



UNIVERSITI  
TEKNOLOGI  
MARA

Cawangan Melaka

# INDUSTRIAL TRAINING REPORT

12 AUGUST 2024 - 24 JANUARY 2025

**ISKANDAR REGIONAL  
DEVELOPMENT AUTHORITY (IRDA)**

**ISKANDAR**  
MALAYSIA



**MUHAMMAD MIRZA BIN AMRAN**  
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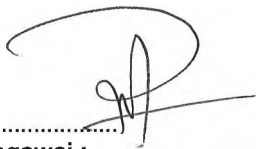
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Yang Benar



.....  
Nama Pegawai : ZURKINAIN MD NOR  
Jawatan : Senior Vice President  
No. Tel. : Project Development  
No. Faks : Iskandar Regional Development Authority

Cop jabatan/organisasi:



# EXECUTIVE SUMMARY

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This report was written as part of the requirement for the Bachelor of Office Systems Management (Hons.) programme. At Iskandar Regional Development Authority (IRDA), I completed a 24-week/6-month internship programme. My time at this company was very valuable as the experiences I gained will help me secure a better job after graduation. All the tasks and assignments I completed will be included in this report.

During the internship, I was placed in the Project Development (Monitoring & Infrastructure) department, which was highly beneficial as I gained new knowledge and enhanced my skills in office systems. Throughout the internship, I acquired general knowledge about file updates and the process of project implementation through the assigned tasks. The top management also exposed me to the professional pathway by sharing their expertise in this field.

Overall, my internship experience was very positive as I had a supportive and caring supervisor as well as friendly colleagues. It is an honor for me to recommend Iskandar Regional Development Authority as a place for future students to undertake their internships.



# TABLE OF CONTENT

<b>EXECUTIVE SUMMARY</b>	<b>2</b>
<b>ACKNOWLEDGEMENT</b>	<b>4</b>
<b>STUDENT PROFILE</b>	<b>5</b>
<b>COMPANY PROFILE</b>	<b>6</b>
<b>ABOUT COMPANY</b>	<b>7</b>
<b>VISION &amp; MISSION</b>	<b>8</b>
<b>PRODUCT &amp; SERVICES</b>	<b>9</b>
<b>ORGANIZATIONAL STRUCTURE</b>	<b>10</b>
<b>TRAINING REFLECTION</b>	<b>11</b>
<b>TASK GIVEN &amp; GAINED</b>	<b>12- 15</b>
<b>SWOT ANALYSIS</b>	<b>16</b>
<b>CONCLUSION</b>	<b>17</b>
<b>REFERENCES</b>	<b>18</b>
<b>APPENDIX</b>	<b>19-23</b>

# ACKNOWLEDGEMENT




First and foremost, all praise is to Allah, the Almighty, the Benevolent for His blessings and guidance for giving me the inspiration to complete this report and instilling in all of us the strength to see that this report becomes a reality. Without His blessings this report will never be completed and just halt in the dreams without the reality.

Besides, many people have played their roles which leads to the creation and completion of this report. I would like to express our gratitude to all who have played in the planning, brainstorming, writing, and editing stage of this report. Firstly, all the credits should be given to my coordinator, for giving me the opportunities to undergo the industrial training. Next, I would like to thanks to my University supervisor Dr. Irzan Bin Ismail as she is the main characters who have showed me the path of writing a good report. She have contributed for this report by giving suggestions, ideas and not to mention most of the contents involved in this report. She is also part of my encouragement which inspired me greatly to finish this work on time. The good deeds they has given will not be forgotten as they showed some examples of the report and guidance that related.

Next, I would like to thank to my parents for giving me the huge contribution in many ways such as money, ideas, advises, and also co-operations for me to complete this report. My industrial Supervisor, Hj. Zurkinain Md Nor the Senior Vice President of Iskandar Regional Development Authority (IRDA) in Project Development Division, who is involved in this report also will not be abandon away because they were fully contributed their times and ideas for me to seal the report perfectly. The outcomes of this report will not be completed it they are not contributed their ideas.

