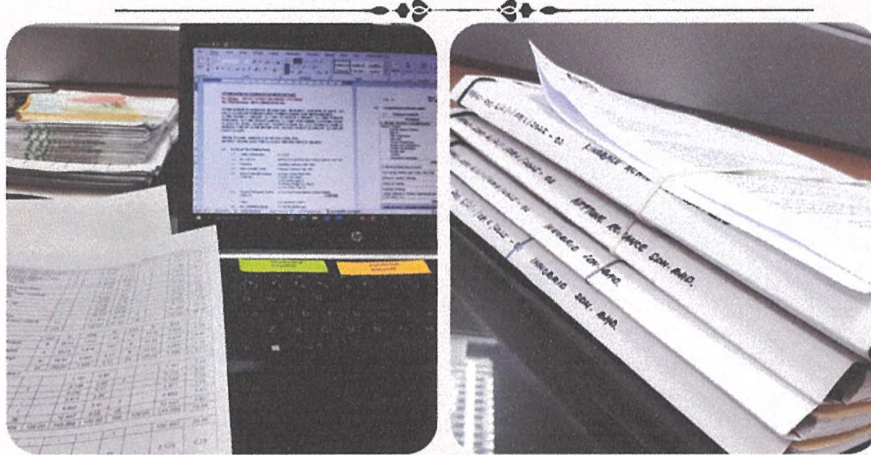


Figure 8: Preparing KM Paper

I prepare '*Kebenaran Merancang*' (KM) papers for OSC meetings, where I need to gather relevant information from the OSC website related to the assigned developers. After drafting the KM paper, I prepare the accompanying KM slides using information sourced from the '*Buku Laporan Cadangan Pemajuan*' (Development Proposal Report Book). Once both the paper and slides are completed, they are submitted to officer for review and approval.



Figure 9: Preparing KTK Data by using MapInfo



Figure 10: Preparing KTK Data by using ArcGIS

I was assigned to update the zoning data for 'Unauthorized Factories' (KTK) from the RTMDKS 2025 zoning to the RTMPKS 2035 zoning in Excel format. This task involved referencing the RTMPKS 2035 zoning data in systems such as ArcGIS, MapInfo, and MyLot.

TRAINING REFLECTION

ASSIGNED TASK



Figure 11: Food Coordinator for Program Malar Hijau 2024 (25 August 2024)



Figure 12: Food Coordinator for Program Cintailah Sungai Kita (28 September 2024)



Figure 13: Food Coordinator for Komuniti Kemampanan Bandar (5 October 2024)

I served as the food coordinator for various events organized by MPKS, including the Malar Hijau 2024 event, Festival of Wings 2024, Program Kemampanan Komuniti Bandar MPKS 2024, and Program Cintailah Sungai Kita involved assisting the catering team in the preparation and coordination of meals, ensuring that breakfast and lunch were served on time and met the required standards.

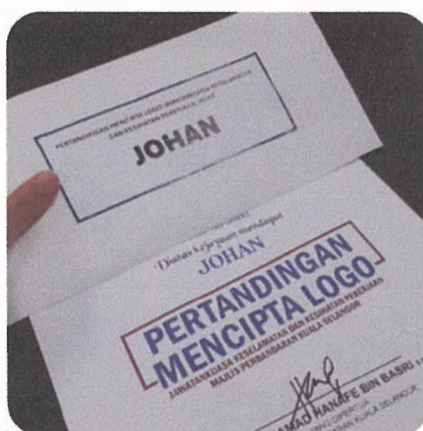
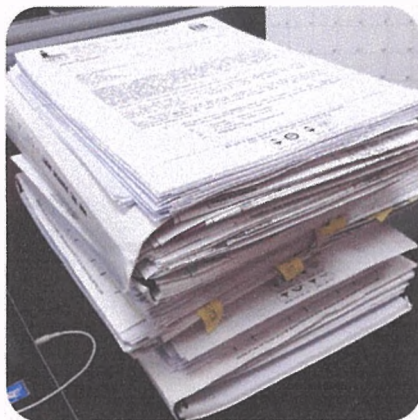


Figure 14: Certificate of Logo for Jawatankuasa Keselamatan dan Kesihatan Pekerja

I actively participated in MPKS competitions, including creating videos for Deepavali, New Year, and the Department Family Day, as well as designing a logo for the Employee Safety and Health Committee, earning 1st place. These experiences enhanced my skills in video production and graphic design.

