



اَوَّلُ شَيْئٍ تَبْكُوهُ لَوْ كُنْ مَبَارَا
UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka



INDUSTRIAL TRAINING REPORT AT MAJLIS BANDARAYA ISKANDAR PUTERI

12 AUGUST 2024 - 24 JANUARY 2025

FARIHA BINTI NASHARUDIN | 2022643144 | BA246 5C

SURAT KEBENARAN

Tarikh : 16/1/25

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Nama Pelajar	FARINA BINTI NASHARUDIN		
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Tajuk Laporan	INDUSTRIAL TRAINING REPORT	Nama Syarikat	MALIS BANDARAYA ISKANDAR PUTERI

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No. Faks :

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EXECUTIVE SUMMARY

The report is about my journey to complete my industrial training at Majlis Bandaraya Iskandar Puteri. My internship started from August 12, 2024, until January 24, 2025, for a total of 24 weeks. Thus, my student profile, the company's profile, training reflection, SWOT analysis, discussion and recommendation, conclusion, and appendices will all be included in this report.

My student profile would be included of my latest information. It will be presented in my newest resume form. Additionally, Majlis Bandaraya Iskandar Puteri details such as vision, mission, and goal, as well as the service of MBIP, would be included in the corporate profile.

This report's objective is to provide an in-depth analysis of the training reflection conducted throughout the six-month industrial training program, based on the tasks performed, knowledge acquired, and experience obtained during the internship at Jabatan Pelesenan, MBIP. Furthermore, the SWOT analysis is the main topic of this research. It is the outcome of knowledge and critical thinking. Through the organization's structure, work procedures, and above all the actual work culture and environment I had learnt, the internship provided me with how to recognize the SWOT analysis.

Based on the SWOT analysis, a recommendation was also made for improving any flaws found in MBIP. I have to investigate that strategy during this procedure in order to effectively and efficiently resolve the problems. Identify the solution and the necessary skills to address the problem using effective technology, and management qualities.

Lastly, in my collusion, I will also provide a summary of this internship report. For an in-depth review of my training throughout the internship, I would also include the references and appendices. I would be ready for future job utilization by gaining new knowledge and abilities through this procedure that are only possible in a real-world work scenario.

ACKNOWLEDGMENT

First and foremost, I would like to sincerely thank Allah S.W.T., the Almighty and One and Only, for all of His incalculable gratuities and endless encouragement during my internship. I have always found strength and courage in his mercy and path. I am extremely thankful of Allah's continuous assistance and provision, which have allowed me to overcome challenges and complete this internship. It might not have been possible with His heavenly guidance and mercy.

Next, I would like to express my deepest gratitude to my internship advisor, Puan Norhafizah Binti Mohd Zolkapli, for all her guidance and unwavering support to me throughout my internship journey. Her insightful advice, constructive feedback, and constant encouragement has been instrumental in my professional and personal growth.

In addition, I would like to thank Mr. Mohamad Hazdi bin Md Dan who served as my supervisor for his invaluable guidance, wealth of knowledge, and remarkable patience throughout my internship at Majlis Bandaraya Iskandar Puteri. His mentorship has been instrumental in shaping my understanding of Jabatan Pelesenan and honing my professional skills. I also want to express my gratitude to the entire Jabatan Pelesenan team for making me feel welcome and creating a collaborative and friendly work environment. Their willingness to share their knowledge and experiences has greatly enriched my internship journey.

Last but not least, I want to express my appreciation to my friends and family for their constant encouragement during my internship, especially during difficult times. During difficult situations, their encouragement and support kept me moving and helped me remain strong. It would have been significantly more difficult to reach this achievement without their assistance.

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1.0 STUDENT PROFILE





	FARIHA BINTI NASHARUDIIN   
PROFILE As a dedicated student from Bachelor of Administration (Hons.) International Business at UiTM Bandaraya Melaka with currently holding a CGPA of 3.30. I actively enjoy working in roles that involve interacting with people to strengthen my teamwork, leadership, problem-solving, and adaptability skills. I am now looking for career opportunities in a dynamic environment where I can grow my professional path as well as develop my abilities.	
EDUCATION BACKGROUND <ul style="list-style-type: none">● UNIVERSITI TEKNOLOGI MARA (UiTM), BANDARAYA MELAKA Bachelor of Business Administration (Hons.) in International Business Current CGPA: 3.30 OCT 2022 - PRESENT● UNIVERSITI TEKNOLOGI MARA (UiTM), SEGAMAT JOHOR Diploma in Business Studies CGPA: 3.16 MUET: 3.5 2020 - 2022	
AWARDS <ul style="list-style-type: none">● SILVER AWARDS IN INTERNATIONAL AWARDS IN TEACHING AID COMPETITION 2023 (iTac 2023) Awarded in recognition for creating a teaching aid project that competing among all branches of UiTM in Malaysia 22 JUNE 2023	
EXTRA CURRICULAR <ul style="list-style-type: none">● TREASURER OF TALK EVENT "PATH TO PERSONAL GROWTH; TOGETHER" Managed budget allocations and financial transaction with precision, ensuring smooth coordination for successful event execution. 14 JUNE 2024● ASSISTANT PROJECT LEADER OF ACADEMIC TRIP AND INTERNATIONAL CSR ENGAGEMENT IN PADANG, INDONESIA. Responsibilities included coordinating logistic, managing schedules also contributed to event planning, budget management and ensuring execution. 27 - 31 MAY, 2024	
WORK EXPERIENCE <ul style="list-style-type: none">● INTERNSHIP AT MAJLIS BANDARAYA ISKANDAR PUTERI (MBIP) Placed in Jabatan Pelesenan and I was assigned tasks mainly related to administrative work as well as assisted with task in Tred Department. 12 AUG 2024 - 24 JAN 2025● CAFE ASSISTANT AT POT LAPO, TMIYC JOHOR BAHRU Oversee the entire operation of the cafe, from opening to closing. The includes managing sales, preparing food and drinks as well as training new employees on their duties. 12 AUG 2023 - PRESENT● RESTAURANT ASSISTANT AT PORT NGETEH, JOHOR BAHRU Responsible for the seamless execution of daily operations from opening to closing which involves overseeing food and beverage preparation and ensuring customer satisfaction. 2018 - PRESENT● FRONT LINER AT JCO DONUT & COFFEE, JUSCO BUKIT INDAH, JOHOR BAHRU<ul style="list-style-type: none">• Prepare and serve espresso based beverages (Barista)• Managed cash transaction, process payments and provided excellent customer service (Cashier) 2019 - 2021	
SKILLS <ul style="list-style-type: none">• Microsoft Word Expert• Microsoft Excel Basic• Microsoft PowerPoint Expert• Canva Expert LANGUAGES <ul style="list-style-type: none">• Malay Fluent• English Intermediate	REFERENCE MOHD ISHAM BIN MOHD ABIDIN <ul style="list-style-type: none">• Senior Lecturer UiTM Bandaraya Melaka

Figure 1: Resume

2.0 COMPANY PROFILE

2.1 COMPANY OVERVIEW



MAJLIS BANDARAYA ISKANDAR PUTERI



**BANGUNAN TEMENGGONG IBRAHIM, JALAN
MEDINI SENTRAL 9, BANDAR MEDINI ISKANDAR,
79250 ISKANDAR PUTERI, JOHOR DARUL TA'ZIM**



**MONDAY - FRIDAY : 8.00AM - 4.30PM
SATURDAY - SUNDAY : CLOSED**

Figure 2: MBIP's Logo, Name, Location and Operation Hours



2.2 VISION, MISSION AND OBJECTIVE



Figure 3: MBIP's Logo, Name, Location and Operation Hours

2.3 BACKGROUND ESTABLISHMENT



Figure 4: Majlis Bandaraya Iskandar Puteri

Majlis Bandaraya Iskandar Puteri (MBIP) is the local government authority responsible for the administration and governance of Iskandar Puteri. It is one of the major urban centers in the state of Johor, Malaysia. Established to manage the growing needs of a rapidly developing city. MBIP oversees various aspects of urban management, including infrastructure development, public amenities, environmental sustainability, and local regulations

Furthermore, Iskandar Puteri, formerly known as Nusajaya, is part of the major economic area as well as Iskandar Malaysia which is famous as a development area, which aims to build southern Johor into a bustling city. The city is strategically located near Singapore, Brunei, Indonesia making it a key area for investment and development. As one of the cities in Malaysia that is expanding most quickly, it became clear that efficient governance was required, which is how MBIP was established.

