



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka

INDUSTRIAL TRAINING REPORT

**FACULTY OF BUSINESS MANAGEMENT
BACHELOR OF BUSINESS ADMINISTRATION (HONS.)
INTERNATIONAL BUSINESS (BA246)**



MAJLIS BANDARAYA MELAKA BERSEJARAH
NUR ZAHIRAH BINTI MOHAMAD ZAFFIR
2022876184

SURAT KEBENARAN

Tarikh : 24/01/2025

Kepada: ENCIK NUR ADZLIN BIN ANUAR

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

Maklumbalas (/)

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Nama Pelajar	NUR ZAHIRAH BINTI MOHAMAD ZAFFIR		
No. Matriks	2022896154	Nama Program	BA246
Tajuk Laporan	INDUSTRIAL TRAINING REPORT	Nama Syarikat	MAJLIS BANDARAYA MELAKA BERSEJARAH

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Yang Benar


Nama Pegawai : NUR ADZLIN BIN ANUAR
Jawatan : Penasihat Undang-Undang
No. Tel. : Majlis Bandaraya Melaka Bersejarah
No. Faks :

Cop jabatan/organisasi:

EXECUTIVE SUMMARY

Throughout my six-month internship at the Melaka Historic City Council (MBMB) from August 12, 2024 to January 24, 2025, I learned a lot about how a municipal body balances urban development with maintaining Melaka's cultural history. MBMB is responsible for services such as urban planning, disposal of rubbish, public facility maintenance, and parking systems, all of which help Melaka keep its UNESCO World Heritage Site title.

Worked in the Legal Unit, I drafted, amended, and summarized by-laws under the Local Government Act 1976. I finished 32 summaries, including the Dog Licensing By-Laws and the Uniform Building By-Laws 2024. I also gained hands-on legal experience by taking part in court hearings for traffic summonses and regulatory violations. My legal knowledge, analytical abilities, and documentation proficiency were all improved by those tasks.

Attending court proceedings, municipal events such as the Fun Walk Jiwa Merdeka, and World Clean Up Day helped me understand MBMB's community and environmental commitments. My research of the Legal Unit found both its strengths and weaknesses, including staff shortages and outdated case management technologies. I found opportunities to increase revenue production and governance by strengthening By-Law enforcement and utilizing technological technologies.

This internship gave me a complete understanding of municipal legal and administrative procedures. It helped me improve my skills in legal documentation and public interaction while also providing insights into good governance. With advancements in technology, staffing, and public awareness, MBMB can continue to promote Melaka's growth as a top cultural and tourist destination.



TABLE OF CONTENTS

01.	Executive Summary	i
02.	Acknowledgement	ii
03.	1.0 Student's Profile	01
04.	2.0 Company's Profile	02
05.	3.0 Training's Reflection	16
06.	4.0 SWOT Analysis	24
07.	5.0 Discussion	25
08.	6.0 Recommendation	33
09.	7.0 Conclusion	38
10.	References	39
11.	Appendices	42

ACKNOWLEDGEMENT

First and foremost, all praise goes to Allah SWT for granting me with the comfort and knowledge I needed to finish this assignment under MGT666 Industrial Training successfully.

To write my report for my industrial training report, I needed the help and instruction of someone I trusted. This report's completion makes me happy. I would like to thank Dr. Nornajihah Nadia binti Hasbullah, my advisor at the University of Technology MARA (UiTM) Bandaraya Melaka, for giving me with firm guidelines for my assignment through many talks. Her suggestions and technique helped me complete this project and communicate the progress as clearly as possible. Her instructions have been updated with more information, and I appreciate what she has supplied.

Not to mention, I would like to thank my wonderful family, who has always encouraged me to keep learning and accomplishing my future ambitions. I would not have gotten anywhere if it had not been for my family's backing, who still believe in my abilities as a business management student.

I am grateful to individuals who inspired and guided me in order for me to complete this task, especially my supervisor, Encik Nur Adzlin bin Anuar and also my classmates who take part in internships and share their experience so that we can all learn. May we all gain something from this virtual learning experience and be hopeful at all times.



1.0 STUDENT'S PROFILE

1.1 RESUME



NUR ZAHIRAH BINTI MOHAMAD ZAFFIR





PROFILE

A motivated and adaptable international business student at Universiti Teknologi MARA with a track record of academic success, including the Vice Chancellor's Award. Experienced in multimedia design, event organization, sales, and customer service, with proven success in innovative competitions. I am currently looking for career prospects in a dynamic corporate environment where I can apply my skills and contribute to organizational success while also growing professionally.

AWARDS

● BRONZE AWARD International Teaching Aid Competition 2023 ● VICE CHANCELLOR'S AWARD Excellent Academics Achievement Diploma in Business Studies ● GOLD AWARD Virtual Idea Pitching Competition ● "PENCAPAIAN SAHSIAH AMAT BAIK" "Pencapaian Sahniah Amat Baik Dalam Sistem Sahniah Diri Murid"	2023 2022 2021 2018
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EXTRA CURRICULAR

● PATH TO PERSONAL GROWTH: TOGETHER • Manage held position of Multimedia & Publicity Bureau. • Designing posters, flyers, and digital graphics to promote the event across campus and social media platforms. ● ECHOES OF CULTURE, SERENITY IN PADANG'S HEART: ACADEMIC TRIP AND INTERNATIONAL CSR ENGAGEMENT • Manage held position of Multimedia & Publicity Bureau. • Designing posters, lanyard, clothes, certificate and digital graphics to promote the academic trip to students, faculty, and staff across campus. ● "KESUKARELAWAN KEBANGSAAN" • Manage held position of Event Coordinator • Responsible for setting the date, time, and location of the talk event and ensures everything runs smoothly	2024 2024 2021
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WORK EXPERIENCE

● MAJLIS BANDARAYA MELAKA BERSEJARAH (MBMB) (INTERNSHIP) AUG 2024 – JAN 2025 • Assisted in drafting legal documents and amendments, participated in court proceedings at the Mahkamah Majistret as well as updated the chronology of legal files and agreements. ● PARFUM BANDUNG MELAKA 2019 – PRESENT • Working as an agent for Parfum Bandung Melaka (Present). Promoting and selling their products. • Working as a sales assistant (2019). Interacting with customer inquiries and concerns as well as key in every order detail and data into internal databases. ● OK COMPUTER SOLUTION MELAKA - OKCS 2020 • Working as a customer service. • Respond to inquiries from customers. Entering every order detail and data into internal databases.

EDUCATION 2022 - PRESENT Universiti Teknologi MARA (UiTM), Bandaraya Melaka • Bachelor of Business Administration (Hons.) in International Business • CGPA: 3.70 2020 - 2022 Universiti Teknologi MARA (UiTM), Alor Gajah Melaka • Diploma in Business Studies • CGPA: 3.91 / MUET Band 4	SKILLS • Microsoft Word (Expert) • Microsoft Excel (Intermediate) • Microsoft PowerPoint (Expert) • Canvas (Expert) LANGUAGES • Malay (Bilingual) • English (Intermediate)	REFERENCES MOHD ISHAM ABDIN • Senior Lecturer UiTM Bandaraya Melaka • Phone: +60 11 3902 9198 • Email: ishamabdin@uitm.edu.my SULEIMAN BIN OTHMAN • Managing Director of OKCS Melaka • Phone: +60 19 657 2171 • Email: okcsmelaka@gmail.com
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Figure 1: Resume

2.0 COMPANY'S PROFILE

2.1 COMPANY'S OVERVIEW



Figure 2: Malacca Historic City Council Building

Company Name



Majlis Bandaraya Melaka Bersejarah (MBMB)

Company Address

Graha Makmur, No.1,
Jalan Tun Abdul Razak – Ayer Keroh,
Hang Tuah Jaya, 75450 Melaka.

Operation Hour

Monday – Friday : 8:30am – 4:30pm
Saturday – Sunday : Closed

Table 1: MBMB's Logo, Name, Location and Operation Hours

Vision

"A sustainable and smart historic city"

Mission

"Driving a livable heritage city through efficient and responsive municipal governance"

Objective

01

To transform MBMB into powerful, evolving, and outstanding organization.

02

Become a driving force in the development and revival of Malacca's historical city.

03

To provide the highest degree of service to the community.

04

To better organize the community's duties.

Function

01

Continuously plan city growth and strengthen city functions such as cultural, commercial, educational, and administrative.

02

Create economic activity by integrating licensing policies in the commercial, industrial, tourism, and financial sectors.

03

Maintain a clean and healthy lifestyle by keeping an eye on the sewage system, solid waste disposal, and neat and efficient grass cutting.

04

Planning, coordinating and carrying out programmes and social activities to promote a united and harmonious diverse community.

