



اَوْنُوْ سِيْتِي تِي كُونُو لُو كِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

FACULTY OF BUSINESS AND MANAGEMENT
BACHELOR OF BUSINESS ADMINISTRATION (HONS) INTERNATIONAL BUSINESS
UNIVERSITI TEKNOLOGI MARA (UITM)
KAMPUS BANDARAYA MELAKA

PRACTICAL TRAINING

MGT 666

INDUSTRIAL REPORT AT MAJLIS PERBANDARAN PORT DICKSON

(1st MARCH 2023 - 15th AUGUST 2023)

PREPARED BY:

ZUR AQILAH BINTI ZAMZURI

PREPARED FOR:

PUAN NORLELA BINTI ABAS

SUBMISSION DATE:

4th JULY 2023

EXECUTIVE SUMMARY

I am a final year student of Bachelor's Degree in International Business at Universiti Teknologi Mara (UiTM) Bandaraya Melaka. The following executive summary provides an overview of the internship report, which outlines the experiences and insights gained during my internship at Majlis Perbandaran Port Dickson. The purpose of the internship is to gain practical knowledge and skills, as well to contribute to the ongoing projects and initiatives of the organization.

Majlis Perbandaran Port Dickson (MPPD) is a local authority that governs the entire Port Dickson district in Negeri Sembilan. It is located in Majlis Perbandaran Port Dickson, KM1, Jalan Pantai, 71000 Port Dickson, Negeri Sembilan. There are 17 departments that make up the organization and I was assigned to stay at Bahagian Perolehan, Pengurusan Aset dan Stor during my 6 months industrial training at MPPD.

In the same line, this report aims to summarize the organizational structure, key activities and the experiences gained from the internship period. The internship spanned a period of 6 months, which I had the opportunity to work closely with a team of experienced professionals in various departments. Throughout the internship, I actively engaged in [specific tasks and responsibilities], which provided me with a comprehensive understanding of the industry and its associated challenges. Moreover, I was able to apply the theoretical knowledge gained from my academic studies to real-world scenarios, thus enhancing my problem-solving and critical thinking abilities.

I am also highlighted a SWOT analysis of MPPD in this report. A SWOT analysis can assist a company identify its strengths, weaknesses, opportunities, and threats in connection to project planning or commercial competitiveness. Speaking up with my supervisor, staff, and adviser (lecturer) as well as browsing online databases like MPPD's official website and others would also help me find the SWOT analysis. Besides, I have provide some suggestions for each SWOT analysis that are backed up by scholarly citation sources in order to further elevate their business.

TABLE OF CONTENT

NO	TITLE	PAGES
1.0	ACKNOWLEDGEMENT	i
2.0	STUDENT'S PROFILE	
	2.1 Resume	1
3.0	COMPANY'S PROFILE	
	3.1 Company's Detail	2
	3.2 Vision	2
	3.3 Mission	2
	3.4 Objectives	2
	3.5 Logo	3
	3.6 Background Establishment	4
	3.7 Organizational Structure	5
	3.8 Products or Services	6-9
4.0	TRAINING'S REFLECTION	
	4.1 Duration	10
	4.2 Summary of the Job Assigned	11-13
	4.3 Benefits Gained	14-15
5.0	SWOT ANALYSIS OF BAHAGIAN PEROLEHAN, PENGURUSAN ASET DAN STOR (BPAS)	
	5.1 SWOT Analysis	16
	5.2 Discussion and Recommendation	17-24
7.0	CONCLUSION	25
8.0	REFERENCES	26-28
9.0	APPENDICES	29-39

ACKNOWLEDGEMENT

First and foremost, my sincere and special dedication goes to the Almighty God for giving me good to complete my 6 months industrial training during at Majlis Perbandaran Port Dickson (MPPD) as a requirement to complete the course before graduating with a Bachelor in International Business.


Next, I would really like to express my deepest gratitude to Encik Mohammad Norazlan Bin Othman, Head of Bahagian Perolehan, Pengurusan Aset dan Stor (BPAS) in Majlis Perbandaran Port Dickson for giving me opportunities to learn and experience professional development of Bahagian Perolehan, Pengurusan Aset dan Stor (BPAS). A special thanks to staff in Bahagian Perolehan, Pengurusan Aset dan Stor (BPAS) who always guide and keep me on track, allowing me to carry out my internship that related to work.

Apart from that, a big thank you to my advisor, Madam Norlela binti Abas, who helped me accomplish the report successfully. The guidance and advice given have enabled me to produce a quality report.

Lastly, I would like to take a moment to show my appreciation to my family members and colleagues, who assisted me in any way, whether directly or indirectly, in the preparation of this assignment. The guidance and mentorship received is very instrumental in shaping my professional development, and I am grateful for the support. Thank you very much.