The local government was initially called Majlis Perbandaran Johor Bahru Tengah (MPJBT), and it was in charge of a major portion of the Johor Bahru district. As the population expanded as well as the region developed, a more concentrated governing body became required. On January 1, 2017, MPJBT was appointed to MBIP, indicating the area's development and significance within the Iskandar Malaysia economic sector (MBIP,2025)

MBIP is responsible for community development, trash management, urban planning, and public health. To keep Iskandar Puteri a sustainable and attractive city, the council collaborates closely with other governmental organizations and industrial partners. In order to balance the needs of its citizens with the requirements of economic development and environmental preservation, MBIP is essential in defining the future of Iskandar Puteri through its vision of becoming a smart, sustainable, and resilient city.

MBIP has increased up its initiatives to support smart city projects in Iskandar Puteri in recent years. By utilising innovation and technology, the council has set digital solutions in motion to boost traffic management, improve public services, and increase communication between the local government and its citizens. Residents are able to more easily make complaints, pay their bills, and access a variety of municipal services. This push towards a more tech-driven governance model aligns with Malaysia's broader digital transformation goals and makes Iskandar Puteri a leading city in smart city development.

2.4 ORGANIZATIONAL STRUCTURE

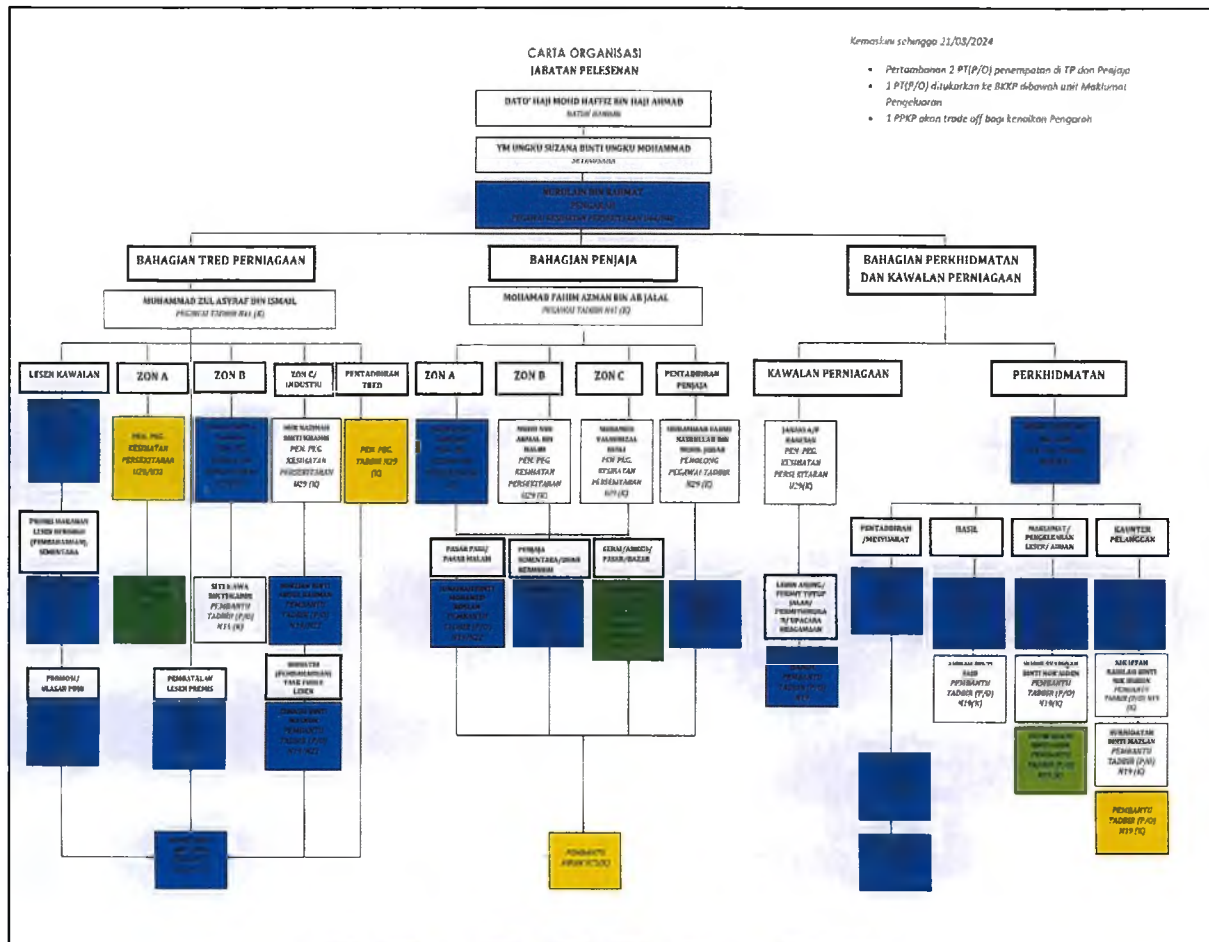


Figure 5: Organizational Structure

An organizational chart in a company is a visual representation that outlines the structure of the organization, showing the relationships and hierarchy between different roles, departments, and employees (Bonifacio,2024). It helps clarify reporting lines, responsibilities, and how different parts of the organization work together.

The organizational chart illustrates Jabatan Pelesenan's structure, including the several departments and their staff members. The department is led by Dato' Haji Mohd Hafiez Bin Haji Ahmad as the Director, with Ym Ungku Suzana Binti Ungku Mohammad and Nurul Izzah Binti Rahmat serving in key management roles.

2.5 PRODUCT/SERVICES OFFERED

Majlis Bandaraya Iskandar Puteri (MBIP) provides various essential services to improve the quality of life for residents within its jurisdiction, including maintaining a clean environment, enhancing various services, infrastructure development, and more (MBIP,2025). To guarantee that further action is taken, residents can contact MBIP with any complaints or ideas for enhancement. The welfare of the people in the MBIP area is a top priority for the council.

2.5.1 Waste Management and Collection

As one of the most major municipal councils, cleanliness is always a top priority. It is crucial to keep residential neighbourhoods, business establishments, tourist destinations, and the roads clean (Yusry,2023). MBIP works constantly to maintain the cleanliness and maintenance of every location. The MBIP area's inhabitants' well-being is guaranteed by urban cleanliness. Urban cleanliness ensures the well-being of residents within the MBIP area.

Iskandar Puteri City Council (MBIP) provides an excellent **scheduled waste collection service**. MBIP collaborates with Southern Waste Management (SWM) to conduct regular waste collection, including two (2) domestic waste pickups per week and one (1) bulky waste pickup per week. This consistent approach ensures that waste does not accumulate at any given time. In addition to regular waste collection, MBIP has implemented a comprehensive waste segregation system to promote recycling and reduce landfill waste. The council encourages residents to separate recyclable materials, making it easier to recycle and reduce the environmental impact (Michaelzakkovision,2024). Through these efforts, MBIP aims to maintain a cleaner, greener, and more sustainable environment for its residents.



Figure 6: Southern Waste Management (SWM) services

2.5.2 Tree Cutting & Trimming and Drain Cleaning Services

Majlis Bandaraya Iskandar Puteri (MBIP) also offers tree cutting and trimming services to improve the environment and make it more suitable and visually appealing. These tree management services serve to keep public spaces safe by preventing overgrown branches from becoming a risk to cars. MBIP also focusses on preserving the urban landscape by encouraging vibrant and well-shaped trees, which contribute to cleaner air and a more appealing landscape. The council examines and organises tree maintaining on a regular basis that aligns with seasonal needs and environmental conditions, ensuring the city's green spaces remain sustainable in time. This effort is part of MBIP's overall goal of creating a greener and more sustainable urban environment for the community. Aside from that, MBIP provides regular drain cleaning services to guarantee that the drainage system performs properly and prevents problems like flooding and pollution. Some important components of MBIP's drain cleaning services include the periodic cleaning of drains in essential locations to maintain smooth water flow and prevent the accumulation of material that can cause blockages.