05

Construct and maintain infrastructure to meet social claims, raise living standards, and attract tourist.

06

Create Malacca an advanced city.

07

Create a "Garden Inner City" in Malacca by putting flowers and trees along the main thoroughfare and by strategically placing furniture, road lighting, and pavement

2.2 BACKGROUND OF ESTABLISHMENT

The Melaka Historic City Council (MBMB) has a rich history intrinsically with Melaka. Despite the ups and downs Melaka has experienced, the municipality has maintained. Melaka Municipality, renamed "The Town and The Fort of Melaka" in 1824, is administered by the British government's "Committee of Assessors."

In 1848, the East India Act XIX emphasized the establishment of a "Municipal Committee" to replace the "Committee of Assessors." This act created five Council Members, led by a "Resident Councillor" known as the Municipal Commissioner. On January 1, 1887, the Straits Settlements Municipal Ordinance established 1.4 square miles of municipal limits, which were expanded to 4.2 square miles in 1930 by Act 133 of 1913.

Act 171 (1976) merged the Melaka Municipality with the Melaka Historic City Municipal Council (MPMBB) on January 1, 1977, creating an administrative region of 114.7 square miles. MPMBB substantially contributed to Melaka's development as a dynamic, progressive, and beautiful city. Its administrative area expanded alongside Melaka's overall expansion, emphasizing agriculture, industry, and, more recently, tourism. Infrastructure development has gained interest, rivaling Malaysia's most developed states. This condition accelerated the entry of investors, creating job opportunities for its residents.

On April 15, 2003, the Melaka Historic City Municipal Council was promoted to the Melaka Historic City Council (MBMB). With this recognition, the MBMB expanded its services to Melaka locals and tourists in general. The benefits and prosperity attained were truly outstanding.

Another local government, the Hang Tuah Jaya Municipal Council (MPHTJ), was established on January 1, 2010. MPHTJ's administrative territory covers 57.66 square kilometers of the Melaka Historic City Council (MBMB) jurisdiction. Meanwhile, the new administrative territory of the MBMB has grown by 30.86 square kilometers. The total area of the MBMB is currently 270.39 square kilometers (Melaka Historic City Council, 2024).

2.3 ORGANIZATIONAL STRUCTURE



Figure 3: MBMB's Organizational Structure

A strategy for achieving higher economic performance is an effective organizational structure. Another function of organizational structure in business is to describe the formal way in which work and people are organized into units. It follows the value chain. Structure influences the benefits provided through skill specialization, focused attention, management and coordination, cost savings, and opportunities for leadership and development (Dan Schmitz, 2021).

The organizational structure has been thoughtfully designed to support strong responsibilities at all levels, transparent communication, and efficient management. The hierarchy, headed by Mayor Datuk Hj. Shadan bin Hj. Othman, establishes a structure that key departments and divisions use to accomplish the organization's overall goals and functions.

2.4 SERVICES OFFERED

Melaka Historic City Council (MBMB) provides a range of essential services aimed at improving residents' quality of life, facilitating sustainable urban growth, protecting cultural assets, and promoting tourism in Melaka City. Maintaining its infrastructure, ensuring public health and safety, and encouraging community engagement are all priorities for MBMB, the local governing body. The extensive services offered by MBMB not only help the city's citizens with their daily requirements, but they also support Melaka's long-term development and sustainability as a thriving historic city.

2.4.1 Cleaning Services and Waste Management

The Melaka Historic City Council (MBMB), is actively involved in maintaining the city's cleanliness. As a local authority, MBMB ensures that cleanliness regulations are fulfilled, particularly in high-traffic areas such as tourism hotspots. This aligns with MBMB's broad mission of providing a clean and sustainable environment for both residents and tourists. Choy E. A. claims that MBMB carries out a lot of cleaning work in the city, which greatly helps to keep Melaka a popular tourist destination (Choy E.A., 2015).

MBMB makes significant investments in offering first-rate cleaning services to provide a clean and comfortable atmosphere. According to Majid A., the council's services include the collection of domestic and bulk waste, which is handled by the Solid Waste Management and Public Cleansing Corporation. MBMB also performs a variety of jobs such as drain cleaning and cutting grass (Majid, 2024). These intensive cleaning activities help to maintain the city's public spaces and make them more functional.

Cleanliness is vital for preserving the beauty of recreational places and attracting both domestic and international visitors. Visitors and local officials are both responsible for protecting these locations. To foster civic responsibility, the public should be made aware of the need of sustainability. MBMB ensures cleanliness in recreational areas by offering standards-compliant services and facilities. Overall cleanliness, garbage bin availability, restroom hygiene, and frequent grass-cutting are all important factors to consider (Che Rose & Abul Ghani, 2020).



Figure 4: Klebang Beach

A survey conducted at *Dataran 1 Malaysia Klebang Melaka* found conflicting opinions from visitors regarding cleanliness. The majority of respondents (73.8%) agreed, with 8.8% strongly agreeing, that the area's general cleanliness was adequate. However, 46.3% disagreed, with 2.5% strongly disagreeing about the suitability and placement of trash bins, citing insufficient bins and unsuitable placements. This comment recognizes MBMB's efforts to provide cleaning services while also noting areas for improvement to better meet public demands and increase visitor attraction (Che Rose & Abul Ghani, 2020).

Furthermore, laws are aggressively enforced by MBMB to prevent littering. 52 fines were imposed under Act 133, Section 47(1)e, which penalizes inappropriate garbage disposal, between January and April 2024. First-time offenders face fines of RM500, while repeat offenders face fines of RM1,000. Companies that do not properly dispose of their waste are also subject to fines (Jamal N., 2024).

Thus, the MBMB's focus on cleanliness and waste management demonstrates its dedication to maintaining Melaka clean and sustainable, while improvements in public facilities and garbage can availability are required.

2.4.2 Infrastructure and Public Facilities Management

The Melaka Historic City Council (MBMB) provides a variety of public facilities and infrastructure in an effort to ensure the welfare of both locals and tourists. In addition to enhancing the community's standard of living, these features also work to increase the city's attractiveness as a major travel destination. Public lighting and safety, recreational facilities, and public sanitation and utilities are the three primary areas where MBMB's dedication is evident (Majid, 2024).

To improve accessibility and safety in the city, MBMB places a high priority on installing dependable public lighting. In order to guarantee visibility at night and lower potential risks, streetlights and illumination systems are placed in public areas. To further enhance the safety and security of both pedestrians and drivers, routine maintenance is carried out to guarantee that these systems continue to operate at their peak efficiency.

Additionally, MBMB prioritizes the creation and management of recreational areas to promote outdoor recreation and community building. One prominent example is *Dataran 1Malaysia Klebang*, a popular recreational area that attracts both locals and tourists. Gardens, benches, sheltered areas, and garbage cans are among the amenities offered to improve visitors' entire experience. With the right landscaping, shaded areas are created to increase comfort and provide a calm setting for rest and leisure (Che Rose & Abul Ghani, 2020).

MBMB prioritizes tourism-friendly elements because it is a well-liked tourist attraction. To accommodate and draw tourists, facilities are positioned in busy places like the well-known Coconut Shake Klebang. Clear signage and pictorial directions are placed to help visitors even more, making navigation simple and promoting a smooth and joyful experience for everyone.

Maintaining sanitation and hygiene in public spaces is another major emphasis area for MBMB. The council built public toilets in major areas and assures frequent cleaning services to maintain their usage. In order to maintain the cleanliness and visual appeal of public spaces, planned landscaping and grass cutting tasks are also completed. These initiatives improve the city's reputation as a clean and friendly travel destination in addition to advancing public health.

2.4.3 Urban Development and Planning

Urban development and planning play an important part in establishing Melaka as a harmonious blend of historical preservation and modern advancement. The Melaka Historic City Council (MBMB) developed an effective plan to ensure long-term growth while preserving the city's rich cultural and historical identity.

One of the key principles of MBMB's urban development strategy is managing Melaka's rich historical legacy. Melaka's heritage zones, which include popular spots like the Stadthuys and Jonker Street, are strictly protected by MBMB's laws as a UNESCO World Heritage Site (Adib Povera, 2024). Any new construction within these zones is carefully planned to ensure that it complements the area's historical and cultural charm. By maintaining this balance, MBMB protects Melaka's cultural identity and increases its appeal as a top travel destination.

The goal of MBMB's infrastructure projects is to raise the general quality of life, public facilities, and connectivity. Important projects include improving drainage systems, roads, and bridges to handle urban growth and provide smooth transportation (Melaka City Voluntary Local Review, 2022). The council has also given priority to the construction of commercial, industrial, and residential areas to boost Melaka's economy. With green projects including planting trees, maintaining public parks, and using environmentally friendly building techniques, MBMB actively lowers Melaka's environmental impact (Melaka City Voluntary Local Review, 2022). These initiatives not only encourage environmental protection, but also improve the visual appeal and ecological value of the city's urban areas.