TRAINING REFLECTION

ASSIGNED TASK



ZMZ PLANNING CONSULTANT
B-15-12 & B-15A-12 I-Sova
Jalan Persiaran Multimedia
1-City, Seksyen 7,
40000 Shah Alam,
Selangor Darul Ehsan

Tuan,

ID PERMOHONAN: MPKS-KM20240320-003

PERMOHONAN KEBENARAN MERANCANG MENGIKUT SEKSYEN 21 AKTA 172 BAGI CADANGAN MEMBINA 1 UNIT KILANG 1 TINGKAT BESERTA PEJABAT 3 TINGKAT DAN KEMUDAHAN BERKAITAN MELALUI **PENYERAHAN BALIK DAN PEMBERIMILIKAN SEMULA** TANAH DI BAWAH SEKSYEN 204B KANUN TANAH NEGARA, DI ATAS LOT 1743 (PM 62) DAN LOT 1744 (PM 63), JALAN RUKUN, MUKIM IJOK, DAERAH KUALA SELANGOR, SELANGOR DARUL EHSAN. UNTUK : LEGION EXTRUDER SDN. BHD.

Dengan hormatnya saya merujuk kepada perkara di atas

2 Untuk makluman tuan Mesyuarat Jawatankuasa Pusat Setempat Bil 11/2024 yang bersidang pada 09 Julai 2024 telah meluluskan permohonan kebenaran merancang tuan berdasarkan pelan pomohon No Pelan Z60332 EOB 009 LY105

Figure 15: Drafting Approval Letter for Developers

Drafting approval letters for developers involves preparing various types of letters, such as pre-compliance, non-pre-compliance, kindergarten applications, and religious school approvals. Drafting approval letters requires reviews and approvals from each technical department, including the Engineering, Building Control, Development Planning, and other relevant technical departments.

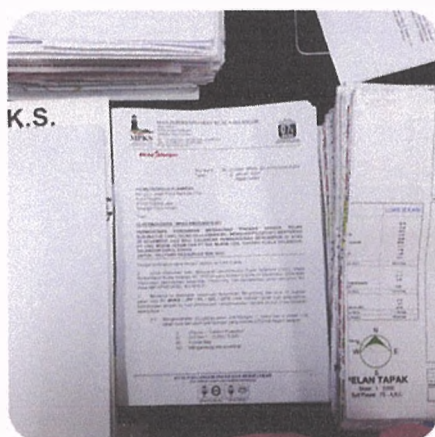


Figure 16: Preparing Letters for Developers

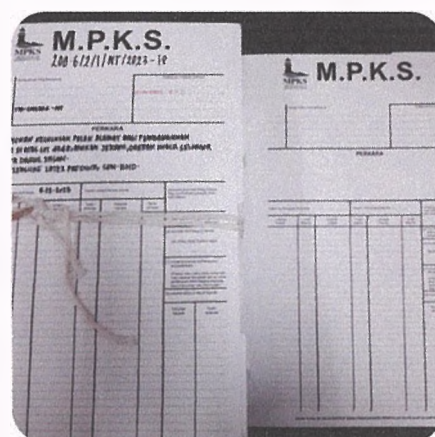


Figure 17: Creating New Files

Recording incoming letters into the logbook and creating new files for documentation purposes. Preparing letters for developers involves stapling the necessary documents together and recording the date and relevant information on the Planning Approval Plan.

TRAINING REFLECTION

ASSIGNED TASK



Figure 18: Meeting Jawatankuasa Siasatan dan Pendengaran Awam RTMPKS 2035 (Penggantian)

I participated in the *Jawatankuasa Siasatan dan Pendengaran Awam Draft RT MPKS 2035 (Penggantian)* on 16th December 2024 and was responsible for recording the meeting's decisions.

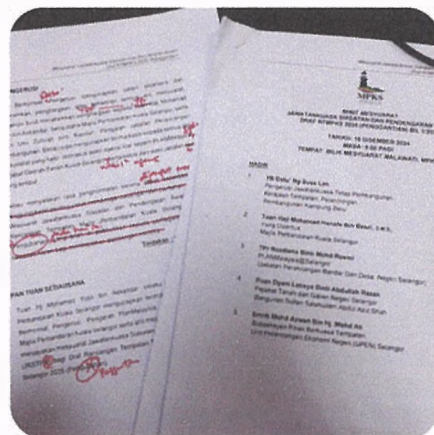



Figure 19: Preparing Meeting Minutes

I was responsible for preparing the meeting minutes for the Investigation and Public Hearing Committee regarding the Draft RTMPKS 2035 (Replacement). This task involved accurately documenting discussions, decisions, and actions taken during the meeting to ensure proper record-keeping and follow-up on relevant matters.