Figure 7: Tree Cutting & Trimming and Drain Cleaning Services

2.5.3 MBIP Mobile Counter

The MBIP Mobile Counter is strategically placed in residential neighbourhoods, public markets, and other high-traffic places. These locations are chosen based on the needs of the local community, which may include areas with high populations or limited access to MBIP's office. The Mobile Counter offers a wide range of services, including tax payments, license applications, and complaint registration, which cater to the diverse needs of the community. Furthermore, MBIP has created a detailed schedule for the Mobile Counter based on specific areas to enable better coverage and accessibility. The schedule is regularly published on social media platforms like Facebook and the official MBIP website (MBIP,2023). Additionally, announcements and updates are shared through various channels to ensure the community is well-informed. Residents are advised to stay up to speed on the information supplied in order to fully utilize the services available and expedite their administrative processes.



Figure 8: MBIP Mobile Counter Services

2.5.4 Parking Management

To enhance the effectiveness and convenience of parking within its jurisdiction, Majlis Bandaraya Iskandar Puteri (MBIP) implemented the **Parkmax parking management system**. This system supports the MBIP's goal of creating a smart city by incorporating current technologies to provide users with a seamless and efficient experience

One of the primary benefits of Parkmax is its convenience. The method allows customers to pay for parking without using cash or paper coupons. Furthermore, the Parkmax app provides a flexible payment system that accepts a variety of payment methods, including credit/debit cards, e-wallets, online banking, and accessible kiosks. This flexibility makes it easier for customers to pay, reducing time and allowing them to do so from any location without worry of being penalised by enforcement officers. Parking transactions can be made quickly and conveniently by following a few steps using the app or website. Furthermore, Parkmax gives real-time information on parking spot availability, which is very useful for saving time and minimizing the difficulty of locating parking, particularly in congested regions.

Parkmax additionally encourages environmental sustainability. By substituting paper coupons, the system reduces waste and promotes environmental conservation. Furthermore, Parkmax improves the enforcement of parking laws through integrated monitoring and penalties, ensuring that all users follow the parking rules. This leads in a better organised and effective parking management system. Another advantage is increased accessibility, since the system guarantee smoother traffic flow and easier access in high-demand areas.

Using Parkmax is quite easy. The initial stage is for customers to register via the Parkmax app, which can be downloaded, or the official website. To use the system, users must first register their vehicle and payment data. There is no need to be concerned because this information is kept strictly secure and cannot be stolen or sold for personal gain. After registering, users can use the app to search open parking spaces in their preferred area.

After selecting a location, users simply choose the required parking duration and make their payment online. The entire process can be done swiftly without the need to visit a physical counter. Users may also extend their parking time or change details using the app without having to return to their vehicle. This adaptability meets users' demands and preferences.

In summary, Parkmax is MBIP's distinctive strategy towards improving parking management efficiency in Iskandar Puteri. This technology not only helps users but also contributes to MBIP's efforts to make the city smarter and more ecologically friendly.



Figure 9: Parkmax @ MBIP Services

2.5.5 Infrastructure and Public Facilities Management

Infrastructure and public facilities management is an important part of urban planning for preserving and improving the built environment while also interacting the demands of increasing populations. Effective management of public facilities and infrastructure is crucial for Majlis Bandaraya Iskandar Puteri (MBIP) citizens overall quality of life because it ensures the effective and continuous provision of essential services.

MBIP also places significant emphasis on the maintenance of public parks and green spaces. The development of recreational parks and green areas is not only aimed at beautifying the city but also providing spaces for relaxation, exercise, and social gatherings. The maintenance of these parks and green spaces is carried out regularly through landscaping activities and tree planting to ensure they remain well-kept.

Furthermore, the management of public infrastructure such as hospitals and educational institutions is prioritized. The MBIP ensures that there are enough hospitals, clinics, and healthcare facilities to provide medical services to the residents. Similarly, the provision of educational facilities such as schools and public libraries aims to provide residents with opportunity to learn and grow.

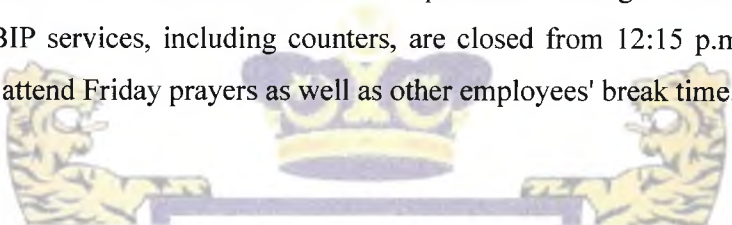
To increase the quality of infrastructure management, MBIP emphasizes the use of current technology in smart city management. MBIP has implemented smart traffic management systems, energy-efficient street lighting, and digital platforms for reporting infrastructure errors as part of its efforts to improve efficiency and minimize energy usage.

Overall, MBIP's management of infrastructure and public facilities is vital for developing a sustainable, comfortable, and efficient city. With ongoing efforts to improve the administration of public amenities, MBIP aims to ensure that the quality of life for Iskandar Puteri citizens continues to improve, being more secure, more comfortable, and prosperous.

3.0 TRAINING REFLECTION

3.1 DURATION

I completed my industrial training at Majlis Bandaraya Iskandar Puteri (MBIP) for a period of 24 weeks, beginning on 12 August 2024 and ended on 24 January 2025. MBIP operates from Monday to Friday, starting at 8:00 a.m. and ending at 4:30 p.m. The daily lunch break is from 1:00 p.m. to 2:00 p.m., but counter services remain operational during the lunch hour. However, on Fridays, all MBIP services, including counters, are closed from 12:15 p.m. to 2:45 p.m. to allow male staff to attend Friday prayers as well as other employees' break time.



PERIOD	12 August 2024 to 24 January 2025
WORKING DAYS	Mondays to Fridays
WORKING HOURS	8.00 p.m. to 5.00 p.m.
LUNCH BREAK	1.00 p.m. to 2.00 p.m. (Monday to Thursdays) 12.15 p.m. to 2.45 p.m. (Friday)
DAYS OFF	Saturday - Sunday