2.0 STUDENT'S PROFILE

2.1 Updated Resume



Zur Aqilah Binti Zamzuri

[Bachelor of Business Administration (Hons)
International Business]

OBJECTIVE

An ambitious 22-year-old final year student at Universiti Teknologi Mara (UTM) Bandaraya Melaka Campus, majoring in business administration with a focus in international business. Seeking a position as an intern to gain knowledge and experience. Hardworking, able to collaborate and work together under pressure, as well as ready to learn and undertake new challenges.

SKILLS

- Word
- Powerpoint
- Excel
- Communication
- Management
- Proactive

REFERENCE

Mohd Isham Bin Abidin
Lecturer/ Academic Advisor
Business and Management Faculty
UTM Bandaraya Melaka Campus

EDUCATION

2021 - Current
[Universiti Teknologi Mara (UTM) Kampus Bandaraya Melaka]
Bachelor of Business Administration (Hons) International Business
Highest GPA: 3.63 CGPA: 3.53

2018 - 2021
[Universiti Teknologi Mara (UTM) Kampus Rembau]
Diploma in Banking (Banking oriented syllabus with additional subject
+ Mandarin)
Highest GPA: 3.70 CGPA: 3.49

MUET: Band 3

CURRICULAR ACTIVITIES/ CONTRIBUTIONS

(2021 - 2022)
UTM (Melaka) Kampus Bandaraya Melaka
Committee member of Rakan Intelek Society, session 2021/2022
and 2022/2023

(2022)
UTM (Melaka) Kampus Bandaraya Melaka
Multimedia Bureau for a webinar program "Mahasiswa Level Up"

(2019 - 2021)
UTM (Negeri Sembilan) Kampus Rembau
Highest Council for Ikatan Persatuan Mahasiswa Muslim Society
- Responsible to plan all the activities and solve the problems of
Ikatan Persatuan Mahasiswa Muslim Society in the year of
2019/2020 and 2020/2021




UTM (Negeri Sembilan) Kampus Rembau
Committee Member of Briged Sukarelawan, session 2019/2020 and
2020/2021

(2020)
UTM (Negeri Sembilan) Kampus Rembau
Assistant Project Manager of 'Pertandingan Tulisan Khaf'

(2019)
UTM (Negeri Sembilan) Kampus Rembau
Participant of 'Program Bersama Warqa Emas' and A Day with Wildlife
Activity at National Elephant Conservation Centre, Pahang.

3.0 COMPANY'S PROFILE

3.1 Company's Detail

NAME	TIME	LOCATION
 ❖ Majlis Perbandaran Port Dickson (MPPD)	 ❖ 8 a.m - 5 p.m ❖ Monday - Friday	 ❖ Majlis Perbandaran Port Dickson, KM1, Jalan Pantai, 71000 Port Dickson, Negeri Sembilan

3.2 Vision

- Driving Port Dickson as a World Resort Destination City

3.3 Mission



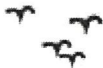



- Provide efficient municipal services through quality municipal governance, sustainable urban infrastructure development, sound law enforcement and potential expansion of tourist attractions.

3.4 Objectives

- Provide efficient municipal services through efficient management of resources and facilities as well as continuous improvement of service quality.

- To plan and implement the development of urban infrastructure provided through the preparation of a complete development plan, expertise and systematic guidance.
- Implement effective education and law enforcement activities through law enactment, appreciation by citizens and the community as well as effective enforcement.
- Develop the potential of tourism attractions and drive the development of socioeconomic development of tourism -based communities on an ongoing basis.

3.5 Logo Of MPPD

LOGO	MEANING
	<ul style="list-style-type: none"> • Town and building describe the rapid development and famous for its tourist every year.
	<ul style="list-style-type: none"> • Sailing and Shipping describes the activities in Port Dickson, in early days, shipping is part of history whereby Port Dickson are among the earliest port in this country.
	<ul style="list-style-type: none"> • 'Bird Migration' has makes Port Dickson as one of World Destination route Tanjung Tuan, which this activity is known as 'Raptor Watch'. Due to this reason, a bird symbol has placed into this logo.
	<ul style="list-style-type: none"> • Sunset background symbolized the beauty of coastal area which Port Dickson has been proud of.
	<ul style="list-style-type: none"> • The waves symbol represents scenery and cleanliness.
	<ul style="list-style-type: none"> • The color selection of black, yellow and red are symbolized to the Negeri Sembilan flag, while blue represent the beaches and the sea.

3.6 Background of Establishment

Majlis Perbandaran Port Dickson (MPPD) or The Port Dickson Municipal Council is a local authority that governs the entire Port Dickson district in Negeri Sembilan. It was first began as a District Council on 1st December 1979, and was officially upgraded as a Municipal Council on 2nd February 2002. As well, becoming the 3rd Municipal Council in Negeri Sembilan.