TRAINING REFLECTION

ASSIGNED TASK



JADUAL GUNA TANAH		UNIT	ECAR
PERDAGANGAN 'A'			
JAGAAN		1	1.910
MUDAHAN 'B'			
ASAN LAPANG / HILAU / GRASSCRETE			0.330
AWANG ELEKTRIK		1	0.030
UJ (Lulus) / Penempatan dalam bangunan		2	
IKI PRE-TREATMENT (Bawah Tanah)		1	
'AT PENGUMPULAN SAMPAH		1	
IKI RAIN WATER HARVESTING		1	
IKI AIR		1	0.010
DOA PENGAWAL		1	
AN DALAMAN / LALUAN PEJALAN KAKI			2.420
	JUMLAH KECIL	8	2.790
	JUMLAH BUKU LUMBUHAN	9	4.700
RUMAHAN			
AH SESEBUAH (kebahagian ditukar kepada KP2) 1-50' X 90'		40	5.000
AH BERKEMBAR (kebahagian ditukar kepada KP2) 1-35' X 80'		48	3.400
AH TERES 2 TINGKAT (kebahagian ditukar kepada plot perdagangan & kawasan lapang 1-2		136	5.860
AH TERES 2 TINGKAT (kebahagian ditukar kepada plot perdagangan & kawasan lapang 1-2		208	10.368
AH PANGSA KOS Sederhana - 50 UPE		72	1.450
AH PANGSA KOS Sederhana Rendah - 55 UPE		72	1.350
AH PANGSA KOS Rendah - 60 UPE		144	2.310
	JUMLAH KECIL	720	29.738

***JAGAAN**

Figure 20: Transferring Data in 'Pelan Kebenaran Merancang' folder into Excel Format

I was responsible for transferring the land use information from the planning approval documents into an organized Excel spreadsheet. This task involved accurately copying data such as land categories, zoning details, and other relevant information to ensure it could be easily referenced and analyzed for planning and administrative purposes.



Figure 21: Launch Ceremony of the Draft Local Plan for Majlis Perbandaran Kuala Selangor (RTMPKS 2035) (Penggantian)

I attended the Launch Ceremony of the Draft Local Plan for Majlis Perbandaran Kuala Selangor (RT MPKS) 2035 (Replacement) on September 17, 2024, at Grandeur Hall, Bandar Puncak Alam.

TRAINING REFLECTION

ASSIGNED TASK



Figure 22: Selangor State-Level World Town Planning Day (WTPD) 2024

I also participated in the Selangor State-Level World Town Planning Day (WTPD) 2024 on October 20, 2024, at Laman Rekreasi Tasek Tambahan, Ampang. During the event, the Kuala Selangor Municipal Council (MPKS) was honored with the 2024 Sustainable City Recognition (MURNInets), presented by HRH Sultan of Selangor and received by MPKS President, Tuan Mohamad Hanafe bin Basri.



Figure 23: Staff Day program

I also participated in the Staff Day program organized by the Planning Development Department at Sentosa Villa Resort, Taiping, Perak, from November 29 to November 30. The program served as a platform to strengthen teamwork, and foster a collaborative work environment among department staff through various team-building activities

TRAINING REFLECTION

ASSIGNED TASK



Figure 24: Perhimpunan Pagi Bil 4/2024



Figure 25: Perhimpunan Pagi Bil 5/2024



Figure 26: Perhimpunan Pagi Bil 5/2024



Figure 27: Serving The Award

I participated in three morning assemblies organized by MPKS. The Morning Assembly No. 4/2024 was hosted by the Landscape Department, while Assembly No. 5/2024 was hosted by the Youth Department. Subsequently, Morning Assembly No. 6/2024 was hosted by the Planning and Development Department, where I was tasked with preparing Smart City certificates for recipients, creating a motivational video for the assembly, and serving as the award presenter to the Secretary.

TRAINING REFLECTION

ASSIGNED TASK



Figure 28: Managing exhibition booth for Selangor Smart City & Digital Economy (SDEC) at KLCC

I was responsible for managing the exhibition booth at the Selangor Smart City & Digital Economy (SDEC) 2024, held in conjunction with the Selangor International Business Summit (SIBS) 2024 at the Kuala Lumpur Convention Centre on 17 October 2024. My duties included overseeing the booth setup, engaging with visitors, and providing information about the showcased initiatives.

TRAINING REFLECTION

ASSIGNED TASK



Figure 29: Jaya Grocer, Eco Grandeur
(19 September 2024)



Figure 30: KIPMall Desa Coalfields
(26 September 2024)



Figure 31: Lotus Kuala Selangor
(1 October 2024)



Figure 32: Dewan Dato' Hormat,
Tanjong Karang
(3 October 2024)



Figure 33: Lotus Puncak Alam
(10 October 2024)

I was responsible for managing the RT MPKS 2035 (Replacement) exhibition at various locations. My role included overseeing the exhibition setup, engaging with visitors, and providing information about the draft plan to ensure public awareness and understanding.