Tables 1: MBIPs Operations

3.2 DEPARTMENT

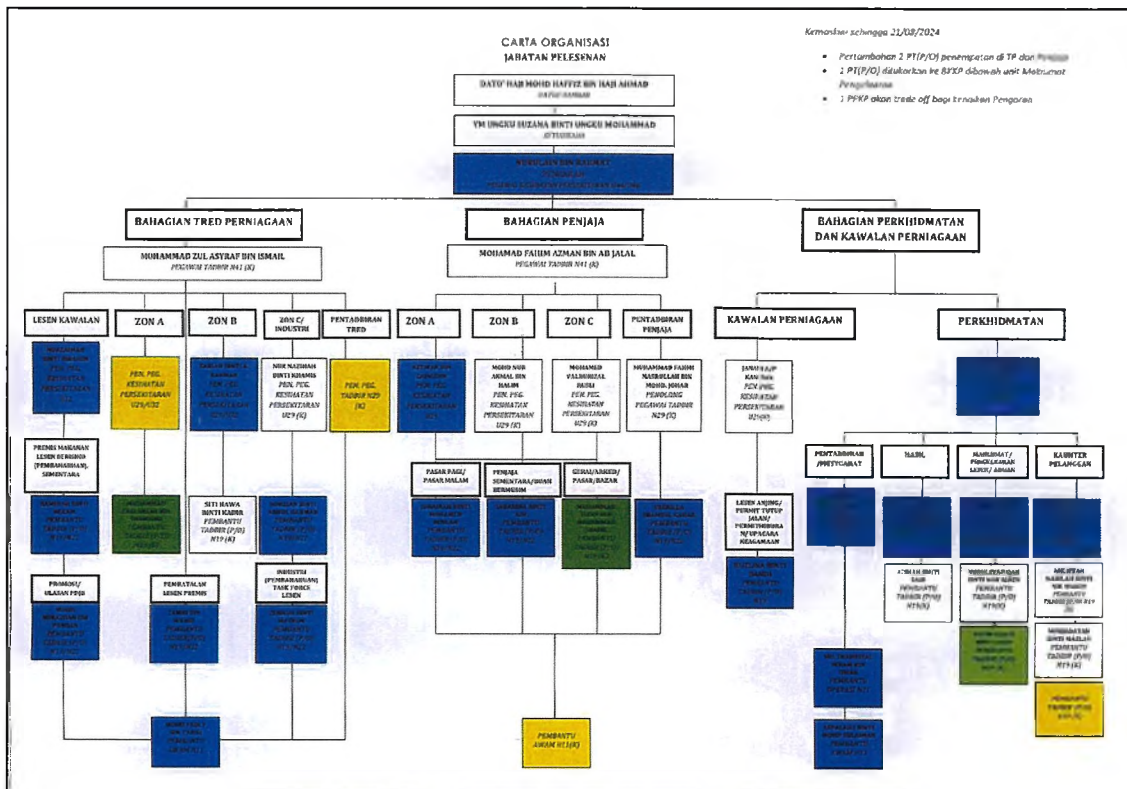


Figure 10: Organization Structure of Jabatan Pelesenan

Jabatan Pelesen which is administered by the Iskandar Puteri City Council (MBIP), is vital for ensuring that the licensing system is implemented efficiently and effectively. The department is commanded by Dato' Haji Moid Hafiz bin Haji Ahmad as Mayor, with YM Ungku Suzana binti Ungku Mohammad as Secretary and Noorul Ain binti Rahmat serving as Department Director. The Licensing Department is organised into three primary sections: Tred Perniagaan, Penjaja, and Bahagian Perkhidmatan. Every section has particular tasks and functions allowing the department's smooth operation.

The Business Tred Section is headed by Muhammad Zul Asyraf bin Ismail (Administrative Officer N41) and is further divided into several units such as Controlled Licenses, Zone A, Zone B, Zone C/Industry, and Trade Administration. These units handle various aspects of business premises licensing applications, including licenses for food premises, license cancellations, and industrial trade. Additionally, this section is responsible for ensuring that all license-related documents are complete and properly organized, as well as promoting awareness of the licensing process through FOP reviews.

Next, the Hawkers Section is led by Mohamad Fahim Azman bin Ab Jalal (Administrative Officer N41). This section manages matters related to hawkers, including the oversight of specific zones such as Zone A, Zone B, Zone C, and hawker administration. It also supervises the operations of morning markets, night markets, stalls, and bazaars while ensuring cleanliness and smooth activities among hawkers. These tasks are carried out by Assistant Environmental Health Officers, Administrative Assistants, and General Workers who play a significant role in supporting the section's functions.

Finally, the Services and Business Control Section is led by Mohd Jazli bin Md Jain (Assistant Administrative Officer N29). This section is divided into two main units: Business Control and Services. The Business Control unit is responsible for managing foreign and local licenses, monitoring licensing-related meetings, and ensuring legal compliance. Meanwhile, the Services unit oversees revenue, customer information, and the operations of customer service counters. The officers and staff in this section strive to provide efficient and customer-friendly services to the public.

Overall, the Licensing Department at MBIP has a well-structured organization with clear task allocations. In order to provide the greatest services to the community within MBIP's administrative region and guarantee the licensing system runs smoothly, each section is essential. The development of a sustainable and thriving city depends on the effectiveness and cooperation of all sectors.

3.4 RESPONSIBILITY AND TASK GIVEN

During my internship here, I was assigned to the Jabatan Pelesenan which is divided into two sub-departments which are Tred Perniagaan and Penjaja. My supervisor, Encik Hazdi, gave me the freedom to join any department that needed help because I didn't have a set position throughout the internship. This allowed me to participate in a variety of duties and contribute wherever assistance was required, giving me a broader understanding of the department's general operation..

3.4.1 Administrative Duties

One of the duties entrusted to me was to update the leave, sick leave, and 4-hour time off records for all Jabatan Pelesenan employees. After the Department Director signed their leave applications, the leave forms needed to be revised to remove the provided leave from their overall leave balance. I recorded the hours they requested for their four-hour time off. After I complete evolving the documents in the file, the administrative personnel here will evaluate them before they are entered into the system. This duty was completed weekly to ensure that employees were informed of their remaining leave balance. This duty has made me more attentive while updating records, as any errors could damage the staff's leave balance here.

In addition, I was assigned with preparing working papers for presentation at monthly meetings. I am also responsible for merging the working papers created by each team into a single document, as well as ensuring that all of the papers are in the correct sequence. After everything is finalised, I make 17 copies, 5 of which will be labelled for easy access by the Mayor, Secretary, and Department Directors during the meeting. Once the tagged copies have been made, they must be sent to the previously named recipients. The remainder of the copies need to be provided to the person in charge of distributing them at the conference. After that, on the day of the meeting, I had to go to the meeting room early in the morning to upload the meeting slides to the laptop for the session.

Furthermore, I was assigned the task of answering phone calls. For you to know, the Jabatan Pelesenan is one of the busiest phone departments, with the public routinely calling to enquire about license applications, payments, store signboards, and other connected issues. In addition, I was assigned with calling the company to get their letter and licence from here. I am grateful to be entrusted with this responsibility since each phone contact I answer helps me to learn useful information regarding licensing from a variety of angles. I am grateful and satisfied to have been assigned this task.

In addition, I was assigned with updating documents such as agreements and letters from within and outside the department for filing and recording every document received. Letters or memos from outside the department had to be stamped and recorded with a red pen, whilst documents from within the department required a blue pen. I required to note both the document's date and the date it was filed. Every record also has to be properly organized by date. Furthermore, if a file was too thick, up to one inch, it had to be closed and a new file formed.

Furthermore, if the staff in charge of document delivery is not present in the office and some urgent documents need to be sent or collected from another department, I will be asked to pick them up and deliver them. Documents delivered and received must also be signed by the intended recipient.

3.4.2 Calculating Key Performance (KPIs)

In addition, I was assigned a responsibility under the Business Tred Section that required calculating the KPI for the processing time of papers that had to be finished. This KPI calculation was performed using an Excel file provided by the staff, with the stated year and month. However, in certain cases, the KPI data for previous years and months was unavailable, thus I was entrusted with manually computing those KPIs. This was one of the more useful assignments I've learnt, as it required me to compute KPI using a specialized Excel template. I am really grateful for the opportunity to learn this information here.

3.4.3 Review Document

In addition, I was assigned with analyzing paperwork for business license applications such as restaurant and bakery licenses, many others, within the Business Tred Section. This document is organized by the type of business, the year, and the location. I was in responsible for ensuring that the submitted paperwork were complete, numbering each document for every application, and stamping each file with the name of the officer involved. I was also entrusted with duplicating data such as the business account number, company name, address, and owner's name to place on the front of each file. This task has given me new information, since I now understand the documentation needed for applications, which will be essential to the future.

3.4.4 Community Engagement and Event

During my internship here, I had the opportunity to take part in a variety of programs. One of them occurred last year, when I participated in the Maulidur Rasul program, which was held outside the workplace. The program had been created in partnership with the local community. It was an important occasion that involved both the public and the mayor. Before the occasion, the entire staff here, including myself, created banners and coordinated uniforms. I was given the opportunity to supervise the banner part, which we had created and painted ourselves. Programs like this allow me to get closer to the staff and develop more pleasant relationships with them.

In addition, a monthly recycling program is held in the basement of this building. Each individual collected recyclable materials, bringing them from their homes to be recycled here every month. Once the day of the recycling program is announced, the staff and I will go down together to carry the goods to be recycled. During this moment, we assist each other. Furthermore, the recycled products will be weighed, and the earnings will be given to each department. The accumulated funds are deposited in the Jabatan Pelesenan fund and will be used for future particular activities.

3.4.5 Stamping, Folding, and Listing Outgoing Letters to Ship Out

I was assigned with stamping license payment letters with the 'Tiada Baki Bayaran' stamp, folding each letter and placing it in an envelope to be mailed to the appropriate firm addresses. After all of the letters had been placed in envelopes, they needed to be listed in Excel using the firm names and addresses. After everything was finished, the list and letters were turned over to the staff for the next step, mailing.

3.4.6 Updating File Racks and Files

During my internship, an EKSA program was implemented. EKSA is an internal audit program, so each file and document must be appropriately organized and completed in its allocated position. I was given the responsibility of upgrading all of the files on the file racks. One of the responsibilities was to close a file that was excessively thick and create a new one. Additionally, each file has its own pocket and file number. If the rack had a code but the file was missing, I was responsible for locating the file, and if it could not be found, the pocket needed to be closed. Furthermore, if the condition of the pocket and file was not neat or satisfactory, they had to be replaced with new ones.