Majlis Perbandaran Port Dickson is located in Majlis Perbandaran Port Dickson, KM1, Jalan Pantai, 71000 Port Dickson, Negeri Sembilan. It is basically has an area of 140.32 square km, that includes five sub-districts of Port Dickson, Si Rusa, Jimah, Linggi and Pasir Panjang. All of these 5 areas are separated into two sections, which are the operational area of 35.87 square kilometers and the control area that covers 104.45 square kilometers. In addition, it also has a 56-kilometer-long beachfront with views of the Malacca Straits.



Figure 1: Map of Port Dickson area

Hence, as an upgraded level to Municipal Council, it has support a mission and vision towards challenging development to construct a unique identity, original and fascinating for Port Dickson as a destination place unbeatable to prepare tourism and recreational activities and thus improving public and basis amenities.

3.7 Organizational Structure of MPPD



ORGANIZATIONAL STRUCTURE

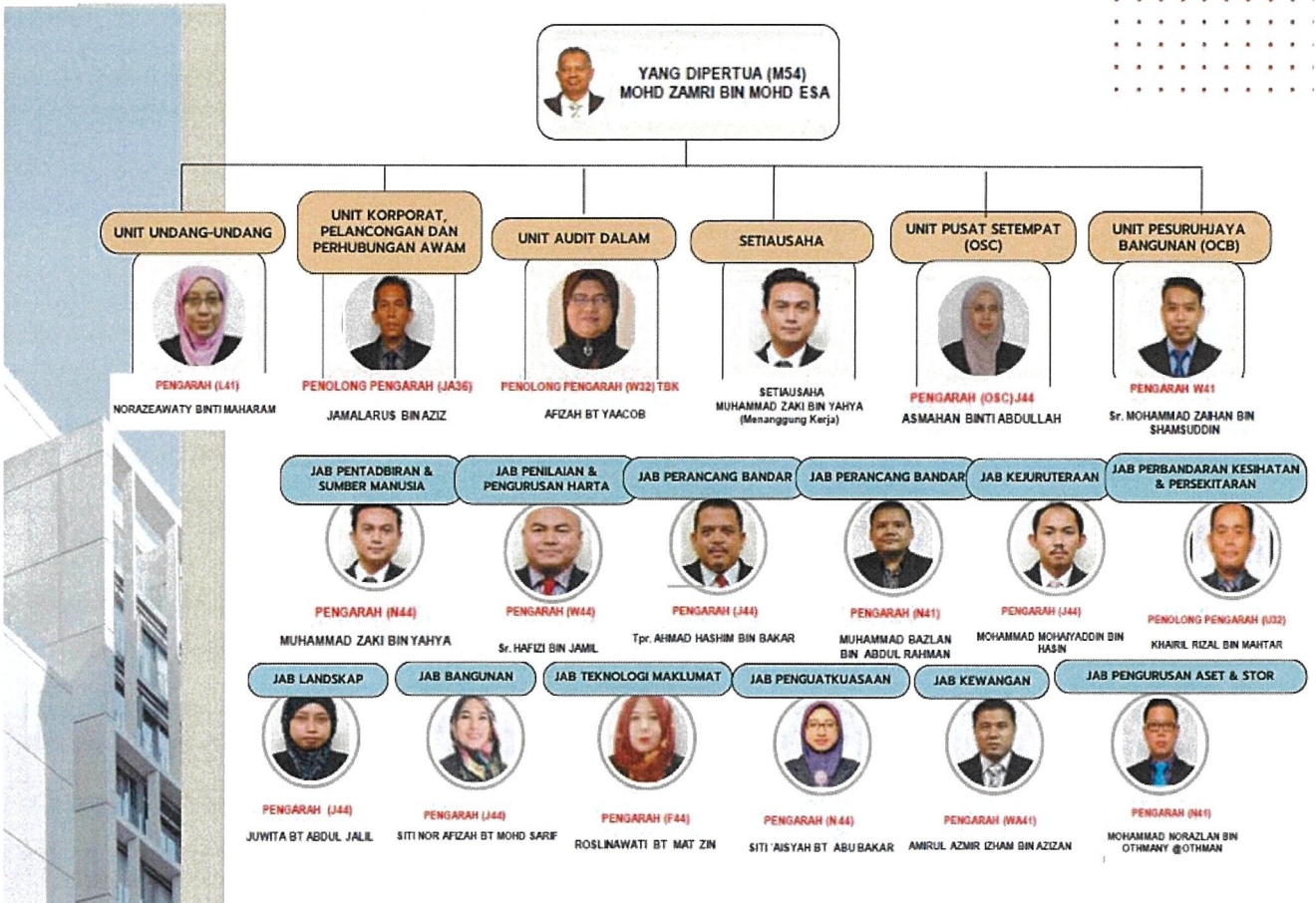


Figure 2: Organizational Structure of Majlis Perbandaran Port Dickson (MPPD)

3.8 Products or Services

Majlis Perbandaran Port Dickson serves the community and seeks to improve the area's urbanisation. In accordance to the Local Government Act 1976 (Act 171), they organise duties and work into sections and departments to carry out all local government activities within the Port Dickson administrative area. In fact, the services provided by them are including the tax review, stall rental application, Aduan Awam (SISPAA), MyTempahan and MyBayaran (Kompaun).