Finally, I would like to take this opportunity to thank my friends, acquaintances and colleagues who were very eager to help me to complete this report. They have backed me up with a lot of encouragement and useful advises. Without help of the particular parties that I have mentioned above, I would face many difficulties while doing this report. Thank you.



# STUDENT PROFILE



## About Me

Hello, I am currently in my final year of an internship in Bachelor of Office System Management (Hons.) and i am seeking for a new job. I am eager to apply my organizational skills and technological abilities to improve administrative tasks for the benefit of the company. I am looking for a position in Office System Management, as my major focuses on administrative management. I believe that working with a well-established and successful company will provide valuable career knowledge and life experience.

## Skills

- Word
- Excel
- Power point
- Fast typing
- Editing
- Content Creator

## Achievement

- Certificate Malaysia Digital Economy Corporation (MDEC)
- Certificate Masmed Young Entrepreneur (MyENT)

## Languages

Malay - Expert  
English - Intermediate

# MUHAMMAD MIRZA BIN AMRAN

### JAWATANKUASA SUKAN PELAJAR, UiTM MELAKA 2019 - 2022

- INFORMATION AND PUBLISITY EXCO (2019-2020)
- MULTIMEDIA EXCO (2020-2022)
- Achievement - The most active Social Media Sports among UiTM Malaysia.

### SYUKOR BURGER 2022 (JULY) - 2022 (AUGUST)

- KITCHEN HELPER
- CASHIER
- Have experience regarding the opening session of the first drive-thru restaurant in Tebing Bandar Dato Onn, Johor Bahru

### KHALLEGACY TRADING 2022 (AUGUST) - 2023 (AUGUST)

- SALESMAN
- ADMIN
- CONTENT CREATOR
- EDITOR
- Have experience regarding the opening session of the first collaboration with Al-Ikhlas Gadget Larkin

### ISKANDAR REGIONAL DEVELOPMENT AUTHORITY (INTERNSHIP) 2024 (AUGUST) - 2025 (JANUARY)

- PROJECT DEVELOPMENT (INFRA AND MONITORING UNIT)

## Education

UiTM MELAKA, CAMPUS ALOR GAJAH, MELAKA  
DIPLOMA OF OFFCE MANAGEMENT  
• GPA: 3.24

UiTM MELAKA, CAMPUS BANDARAYA MELAKA  
BACHELOR OF OFFICE SYSTEM  
• GPA: 3.00

## Activities & Involvement

LENDU LASAK INTERNATIONAL 2019 MONSOON CHALLENGE  
• CREW

UiTM KARISMA 2019

- CREW
- SUPRO E-SPORT 2021
- PROJECT LEADER

MELAKA INTERNATIONAL INTELLECTUAL EXPOSITION 2024 (MIIEX)

- PARTICIPATION

THE BEGINNER'S GUIDES (SK PADANG TEMU)

- PROJECT LEADER & SPEAKER

KTMB & IRDA PRESS CONFERENCE

- EVENT SUPPORT

PROGRAM MADANI RAKYAT ZON SELATAN WITH KEMENTERIAN EKONOMI

- IRDA PARTICIPANT



# COMPANY PROFILE

The Iskandar Regional Development Authority (IRDA), or in Malay, the Pihak Berkuasa Wilayah Iskandar is a statutory body in Malaysia. Established in 2007, it is operating under the Iskandar Regional Development Authority Act 2007 [Act 664] Its main responsibility is to facilitate and manage the comprehensive and sustainable development of Iskandar Malaysia (IM), which is the country's foremost economic zone in southern Johor. As a facilitator, enabler and catalyst, IRDA collaborates with stakeholders in public sector, federal and state governments and private sectors in transacting in the region.