MBMB also places a high priority on the development of recreational and public spaces. *Taman Botanikal*, *Dataran Pahlawan*, and the Melaka River Walk are iconic sites that have been constructed and maintained to provide recreational possibilities for both locals and visitors. These areas promote social engagement, physical well-being, and a greater sense of community. In the commercial sector, MBMB has helped small enterprises and local industries by establishing designated zones for hawker centers, night markets, and other economic activities (Melaka Historic City Council, 2024). These initiatives encourage local entrepreneurship while also supporting a thriving economic ecology.

Through careful planning and development, MBMB continues to balance Melaka's historical heritage and contemporary urban demands. MBMB makes sure Melaka stays a colourful, liveable city for locals and a popular tourist destination by protecting heritage zones, enhancing infrastructure, encouraging environmental sustainability, and cultivating community areas and economic activity.

2.4.4 Parking Management

The Melaka Historic City Council (MBMB) is responsible for the city's infrastructure and urban services. One of its most important services is parking management, which makes it easier, more accessible, and organized for residents and visitors in the city's bustling urban and tourism districts.

To meet the various needs of both locals and visitors, MBMB offers structured parking facilities, such as open parking lots, roadside parking, and multi-story car parks. These facilities, serve many requirements of both locals, and visitors, and are well situated close to major attractions, and residential areas (Melaka Historic City Council, 2024). The availability of these facilities lowers traffic congestion and allows visitors to park their vehicles conveniently. In addition, the Car Parking Unit provides Car Parking Bay Rental and Monthly Pass Purchase services to promote users' accessibility and flexibility. Customers may use the Car Parking Bay Rental service to secure parking spaces exclusively (Melaka Historic City Council, 2024). This service is beneficial for private clinics, automobile accessory and service stores, tourism organizations, and car sales shops, since it ensures that their parking requirements are met.

MBMB has integrated modern technologies into its parking management system, demonstrating its dedication to innovation and efficiency. The introduction of cashless payment methods like mobile parking apps has changed the traditional parking experience. Motorists can now pay for parking quickly and securely, without physical coupons or cash transactions. Furthermore, MBMB has introduced smart parking systems, allowing users to find available parking spaces via mobile applications. The Melaka Smart Parking system is a centralized parking payment that has been adopted by four Melaka local authorities (PBT). This innovative system is designed to improve parking management by providing a simpler and more structured way for users and tourists to pay their parking fees. (Liyana, 2024).



Figure 5: Melaka Smart Parking

The Melaka Historic City Council employs a dedicated team of enforcement officers to monitor parking zones and ensure compliance with the council's guidelines. Vehicles parked illegally or blocking traffic are fined or towed promptly (Melaka Historic City Council, 2024). Clear signage and markings are installed across parking lots to advise users about parking limitations, fines, and restricted locations. These enforcement strategies prevent violations and maintain control, especially in high-traffic areas.

Parking management is a key component of MBMB's urban services. It contributes to the demands of a busy and diversified city. By providing efficient parking facilities, utilizing modern technologies, and enforcing rules, MBMB guarantees that the city's transportation system functions efficiently. As Melaka develops as a global tourist attraction and commercial centre, MBMB's initiatives to improve parking management will help the city succeed while keeping its ancient heritage.

2.4.5 Licensing

The Melaka Historic City Council (MBMB) manages and structures a wide range of businesses and activities through its licensing services. These services ensure that businesses operate under legal and safety standards, thereby contributing to Melaka's public welfare and economic growth.

One important aspect of licensing is industrial operations. MBMB issues industrial licenses for factories, workshops, warehouses, and petrol stations. Environmental protection, safety compliance, and appropriate zoning are all maintained with the aid of these licenses. Food licenses, which include businesses like supermarkets, restaurants, diners, retail stores, and canteens, are another crucial category. This license protects the public's health and increases consumer confidence by guaranteeing food safety and cleanliness standards. MBMB issues entertainment licenses to entertainment venues. This covers licenses for bars, karaoke joints, entertainment venues, movie theaters, and places where people enjoy performances and music. These licenses support public unity by keeping an eye on things and ensuring they follow local regulations.

The Hawker's License is intended to help small-scale sellers who operate at night markets or in static areas. This service is essential for supporting small enterprises and promoting Melaka's thriving street food culture. Other licensing services include advertising, hotel, boarding house, and general business licenses. These licenses ensure that enterprises comply with municipal rules, uphold quality standards, and contribute to Melaka's economy (Melaka Historic City Council, 2024).

Finally, MBMB offers trishaw licenses, which are culturally and economically significant in Melaka. Trishaw licenses ensure that licensees follow the rules and guidelines established by the MBMB. Licensing assists in identifying and supervising operators, ensuring that they offer equal and courteous service to the public. Melaka is expected to become the first state to digitize trishaw services in 2025, with 260 registered companies. Every trishaw will be equipped with a QR code to streamline operations and protect the safety of both passengers and riders. Trishaws are a popular tourist attraction in Melaka, and when they are managed well, they increase the city's appeal as a UNESCO World Heritage Site (Salberi, 2025).

2.4.6 Bill Payment

Melaka Historic City Council (MBMB) has continually shown its commitment to making services more accessible and efficient for the general population. MBMB offers bill payment services as part of its initiative in this area. These services, designed to meet the demands of inhabitants and business owners in the historic city, seek to streamline payment processes and assure smooth transactions while embracing technological innovations.

MBMB provides a range of bill payment channels to accommodate several different categories, including business licenses, parking fees, stall rentals, property assessment taxes, and other payments (Melaka Historic City Council, 2024). Through the offered counters, people can pay their bills. The counters are positioned thoughtfully to provide the public with an easily accessible location to handle their financial responsibilities.



Figure 6: Kiosk Machine

MBMB has implemented self-service payment kiosks to improve the quality of its services. By implementing this self-service technology, MBMB hopes to simplify the payment process and give customers a quicker and more effective option. Property assessment taxes, compound penalties, stall rentals, and others can be paid at the kiosks. Additionally, features like QR code scanning and large amounts of payment choices for up to five bills at once were included in the kiosks' user-friendly design. The payment kiosks offer multiple modes of transaction, including cash, e-wallet, debit, and credit cards. Additionally, to further improve the use of the services, the kiosks have capabilities that let users easily verify their billing information (Longbow Solutions, 2022).

The introduction of kiosks is just the beginning of the project. According to MBMB's vision, this self-service kiosk will eventually be available in public places like supermarkets, shopping centers, and other public places. This anticipated growth reflects MBMB's proactive strategy to ensure service accessibility and reach a wider audience. If the initial phase of the project is well-received, MBMB's continued journey toward digital transformation will reach a new milestone with the following rollout of kiosks in other places (Longbow Solutions, 2022).

These kiosks have numerous benefits. They satisfy the increasing need for cashless transactions in addition to cutting down on wait times at payment counters. By offering *DuitNow* and e-wallet payment methods, MBMB supports Malaysia's national push for a cashless society.

In addition to meeting the urgent requirements of its citizens, MBMB sets the standard for other Malaysian local governments with extensive and cutting-edge bill payment services. By emphasizing usability, efficiency, and accessibility, MBMB maintains its standing as a council that is attentive to community needs while welcoming the innovations of the digital age.

3.0 TRAINING’S REFELCTION

3.1 DURATION

From August 12th, 2024 to January 24th, 2025, I had the opportunity to complete 24 weeks of industrial training at Melaka Historic City Council (MBMB). The organization works on a weekday schedule, Monday to Friday. Every workday lasted eight hours, starting at 8:00 a.m. and ending at 5:00 p.m. The lunch break was scheduled differently based on the day of the week. From Monday to Thursday, the lunch hour lasted one hour, from 1:00 p.m. to 2:00 p.m., enabling time for both lunch and prayer. The Friday break was extended from 12:15 p.m. to 2:45 p.m. to allow for the extra time required for Friday prayers. Saturday and Sunday were considered public holidays.