Aduan dan Semakan Aduan Awam

Klik disini untuk masuk



Figure 3: Sistem Pengurusan Aduan Awam (SISPAA)

In the same parallel, the payment counter at Majlis Perbandaran Port Dickson will be open every day except Saturday, Sunday, and public holidays. It starts at 8.30 a.m to 1.00 p.m, and will reopen after lunch at 2 p.m. till 3 p.m. Majlis Perbandaran Port Dickson offers payment counters in two locations which is in Block A and Terminal Bus Port Dickson. In fact, the payment counters in Block A are only focused on assessment Tax Payment.

Furthermore, under Majlis Perbandaran Port Dickson (MPPD), numerous departments have been established to support and oversee the efficient delivery of each service to the local citizens. Each department's head is responsible for carrying out the specific duties assigned to each position :

Department	Objectives
Jabatan Pentadbiran dan Sumber Manusia (JPSM)	<ul style="list-style-type: none"> ❖ Provide comprehensive and long-term solutions for people and administrative requirements. ❖ Make sure that all employees receive the proper training to enhance their abilities to face of difficulties and uncertainty. ❖ Make sure that the Majlis Perbandaran Port Dickson implements the Human Resource Management Information System (HRMIS).
Bahagian Kewangan	<ul style="list-style-type: none"> ❖ Increasing the financial proficiency and effectiveness of human resource management.
Bahagian Perolehan, Pengurusan Aset dan Stor	<ul style="list-style-type: none"> ❖ To guarantee that stocks, low-value transportable assets, and assets are managed successfully, methodically, and in accordance with established procedures. ❖ Process requests for the direct procurement of requisition works, supplies, and services via local orders in accordance with current financial regulations.
Jabatan Kejuruteraan (JK)	<ul style="list-style-type: none"> ❖ Processing registration and renewal requests for contractor, supplier, and consultant certificates. ❖ Responsible of making sure that all infrastructure maintenance is regularly safe to use and in good condition. ❖ Coordination and planning of the infrastructure at different societal levels.

<p>Jabatan Penilaian dan Pengurusan Harta (JPPH)</p>	<ul style="list-style-type: none"> ❖ Maintain records of the immovable property's title documents and oversee tax payments. ❖ To evaluate every proportionate ownership based on annual value in the MPPD administrative region.
<p>Jabatan Perancang Bandar dan Desa</p>	<ul style="list-style-type: none"> ❖ Design and oversee all construction in the MPPD administrative region.
<p>Jabatan Penguatkuasaan (JK)</p>	<ul style="list-style-type: none"> ❖ Responsible of all control and law enforcement activities carried out to main peace and harmony.
<p>Jabatan Landskap (JL)</p>	<ul style="list-style-type: none"> ❖ To enhance the Port Dickson Municipal Council area's landscape development in order to better the community's and the environment's quality of life.
<p>Unit Audit Dalam (UAD)</p>	<ul style="list-style-type: none"> ❖ Assist top management in enhancing adherence to accepted rules, regulations, and practices.
<p>Unit Korporat, Pelancongan dan Perhubungan Awam (UKPA)</p>	<ul style="list-style-type: none"> ❖ Handling off the Majlis Perbandaran Port Dickson's formalities. ❖ Cultivate positive relationships with the media.
<p>Unit Pesuruhjaya Bangunan (COB)</p>	<ul style="list-style-type: none"> ❖ To ensure there is a management team in charge of overseeing and maintaining the shared property in each

	development area.
Unit Pusat Setempat (OSC)	<ul style="list-style-type: none"> ❖ Minimize the time for land development applications and other plans connected to development proposals to be approved
Jabatan Perlesenan	<ul style="list-style-type: none"> ❖ Provide the people in the Majlis Perbandaran Port Dickson area with high-quality services by processing licenses within the time frame
Unit Undang-Undang (UUU)	<ul style="list-style-type: none"> ❖ Create, research, and revise laws. ❖ Examine and create contracts or agreements.
Unit Tunggakan Hasil (UTH)	<ul style="list-style-type: none"> ❖ Issuing door tax payment warnings
Jabatan Teknologi Maklumat (JTM)	<ul style="list-style-type: none"> ❖ Offer the best services and assistance for managing ICT equipment effectively and efficiently.
Jabatan Perbandaran, Kesihatan dan Persekitaran	<ul style="list-style-type: none"> ❖ Plan and carry out the cleaning work with the staff of MPPD ❖ Responsible for public cleanliness and service regulation.