## JOINT MINISTERIAL COMMITTEE FOR ISKANDAR MALAYSIA (JMCIM) MEETING

7 November 2024

Marriott Hotel, Johor Bahru, Malaysia



# ABOUT COMPANY

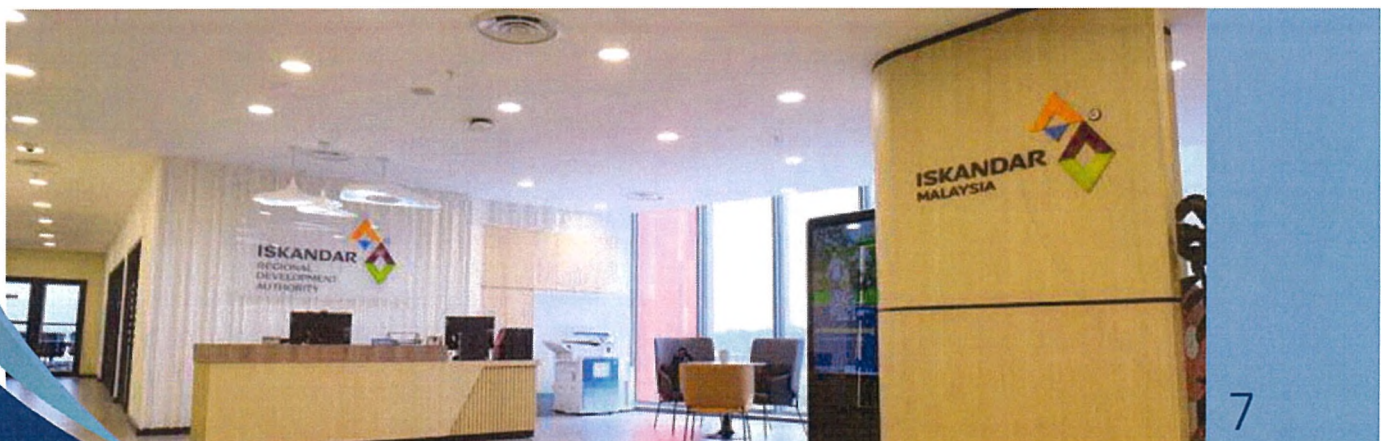
Iskandar Regional Development Authority (IRDA) is a statutory body established in 2007 under the Iskandar Regional Development Authority Act 2007 [Act 664]. IRDA is responsible for the overall development and transformation of Iskandar Malaysia into a new, dynamic economic region in the southern Johor region of Malaysia. As one of Malaysia's key thrust areas for development, Iskandar Malaysia is envisaged to become a sustainable, internationally recognized metropolis, and IRDA is piloting this vision into reality.

IRDA's Mission is to propel economic growth, foster social inclusiveness and ensure environmental sustainability. IRDA wisely builds a balanced development model for businesses, residents, and the environment through close collaboration with federal and state governments, private businesses, and community stakeholders. This is done with a methodical approach to make sure Iskandar Malaysia continues being an integral part in the country's households through its eco-friendliness and being liveable for future generations.

The organization focuses on smart city initiatives, infrastructure for the modern age, and business-friendly policies geared towards foreign investors. Over the years, it has been involved in developing major initiatives such as EduCity, Medini Iskandar (for health and wellness), and Pinewood Iskandar Malaysia Studios that make Iskandar Malaysia the hub for education and technology as well as the creative industries.

One of the touchstones of IRDA's agenda is sustainability. The authority is heavily involved in green initiatives such as low-carbon city frameworks, renewable energy programs and eco-friendly urban planning. These initiatives aim to ensure that development and environmental sustainability go hand in hand.

These remain privileged milestones in the journey of IRDA towards excellence and innovation. Through smart partnerships, good governance, and inclusivity, IRDA keeps guiding Iskandar Malaysia to become an economic powerhouse on the world stage and a prototype for sustainable urban growth. It embodies progress and reflects Malaysia's dreams for a better and more prosperous future.