TRAINING REFLECTION

BENEFIT GAINED

EXTRINSIC

- **Practical Work Experience:** Gained hands-on experience in municipal operations and event coordination.
- **Prestigious Exposure:** Represented MPKS at high-profile events like KLCC, enhancing professional experience.
- **Allowance:** Received a monthly allowance of RM300 for the first three months. Additional allowances were provided for participation in events or programs.
- **Transportation Support:** Covered transportation expenses for work conducted outside the primary workplace.
- **Accommodation:** Accommodation was arranged during participation in external events or programs, ensuring convenience and comfort.

INTRINSIC

- **Increased Confidence:** Developed self-assurance in managing tasks and responsibilities independently.
- **Professional Growth:** Improved personal discipline, time management, and adaptability in a structured work environment.
- **Team Collaboration:** Built interpersonal skills by working effectively in diverse teams.
- **Public Engagement:** Improved communication and interpersonal skills through public interaction.
- **Time Management:** Improved ability to prioritize and multitask, balancing multiple responsibilities effectively.
- **Increased Knowledge:** Expanding my understanding of urban planning policies, community development strategies, and sustainability principles.

SWOT ANALYSIS

STRENGTHS

- Technological Advancements
- Established And Trusted Authority



S



WEAKNESSES

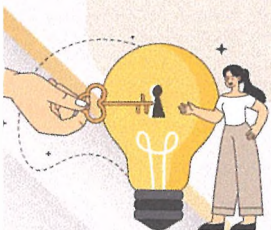
- Employee Shortage
- Limited Revenue Sources and High Tax Arrears



W

OPPORTUNITIES

- Tourism and Infrastructure Development
- Smart City Initiatives



O

THREATS

- Public Complaints and Dissatisfaction
- Large Administrative Area and Unplanned Development



T

SWOT ANALYSIS

STRENGTH

- Technology has become a key enabler in modernizing public sector services, allowing for improved efficiency, enhanced service delivery, and stronger citizen engagement.
- Biometric attendance systems ensure accurate and transparent employee attendance tracking by using fingerprint, eliminating manual errors and simplifying payroll management.
- The Human Resource Management Information System (HRMIS) streamlines leave applications, allowing employees to submit and track requests online, reducing paperwork and processing time.
- Additionally, Geographic Information Systems (GIS) play a vital role in urban planning by providing spatial data for mapping land use, monitoring infrastructure, and identifying development opportunities.



Figure 32: TV KIOSK



Figure 33: Biometric Attendance System

These initiatives have not only reduced administrative workloads but have also facilitated greater accessibility for citizens to municipal services, fostering trust and efficiency in local governance.

DISCUSSION & RECOMMENDATION



Technological Advancements

In today's market, technology-driven initiatives are central to business transformation, leveraging digital tools and systems to drive innovation, streamline operations, and expand reach (Garba et al., 2024, Iwuanyanwu et al., 2024). Innovations like AI, machine learning, cloud computing, and blockchain have reshaped product development, service delivery, and customer engagement (Ebeh et al., 2024). At MPKS, technologies such as biometric attendance, HRMIS, online platforms for permits and payments, and GIS exemplify how digital advancements enhance service delivery, decision-making, and sustainable growth in Kuala Selangor. However, challenges like limited IT expertise and employee adaptation must be addressed. MPKS should prioritize internal IT capacity building through training, upskilling, and partnerships with educational institutions and technology providers to ensure sustainable digital solutions (Knott, 2020).

Furthermore, the broader adoption of advanced ICT and e-government initiatives underscores how technology can boost bureaucratic efficiency and public accountability. E-government, defined by the use of modern technologies to enhance administrative processes, can strengthen responsibility, improve policymaking, and support high-quality consultation with stakeholders (Agung, 2020). By implementing well-structured information systems, governments can collect, manipulate, and use data to enable informed decision-making, enhance service delivery, and foster trust among stakeholders. For MPKS, comprehensive training programs and responsible use of monitoring tools, such as chatbots, are essential to ensure seamless technology adoption and maintain a supportive work environment. These efforts will position MPKS as a resilient and citizen-centric council, improving governance and public trust in Kuala Selangor.

SWOT ANALYSIS

STRENGTH

- With over 25 years of service, MPKS has built a strong reputation for stability and reliability, fostering public confidence in its ability to deliver services, uphold governance, and manage local development effectively.
- Schmidhuber et al. (2020) highlight the importance of transparency, accountability, and involving citizens are key factors in building trust between the government and the people.
- However, trust is a key foundation of good governance and needs continuous effort to maintain credibility.
- Hitlin and Shutava (2022) highlight that government agencies can build trust by recognizing the contributions of non-elected employees and ensuring transparency in their services. Providing fair services, engaging with the public regularly, and maintaining accountability are essential in bridging historical, cultural, and political differences that influence public opinion.