Period	12 August 2024 to 24 January 2025
Working Days	Monday to Friday
Working Hours	8.00 a.m to 5.00 p.m
Lunch Break	1.00 p.m to 2.00 p.m (Monday to Thursday) 12.15 p.m to 2.45 p.m (Friday)
Days Off	Saturday and Sunday

Table 2: Melaka Historic City Council’s Operation

3.2 DEPARTMENT

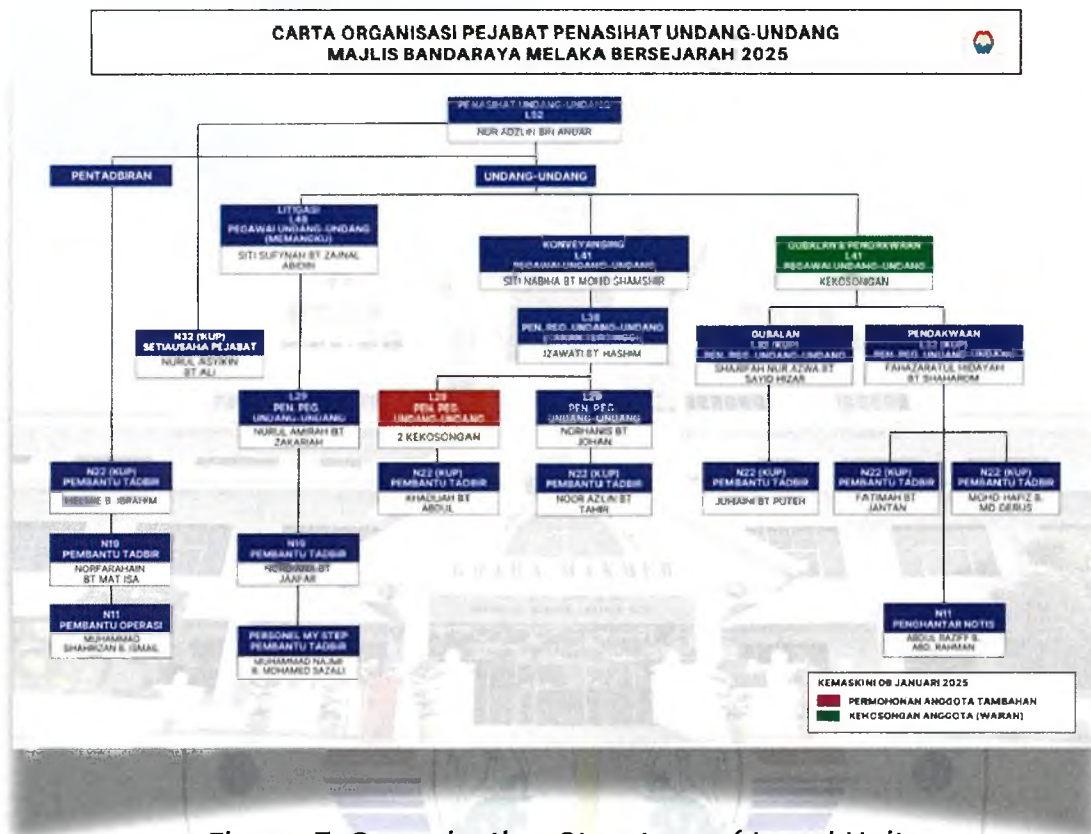


Figure 7: Organization Structure of Legal Unit

During my six-month internship at MBMB, I worked in the Legal Unit. This unit, which is led by the Legal Advisor, Encik Nur Adzlin bin Anuar, has 20 staff members and is critical to ensuring that MBMB's operations comply with legal standards. Encik Nur Adzlin acted as my internship supervisor, providing guidance and assistance. The Legal Unit's key responsibilities involve ensuring the legality and efficiency of MBMB's administrative and operational processes.

The unit is broken down into four sections which are conveyancing, drafting, prosecution, and litigation. Each section performs specialized functions that contribute to the unit's overall operation. The organization gave me precise information about each section's tasks and obligations, allowing me to properly comprehend the responsibilities and legal processes involved in all areas of the Legal Unit. This information was critical in helping me understand the various administrative tasks and legal aspects related to each section, allowing me to properly contribute to the unit.

The Conveyancing Section manages MBMB's legal agreements and documentation. This includes drafting tenancy agreements for stalls and premises, as well as contracts with contractors. They also examine and finalize papers from panel lawyers, guarantee compliance with internal decisions, and manage a variety of legal forms and paperwork. Agreements are frequently submitted to the State Legal Advisor for approval (Melaka Historic City Council, 2024).

The Drafting Section focuses on developing and amending legal documents such as By-Laws, Orders, and Regulations. This section also drafts Memorandums of Understanding (MOUs) and letters of authorization for MBMB officers. The State Legal Advisor reviews drafts and modifications to ensure they are accurate and in accordance (Melaka Historic City Council, 2024).

The Prosecution Section handles matters involving unpaid compounds and non-compliance notices. This includes processing investigative files, preparing charge sheets, and coordinating with departments like Enforcement, Health, and Environment. They also keep track of penalties and warrants using MBMB's digital tools (Melaka Historic City Council, 2024).

The Litigation Section handles legal cases and claims concerning the MBMB. Their tasks include completing background checks, dealing with tenancy terminations, and preparing documents for claims and court processes. They also communicate with insurance companies about accident reports and arrange witnesses for trials (Melaka Historic City Council, 2024).

My internship with the Legal Unit exposed me to the complex legal processes that underpin local government operations. I received first-hand expertise in making agreements, arranging legal paperwork, and learning about the complexities of court proceedings. Each section of the Legal Unit displayed the broad legal knowledge needed to support the MBMB's administrative framework.

3.3 RESPONSIBILITY AND TASK GIVEN

During my internship, I was assigned numerous roles, responsibilities, assignments, and tasks that not only broadened my knowledge but also improved my practical abilities in a professional environment. The experience taught me about office administration, legal procedures, and community engagement, giving me a comprehensive understanding of how organizations operate.

3.3.1 Administrative Duties

One of my main responsibilities was office administration. I managed a variety of administrative duties to ensure daily operations ran smoothly. These responsibilities included answering phones, replying to emails, preparing papers and documents including correspondence and presentations, and organizing office files. In addition, I scheduled and handled appointments and meetings to ensure effective departmental communication. This includes creating and managing records, replying to correspondence, and communicating with other departments. In addition, I engaged with district and municipal governments through emails and phone calls to verify information, provide updates, and provide relevant documents.

Delivering letters and files to relevant departments was also part of my job, and it required effort to ensure that all documents were properly signed, stamped, and processed without delay. I also organized and filed paperwork, such as employee medical certificates, business space leasing agreements, and payment vouchers. These responsibilities highlighted the significance of thorough planning and attention to detail in ensuring smooth processes.

3.3.2 Updating Chronology

One of the most crucial parts of my internship was keeping and updating the chronology of legal cases and agreements daily. When new files arrived, I made sure to update the chronology right away. This extensive paperwork covered various tasks such as accident claims, company space rental agreements, and contract officer files. These updates are critical for maintaining the status of each case and providing a useful reference for future actions.

3.3.3 Court Proceedings

Every Tuesday, I attended court proceedings to observe cases involving car summons and building regulations violations. My responsibilities included participating in the pre-trial consultation procedure, which took place in the consultation chamber before the actual court proceedings. During this session, I was in charge of calling out the names of the charged individuals, known as "*Orang Kena Saman*" (OKS) and confirming their presence. I also verified whether the attendee was the OKS or their appointed representative. Once identification was proven, I described the nature of the offense and the penalties that would be applied if they were found guilty. This phase involved clear and straightforward communication to ensure the OKS understood the charges and penalties completely. Normally, not more than 50 OKS were present for consultation at every session.

Furthermore, I attended a hearing at the Melaka High Court, which introduced me to more significant issues and gave me a broader view of Malaysia's legal system. Another valuable experience I gained during my internship was attending the Third Session (Budget) of the Fifteenth Melaka State Legislative Assembly's Third Term. This session allowed me to watch legislative processes, specifically the deliberation and approval of state budgets. Overall, my internship allowed me to participate in court trials and legislative proceedings, which was enlightening and educational.

3.3.4 Legal Documentation

A major percentage of my work was spent reviewing and improving or amending legal documentation. I worked on several By-Laws in Malay and English, including the Uniform Building By-Laws 2024 and the Crematorium By-Laws under the Local Government Act 1976. Preparing and amending these documents needed care to assure accuracy and legal compliance. I also read and revised various documents, such as the Hotel By-Laws and the Earthworks By-Laws 2024, which helped me improve my abilities to identify and fix errors.

Summarizing legal materials was another important aspect of my internship, which required comprehension and analytical skills. I prepared

summaries for a variety of By-Laws, including the Crematorium By-Laws 2024, the Dog Licensing and Breeding House By-Laws, and ISO 14001 Environmental Management Systems. Throughout my internship, I successfully finished 32 different summaries of By-Laws, which covered a variety of legal elements and frameworks. This summary comprised By-Laws governing environmental management, public entertainment, licensing, and building regulations, among other topics.