# VISSION & MISSION

## VISSION

To become a world-class region that offers prosperity and a high quality of life for its people.

## MISSION

To provide a conducive investment environment and sustainable development by:

- **Strategic Planning:** Formulating comprehensive and sustainable development plans for the Iskandar Malaysia region.
- **Collaboration with Stakeholders:** Collaborating with the government, private sector, and community to achieve development objectives.
- **Enhancing Competitiveness:** Ensuring the region's competitiveness through innovation, technology, and world-class infrastructure.
- **Empowering Communities:** Supporting the social and economic development of local communities.



# PRODUCT & SERVICES

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The Iskandar Regional Development Authority (IRDA) works with a variety of products and services in support of the sustainable development of Iskandar Malaysia - the economic corridor in southern Johor. IRDA is a development authority that was created to provide direction and governance for the region's progress by offering innovative solutions, planning, and end-to-end support for businesses, investors, and communities.

**Facilitating Investments :** As a one-stop center, venture capitalists planning to set up in Iskandar Malaysia may utilize IRDA's services. It helps navigate through regulatory processes, and provides vital data and strategic insights for the successful and effective execution of the project. The business-friendly environment makes the region an attractive destination for both domestic and international investors.

In addition to the above, IRDA offers strategic planning and advisory services. Through long-range plans like the Comprehensive Development Plan (CDP) and the Low Carbon Society Blueprint, the IRDA provides the roadmap for zoning the growth of the region based on integrated roads, clusters, and hubs for industries, infrastructure and services including education, healthcare and tourism. All these plans focus on sustainable development and aim to combine economic, social and environmental objectives.

With a focus on smart city solutions, IRDA is a one-of-a-kind offering. It also encourages digital transformation in urban planning while enabling the implementation of smart mobility solutions, integrated digital infrastructure, and technical waste management systems. These innovations are improving the quality of life for residents and the area's attractiveness as a modern, connected metropolis.

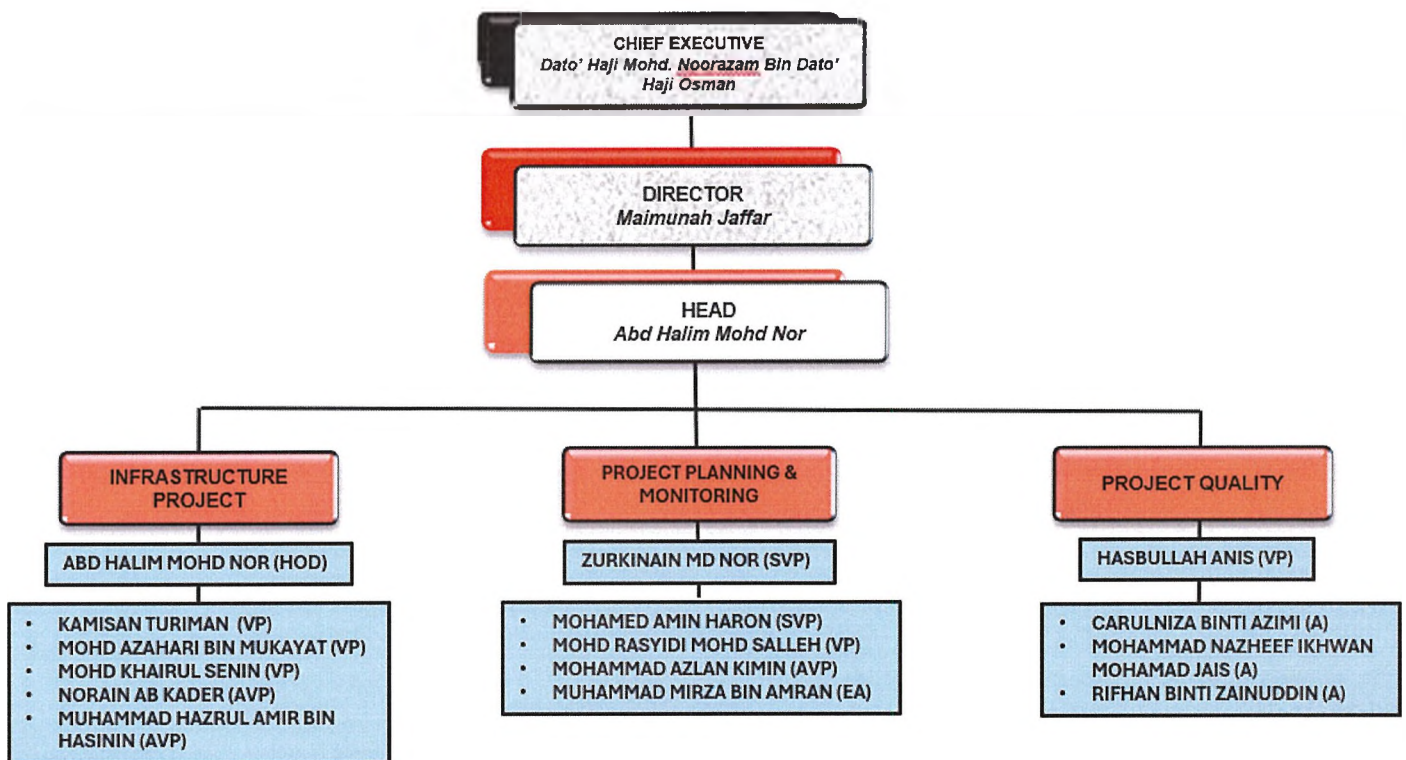
IRDA also works extensively in community development and capacity building. It nurtures local talent development, provides small and medium enterprises (SMEs), and engages communities in decision-making processes through different programs. To spread the benefits of growth more evenly through society.