**Established
And Trusted
Authority**



Figure 34: MPKS Old Building



Figure 35: MPKS New Building

DISCUSSION & RECOMMENDATION



Established And Trusted Authority

For MPKS, increasing transparency and accountability through citizen involvement helps strengthen its reputation as a trusted local authority. By organizing regular community meetings, using digital platforms for public feedback, and practicing open governance, MPKS shows its dedication to fairness and clean administration. Publishing performance reports and using modern technology, such as virtual town halls and AI chatbots, not only improve service delivery but also build stronger public trust (Hitlin & Shutava, 2022).

As MPKS continues to develop these trusted systems, it can further strengthen its credibility as a responsive and dependable institution. Educating the public about the important roles of government workers and staying attentive to community needs will help MPKS maintain its status as a reliable authority that serves a diverse population. Schmidhuber et al. (2020) stress that when citizens participate more in government decisions, their trust in institutions grows, highlighting the importance of MPKS's efforts to involve the public in decision-making.

To maintain long-term public trust, continuous improvements should focus on transparency, accountability, and clear communication. This means not only highlighting successful projects but also openly addressing challenges and explaining solutions. Encouraging community involvement in problem-solving and promoting active participation helps strengthen the relationship between citizens and the government. Promoting positive stories about government efforts, rather than divisive political narratives, helps build long-lasting trust. Over time, these efforts contribute to a more collaborative, effective governance framework that meets the community's evolving needs, reinforcing public confidence (Hitlin & Shutava, 2022).

SWOT ANALYSIS

WEAKNESS

- Labour shortages are a pressing global issue, with employers and governments often defining them as the presence of specific labor supply attributes that impede productivity and growth rather than a lack of available workers (Cassang, 2020; Knott, 2020).
- MPKS is not immune to this challenge, facing significant gaps in skilled staff for specialized fields such as urban planning, ICT, and technical analysis.
- These shortages hinder the council's ability to implement complex projects effectively and limit innovation within municipal operations



Figure 36: 1 vacancy for the position of Director of the Development Planning Department.

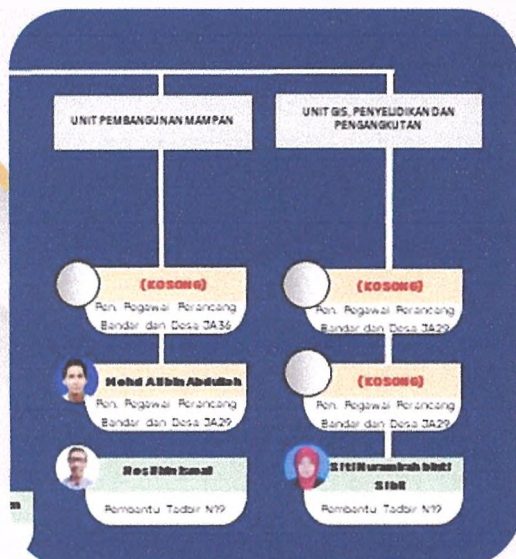


Figure 37: 3 vacancy for the position of 'Pen. Peg. Perancang Bandar dan Desa

For instance, a lack of skilled urban planners or technical analysts can result in incomplete or substandard project designs, leading to infrastructure issues like poorly planned road networks or insufficient drainage systems. These shortages directly impact MPKS's ability to meet community needs, fulfill its sustainability objectives, and maintain efficient operations.

DISCUSSION & RECOMMENDATION



Employee Shortage

To overcome employee shortages, MPKS should focus on talent development by forming strategic partnerships with private sector organizations, as suggested by Anwar (2024). These collaborations can help create specialized training programs to fill skill gaps not covered in traditional education. Additionally, offering flexible work arrangements could attract younger professionals, making public sector jobs more appealing in today's changing job market.

However, retaining skilled employees is just as important as hiring them. Research shows that strong human resource management, including better workplace conditions, clear promotion opportunities, and competitive salaries, can increase job satisfaction and commitment, leading to improved organizational performance as stated by Xue et al. in the year two thousand twenty-two. As the need for qualified professionals continues to grow, MPKS must support its workforce with structured career development programs and incentives that encourage long-term dedication and productivity, as mentioned by Yukongdi and Shrestha in the year two thousand twenty.

On a larger scale, government organizations, like private companies, must embrace technological advancements to operate efficiently and stay competitive. However, research shows that when organizations meet internal social responsibilities, such as providing stable salaries, improving workplace conditions, and supporting career growth, employees become more committed and productive, as stated by Sabuhari et al. in the year two thousand twenty and Xue et al. in the year two thousand twenty-two. By applying these strategies, MPKS can build a supportive work environment, enhance service quality, and promote sustainable governance while effectively managing labor shortages.