3.3.5 Meetings

I actively participated in various meetings and discussions, giving me valuable insights into company decision-making processes. Important discussions about safety standards, licensing requirements, event road closures, and abandoned car handling. Furthermore, I attended to the Final Draft Amendment Workshop for the Uniform Building By-Laws and the Community Development, Youth, and Local Agenda 21 (LA21) Committee Meeting. In addition, I did research and prepared slides for presentations, such as investigating whether MBMB, as a local authority, had the jurisdiction to incorporate a company.

3.3.6 Community Engagement and Events

My internship also included active participation in events and activities that improved my knowledge of community engagement and environmental sustainability. I participated in events such as the *'Fun Walk Jiwa Merdeka Hang Tuah Jaya 2024'* and *'World Clean Up Day 2024'* at *Dataran Klebang*. These events showed the importance of environmental awareness and community engagement. I donated to the *'Trash to Cash'* program, which traded collected recyclable items for cash to promote sustainable behaviours in the community. Such experiences demonstrated the need for collaboration and public participation in accomplishing broader objectives.

To sum up, my internship was a life-changing experience that gave me a thorough understanding of office administration, updating chronology, legal documentation, court proceedings, and community engagement. It also helped me improve my communication and organizational skills as well as improved my professional capabilities. These experiences also left me a sense of confidence and preparation for future challenges in the workplace.

3.4 BENEFITS

My internship provided me with valuable learning opportunities. Through numerous assignments and activities, I learned vital information and strengthened critical skills. Working on documents and participating in events and initiatives has helped me improve both personally and professionally, while also making helpful contacts.

3.4.1 Intrinsic Benefits

The thorough **understanding of the legal framework** I have acquired, especially in the drafting, amendment, and summarizing of By-Laws, Orders, and Regulations under the Local Government Act 1976 has been one of the most important inherent benefits. This information has improved my understanding of the complex legal procedures that support local authorities' operations. I also gained a better knowledge of court procedures and legal proceedings, especially those about building regulatory violations and vehicle summonses. Taking part in the Third Session (Budget) of the Third Term of the Fifteenth Melaka State Legislative Assembly enhanced my comprehension of state-level legislative procedure and decision-making. My future profession will greatly benefit from my ability to analyze and interpret legal processes, which I have developed via these experiences, which also taught me about the administrative responsibilities and functions of Local Authorities and how they fit into the larger legal system.

My **skill development** has also been greatly boosted by my experiences. Working on numerous By-Laws and legal agreements, which require accurate and close attention to detail, helped me improve my legal drafting and documentation skills. By interacting with MBMB employees, various departments, and outside parties, I was able to improve my communication skills and make sure that I could work with others and deliver information clearly. In addition, I also improved my analytical and organizational skills by updating chronology records, summarizing legal documents, and overseeing administrative duties. I also became more comfortable speaking in front of groups of people, particularly when I had to clarify charges to "*Orang Kena Saman*" (OKS) during court consultations. I was able to practice communicating clearly and concisely under pressure thanks to these opportunities.

In addition to professional development, my contributions provided me with **personal satisfaction**. I had a sense of accomplishment after refining legal documents, engaging in community events, and assuring the smooth operation of department responsibilities. These contributions increased my respect for the influence my job had on the organization and the community. Furthermore, I found personal joy in participating in environmental sustainability programs like 'World Clean Up Day 2024'. These activities not only enabled me to contribute to worthwhile causes, but also strengthened my relationships with the community.

3.4.2 Extrinsic Benefits

One noteworthy benefit was the monthly **allowance** of RM300, which I received for three months of the internship. Although it did not fully cover the entire six-month period, it served as a part of financial compensation that supported my living expenses and helped alleviate some of the internship's costs.

Furthermore, I had the opportunity to **make important connections** with Legal Unit specialists such as the Legal Advisor, Encik Nur Adzlin bin Anuar, and other staff members. These contacts enabled me to learn from their experience and get insight into the complexities of legal work. I also developed relationships with the Prosecution Division, which gave me a better knowledge of their function and responsibilities in the judicial system. These networking opportunities have paved the way for future professional cooperation and development.

My **participation in community and environmental activities** was another enjoyable feature of the internship. I took part in events like 'Trash to Cash' and 'Fun Walk Jiwa Merdeka Hang Tuah Jaya 2024', which focused on the value of sustainable practices and public participation in protecting the earth. These activities provided a unique viewpoint on how legal and community initiatives might work together to promote environmental sustainability and civic unity.

4.0 SWOT ANALYSIS

4.1 SWOT MATRIX

SWOT represents Strengths, Weaknesses, Opportunities, and Threats. A SWOT analysis is a framework for assessing and understanding both internal and external factors that can produce opportunities or hazards for a company (Peterdy, 2024).



Diagram 1: SWOT Matrix



5.0 DISCUSSION

5.1 STRENGTHS

Strengths are things that an organization performs exceptionally well or in a way that sets it apart from its competitors. They represent internal factors that provide an edge, such as skilled employees, access to unique resources, superior technology, or efficient processes that help the firm succeed (MindTools, 2025).

5.1.1 Skillful Employees (Legal Expertise)

MBMB's Legal Unit is managed by employees with extensive legal knowledge, competence, and practical abilities, making it a critical component of the organization's success. These employees act as strategic advisors, offering intelligent advice during meetings, policymaking, and decision-making processes (Gette, 2024). Their advice ensures that MBMB's actions are in line with existing laws and regulations, allowing the council to avoid legal risks, make informed decisions, and preserve ethical governance. This proactive strategy not only reduces risks, but also promotes transparency and responsibility across all municipal activities (Goh, 2024).

In addition, the team's broad understanding of a variety of laws, including the Local Government Act, Environmental Management Systems, and Building regulations, enables them to draft, amend, and enforce by-laws with effectiveness. Their ability to handle complicated legal matters, including property disputes, rental claims, and compliance issues, guarantees that just and equitable resolutions are consistently reached. This commitment helps safeguard MBMB's integrity and enhances its standing in the community (International Association of Legislation, 2019).

The Legal Unit is also quite good at handling court cases, particularly those involving construction infractions and car summonses. Their careful planning, skilled advocacy, and cooperation with prosecutors guarantee successful results while maintaining the rule of law. The team's dedication to excellence enables them to successfully overcome barriers like complicated evidence or delays in the process.

5.1.2 Clear Filing System

In order to ensure seamless daily operations, the Legal Unit of MBMB has a very well-organized and effective filing system. Specific file codes are used to name and arrange each shelf or cabinet, with distinct levels or sections assigned to different file types. This method is unique since it uses both digital and physical records. A digital database maintains a record of all stored files, and the physical files are carefully organized following a well-structured code system. The time spent searching for physical papers is greatly decreased by this digital system, which enables personnel to search for files by their codes, categories, or other identifying information. For instance, staff members can quickly find the code for an urgent file on a court case in the database and obtain it from the filing room in a matter of minutes. (Huges M., 2024).

The Legal Unit can handle a lot of papers, including agreements, legal By-Laws, case files, and claims, thanks to this filing system, which also improves operating efficiency. In order to maintain accountability and legal compliance, it makes sure that important documents are not lost or misplaced. A further indication of the Legal Unit's professionalism and readiness is the organized filing system. To provide transparency and confidence in legal procedures, it shows the team's dedication to keeping accurate documents (Kaschak, 2024).

5.1.3 Organized Chronology and Status Updates

The Legal Unit of MBMB is known for its dedication to keeping an organized chronology and status updates. With thorough records and frequent updates entered into a digital system, this methodical approach assures that every case is tracked with precision. When the Legal Unit receives or opens a new case file, it immediately updates its centralized system to ensure no details are overlooked. Each case is documented with a full chronology, which shows a precise timeline of events and actions. To keep individuals updated about a case, case status updates are crucial. In essence, it is a record that informs everyone of events and keeps people paying attention. Furthermore, cases are methodically classified based on their kind and allocated unique codes, both in physical files and within the system. This systematic strategy guarantees effective case management and information retrieval (Henderson L., 2023).

5.2 WEAKNESSES

Weaknesses are internal issues in an organization that hinder its capacity to achieve its goals or operate at its peak. These are the areas where the organization is less competitive or has fewer resources, processes, or competencies than its competitors (MindTools, 2025).

5.2.1 Outdated Technology for Case Management

One of the Legal Unit's major weaknesses is using outdated technology for case management. Currently, the unit relies primarily on Microsoft Word to update cases, making it difficult to find future references and handle information effectively. This procedure takes a long time and raises the possibility of human error when dealing with complex legal documents. The lack of a digitalized and integrated case management system might cause delays in retrieving key documents and tracking case progress (Ancell B., 2024). From a legal standpoint, this inefficiency can lead to missed deadlines, inability to get critical information during litigation, and potential non-compliance with legal time frames.