IRDA also gives high priority to sustainability services like renewable energy ecosystem adoption in both industries and societies; green buildings; and environmental conservation projects that are embraced in a national perspective. These initiatives are in line with its vision to transform Iskandar Malaysia into a low-carbon, eco-sustainable metropolis.

Overall, the products and services offered by IRDA are testament to its resolve of forming a strong, inclusive and sustainable economic zone. Through investor support, community empowerment, and environmental stewardship, IRDA is building Iskandar Malaysia to be a sustainable development and innovation model for the world.



# ORGANIZATIONAL STRUCTURE





# TRAINING

## REFLECTION

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My initial task was to redraft the prepared project newsletter section for use as internal reading materials. Next, they brought me the company's guidelines and formats to be incorporated into the newsletter said Hj. Zurkinain and En. Rasyidi. They assisted me in carrying out the tasks and pointed out some key terms and essential elements that needed consideration. The objective of this preliminary step was to assist me in the detailed examination of all information provided before progressing to the next stage of the project. This was to ensure that every detail communicated was true to the concept of the newsletter being discussed.

Also, I was supposed to be the one who drew a poster for a cooperation with Keretapi Tanah Melayu Berhad (KTMB). For this purpose, I was asked to design the main poster for the event of sharing knowledge. The paper was supposed to be published on all digital media within the building. This project was highly appreciated by En. Rasyidi, Hj. Zurkinain, and En. Azlan, who suggested new ideas to make the poster look formal and appealing. As a matter of fact, all the information I needed for the revision and his process was given as the people who are responsible for organizing the event are supportive us. After the production was over, the poster had to be accepted by three departments of the company, especially legal, corporate, and information technology. Finishing all of the procedures, the digital screens inside the building showed the poster to the public.

I want to tell you that making a booklet for physical projects under Iskandar Regional Development Authority (IRDA) that were prepared for the 11th and 12th Malaysia Plans (RMKe-11 & RMKe-12) was the best experience I ever had. It took so much time to do the booklet as the project has lots of data that has to be reviewed and included. My work was helped by Hj. Zurkinain, En. Rasyidi, En. Azlan, En. Amin, and Puan Ain. In the booklet, the most vital of the many large projects were covered first and they were the ones listed in the PM Department as the best projects. This project not only made me acquire new knowledge but also was the one that showed me how to go deep into the analysis of the project data. The provision of all the necessary information in order to include the specific information into the booklet is very strict, taking account of all the details.