4.0 TRAINING'S REFLECTION

4.1 Duration : Date, Working Day and Time, Specific Department

I have undergone my industrial training for 24 weeks, starting from the 1st March 2023 to 15th August 2023 at Majlis Perbandaran Port Dickson (MPPD). Hence, I was assigned to work and stay only in one department which is 'Bahagian Perolehan, Pengurusan Aset dan Stor', out of 16 departments overall.

JABATAN BAHAGIAN PEROLEHAN, PENGURUSAN ASET DAN STOR	
DURATION	ROLES RESPONSIBILITES AND TASK
1 st March 2023 - 15 th August 2023	<ul style="list-style-type: none">i. Handle the buying and selling process of quotation documents or tender.ii. Calculate and re-check the draft of the quotation or tender that has been sent by the contractors.iii. Contact the contractors to retrieve the quotation documents that has been re-tendered.iv. Update and record the meeting minutes.v. Learn to handle the system and process of stock distribution every Tuesday and Thursday.vi. Assigned all assets into category and department. .

Table 1: Roles and Responsibilities in BPAS

4.2 Summary and Details of the Job Assigned

i. Selling Quotation and Tenders to Contractor

During my internship, I have 6 times experience in selling quotations and tenders to contractors. First of all, Majlis Perbandaran Port Dickson (MPPD) will open the quotations and tenders for one week. The details of the work, as well as the list of quotations and tenders, will be updated by staff through the MPPD portal. Therefore, all the contractors must be informed and need to be aware of the deadline for purchasing the tenders. The contractors, who wants to buy the quotations and tenders need to bring along the required documents that include certification of Suruhanjaya Syarikat Malaysia(SSM), CIDB, as well the MPPD certification of G1 or G2.

Next, they must first need to line up for me to check their documents in detail before they may purchase the tenders. Because the details has been stated in the portal, whereas all the documents must to have at least a 3 months active date from the date of buying the tenders, this is however, makes many contractors unable to make the purchase since their MPPD or SSM certifications have already expired. Hence, they must renew the certification at the Jabatan Kejuruteraan and later, make payment at the counter close to the BPAS office.

Before receiving the document from MPPD, all contractors who passed the check must pay for each tenders. They have to fill the document and send it to BPAS on the last day of the tender closing date, between 8.30 a.m to 12.00 p.m. Then, me and the staff seniors will prepare 2 big boxes for contractors to put all their documents by itself. After the closing time, we will collaborate to open the boxes. This procedure is to avoid any false information during and after the opening of the boxes. It also acts as a witness for both parties to guarantee that there are no hidden documents.

ii. Calculate, Checking and Preparing Quotations and Tenders from Contractors.

In this process, all the quotations and tenders will be opened from the envelope, and I will be responsible for assigning all documents by number or quotations and tenders. At this point, the job is divided into two sections, where the first individual, which is the senior staff will key in the data of the company by using the SPBT system, and it will automatically display the total number of contractors purchased. After complete

updating the SPBT system, the list name of company would be printed out along with the name of the person in charge who will come and sign all of the paperwork.

Meanwhile, another person which is me, will calculate the raw cost of every pages and then compare the overall amount. Next, I would also need to check and determine which pages are incomplete and remark them on the first page of the document. After all, the responsible party will appear and sign all of the paperwork.

iii. Contact the Contractors to Retrieve the Quotation that has been re-tendered

In order to maintain good ties with the contractors, it is crucial to constantly inform them of any errors on MPPD's part. In this case, I was given the task of calling each contractor two times, which is on 24th March and 15th May respectively. I was supposed to asked them to come back and acquire the new re-tender for free because there were some modifications in the re-tender they bought previously. In addition, they need to come to BPAS's counter and bring along their company stamp, and some required documents as evidence that the company had already purchased it before.

iv. Update and Prepare the Minutes of Meeting

It is very essential to keep meeting minutes up to date for each quotation and tender. Typically, the quotation and tender are prepared by Jabatan Kejuruteraan and Jabatan Landskap. For tenders, the contractors need to visit the location itself to see the damages that need to be repaired. So, when the quotation date is open, the company who is interested in taking the job will purchase the quotation and tender. However, they must compete with rival businesses who are vying for the same position.

Next, after compiling meeting minutes, we assist the employees in assigning numbers to all papers prior to the meeting. A meeting is held between employees and upper management to discuss which company satisfies the requirements. Additionally, when the minutes of meeting has updated through numbering, it will be more easier for the staff member for the audit session.

v. Handle the Process of Stock Distribution from Store to Other Department

Normally, before my senior staff and I distribute the stocks, we had already printed out lists of departments, along with the total amount of stocks approved, to refer of. To be added, this procedure will be carried out every Tuesday and Thursday. Next, we will carefully sorted out the items followed the list, and place it in one place. After everything is done, the next thing we did was contact each department to get their items quickly on the same day as they cannot collect them if none of my department's staff is not there, as store cannot be entered without permission.

vi. Assigned all Assets into Category and Department.