The lack of a dependable system may also limit the unit's capacity to keep full records required for legal audits, internal reviews, or future legal proceedings. To overcome this, the Legal Unit should invest in current case management software that is tailored to legal experts. Such systems provide consolidated databases, facilitate document management, and aid in the tracking of deadlines, ensuring that cases are handled on time and following regulations.

5.2.2 Staff Shortage

The lack of employees in the Legal Unit is another serious weakness. Currently, there are three unfilled positions, which are, one "Legal Officer" in the drafting and prosecution section and two "Assistant Legal Officers" in the conveyancing area. This shortage puts a significant load on current employees, who must undertake several jobs, which can lead to burnout and lower productivity. Inadequate staffing can have serious legal consequences (Salama et al., 2022). With fewer individuals handling a large volume of legal work, there is a greater danger of delays in processing legal documents, responding to legal inquiries, and preparing cases for trial.

Furthermore, the absence of important workers can lead to gaps in compliance, particularly in the creation and prosecution of legal papers, which need meticulous attention to detail. The danger of non-compliance with regulations, zoning laws, or procedural norms rises in the lack of competent staff support. To address this issue, the Legal Unit should prioritize filling these vacancies as soon as possible. Furthermore, a long-term infrastructure plan should be developed to manage personnel requirements, ensuring that enough legal experts are available to handle the growing workload.

5.2.3 Unclear Procedure System

Another issue that the Legal Unit must address is unclear procedure system. Legal concerns frequently include numerous departments, thus a lack of good communication and coordination can result in delays, misunderstandings, and inefficiencies. For instance, the Legal Unit must regularly work with departments like Planning, Enforcement, and Licensing, however, inconsistencies in coordination can lead to missed opportunities to align strategies or actions, which can result in legal risks like zoning or local regulations not being followed.

Each department may not be aware of the other's legal responsibilities or changes, which can lead to delays in the implementation of policies or court rulings. Because of this misalignment, MBMB may find it more difficult to enforce the law effectively and uniformly. Clear procedures for interdepartmental communication and cooperation should be established by the Legal Unit in order to enhance coordination. Early consideration of legal issues in the decision-making process can be ensured by holding frequent meetings or workshops with other departments.

5.3 OPPORTUNITIES

Opportunities are chances of success or favourable results that are frequently brought about by external factors like shifting market conditions, technological breakthroughs, or new trends. To benefit from them and assist people or organizations develop, expanding, or maintaining their competitiveness, awareness, and action are necessary (MindTools, 2025).

5.3.1 Support from Government or Other Agencies

One of the main opportunities is the potential support from government agencies or bodies. Several government programs, grants, and partnerships with other organizations offer opportunities for the organization to improve its capabilities and attain higher levels of legal compliance throughout MBMB. For example, government programs that aim to improve the development of cities, environmental management, or local governance can provide both financial and technical assistance, allowing the Legal Unit to strengthen its operations. The benefits of working with government agencies or other entities from a legal standpoint are money for legal reforms, access to specialized resources, and knowledge of how to comply with new rules (Davis, 2024). However, such alliances can also come with difficulties, such as negotiating complicated contracts, making sure government procurement regulations are followed, and overseeing joint venture intellectual property rights.

The Legal Unit has to make sure that any partnerships or agreements are compliant with the law and in line with MBMB's objectives and the regulatory environment to take advantage of this opportunity. To take full advantage of this opportunity, the Legal Unit should create proper legal guidelines to make partnerships and collaborations more effective and secure. This includes setting clear rules, procedures, and agreements to ensure partnerships run smoothly without legal conflicts. Lastly, creating a Memorandum of Understanding (MOUs) that outline the goals, roles, and responsibilities of all parties involved in a partnership helps avoid misunderstanding.

5.3.2 Emergence of Economic and Tourism Development in Melaka

The expansion of Melaka's economy and tourism offers a lot of room for growth, especially in enhancing its standing as a center of history and culture. The city may develop sustainable tourist projects that encourage environmentally responsible behaviours and long-term economic growth by utilizing its rich cultural legacy and well-known landmarks, such as Jonker Street and the Melaka River. To take full use of the benefits, it is necessary to solve the obstacles brought about by the tourism industry's rapid rise (Boon et al., 2014). The Legal Unit is essential in creating and implementing By-Laws that put public safety, heritage preservation, and sustainable practices first. Melaka can maintain its standing as a top travel destination while striking a balance between economic growth and environmental and social sustainability by carrying out routine audits and swiftly resolving violations.

With the theme "Tourism & Sustainable Transformation," Melaka will host World Tourism Day (WTD) and the World Tourism Conference (WTC) in 2025, providing MBMB with a major chance to boost economic growth and raise the city's profile internationally. With more than 1,000 attendees from all over the world, this event will promote Melaka's distinctive legacy and contemporary developments while assisting local businesses in the culinary, hotel, and cultural sectors. By giving MBMB a stage on which to demonstrate its dedication to eco-friendly travel, embrace creative methods, and interact with the community, it supports small businesses and protects cultural identity. This historic occasion benefits the local economy as well as the international tourism industry by solidifying Melaka's standing as a sustainable tourism destination and establishing the groundwork for equitable and ecologically responsible growth (M. Ajib, 2025).

5.3.3 Revenue Generation for MBMB

By strictly enforcing laws and regulations, the MBMB Legal Unit has substantial chances to generate money. The Legal Unit can guarantee compliance and make money through fines and penalties by addressing building code violations. Similarly, a reliable stream of revenue is generated by compounding minor infractions like improper waste disposal or prohibited signage. In addition to generating income, the granting of licenses and permits for enterprises, events, and building projects encourages compliance

with MBMB's rules. In addition to securing more revenue, these initiatives strengthen the city's governance and stick to laws.

Enforcement of tourism-related laws is yet another important source of income. By levying license fees and fines on violated tour operators or guides, the tourism industry is regulated to ensure that only certified people or businesses are operating. Furthermore, enforcing heritage preservation and environmental protection regulations enables MBMB to apply penalties for wrongdoings ensuring that the city's cultural and natural assets are protected. These funds can be reinvested to improve public services, infrastructure, and sustainable development, thereby boosting the city's strong economy and enhancing its reputation as a well-managed local government.

5.4 THREATS

Threats are external problems or threats that could harm the company. These could include supply chain issues, shifts in customer preferences, a lack of experienced labour, or new technology that renders the goods outdated. Competitors may also present obstacles by providing superior alternatives or altering market trends. To be successful, it is critical to detect these risks early, plan, and adapt to change rather than simply mimicking others (MindTools, 2025).

5.4.1 Frequent Changes in Laws

Frequent changes to federal or state legislation pose a serious challenge to MBMB's Legal Unit since they necessitate ongoing monitoring and rapid adaptation of By-Laws or legal procedures. The changing nature of legal laws can overwhelm the unit, causing delays in harmonizing MBMB's policies with new requirements. This may cause a short lapse in compliance, exposing MBMB to legal action, public dissatisfaction, or operational difficulties. For example, unexpected changes to land ownership laws or environmental policies may necessitate quick modifications to MBMB legislation. The act of developing, approving, and making these modifications in a short period of time raises the possibility of errors or inconsistencies. Such obstacles can weaken enforcement efficiency and reduce public trust in the MBMB's ability to govern successfully.

5.4.2 Social Media Criticism and Misinformation

The spread of misinformation on social media has become a major threat to public interests (Muhammed T & Mathew, 2022). Social media criticism and misinformation cause a severe threat to MBMB's Legal Unit since they can swiftly ruin the organization's reputation and lead to legal issues. Inaccurate or misleading posts uploaded online can quickly spread, impacting public opinion and reducing trust in the MBMB's legal operations. The viral nature of social media information magnifies even minor issues, making it impossible to manage the narrative and address complaints in a short time. For example, if MBMB is accused of apparent injustice in implementing By-Laws, such as issuing summonses, misinformation could worsen the situation, resulting in public anger. This may result in petitions, protests, or increased criticism of MBMB's operations, limiting the organization's capacity to carry out its obligations successfully. The Legal Unit is under added pressure to battle misinformation while preserving transparency, which takes resources away from vital legal tasks.