3.4.7 Developing and Creating a Sticker

I was given the task of developing and creating a sticker for the new Seating Permit system (Permit Kerusi Meja). If a restaurant has a valid MBIP permit, this sticker must be displayed on all chairs and tables used by the establishment in the Iskandar Puteri area. This effort strives to ensure that all food establishments follow the regulations imposed by the authorities while also allowing for more systematic monitoring and enforcement processes.

3.5 BENEFITS

I have gained, learnt, and developed a variety of talents during my time here. After completing this internship program, I have gained significant knowledge that I might not have gained elsewhere, and it has greatly enhanced the way I manage tasks and engage with those around me. These kinds of experiences are quite helpful for preparing for the real working environment in the future.

3.5.1 Intrinsic Benefits

During my time here, I gained a **deeper understanding** of the ins and outs of licensing matters. I now have a more thorough knowledge of what can and cannot be done by an individual when applying for a license. The responsibility that was assigned to me to take phone calls and respond to questions has been really helpful because it has helped me learn more about licensing. The staff would also help if there were public enquiries that I was unable to respond to. In addition, I was able to increase my understanding of the steps, procedures, and required documents through reviewing the licensing applicant's documents. I looked over the documentation and saw how they were prepared to make sure everything went as planned. I may find all of this knowledge helpful if I ever decide to start a business.

Other than that, my **skill development** has also been greatly enhanced by this experience. For example, I had the ability to contact directly with the general public, manage license enquiries, and resolve their concerns, all of which helped me build good communication and interpersonal skills. In addition, I gained confidence when speaking in front of strangers. Furthermore, because every task presented to me was distinctive, I enhanced my memory skills while executing them. The new responsibilities allocated to me must be thoroughly understood in order for them to be done successfully. However, if I have any questions, I am able to approach the staff here, who are also delighted to teach me.

I'm grateful to have worked with experienced professionals who were excellent educators, giving me helpful advice and support during my internship. When I faced difficulties or was confused about the work assigned to me, I felt comfortable asking questions and receiving assistance from them without hesitation. I perceive them as mentors who freely share criticism and motivate me while teaching me how to overcome problems. Furthermore, some of them provide personal stories that helped me gain a better understanding of the challenges of working in the public sector, as well as the significance of ethical decision-making, teamwork and leadership.

3.5.2 Extrinsic Benefits

During my internship here, I received an **allowance** for 90 working days, equivalent to 3 months, at a rate RM40 per day. This allowance was paid at the end of the internship. When I first started my internship here, I was reminded to arrive on time and avoid being late. I was also required to thumbprint in and out, as this would affect the allowance I would receive later. If I arrived late, the allowance would be deducted accordingly. As a responsible intern, you must follow all of the rules and criteria.

Furthermore, I gain **real-world experience** in a dynamic, professional environment. This hands-on experience can be very helpful when looking for future work because it provides an extensive understanding of how local government operates and helps to the development of a community. I also can learn vital skills like problem solving, communication, and cooperation while working on actual projects and assignments. This experience provides me with a strong basis in public service, preparing for a successful career in government or other similar sectors. Furthermore, employment experience enables interns to network with specialists in their industry, which may lead to future career possibilities or recommendations.

4.0 SWOT ANALYSIS

4.1 SWOT MATRIX

A SWOT analysis is an important strategic tool for assessing the internal and external elements that might influence an organization (Raeuburn,2024). It involves evaluating the strengths, weaknesses, opportunities, and threats that influence the entire operation. By conducting a SWOT analysis, organizations can better understand their current position and make more informed decisions to achieve their goals (Ng,2024).

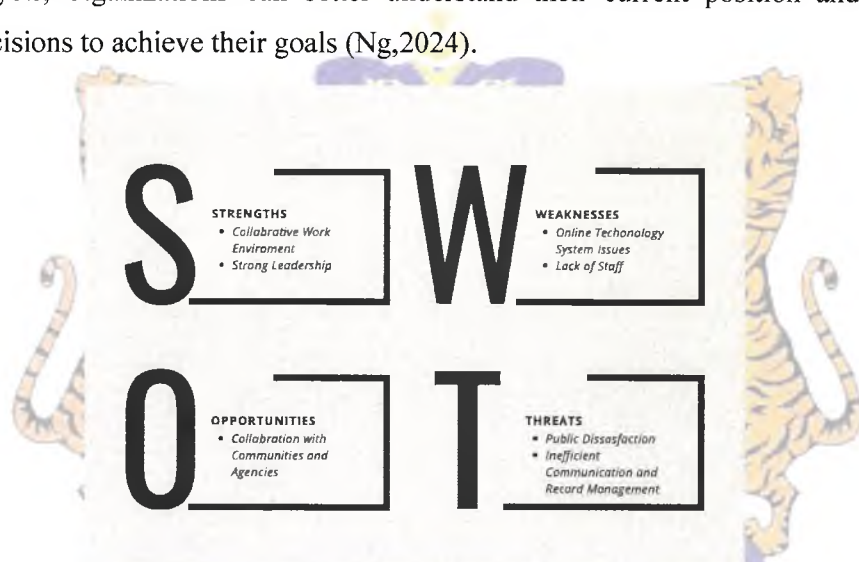


Figure 11: SWOT Matrix

Here is the SWOT analysis of MBIP. Strengths include a collaborative work environment that fosters teamwork and strong leadership, which supports effective decision-making and organizational efficiency (Guthrie,2024). However, there are notable weaknesses, such as persistent online technology system issues that hinder operations and a lack of sufficient staff to handle workloads effectively (Team,2020). Despite these limitations, MBIP offers numerous potential, such as growing collaborations with communities and agencies to improve services and upgrading record management systems to increase operational efficiency. Threats include public discontent with service delivery as well as inadequate communication and record administration, all of which could harm the organization's reputation and service quality. Addressing these issues is crucial for MBIP to maintain its position and improve its services.

5.0 DISCUSSION

5.1 STRENGTHS

The characteristics that give a company a competitive advantage are referred to as strengths. A highly qualified workforce, specialized resources, innovative technology, or efficient procedures are examples of internal aspects that contribute to the company's success and distinguish it from competitors (Peterdy,2023).

5.1.1 COLLABORATIVE WORK ENVIRONMENT

Good teamwork among staff members helps to manage workloads effectively and ensures operational continuity (Asana,2024). Employees at the Jabatan Pelesenan and throughout MBIP demonstrate exceptional teamwork. Although the Jabatan Pelesenan is divided into two departments, Tred Perniagaan and Penjaja, they work closely together to ensure that the licensing process works well. MBIP also encourages senior management, such as Directors and Officers, to collaborate with other employees and provide suggestions. Every employee is ready to learn and provide instruction, as well as to create a more suitable work environment at MBIP. This emphasises the need of communication in successfully completing daily tasks. As a result, they routinely help one another complete all their responsibilities. If someone has a problem at work or fails to fully understand a concept, others are always prepared to assist. For example, staff at Jabatan Pelesenan frequently interact with members of the general public. This can provide a variety of issues in such settings; for example, if one individual is unclear how to react to a question, others will come in to help. Others will not leave someone to struggle with a situation that cannot be solved on their own.

5.1.2 STRONG LEADERSHIP

The strong leadership traits within MBIP ensure that goals are achieved efficiently while maintaining a positive work culture. Most leaders in MBIP practice the concept of equality, where rank is not overly emphasized in workplace relationships (Acas,2024). Regardless of level, leaders and regular staff often help and exchange information with one another. This improves teamwork for career growth and creates a peaceful workplace (Herrity,2023).

Additionally, leaders at MBIP always strive to provide the best guidance when needed. They offer an open perspective in which any opinions and suggestions are accepted. Employees are free to express their opinions (Kelly,2023). Moreover, MBIP leaders frequently hold discussion sessions with staff to identify problems or opportunities for improvement. During these discussions, all issues are addressed and settled fairly as well as transparently to prevent future conflicts (Santhosh,2023). Everyone is given the opportunity to speak and contribute their ideas without limitations.