I was also assigned to learn on how to manage assets and check assets, by the help of other staffs. To begin, we must allocate all Kew.Pa 3 and Kew.Pa 4 documents from each department. The cost of assets less than RM 2000.00 is referred to as Kew.Pa 3. In contrast, Kew.Pa 4 refers to an asset worth more than RM 2000. Each document needs to be divided according to the asset's category and location.

Next, we print the most recent list of assets by location and asset type. We then made the decision to begin examining the assets in Block C and the nearby building, followed with Block B, that has only one department. Lastly, we go on reviewing Block A's assets before moving on to Jabatan Landskap outside of MPPD. Many of The locations of the assets differ from the list and they are not registered.

4.3 Benefits Gained

Intrinsic

❖ Skills

Internship in Majlis Perbandaran Port Dickson (MPPD) really provide me with useful work experience, meet educational requirements, and give me material to add to my resume. I gain lots of knowledge and new skills that related to my work and my personal development. I learned more new skills on using the Microsoft Office of Excel, Powerpoint and Word. For example, I will assist the staff anytime they require my assistance with Excel, and vice versa. Hence, I get a very good opportunity to explore more of Excel that I rarely use before.

In terms of personal development, a 6 months internship really makes me become more punctuality since there is a thumbprint system, called 'E-hadir' to track and record our daily attendance. If anyone come in late, or even absent for a day, they need to give a valid reason or else there will be a slightly action against them. This is however helps me grow as a person and a professional. Next, I developed multitasking skills while juggling several jobs, as well learned the methods and expectations of real-world experience that contribute to the organization's success. Everyone has a different skill set they bring to the table, but a very healthy environment that occurs in my department also improve my teamwork skills as they make me feel comfortable to work with them, especially in organizing event that required us to handle everything for that event. Additionally, when I was assigned to call all the contractors to get back the new re-tendered documents, it really helps me in increasing my self-assurance and communication skills, as well learning the proper way to approach people.

❖ Experiences

I gain lot of experiences as I am not just concentrate on office works, but also participate in every MPPD programme and become the person in charge of certain of them. It is somehow a good opportunity to learn new skills and boost my teamwork and communication abilities.

During the first month of my internship which is on 15th March, for instance, my department was assigned to lead the the monthly meeting with the theme of 'Earth Hour'. This is however, give me the chance to be part in conducting the event. All of us was divided into few groups, starting to decide whom will be the emcee for the events, whom will serve food for VVIPS, and I myself with another few staffs were assigned to be at the registration counter.

Next, I also experienced the programme made right a week before and a week during Ramadhan month. The first event was 20th March which is a talk with Ustaz Mohamad Khailil or is well known as Ustaz Tido, and the second one is on 5th April, a talk by Ustaz Don Danial Don Biyajid, entitled 'The Power of Giving'. Lastly, I also have the chance to celebrate the Hari Raya event made in Majlis Perbandaran Port Dickson's hall. All the staffs are welcome to join. In addition, it featured numerous meals and performances from 3.30 p.m. to 5.00 p.m, makes it more enjoyable.

Extrinsic

❖ Allowance

The allowance for an intern students in government sector depends on what company or organization they are in. As for me, I was given a RM 300 per month, and only for the first 3 months as stated in the rules and regulations of Majlis Perbandaran Port Dickson.

❖ Free Meal for Certain Event

Unlike other company, there is no free daily meal provided for any intern students, as stated in the rules of Majlis Perbandaran Port Dickson. However, free food is still offered, especially during meetings. So, I were always got to join the free meals on certain event or things, that was held during my internship there.

5.0 SWOT ANALYSIS

5.1 Swot Analysis of Bahagian Perolehan, Pengurusan Aset dan Stor

SWOT analysis is an acronym that stands for Strengths, Weaknesses, Opportunities, and Threats. It refers to the methods evaluating an organization's competitive situation and overcoming it with the strategic plans. It will focus on the internal and external factors of present or future prospects. Following are the SWOT analysis of BPAS department :

<p style="text-align: center;">STRENGTH (S)</p> <ul style="list-style-type: none">➤ Healthy environment among staff➤ Up-to-date system	<p style="text-align: center;">WEAKNESS (W)</p> <ul style="list-style-type: none">➤ Insufficient facilities➤ Only have one supervisor to give authority
<p style="text-align: center;">OPPORTUNITY (O)</p> <ul style="list-style-type: none">➤ Well managed supplier relationship➤ Act as one of the main departments to the Council	<p style="text-align: center;">THREAT (T)</p> <ul style="list-style-type: none">➤ Possibility of system failure➤ Fraud and corruption

Figure 4: SWOT Analysis of BPAS

5.2 Discussion and Recommendation on SWOT Analysis

STRENGTHS (S)

Strengths are often how a business outperforms or distinguishes itself from competitors. Hence, I discovered that Majlis Perbandaran Port Dickson (MPPD) has two strength :

➤ **Healthy environment among staff in the department.**

One of the strengths that can be pointed out from Jabatan Bahagian Perolehan, Pengurusan Aset dan Stor (BPAS) is the healthy environment that occurs among staff in the department. Most of employees under this department are kind and generous to one another. They also been taught how to develop a harmonic link with one another, which makes it as the best part of working under BPAS. In addition, a decent environment can prevent any unwelcome problems among BPAS personnel that can ruin the cohesion and friendliness of the department, as well as improve the quality of their work. Therefore, this healthy environment really gives BPAS a great advantage in maintaining the highest levels of staff harmony and serenity, as well makes the atmosphere more enjoyable for all staff to go to work.