SWOT ANALYSIS

WEAKNESS

- MPKS faces significant financial challenges due to its dependence on limited revenue sources, mainly local taxes and assessment rates, which make up its primary income.
- These financial limitations restrict the council's ability to fund large-scale projects and maintain high-quality services. Low collection rates and unpaid assessment tax arrears are major obstacles.
- Public perception also impacts the situation, as many residents see assessment rates as a burden rather than a civic duty, expecting immediate and direct benefits in return for their payments (Mohd et al., 2020).
- Furthermore, the lack of alternative revenue sources worsens the financial pressure, and inefficiencies in administrative processes, such as poor record-keeping and the absence of a specialized tax collection unit, contribute to the problem (Abdullah et al., 2021).

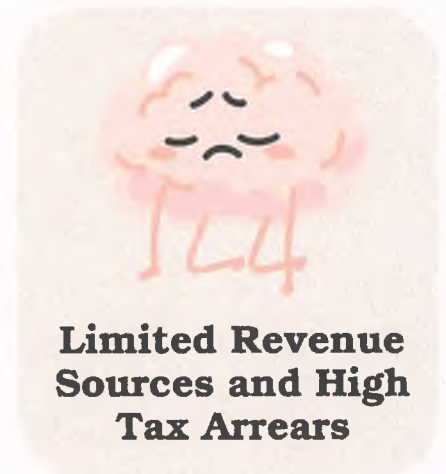


Figure 38: MPKS Staff Collecting Accumulated Assessment Taxes from Residents

DISCUSSION & RECOMMENDATION



Limited Revenue Sources and High Tax Arrears

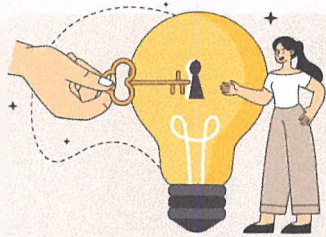
The assessment rate is the main source of income for local authorities, funding essential services and infrastructure upkeep. However, decreasing collection rates have caused financial difficulties, hindering development projects, reducing service quality, and leading to poorly maintained public facilities (Mohd et al., 2020). Factors contributing to this issue include inefficiencies in record-keeping, weak enforcement, political interference, and limited resources. The lack of a dedicated collection unit worsens the situation, making it harder to recover unpaid taxes. Although assessment rates are a legal obligation, local authorities must also focus on public welfare by ensuring that service delivery meets community expectations. Strengthening financial management and improving revenue collection processes are crucial for achieving sustainable and effective governance.

To tackle these challenges, MPKS should improve its tax collection processes by setting up a dedicated collection unit and implementing digital record-keeping, automated billing, and systematic follow-ups on arrears (Mohd et al., 2020). Public awareness campaigns can educate residents on the importance of assessment rates, fostering a stronger sense of civic duty (Rahman et al., 2021).

Furthermore, MPKS could offer incentives like early payment discounts while imposing penalties for ongoing non-payment to boost compliance (Mohd et al., 2020). Visible improvements in public services, such as better waste management and road maintenance, will help build public trust and encourage timely tax payments (Abdullah et al., 2021). Transparent governance, including regular reports on how tax revenue is used, will also strengthen trust and compliance, ensuring MPKS stays financially stable while providing high-quality services to the community.

SWOT ANALYSIS

OPPORTUNITIES



Tourism and Infrastructure Development

KUALA SELANGOR, Sept 17 — Some 21 high-impact projects focusing on the economy, tourism, food security, social development, and community empowerment have been outlined in the Kuala Selangor Municipal Council Draft Local Plan (MPKS) 2035 (Replacement) (RTMPKS 2035).

State executive councillor for housing and culture Datuk Borhan Aman Shah said these projects are expected to positively impact economic growth and enhance sustainable development in

Figure 39: Newspaper Clippings on Development Opportunities in Kuala Selangor

- Kuala Selangor is experiencing significant growth, as highlighted in the MPKS Draft Local Plan 2035, which includes major projects focused on promoting sustainable development and improving the quality of life for residents (Nasir, 2024).
- Tourism plays an important role in this growth, with investments in infrastructure, such as new road networks and upgrades to tourism facilities, being essential to improving access to key attractions like Kampung Kuantan Fireflies and Bukit Melawati (Nasir, 2024; Muzammil, 2022).
- Over the past few decades, domestic tourism in Malaysia has steadily grown, becoming one of the country's main sources of income. The increasing number of visitors to popular destinations underscores the growing importance of domestic tourism in the industry (Farhana et al., 2020).
- As a result, while the expanding tourism sector offers significant economic benefits for Kuala Selangor, it is important to manage it carefully and responsibly to ensure its long-term success.

DISCUSSION & RECOMMENDATION



Tourism and Infrastructure Development

Domestic tourism in Malaysia has seen steady growth, making a significant contribution to the national economy. However, the COVID-19 pandemic severely impacted the industry, prompting the government to take steps to support its recovery. To revive domestic tourism, initiatives such as travel incentives, infrastructure improvements, and better accessibility must be prioritized (Farhana et al., 2020).