5.4.3 Difficulty Enforcing By-Laws

Resistance to By-Laws enforcement poses a substantial challenge to MBMB's Legal Unit, complicating the task of preserving compliance and order. Some individuals or businesses may refuse to follow regulations, resulting in disputes, delays, or even difficult legal actions. This opposition not only disrupts the smooth enforcement of MBMB standards but also diverts significant time and resources toward dispute resolution. For example, unlicensed street sellers may refuse to vacate or comply with MBMB demands. Such disobedience could lead to legal disputes, including considerable documentation, court proceedings, and agreements. These situations might cause delays in issue resolution and pressure on MBMB's legal resources, making it difficult to focus on other critical responsibilities. Furthermore, noncompliance weakens the efficiency of the MBMB's regulations, influencing the public impression of its authority and fairness. To counter opposition to By-Laws enforcement, MBMB can raise public awareness through educational initiatives that explain the importance and advantages of compliance while addressing common misconceptions. Also, strengthening enforcement mechanisms, such as uniform rules and engagement with law enforcement, ensures that mistakes are handled professionally and fairly.

6.0 RECOMMENDATION

6.1 STRENGTHENING MELAKA'S GROWTH THROUGH LEGAL EXPERTISE

MBMB's Legal Unit serves as a strategic advisor, providing valuable advice to ensure legal compliance, ethical governance, and well-planned decision-making. When combined with the opportunity given by Melaka's rapid economic and tourism development, the Legal Unit's expertise becomes an important element in supporting the city's growth while conserving its historical and cultural integrity. MBMB can foster a colourful, sustainable environment for both inhabitants and visitors by enhancing its advising role and capitalizing on tourism's expanding potential.

To maintain and grow the Legal Unit's strength as a strategic advisor, it is critical to continue encouraging departmental collaboration and keeping the Unit involved in significant decision-making processes (Ricoch Malaysia, 2024). The Legal Unit should regularly attend cross-departmental meetings to provide legal advice on various projects and policies. This proactive strategy ensures that all initiatives comply with applicable laws and regulations, reducing risks and avoiding legal complications. Furthermore, providing continual training for legal officers will keep the team informed of new laws, rules, and industry best practices, allowing them to provide more insightful and forward-thinking counsel (ELM Learning, 2023).

In order to make better decisions that support both short-term advancement and long-term sustainability, the Legal Unit can enhance its role by creating a framework for long-term strategic planning that would include evaluating the legal consequences of large projects, like infrastructure development or public-private partnerships, and providing customized recommendations to address potential obstacles.

The growth of Melaka's economy and tourism offers MBMB a big chance to increase municipal revenue and solidify its standing as a top historical and cultural destination. The Legal Unit should collaborate closely with pertinent departments to make sure that companies stick to zoning rules, safety standards, and licensing requirements in order to take advantage of this growth (Jamal, 2024). This will protect public welfare while fostering a fair and competitive economic environment.

The Legal Unit can also support sustainable tourism efforts by creating and implementing By-Laws that put public safety, environmental sustainability, and historical preservation first. For instance, laws that guarantee cautious growth of accommodation, food, and entertainment establishments can stop over-commercialization and preserve the city's attractiveness. Further boosting investor and public confidence will be regular audits and prompt enforcement of infractions, which will show MBMB's dedication to maintaining standards.

Adopting these strategies will improve MBMB in several ways. Enhancing the Legal Unit's advice function will improve governance and decision-making, lower the risk of legal issues, and guarantee better project execution. Taking advantage of tourism-related opportunities will raise municipal revenue, which can be reinvested in public services and infrastructure (BERNAMA, 2025). Furthermore, sustainable tourism practices will help protect Melaka's cultural legacy and natural environment, ensuring that the city remains a desirable destination for future generations (Sahabudin, 2024).

Finally, the MBMB's Legal Unit contributes significantly to Melaka's progress while maintaining its history and culture. The Legal Unit can improve good governance, enhance municipal revenue, and preserve the city's particular beauty by enhancing its advising function, promoting sustainable tourism, and ensuring enterprises follow the regulations. These actions will help Melaka remain a dynamic and sustainable destination for future years.

6.2 UPGRADING CASE MANAGEMENT WITH GOVERNMENT SUPPORT

The reliance of the Legal Unit on outdated technology for case management has significantly impacted its efficiency and effectiveness. The use of Microsoft Word as the principal tool for updating cases frequently causes delays, difficulties in collecting information, and an increased risk of human error.

The Legal Unit should prioritize the implementation of an integrated case management system to replace its outdated practices. A content management system (CMS) is software that allows users to produce, manage, save, and edit digital information. A modern CMS includes a centralized database, automated deadline tracking, document management tools, and integration with other business systems. Document management systems that provide search and version control would make it easier to

organize and locate or find case records (IBM, 2024). Furthermore, maintaining compatibility with other systems will improve overall workflow efficiency across departments. To leverage the benefits of the new systems, team members should be trained to ensure proper utilization and a smooth transfer.

Government funding provides a good opportunity to implement these technological advancements. Several government programs and subsidies are aimed at strengthening governance, legal compliance, and technical innovation. The Legal Unit should identify and apply for such programs, ensuring that the suggested changes are in line with the Melaka Historic City Council's (MBMB) objectives. Building relationships with government agencies, such as the Ministry of Local Government or other relevant institutions, may give access to the expertise, financing, and resources required to execute the CMS.

To best utilize this support, the Legal Unit should develop detailed proposals outlining the necessity for improving case management technology, projected advantages, and alignment with MBMB's aims. Creating clear legal frameworks, such as Memoranda of Understanding (MOUs), would specify duties, obligations, and expectations for all parties involved in partnerships, ensuring smooth collaboration and reducing legal problems. Following procurement rules and intellectual property laws is important to ensure fairness and responsibilities in these activities.

Upgrading case management technology and using government resources can provide several benefits to the Legal Unit. Enhanced efficiency will allow staff to focus on higher-priority legal tasks by reducing administrative burdens. Automation and enhanced document management will reduce human mistakes and ensure accuracy in processing legal documents and deadlines (Team, 2024). System integration will improve operational efficiency and enhance collaboration between the Legal Unit and other MBMB divisions. Improve compliance with legal frameworks will lessen the risks of missing deadlines and failing to follow regulations. Furthermore, adopting efficient and transparent methods would improve the Legal Unit's reputation and foster trust among stakeholder.

To summarize, resolving inefficiencies caused by outdated technology using modern case management systems and utilizing government support will dramatically improve the Legal Unit's operating efficiency.

6.3 USING LEGAL EXPERTISE TO FOSTER BY-LAW COMPLIANCE

Enforcing By-Laws is often difficult due to opposition from individuals and corporations. To overcome this, MBMB must expand its legal competence and implement effective compliance measures.

Maintaining the legal unit's knowledge is critical to MBMB's success. The team should attend regular training, workshops, and seminars to stay up to date on legislative developments (Plumm Editor, 2024). Collaboration with other MBMB departments, such as urban planning and environmental management, ensures that decisions are informed and consistent with corporate goals. Seeking outside legal counsel in challenging issues can provide specialized information and important learning opportunities. Furthermore, a unified system for managing legal papers can boost efficiency and save time (Duplin, 2025).

To address resistance to By-Laws, MBMB should focus on public awareness and engagement. Educational campaigns and workshops can assist individuals and business in understanding the importance of compliance and clear up misconceptions (ELM Learning, 2023). Consistent and fair enforcement of rules will increase public trust in the MBMB's authority. Participating in the community is also vital. Providing open channels for feedback and discussion enables stakeholders to express their issues and make revisions to By-Laws, making them more acceptable. A gradual penalty system can persuade people to correct their actions before more severe penalties are implemented.

In significant cases of disobedience, the MBMB can use mediation or arbitration to resolve conflicts promptly and efficiently. In some situations, outsourcing enforcement tasks to specialist agencies might enable the Legal Unit focus on its main responsibilities. While implementing By-Laws will always present issues, MBMB can address them effectively through public involvement, fair enforcement, and alternate solutions. These efforts will increase the trust and compliance while preserving the organization's authority.

In conclusion, MBMB's Legal Unit is a critical tool for addressing legal challenges and enforcing By-Laws. By investing in continual learning, collaboration, and smart enforcement approaches, MBMB can strengthen its governance and better serve the community.

6.4 STRENGTHENING WORKFORCE TO ADAPT LEGAL CHANGES

MBMB currently facing two key challenges which are staff shortages and frequent legal changes. These issues can lead to delays, errors, and potential non-compliance risks.

One of the most significant challenges is a staffing shortage in the Legal Unit. With three essential roles vacant, current employees are overburdened with several duties and responsibilities. This condition increases the likelihood of overwork as well as lowers overall productivity. To address this issue, MBMB should prioritize filling these vacancies as soon as possible by giving competitive salaries and additional benefits to qualified legal experts. Furthermore, long-term workforce planning is required to forecast future staffing requirements. Such a strategy should incorporate succession planning, professional development opportunities, and flexible work arrangements to retain talented employees and reduce turnover (LevelUP, 2024). Leveraging technology, such as legal management software, can also help speed up tasks, decrease employee load, and allow them to focus on other important responsibilities (CARET Legal, 2023).

