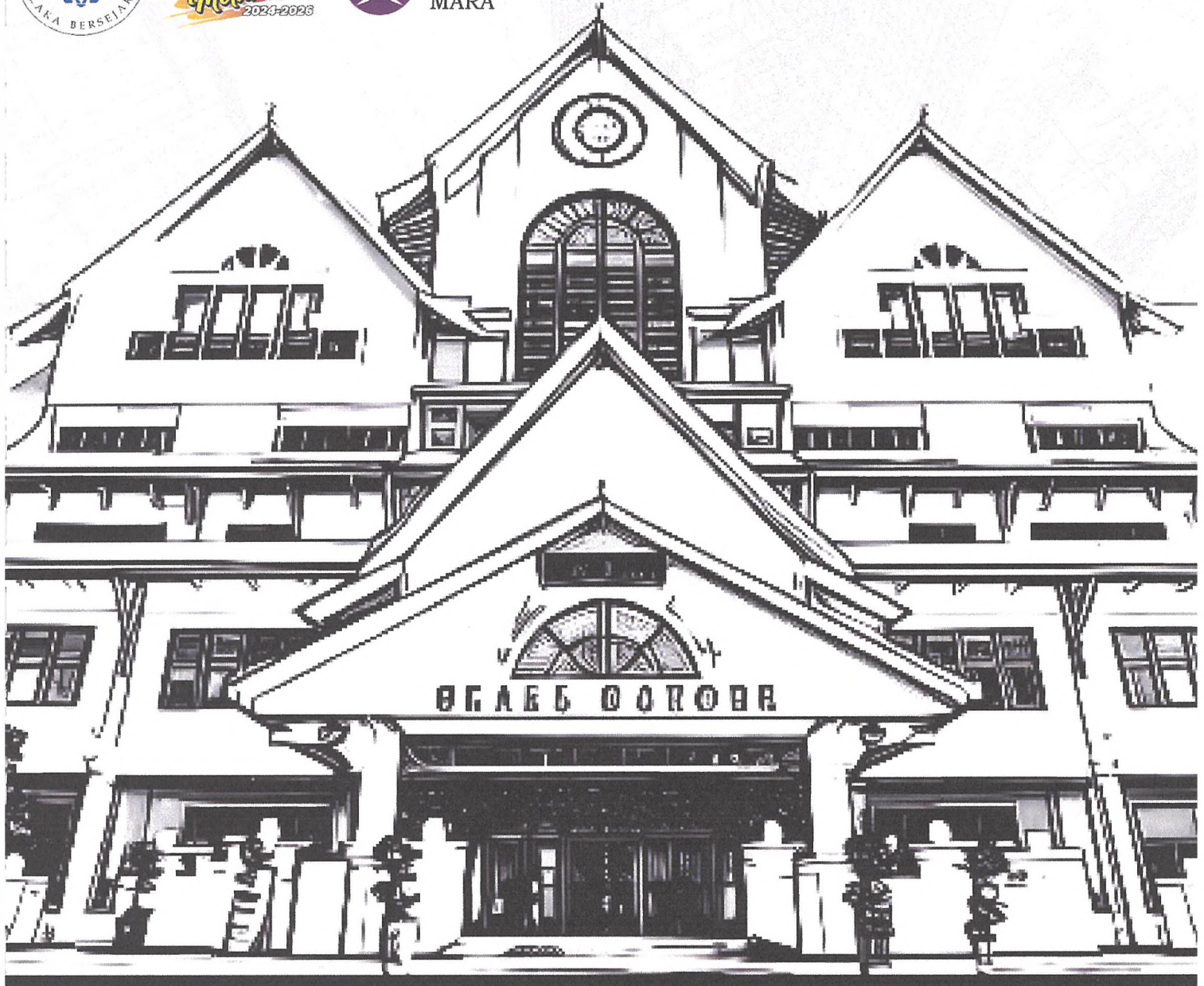




UNIVERSITI
TEKNOLOGI
MARA



INDUSTRIAL TRAINING REPORT

MARCH - AUGUST
2025

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EXECUTIVE SUMMARY

This report is the overall resume of my internship for six month completed at Majlis Bandaraya Melaka Bersejarah (MBMB) between duration of time 1st March until 15th August 2023. This report is done as an academic accomplishment for the course Internship (MGT666) which I am pursuing in the Final semester of my Bachelor of Business administration (Hons.) Finance, UiTM Bandaraya Melaka programme.

My updated resume is included at the top of the report, highlighting my academic background, relevant abilities, and practical experience that I have gained through this internship. It continues with a Detailed Company Profile of MBMB where I discuss about the organization background which consists of the Historical background, vision and mission statement, Strategic Goals, Organization structure of MBMB and the services rendered to the public by MBMB as a local authority.

After this, the report emphasizes on my internship which includes departments where I was assigned, jobs I performed during the training, and assignments I completed during the training. I wanted to be able to use the knowledge I had learned in the classroom and further develop my knowledge of public sector financial practices and these tasks provided the perfect opportunity to do this.

The assessment also includes a **SWOT analysis of MBMB** where I analyzed their strengths, weaknesses, opportunities as well as threats. Drawing on these observations, I put forward some recommendations for improving operational efficiency and public service delivery.

The last few parts of this report are a conclusion of the general internship experience, and are accompanied by citations for academic legitimacy. Further proof including appendences, illustrations of my work, and pictorial aids are included in the appendices. It was through this internship that I gained exposure to the working intricacies of a government body and I am certain that this experience had added extensively to my overall learning experience.

ACKNOWLEDGEMENT

In the busy chaos of everyday life, one loses track with deadlines, expectations, and the never ending race to success. But in those pressures moments, one thing I have learned to appreciate greatly is gratitude. This internship experience at Majlis Bandaraya Melaka Bersejarah (MBMB) is not only a requirement for me to graduate but also a moment that will follow me in my future work and the years. As this chapter comes to a close, I humbly want to thank everyone who has walked alongside me through this season.

First of all, I would like to express my gratitude to my academic advisor, **Dr. Irfah Najihah binti Basir Malan**, who has patiently supported me, guided me so that I could complete this thesis and keep motivating me. The guidance she provided and the feedback she gave were integral to the production of this report and her support enabled me to go through the learning journey in a clear and confident manner. I deeply appreciate her wisdom and the time she spent making sure I did not stray off the path during this time on internship.

My sincerest gratitude to **MBMB's Finance Department** for allowing me to do my internship with you. I would like to extend my gratitude to supervisors, officers, and staff who granted their time, were patient with my steep learning curve, and always offered practical perspectives pertaining to municipal finance. My hands-on experience, right from working with real financial data to understanding public financial processes, has been rewarding and enriching. I will always be grateful for how professional they were, and how dedicated to helping me, and even how willing they are to be mentors for my future as that has a large impact on how I perceive this profession.

Lastly, I would like to deeply express my gratitude to the whole of Majlis Bandaraya Melaka Bersejarah who have always created a conducive and inclusive learning environment. Of course, I must give a shout out to my family and friends, who were always there to encourage me and believe in me. Their love, support and gentle reminder to be grounded and take a second to breathe has helped immensely these past couple of weeks. Thanks to their support, I have been reminded that every professional success sits on a mound of personal love and sacrifice. Lastly my heartfelt thank to all of the contributors to make this journey beautiful. It was an experience I never could have had without your support, guidance, and generosity. Thank you for helping to make this a memorable, meaningful experience.

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