MPKS has the opportunity to support these efforts by implementing strategic actions to boost tourism in Kuala Selangor. Strengthening partnerships between the public and private sectors, enhancing promotional campaigns, and offering travel incentives like vouchers can help stimulate local tourism. Additionally, promoting cultural and natural attractions, such as Kampung Kuantan Fireflies and Bukit Melawati, can draw more visitors and sustain long-term growth in the tourism sector.

To fully unlock the tourism potential, MPKS should focus on improving infrastructure, such as enhancing road networks and public amenities, to improve accessibility and the overall visitor experience. Digital marketing, especially through platforms like the "Go Selangor" app, can help position Kuala Selangor as a top destination. Using user-generated content and targeted promotions will further boost visibility and engagement.

Additionally, MPKS should adopt a systematic approach to track tourist attendance, allowing for the analysis of visitor trends and the optimization of tourism strategies. By taking these steps, MPKS can strengthen Kuala Selangor's tourism sector, stimulate local economic growth, and establish the district as a leading domestic travel destination (Muzammil, 2022).

SWOT ANALYSIS

OPPORTUNITIES

- Kuala Selangor is progressing towards becoming a smart city as part of Malaysia's Smart City Framework, which was introduced in 2019 to guide local governments in adopting innovative urban solutions. This framework focuses on utilizing advanced technologies like artificial intelligence (AI), the Internet of Things (IoT), and big data analytics to improve urban management and enhance the quality of life for residents (Dali et al., 2022).
- For example, the Kuala Selangor Municipal Council (MPKS) was awarded the Malaysia Smart City Rating Award 2024 during the World Town Planning Day 2024 National Celebration at The Everly, Putrajaya, on October 28, 2024.
- This award acknowledges MPKS's dedication to smart city development aimed at benefiting the community. The award was presented by YB Tuan Nga Kor Ming, the Minister of Housing and Local Government, to Tuan Mohamad Hanafe bin Basri, the Yang Dipertua of MPKS.



Figure 40: MPKS Receive Malaysia Smart City ating Award 2024

DISCUSSION & RECOMMENDATION



Smart City Initiatives

Since the early 2000s, smart city development has gained global traction, leading to the exploration and adoption of various models (Desouza et al., 2020). To capitalize on this trend, MPKS should strengthen public-private partnerships (PPPs) by collaborating with technology providers, research institutions, and startups. These partnerships will provide the necessary funding and technical expertise to implement smart city initiatives, ensuring efficient use of resources and innovative solutions (Leong et al., 2023).

Focusing on infrastructure improvements, such as intelligent transportation systems and smart parking solutions, will help enhance urban mobility and sustainability. Additionally, integrating digital governance platforms can improve service delivery, streamline communication between authorities and citizens, and boost public trust in local governance.

A case study from Petaling Jaya (PJ) highlights the success of smart city initiatives driven by community involvement. PJ's focus on sustainability and citizen engagement has led to successful programs like the PJ Community Award, which encourages urban farming, cleanliness initiatives, and anti-dengue campaigns. These projects not only strengthen community bonds but also enhance urban resilience and reduce management costs.

MPKS can adopt similar initiatives by creating community-driven smart city programs that empower residents to contribute to sustainable urban development. By promoting local innovation and incorporating technology-driven solutions, MPKS can establish itself as a leading smart city, ensuring long-term economic and environmental benefits while improving the quality of life for its residents (Leong et al., 2023).

SWOT ANALYSIS

THREATS



Public Complaints and Dissatisfaction



Daya Shamsuddin

1 review · 1 photo



2 days ago **NEW**

If I can give 0, I would. Been calling multiple times since 9am but nobody care to entertained. Tried again after 10am, still no luck getting a hold of them. What makes it worst was they have actually picked up the phone and hang up right after. What an attitude!

Figure 41: Public Complaint at Google Review

- MPKS faces significant threats from increasing public complaints about service delivery, infrastructure, and governance, which could damage its reputation and erode public trust.
- A study by Hitlin and Shutava (2022) highlights that distrust in government can undermine its effectiveness, discouraging young talent from joining the public sector and deterring capable political appointees. Negative personal experiences, such as cumbersome processes or long delays in services, often diminish public confidence, reinforcing perceptions that the government is inefficient or wasteful.
- Bureaucratic inefficiencies, such as complex and rigid permit approval processes, further frustrate residents and lead to dissatisfaction. These issues emphasize the need for MPKS to address systemic flaws in its service delivery system, as public complaints and dissatisfaction are closely linked to how the public views the municipality's effectiveness and accountability.