5.2 WEAKNESSES

Internal aspects that limit an organization's success or put it at a competitive disadvantage are referred to as weaknesses. Inadequate resources, outdated technology, ineffective procedures, bad customer service, and a shortage of competent people are all possible causes. Overcoming shortcomings is critical for growth and advancement.

5.2.1 ONLINE TECHNOLOGY SYSTEM ISSUES

Some of the systems utilised by MBIP may still be based on older technologies, which can make tasks slower and less efficient. As a result, customers have to go to the office to pay penalties, utility bills, property taxes, and other fees. This is because of the fact that many MBIP systems are thought to be difficult to operate and confusing. For example, at the Jabatan Pelesenan, consumers have filed numerous complaints concerning difficulty and failures in making payments when renewing licenses online. As a result, they are required to come into the office to settle such payments. Aside from that, before completing an online payment, the customer must wait for the officer's authorization via the system. Without this authorization, the payment cannot be finalized, thereby further delaying the procedure. Unless they come to the office and pay for all of those expenditures. With a more efficient system, these processes may be completed online with convenience. This issue should have been resolved long ago to be compatible with MBIP's revolutionary improvements.

5.2.1 LACK OF STAFF

The Jabatan Pelesenan has less staff than other departments. As a result, employees are expected to work long hours. For example, some staff members were transferred to other departments this year, leaving the remaining personnel to manage their responsibilities. This means that some staff must tackle two responsibilities at once. Furthermore, at the end of each year, their workload increases dramatically because this is the peak time for premises and hawkers to renew, apply for, or pay for licenses. Due to a personnel shortage and an overwhelming workload, employees frequently have to work overtime to finish their tasks. These issues could potentially have an effect on employees' mental and emotional wellness. Employees may require regular days off to recover as a result of this. They have requested additional staff, but the approval procedure takes a long time. As a result, they are obliged to handle a lot of work with a limited staff over an extended period of time. Management must respond quickly to this issue in order to ensure that employees' emotions and well-being are appropriately monitored and maintained.

5.3 OPPORTUNITIES

Opportunities are beneficial situations or opportunities that can support the growth or success of an individual, group, or enterprise (Caprino,2023). These are times when conditions are good for reaching objectives, or enhancing performance. Opportunities in a corporate setting may arise through collaborations, new markets, client needs, or technological advancements. Success and advancement can result from taking advantage of chances. (Caprino,2023).

5.3.1 COLLABORATION WITH COMMUNITIES AND AGENCIES

MBIP is one of the government bodies that offers several options for collaboration with other agencies, including other government organizations, non-governmental organizations (NGOs), and the general public. These collaborations allow for the exchange of resources, knowledge, and information, resulting in improved service delivery and work quality(Gratton & Erickson,2021). Collaboration with government organizations such as Kementerian Perdagangan

Dalam Negeri dan Hal Ehwal Pengguna (KPDNHEP) could assist MBIP manage issues more efficiently, such as collecting and analyzing data on people who break regulations and policies. This collaboration not only ensures effective and efficient enforcement, but it also improves inter-agency cooperation, thereby defending the law and sustaining public trust. Aside from that, working with non-governmental organizations and communities enables MBIP to communicate with the general people in a more meaningful way while also boosting safety and trust when launching community projects. Such efforts help to create a more inclusive and effective administration that represents the needs and goals of the community it serves.

5.3.2 MODERNIZE RECORD MANAGEMENT

The majority of documents have been retained over time and even now using traditional methods such as writing them down and storing them in specified folders in a file room. This is an out-of-date technique that MBIP may modernise to make it more inventive and effective. This improvement may also reduce the need for manual, one-by-one recording, significantly reducing the amount of paper used. Employees at MBIP will appreciate having all current records at their fingertips via an online system, rather than having to go find files in the file room. Furthermore, this strategy can eliminate recording errors, and as long as the data is stored in the system, it will be protected.

5.4 THREATS

A threat is something that has the potential to cause harm, damage, or risk to a person, organization, or system (Peterdy,2024). It can come in many forms, such as physical danger, cyberattacks, natural disasters, or financial risks. In a business context, a threat can disrupt operations, damage reputation, or lead to financial losses. Identifying and addressing threats early can help prevent or minimize their impact (Davis,2023).

5.4.1 PUBLIC DISSATISFACTION

This situation may occur when the services provided fail to meet customer satisfaction. In every department, whether governmental or private, customer satisfaction is crucial and must be well-maintained (Das & Jannat,2024). For example, delays by MBIP staff in responding to or processing applications might result in an increase in complaints and an unfavourable public opinion of MBIP. In addition, poor accessibility and an unattractive system might hinder online transactions for clients. This issue may push the public to express more publicly their dissatisfaction with MBIP. Customers may visit in reality to convey their dissatisfaction. Furthermore, they can submit online complaints, compounding the situation. When complaints are filed online, they can spread quickly on social media, exacerbating bad opinions and harming reputations.

5.4.2 INEFFICIENT COMMUNICATION AND RECORD MANAGEMENT

Inefficient communication and record management pose significant threats to the effectiveness of MBIP's operations. Depending on traditional record-keeping methods, such as physical files and documents, raises the possibility of losing or misplacing essential documents. This not only causes delays in processing requests or replying to questions, but it also limits the ability to access critical information fast. For example, misplaced permits, licenses, or official documents can disrupt administrative processes, cause customer confusion, and lead to blunders that harm the department's reputation. As the number of records expands, the challenges of maintaining physical files become more obvious, making it difficult to ensure correct data monitoring, retrieval, and storage, adding to inefficiencies and eventually service failure.

6.0 RECOMMENDATION

6.1 STRENGTHS

6.1.1 COLLABORATIVE WORK ENVIRONMENT

A collaborative work environment should be fostered among MBIP staff regardless of rank or position. This effort not only strengthens relationships between employees but also enhances productivity and work quality. Every employee is given the opportunity to contribute their opinions, ideas, and skills to achieve goals through teamwork (Asana,2024) They are also encouraged to speak openly and share their ideas. MBIP, particularly the Jabatan Pelesenan, can hold frequent team meetings or joint sessions with Tred Perniagaan and Penjaja to discuss updates, issues, and best practices. This strategy ensures that everyone has access to the most up-to-date information. Furthermore, they can implement cross-training programs to help staff better understand roles across departments, boosting overall workflow.

Furthermore, Majlis Bandaraya Iskandar Puteri (MBIP) should establish a recognition program to recognize employees who exhibit exceptional teamwork. This program may include many forms of recognition, such as awards, certificates, or special incentives for employees that demonstrate great performance in collaboration and teamwork. MBIP hosts an annual program named “Anugerah Perkhidmatan Cemerlang (APC).” This award is based on each employee’s “Sasaran Kerja Tahunan (SKT),” as determined by the Directors of their respective departments. This effort may encourage other employees to stay enthused and strengthen their teamwork in the future. Furthermore, it will encourage all employees to collaborate more closely in order to achieve the organization's goals.

6.1.2 STRONG LEADERSHIP

To foster qualities of leadership in both present and future leaders, leadership development programs should be implemented on a regular basis (Leis & Wormington,2024). MBIP can invite influential figures or qualified individuals to deliver talks on leadership. These programs should have specific and relevant topics. The initiatives should also offer training in key areas such as decision-making, overcoming challenges, effective team management, and more (Krakoff,2022). Additionally, leaders at MBIP should always be encouraged to act as mentors to other staff, providing them with high levels of motivation to face real-world workplace situations. Leaders must also provide good guidance to staff, serving as role models and examples to be admired (Krakoff,2022).

Furthermore, the implementation of a structured mentorship program encourages leaders to serve as mentors to other employees by sharing their experiences and knowledge. This method gives employees concrete and practical ideas, serving as examples to follow. Positive aspects should be maintained, while unsatisfactory areas should be improved and resolved collaboratively. The mentorship program may involve frequent one-on-one sessions in which leaders advise employees on career growth, problem resolution, and goal setting. Such mentorship initiatives not only boost motivation, but also contribute to the organization's learning and cooperation culture.

In addition, MBIP should create a specialised where for leaders, such as a leadership forum or discussion group, where all leaders can meet on a regular basis to exchange ideas, issues, and solutions. The availability of this platform not only creates unity among leaders, but also facilitates the interchange of creative techniques, ultimately benefiting the organisation as a whole. Such programs can be held on a monthly or annual basis, allowing leaders from diverse departments to collaborate and synchronise their plans to meet the organization's long-term goals.