So, the **best recommendation** to strengthen and create more a healthy environment in BPAS department is by rewarding and offering incentives to the employees. The incentive program is the most crucial part of the organization because it affects employees, customers, dealers, distributors, and the organization (Hossain & Urme, 2022). In this situation for example, the Head of BPAS department can write to his employees when each milestone has achieved just to let the team know how fantastic they are doing and that they have accomplished a goal. He might want to buy the crew lunch or coffee for his excellent staffs. Thus, small acts of kindness have a big impact on raising team spirit, as well create an excellent work environment and motivate employees to collaborate together more. Therefore, rewards and incentives can be an excellent approach to foster a more healthy and balanced work atmosphere.

➤ **Up-to-date System**

Another strength of Bahagian Perolehan, Pengurusan Aset dan Stor department is that this department has an up-to-date system in order to complete their work. For example, for the past few years, the staff in charge of handling stocks does the process manually where he/she needs to key in the list of stocks in excel, and need to calculate carefully the remaining stocks or else there will be a short number of stocks in the store. However, this department had already implement and adapting the use of G-store system to record and track on how much total stocks that they have in the BPAS store. This is a good sign where all the things can be done in a short time. In fact, this technique will reduce the missing or overlooked over the submitted application. Besides, the use of SPBT system makes the process of selling and buying tender run smoothly. As stated in rules of buying quotation and tender in MPPD, the owner of company can buy as much as they want but the representative of the company can only buy one. In fact, by having the system, the staff can easily detect the same company that bought twice buy only key in the name of company and check the data in the system.

So, **the best recommendation** to make the staff in this department more efficient is to keep learning how to use modern management systems, and this matter need to be taken seriously by BPAS department, as well from other departments. It is proven that technology really helps human to evolve, also helping humans to complete any task easily. In fact, this matter need to be taken seriously by BPAS department, as well from other departments. This is because, the system might crash if there is too much application or data in it. This will somehow might cause the officer to face problem when using the system. Thus, by learning to become and expert when using the system, the staff can reach their departmental KPI along the time given. When they managed to settle all their tasks during the time given, it will improve the department performance and challenge other department superior performance.

WEAKNESSES (W)

Weaknesses are negative factors that detract from your strengths. Hence, there are two weaknesses of Majlis Perbandaran Port Dickson (MPPD) :

➤ **Insufficient Facilities**

Jabatan Bahagian Perolehan, Pengurusan Aset dan Stor (BPAS) lacks of the necessary equipment, such as personal computers and tables for the new internship students. For instance, newly hired interns were required to complete their work in the meeting room because there were no personal workspace available to them to complete the tasks assigned to them. Moreover, if the boss held a meeting, they need to move out from the room and just stay for a couple of minutes at other staff's table or workspace. This situation might be viewed as a vulnerability for this department because, in contrast to other departments like the finance and human resource departments, the newly hired interns had their own desks, chairs, and laptops provided to them so they could fulfil their jobs. So, they do not have to bring their own laptop, as well can just stay there up to their end of intern period , without being moved out. They would also feel more comfortable and enjoyable in completing their task.

Therefore, the **best alternatives** to overcome this problem is by upgrading the quantity and quality of facilities in the department. Even that most of interns will only undertake lower-level jobs, however, some of them offering responsibilities that go beyond administrative duties. In other words, interns students nowadays are most likely in the same level as the staff in the department itself. According to Sendawula, employees are the blood stream of any business and are the most valuable assets of every organization as they can make or break the organization's reputation and can adversely affect profitability (Sendawula, Kimuli, Bananuka, & Muganga, 2018). So in this situation, MPPD should provide more good facilities for their staff and industry training students. For the head of BPAS department itself, he can propose this matter to the top management of MPPD to invest in more sufficient equipment and facilities because limited assets will affect the works flowing. For most, efficiency opportunities include upgrading the numbers of desks, installing PC and system, as well replacing the old equipment to improve sustainability. As a result, employees or the intern students might be motivated to take on more duties, stay current on business rules, and provide feedback through incentives.