# TASK GIVEN & GAINED

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During my industrial training at Iskandar Regional Development Authority (IRDA), I was among the staff sent to the Program Madani Rakyat which the Ministry of Economy organized. Iskandar Malaysia is one of the statutory bodies under the Ministry of Economy. Hence IRDA set up an information booth at the program. I was there to witness the variety of ministries that were showcased at the event. I was at the program where it was a great privilege of mine to get not only to listen, but also to be actively involved and to be able to gain a wealth of information. I really thank them, the IRDA team for their full cooperation and dedication. I will never forget this unimaginable opportunity.

Besides, I was tasked to be a liaison for the knowledge-sharing event with GeoBIM. This event was proposed by En. Amin to increase the knowledge of IRDA employees on GeoBIM. My tasks were to act as a liaison between the GeoBIM speakers and staff of IRDA. I was also tasked with making lunch arrangements at a restaurant in Sunway Big Box for the attendees of the event. Through this experience, my communication skills improved, both internally and externally, and I can now speak more confidently.

Next, using the skills I had acquired from university and beyond, I was once again tasked by IRDA to take part in the Staff Appreciation and Award Day event. I was in charge of logistics, gifts, and the lucky draw. Through this, I got to meet a lot of people who were very warm in their communication and collaborative, since we had the same vision to make the event successful. The preparations were carried out well, with great cooperation from all the staff. After the event, we were invited for a debriefing meeting. In that discussion, some improvements were discussed, and our contribution to logistics and the raffle was very much appreciated, with thanks for our effective execution. I would like to thank the IRDA staff once again for their excellent cooperation in making the event such a success.

Finally, I was tasked once more to come up with the final newsletter for the year 2024. My role in this task included updating the design and information about the newsletter, assisted by En. Azlan and Hj. Zurkinain, respectively. The development process ran relatively fast compared to the initial newsletters because, at that time, most of the steps were learned from preceding newsletters. Moreover, careful consideration was demanded since this project focused specifically on the Sedenak Data Centre Project. This project was a very critical one, with an immense volume of information to be studied thoroughly. We had to have several meetings to ensure we did not miss anything of importance.

# STRENGTHS

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The Project Development Division of IRDA leverages its strategic geographical advantage of proximity to Singapore to attract investments and foster cross border collaboration in various initiatives. Master plans, carefully designed, enable growth that is sustainable and aligns with national goals; a history of successful completion of major projects, as in the case of the Sedenak Data Centre, attests to its ability to deliver on large developments. IRDA's commitment to sustainability reflects in its adoption of green technologies and eco-friendly practices, which promote long-term environmental and economic benefits.

Robust stakeholder involvement and interdepartmental cooperation represent fundamental advantages that facilitate effective project implementation while aligning with the requirements of the community, investors, and government entities. The division's multidisciplinary team, possessing proficiency in urban planning, engineering, and economics, collaborates intensively with industry leaders and academic organizations to integrate best practices and state of the art innovations, including GeoBIM, into the project planning process.

Backed by the federal government through the Ministry of Economy, the IRDA has strong institutional support, which eases access to both funding and policy frameworks. It also focuses on capacity-building efforts, allowing employees to continually gain new knowledge through training and knowledge sharing activities. All these benefits together make IRDA one of the most important forces for sustainable and substantial development in Iskandar Malaysia.





# **WEAKNESSES**

The Project Development Division of IRDA faces challenges in its operations, including dependence on external funding and government aid. While federal support is a very valuable asset, too much reliance on it may jeopardize operational flexibility especially during periods of economic downturn or changes in national priorities. Such dependence may delay project implementation in case there are any delays in providing funds or requisite approvals.