6.2 WEAKNESSES

6.2.1 ONLINE TECHNOLOGY SYSTEM ISSUES

MBIP can conduct a comprehensive assessment of the existing technology to identify outdated systems that require upgrades. This evaluation should involve feedback from various parties, including users and staff, to pinpoint issues within the current system. Once the assessment results are obtained, priority should be given to implementing improvements promptly to address problems efficiently and enhance the overall performance of the system.

The implementation of a new, modern, efficient, and user-friendly system can simplify payment processes and ensure that all online applications and transactions can be carried out more smoothly. The newly designed system should also be capable of accommodating the latest technological advancements and meeting user demands more effectively. Before launching a new system, MBIP must first conduct thorough testing to ensure that all added functions operate effectively before being made available to the public.

In addition, as part of improving the system, MBIP could also upgrade advanced features such as automation for overdue payments, reminders for delayed payments, and more. Furthermore, enhancing the system's security measures is an important aspect that needs to be focused on to protect sensitive data. With a robust security system in place, it can build public confidence in the new system and allow users to use it without worry. By modernizing the existing infrastructure, MBIP can significantly improve service delivery and ensure a more efficient and satisfying user experience.

6.2.2 LACK OF STAFF

To address the issue of staff shortages more effectively, the recruitment process for additional staff needs to be expedited through close collaboration with the relevant authorities. Jabatan Pelesenan can prepare a detailed report highlighting the negative impacts of staff shortages on employee well-being and the efficiency of service delivery. These issues need to be addressed promptly to ensure the mental and physical health of the staff is well taken care of. MBIP can leverage digital platforms such as JobStreet, LinkedIn, or government portals to advertise job vacancies. These job postings should include clear information about the position, eligibility criteria, job responsibilities, and offered benefits. By doing so, it will attract more applicants and help resolve the staff shortage issue quickly.

In addition, MBIP can hire temporary staff or engage industrial training students during peak periods, such as at the end and the beginning of the year, when license renewal processes are at their busiest. Their involvement can help reduce the workload of the existing staff. Industrial training students can assist with daily tasks such as organizing files, updating data, handling basic customer inquiries, and more. This not only supports the staff in their responsibilities but also provides students with valuable experience and exposure to the real-world working environment in the public sector.

For temporary staff, MBIP can assign them to assist with critical tasks that require immediate attention. Furthermore, hiring temporary staff can serve as a transitional measure while waiting for the permanent recruitment process, which typically takes longer. Additionally, their presence ensures that the workload is more evenly distributed, alleviating the burden on existing staff. This in turn guarantees smooth service delivery to clients and improves the quality of the work. Additionally, by lowering stress, this strategy enables workers to preserve their emotional and mental health.

6.3 OPPORTUNITIES

6.3.1 COLLABORATION WITH COMMUNITIES AND AGENCIES

The importance of collaborating with NGOs and the community is one of the effective steps that MBIP can take for better management. To enhance more effective service delivery, MBIP needs to involve external communities in all stages of planning and program implementation. One of the efforts that MBIP can undertake is conducting interview sessions or going on-site to meet local communities. Through these sessions, residents are given the opportunity to share their opinions and ideas, which can help MBIP better understand and find solutions to issues faced by the community.

Additionally, MBIP can organize community cleanup programs. These activities may include cleaning residential areas, rivers, and maintaining public greenery. Such programs not only help improve cleanliness and environmental quality but also foster a spirit of cooperation between MBIP and the local community. Furthermore, these programs can bridge the gap in relationships between MBIP and local residents, building trust and better mutual understanding.

Moreover, MBIP can conduct regular safety awareness campaigns in collaboration with agencies such as the Polis Diraja Malaysia (PDRM), Jabatan Bomba dan Penyelamat, Angkatan Pertahanan Awam (APM), and safety-related NGOs. These campaigns can take various forms, including talks, disaster simulations, and interactive exhibitions to attract participation from all age groups within the community. In addition, MBIP can distribute brochures, posters, and advertisements on social media to disseminate important information and updates. This method ensures that information is more accessible and easily understood by the community, as everything is now available at their fingertips.

6.3.2 MODERNIZE RECORD MANAGEMENT

MBIP should embrace modern technology for the systems in use. To guarantee that all papers and memos are accurately kept and to get clear of problems like document loss, MBIP must invest in an advanced digital record management system. This system should feature document indexing, search functions, and data encryption to ensure ease of access and security. Additionally, the system must be user-friendly to ensure that all staff can access it easily without requiring a long learning period. Furthermore, the system should have an automatic archiving feature to manage older records that are seldom used but still relevant for future reference.

Before fully implementing this digital system, MBIP needs to select several departments to test the system's effectiveness prior to its complete rollout. It is essential to gather feedback from users regarding any challenges encountered during the use of the system. The feedback received should be utilized to make improvements so that the system functions effectively before its full implementation. Additionally, the administrative staff of each department should attend a system-handling course to make it easier for employees to understand how to use the system properly.

In addition, regarding old documents, MBIP needs to conduct a thorough audit of all physical records to identify documents that should be digitized. These documents can be scanned and converted into digital formats such as PDFs. Each document should be recorded and organized into specific categories or groups to prevent confusion regarding its storage location. Furthermore, MBIP can consider creating categories or directories based on departments, dates, or document types to ensure a more systematic and organized file management system. This process must be carried out carefully to avoid errors that could lead to the loss or confusion in identifying documents.

6.4 THREATS

6.4.1 PUBLIC DISSATISFACTION

MBIP can develop a well-organized formal system to handle complaints from customers. This system should record each complaint in detail, including information such as the date, type of issue, and customer details. Each complaint will be assigned a unique reference number to facilitate monitoring its resolution status. The system should also allow customers to track the progress of their complaints through an online portal or a user-friendly app.

Additionally, the system must include automatic notifications to inform customers of the current status of their complaints, such as when their complaint is being processed or has been resolved. With this well-organized formal system, it will not only improve the efficiency of handling complaints but also assure customers that their issues are taken seriously and addressed promptly. It will also strengthen customer trust and satisfaction with MBIP, thereby minimizing recurring complaints and improving overall service quality.

In addition, MBIP can provide regular training to staff. One of the problems that should be emphasized is communication skills, problem-solving, and empathy. Staff need to be trained to communicate clearly, politely, and professionally. They should know how to convey information to the public in a way that is easy to understand, ensuring there is no confusion. This communication skill also includes the ability to listen attentively and respond appropriately. This is important to ensure both parties receive the information accurately and clearly.

In addition, staff need to be trained to adjust their communication style according to the needs of different groups, ensuring that the message conveyed is effective and understood by everyone, regardless of their background or knowledge of the topic. When interacting with the public, staff should always maintain a positive attitude and demonstrate patience, especially when faced with challenging situations. By honing and educating staff with these skills, MBIP staff will become more confident and capable of delivering information clearly and effectively to the public.

6.4.2 INEFFICIENT COMMUNICATION AND RECORD MANAGEMENT

MBIP can establish a centralized digital repository as a step to improve record management. This centralized digital repository will ensure that all documents and records are stored in a secure and easily accessible location. With this repository, staff can easily retrieve and review documents without worrying about losing or misplacing them. This system will enhance efficiency, reduce the risk of errors in document management, and accelerate work processes within MBIP.

Additionally, this centralized digital repository will facilitate real-time monitoring and tracking of documents. With this system, each document will be labeled with a unique reference number, simplifying the search and management process, while reducing the risk of losing important documents. The use of this digital repository will also minimize paper usage and physical storage space, thereby supporting MBIP's environmental sustainability initiatives. The implementation of this centralized digital repository is expected to expedite the document processing workflow, improve accuracy in record management, and provide easier access for staff to carry out their tasks more efficiently.