Another major challenge for the Legal Unit is adapting to frequent changes in laws. To maintain compliance, these changes need to be continuously monitored and quickly adjusted. A specialized team within the Legal Unit can be established by the company to monitor legislation developments and evaluate their consequences in order to handle this issue. In order to ensure compliance with new legislation, working with outside legal experts or consultants can also be beneficial. Staff will gain more information and be better equipped to manage legislation changes if they receive regular training.

Outsourcing certain responsibilities, such as legal research and drafting, to external law companies can also be a viable option. This strategy enables the Legal Unit to focus on high-priority matters while ensuring that legal updates are efficiently managed. Furthermore, keeping open communication with state and federal regulatory agencies can give MBMB with early notice of anticipated law changes. To preserve its efficacy and compliance, MBMB must solve staff shortages, react to regulatory changes, and use technology and expert collaboration to strengthen its legal framework and foster public trust.



7.0 CONCLUSION

The internship at the Melaka Historic City Council (MBMB) provided invaluable practical experience in municipal governance, legal frameworks, and community participation. The six-month experience gave me valuable professional and personal development, allowing me to contribute to important tasks while improving my skills in legal documentation, court hearings, and community outreach.

Throughout the journey, I discovered the value of legal compliance, good communication, and teamwork in creating an attractive and sustainable city. The challenges encountered throughout the internship pointed out the importance of creativity and flexibility when dealing with current administration issues.

It is recommended to use a more proactive strategy to enhance the SWOT analysis by applying strengths to seize chances while minimizing weaknesses and managing threats. For instance, the Legal Unit's knowledgeable personnel and organized system can be utilized to maximize government assistance and the expanding travel and tourism sector. However, addressing problems like outdated technology and a lack of personnel can help the unit withstand threats like inconsistent legal changes and misleading information on social media.

This internship provided me with valuable useful knowledge and expertise, which have helped me grow personally and professionally. These experiences created a solid foundation for future job, allowing me to face obstacles with confidence, maintain integrity, and make meaningful contributions to the community and my work.

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APPENDICES

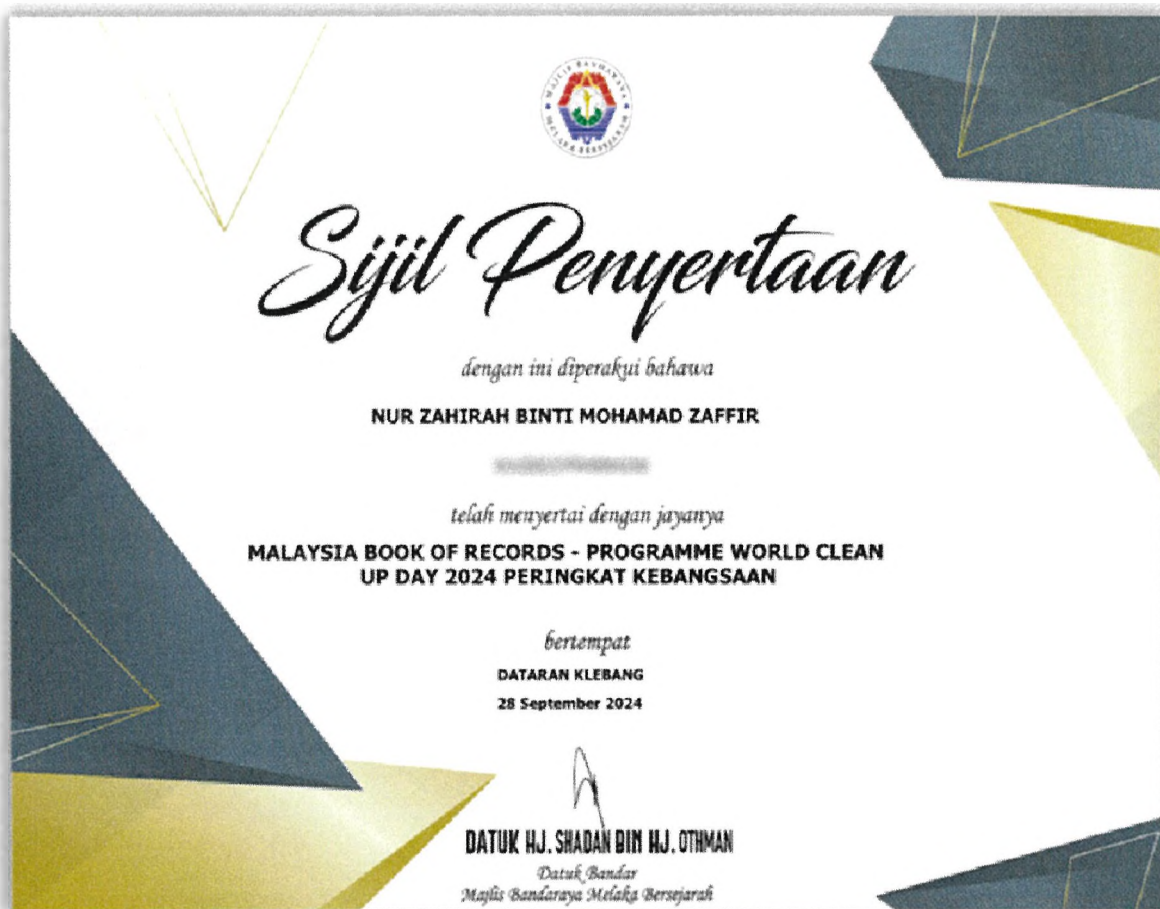
Appendix 1: Meeting on Safety Protocols and Procedures



Appendix 2: Meeting for the Final Draft Amendment Workshop



Appendix 3: Certificate of Fun Walk Jiwa Merdeka Hang Tuah Jaya 2024



Appendix 4: Certificate of Malaysia Book of Records – Program World Clean Up Day 2024 National-Level



Appendix 5: Attended court trial process at Magistrate Court



Appendix 6: Legal Seminar and Court Procedures at Malaysia National University Kuala Lumpur Campus



Appendix 7: Attended the Hearing Case at Melaka High Court



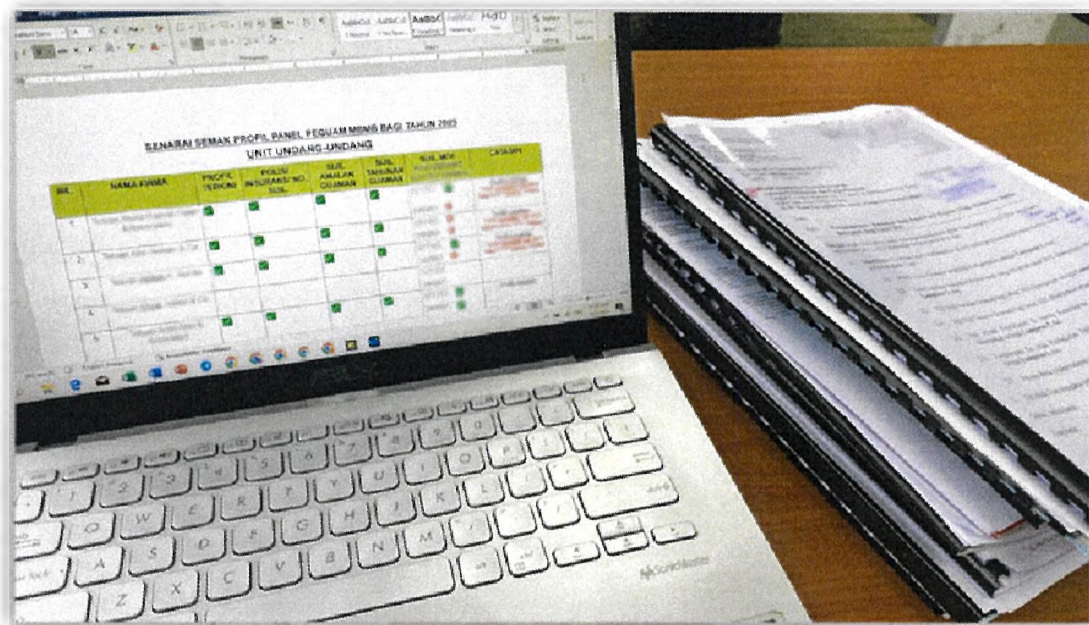
Appendix 8: Briefing on By-Laws for Trishaws



Appendix 9: Meeting on By-Laws for Trishaws



Appendix 10: Attended the Third Session (Budget) of the Third Term of the Fifteenth Melaka State Legislative Assembly.



Appendix 11: Updating and Inputting Supplier/Contractor Performance Evaluations



Appendix 12: Filing and Organizing Documents