DISCUSSION & RECOMMENDATION



Public Complaints and Dissatisfaction



To address these challenges, MPKS should implement a streamlined complaint management system using digital platforms to ensure quick and transparent handling of public grievances. A dedicated customer service team should be in place to monitor and resolve complaints, provide regular updates to residents, and track resolution timelines to improve accountability and responsiveness (Barlow & Moller, 2020).

Equally important is the simplification and digitization of bureaucratic processes to reduce delays and prevent confusion. Clear guidelines and improved coordination between agencies can help align regulatory requirements and increase administrative efficiency. Additionally, prioritizing staff training programs to develop skills and knowledge will enhance service quality and improve how grievances are handled. A well-trained workforce is essential for improving organizational effectiveness and fostering a more positive relationship with the public (Nor et al., 2023).

MPKS can further benefit from adopting the Plan-Do-Check-Act (PDCA) model, a systematic and flexible approach to continuous improvement (Isniah, Purba & Debora, 2020). By applying this model, MPKS can identify service delivery issues, develop effective solutions, monitor results, and refine processes to better meet the evolving expectations of the public.

Conducting regular surveys to collect public feedback will allow MPKS to pinpoint problem areas and guide improvements, helping to rebuild public trust and strengthen community relations. Additionally, making customer satisfaction a key performance indicator will ensure that MPKS not only meets but exceeds public expectations, ultimately reducing complaints and enhancing its reputation (Fida et al., 2020; Zygiaris et al., 2022).

SWOT ANALYSIS

THREATS



Large Administrative Area and Unplanned Development

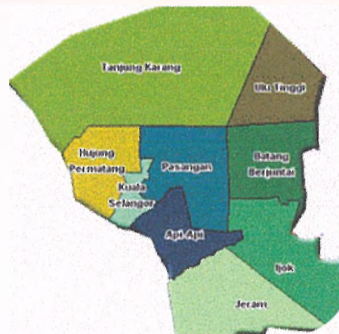


Figure 42: MPKS Administrative Area involving 9 Area

- MPKS faces significant challenges in managing a large administrative region, which includes difficulties in service delivery, monitoring, and development control.
- Uncoordinated or poorly planned developments in some areas have led to issues such as inadequate infrastructure, traffic congestion, and environmental degradation, all of which hinder the sustainability objectives outlined in the RT MPKS 2035 (Azeez et al., 2021).
- Moreover, the prevalence of abandoned housing projects, with 3,346 stalled units reported in 2021, reflects poor developer management and delays. This not only affects housing availability but also undermines public confidence in the local development process (Azeez et al., 2021).
- These environmental challenges align with broader global trends, where rapid infrastructure expansion often incurs significant socio-economic and environmental costs, intensifying issues such as climate change and extreme weather events (Banik and Goswami, 2024).

DISCUSSION & RECOMMENDATION



Large Administrative Area and Unplanned Development

These environmental concerns align with broader global trends, where rapid infrastructure expansion often results in high socio-economic and environmental costs, further exacerbating issues such as climate change and extreme weather events (Goswami, 2024).

To address these threats, MPKS should enhance its development management by implementing a centralized system to monitor projects and prevent unauthorized developments. Strengthening enforcement measures and building staff capacity in urban planning and project management will ensure better oversight and accountability. To tackle the issue of abandoned housing projects, MPKS should implement stricter vetting procedures for developers and contractors, offer financial incentives for timely project completion, and establish recovery funds to revive stalled developments.

Moreover, mandatory Environmental Impact Assessments (EIAs) should be enforced for all new projects to mitigate environmental degradation and promote sustainable growth. Investing in sustainable infrastructure, such as green building designs, renewable energy solutions, and reforestation initiatives, is crucial to aligning with the sustainability objectives of the MPKS Draft Local Plan 2035.

Additionally, smart city solutions like real-time traffic monitoring and intelligent infrastructure systems can help alleviate traffic congestion and enhance service delivery. Collaborating with state agencies, private developers, and community stakeholders will be key in fostering inclusive and sustainable development. By adopting these measures, MPKS can address the risks associated with unplanned growth, strengthen public trust, and promote environmentally responsible urban development.

CONCLUSION



The industrial training provided me with valuable insights into how organizations develop their vision and long-term objectives. One of the key lessons I learned was the importance of aligning personal goals with the goals of the organization, ensuring that both can grow together. I also gained a greater understanding of effective project management, community involvement, and the significance of sustainable development practices.



In the next five years, I see myself pursuing a career that blends both my academic knowledge and the practical experience I gained during my industrial training. My goal is to take on different roles that will help me expand my skill set and remain flexible to new challenges, enabling me to grow professionally in my field. Additionally, I plan to keep growing my professional knowledge through continuous learning, certifications, and hands-on experiences. I also wish to broaden my knowledge beyond my course of study to gain a more well-rounded perspective and become more versatile in my career.

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