An additional constraint is the reluctance of senior staff in adopting new tools and technology. For example, some staff would prefer to work with traditional methods rather than modern applications such as Canva, which helps simplify processes such as design and content creation. This unwillingness to embrace change may bind the hands of the department in extracting the full potential benefits that come with innovation and modern workflows leading to impacts in productivity and integration with industry best practices.

Lastly, IRDA faces challenges in talent retention and skills development. While the division gives priority to capacity building, competition from private sectors that offer more competitive packages may result in losing the skilled staff. In addition, the rapid pace of technological and practice changes in project development requires constant upskilling, which can be resource and time intensive. Addressing these weaknesses is important for the continued effectiveness of IRDA in driving regional development.



# **OPPORTUNITY**

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Similarly, the Project Development Division of IRDA has wide opportunities to expand its influence in the area of sustainable development initiatives. With the increasing global emphasis on green infrastructure and renewable energy, IRDA can position itself as a leader in eco-friendly project planning. The division should strive to attract environmentally conscious investors by incorporating smart city technologies and sustainable practices into its projects, which would fall in line with international development trends.

IRDA will also be able to develop partnerships with private and international stakeholders. Its strategic location next to Singapore provides a perfect platform for cross-border collaborations, especially in the technology, logistics, and financial sectors. The global firms can be engaged through PPPs, bringing expertise, funding, and innovation that accelerates the delivery of impactful projects.

Furthermore, the current wave of digital transformation comes as an opportunity for the modernization of IRDA operations. The division has opportunities in increasing its efficiency and effectiveness level at each point in the decision and workflow processes through GeoBIM tools by adopting cloud-based project management systems. Continuing education of staff will, therefore, enhance its workforce. Such opportunities will further cement IRDA's position as a pivotal facilitator in sustainable and innovative development for Iskandar Malaysia.

# **THREATS**

The Project Development Division of the Iskandar Regional Development Authority (IRDA) is threatened by economic uncertainty and possible changes in policies. Fluctuations in the global and national economy, such as recession or inflation, may cause a reduction in investments and thus delay funding for the projects. Changes in government policies, priorities, or leadership may also shift the focus from ongoing initiatives, affecting continuity and execution timeliness for the projects.

Another major challenge will be the increased competition brought about by other regional development authorities and private developers. Other regions may offer better incentives or fast-track approval processes that could attract potential investors from Iskandar Malaysia. This may have a very negative effect on IRDA's ability to secure financing and establish partnerships for its projects, possibly limiting its growth and influence.

The third and final major challenge is the rapid technological change. While they offer innovation opportunities, failure to keep up with emerging tools and trends may decrease the competitiveness of IRDA. Reluctance among the older staff to adopt new technologies may hamper the modernization efforts in the division. Again, risks related to cybersecurity and possible data breaches could compromise the integrity of information related to projects and the confidence of stakeholders in those projects. IRDA has to overcome these challenges to remain relevant and at the forefront of the project development arena.





# **CONCLUSION**

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In conclusion, my internship at the Iskandar Regional Development Authority profoundly impacted my professional development, granting exposure that substantially broadened my skillset and understanding of project coordination. Across twenty-four weeks, I actively contributed to diverse initiatives including revising the newsletter publication and designing promotional materials, experiences allowing me to apply organizational and technological abilities within real-world constraints. The encouraging atmosphere nurtured by supervisors and coworkers fostered beneficial learning, offering insights into operationalizing plans and administering systems.

Furthermore, involvement in functions like the Program Madani Rakyat event and Staff Appreciation and Award Day ceremony granted prospects to strengthen communication and engage stakeholders from varying backgrounds. Overall, the internship equipped me not only with practical experience but also reinforced my aspiration to pursue a career centered on systems administration, cultivating belief in my potential as I prepare to seek future positions.

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# APPENDIX





















# OUR ORIGINAL REPORT



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