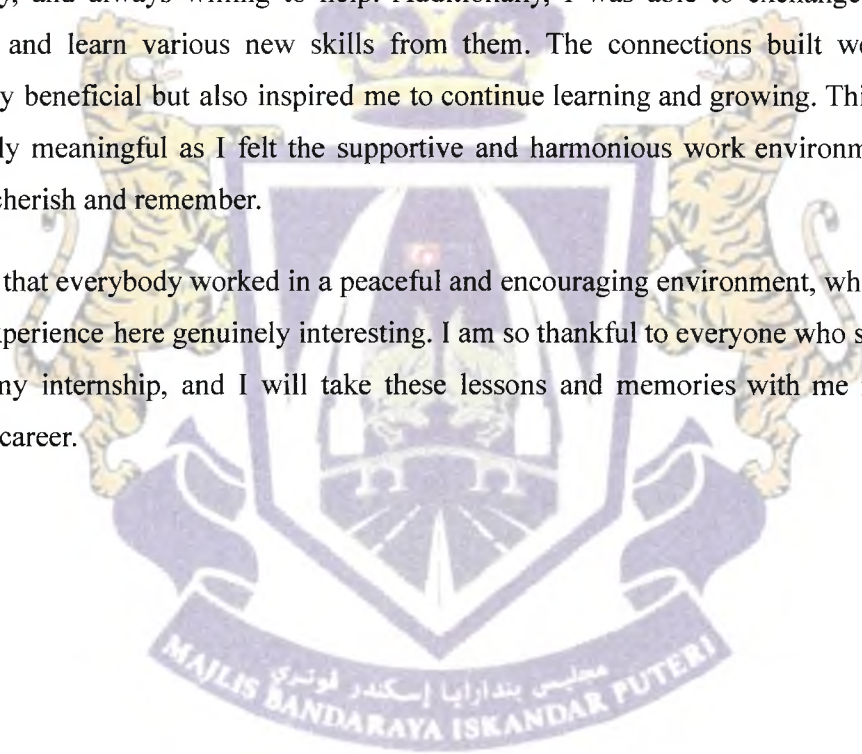
Furthermore, this centralized digital repository will simplify collaboration between departments, allowing staff to share and access documents without location constraints. This system will enable faster and more efficient access, reducing the workload of manually searching for documents. By utilizing the latest technology, this repository can be equipped with high-level security features, such as data encryption and access controls based on user requirements, to ensure the safety and confidentiality of sensitive documents.

7.0 CONCLUSION

I gained priceless experience during my 6 month internship at the Majlis Bandaraya Iskandar Puteri. I am appreciative of the chance to learn more about licensing-related topics like permits, signboards, licence renewals, and more. Additionally, I had the chance to experience working in a government agency, providing me with a clearer understanding of the work environment in the public sector.

More than that, I also had the opportunity to meet staff members who were incredibly kind, friendly, and always willing to help. Additionally, I was able to exchange ideas, share experiences, and learn various new skills from them. The connections built were not only professionally beneficial but also inspired me to continue learning and growing. This experience has been truly meaningful as I felt the supportive and harmonious work environment, which I will always cherish and remember.

I felt that everybody worked in a peaceful and encouraging environment, which made my internship experience here genuinely interesting. I am so thankful to everyone who supported me throughout my internship, and I will take these lessons and memories with me into the next phase of my career.



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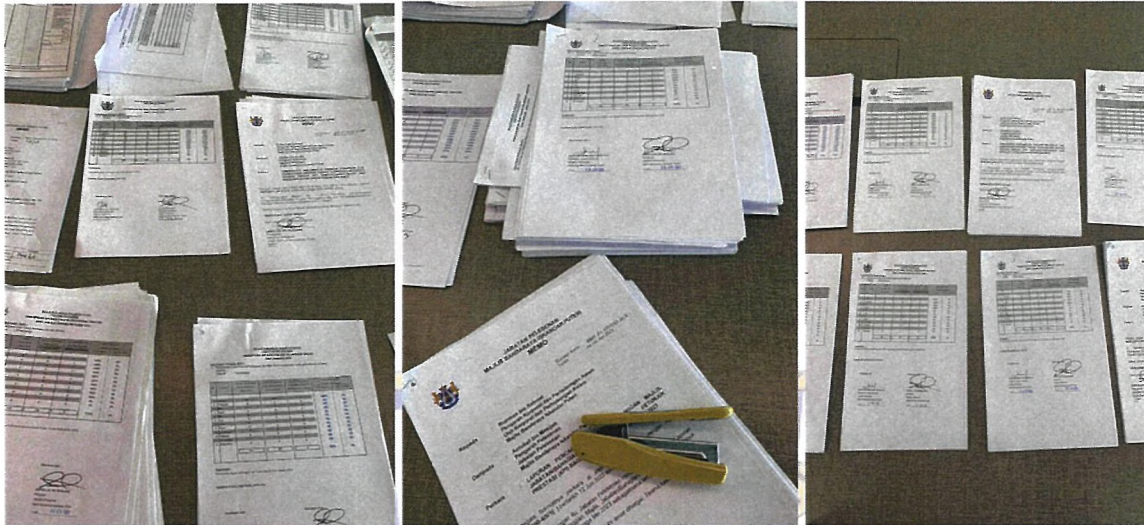
APPENDICES



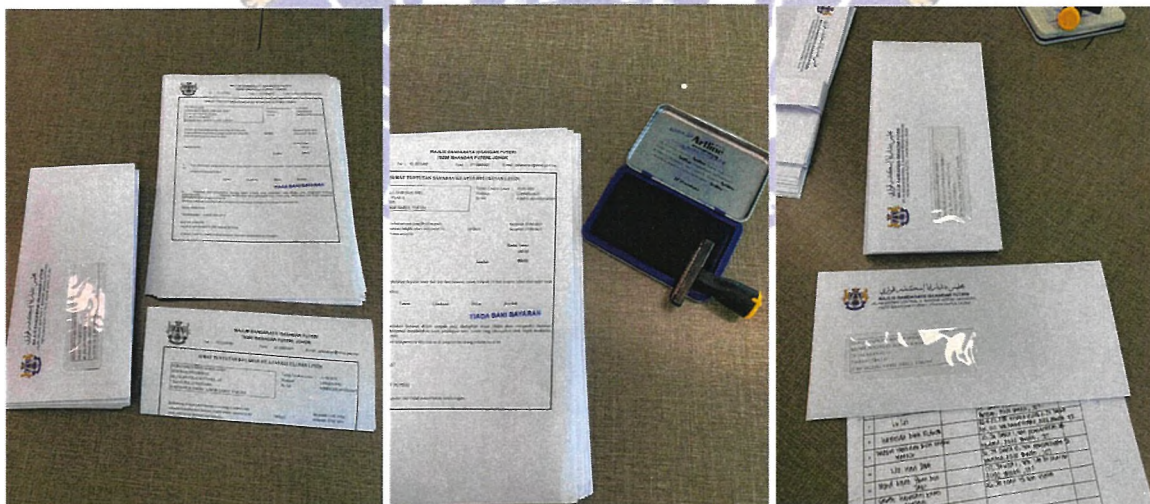
Appendix 1: Recycling Program “Pandu Lalu Barangan E-waste dan Kitar Semula”

TARIKH MENDALAM PENGALIAN	
17. Mest. Maybank Dibayar dan Dibayar	24 APR 2016
18. Kira-kira Baki Pendaftaran Lesen Premis Perniagaan dan Iklan Serta Pail Perniagaan	23 APR 2016
Tarikh: - Permohonan Lesen: 21 APR 2016 - Surat Kelulusan Lesen: 22 APR 2016	
Nama: HANNAH No. P. 10/10/10 F. 2016/10/10	
F. 2016/10/10	

Appendix 2: Fill up the KPI of “Pengurusan Premis Perniagaan dan Iklan”



Appendix 3: Arrange documents according to date, stapler them all and organize them into the given file and write the meeting minutes according to the title of each document at the first page of the file.



Appendix 4: Stamp the letter with 'Tiada Baki Bayaran' and fold insert the letter into the envelope also write name and address of the company at 'Daftar Surat Keluar'



Appendox 5: Find a file in file room according to code



Appendix 6: Drawing and coloring banners for the preparations of Maulidur Rasul



Appendix 7: Participating in the Maulidur Rasul program.

NO SIRI: _____

MAJLIS BANDARAYA ISKANDAR PUTERI

NAMA SYARIKAT

:

NO AKAUN
LESEN PERMIT

:

TEMPOH
SAH LAKU

:

BILANGAN
KERUSI/MEJA

:

TLK

:

KAKI LIMA

:

Appendix 8: Sticker of 'Permit Kerusi & Meja'