

**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY
STUDIES**



“DOES BUREAUCRACY WORK WELL?”

**A CASE STUDY AT MAJLIS BANDARAYA MELAKA
BERSEJARAH**

NURUL SYUHAILAH BINTI OMAR

2019207728

NUR AIN BINTI YUSRI

2019231088

OCTOBER 2021

ABSTRACT

The purpose of this study is to examine whether the term bureaucracy put forward by Max Weber is implemented in the Melaka Bandaraya Melaka Bersejarah or not. This study was conducted from October 2021 to July 2022. This study uses qualitative techniques where in March 2022, interviews were conducted to several informants in the engineering department at the Melaka Bandaraya Melaka Bersejarah (MBMB) and observations were also made for ensure that what the informant who conducted the interview said was in line with the behavior of the employees in the department.

The results of this study found that several important things such as the majority of the informants conducting the interviews agreed that there were emotional skills, performance and competition in doing the work that had occurred throughout their stay in the department.

ACKNOWLEDGEMENT

There are a lot of challenges that must be faced to complete this research on time. Fortunately, along with the process, we received a lot of help and encouragement from many parties to make sure we did not give up and do the best in completing this research.

Therefore, here we wanted to express our gratitude and thankfulness to both supervisors Dr Ahmad Faiz bin Yaakob and Encik Mohd Syahril Ibrahim. Both supervisors have helped us a lot in completing this research because they always provided us with content and feedback to make sure this research is on the right path. Although both supervisors have a busy schedule, they still manage to conduct a meeting with us to ask about the process of this study and give opinions to further improve the content of this study.

While completing this research, we learned a lot and most importantly, patience. This is because not everything we want happens quickly. For example, to produce good research many corrections must be made to ensure its content is consistent with the topic being studied.

Finally, we also want to thank our family members and friends for also being there when we are needed because without them, surely, we feel less motivated to complete all those chapters on time.

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