➤ **Only have one supervisor to give authority**

Next, the second weakness of Bahagian Perolehan, Pengurusan Aset dan Stor department is this department has only a supervisor to manage and deliver all the tasks to the employees. It is claimed to be the weaknesses of BPAS department because since BPAS department is handling stocks of MPPD, it is obviously could affect the process of the stocks. This is because in this situation, the head of BPAS department itself or act as the supervisor is the only person that has the authority to approve the application for the distribution of stocks in the store. Moreover, things will become much more complicated and problematic if the boss is absent, or even has to join a meeting out of MPPD. As a result, the applicants need to wait some more before bringing out the stocks and use them because they cannot bring them out without the permission.

The **best recommendation** to overcome this weakness is by appointing another officer or supervisor in this department. In some organizational structures, it is common for a worker to have multiple supervisors. In such a case, this will reduce the responsibilities of an individual manager (Gordon, 2022). Besides, having access to two managers who oversee your work can help you manage conflict (Indeed Editorial Team, 2022). Hence, in this situation, the existence of another officer or supervisor will makes things much easier since he can speed up the process and approval of the stocks as well assists organizations in being more efficient.

OPPORTUNITIES (O)

Opportunities are uncontrollable elements in the company environment that have a good chance of influencing your success.

➤ **Well managed supplier relationship**

One of the best identified opportunities of Bahagian Perolehan, Pengurusan Aset dan Stor is where this department has a great relationship with its supplier. Most of the suppliers are familiar with doing business with MPPD. They are easy to deal with and have no issue during the contract of supply. Apart from being a spokesperson to the Council for any transactions with suppliers, it is critical for all staff in this department to keep a harmonious and excellent connection with the suppliers. According to the Oxford College of Procurement & Supply, a healthy relationship between suppliers and organizations will create more ideas and feedback between the two entities in the negotiations. This matter also allows for an improvement of the organization's operations, reducing cost and improving customer service. (Oxford College of Procurement & Supply, 2023) . Hence, this statement shows how vital it is to have a solid relationship with suppliers in order to improve department operations and avoid any delays in operations or portions of the department that deal with suppliers.

For recommendations, it is sensible to remind out that while maintaining a solid relationship with suppliers is crucial, we also need to choose and select the best suppliers to provide the things we required. According to NIBusinessInfo.co. there are five main criteria for choosing a supplier that need to be analyse by an organization such as price, value for money, quality, reliability, responsiveness of the supplier (NIBusinessInfo.co, 2023). Before choosing a supplier, it is a must to consider these five factors. For instance, when it comes to price, it is crucial to choose the best offer after comparing several proposals from potential suppliers in order to lower our operating costs and ensure that the products we receive are worth the price we have already paid. Therefore, it is crucial for BPAS department or the MPPD itself to carefully consider the criteria of potential suppliers, so that during the contract, the supplier always updates the progress and process of supplying stock to MPPD and have no issue during the contract of supply for a long period of time.

➤ **Act as one of the main departments to the Council**

Bahagian Perolehan, Pengurusan Aset dan Stor department is one of the Council's primary departments. It is a chance and opportunity for the department to broaden its functions and improve its involvement in the Council. As the major department in charge of all Council procurement and financial matters, it is critical for this department to being supplied with the best facilities to assist staff in performing their duties excellently. It is not to mention that other departments are not significant to the Council, but however, in terms of hierarchy, BPAS department is literally a little bit above than other departments if in terms of hierarchy. It is because all asset purchase and other inventories, as well as anything concerning Council assets, must be referred to and registered through this department first. Therefore, the department has a great opportunity to at least ask the board of directors for the greatest facilities. It is intended for the department's improvement in managing all of the Council's important assets.

The **best recommendation** to improve this department is by suggesting the department to provide professional growth and training to their staff. Act as the principal department, which means that the department will represent the council in its official business with its stakeholders. Thus, professionalism among employees must be enhanced in order to be the best among the best. In fact, frontline staff are a valuable asset within an intellectual and developmental service. Their work dictates the overall standard of care delivered by the organization (Gormley, Healy, Doherty, O'Regan, & Grey, 2019).

Meanwhile, according to Kissflow.com, a well collaboration that existed in the workplace can improve in terms of the workplace flexibility, and create a higher engagement between employers and employees (Kiss Flow.Inc, 2022). This remark implies that the option to serve as the council's major department literally offers them an advantage in communicating with their stakeholders, to drive efficiency gains and ensure the department remain forefront compared to others.

THREATS (T)

Threats are basically the external factors that you have no control over it. Thus, the two threats in MPPD are :

➤ **Possibility of System Failure**

System failure or breakdown could be a concern to the department since it could result in system malfunction and potentially expose Council data. Malfunction in the system will prevent the department from properly categorizing the goods it receives. For instance, anyone or the employee in charge that working in the department may make mistakes or encounter some issues when they want to distribute the stocks Every Tuesday or Thursday, like misplacing sorted goods, entering items that do not match the amount of items received and more, due to the system failure. Moreover, this department lacks the skills to manage any type of IT issues. It is the point at which a failure in the systems, will have an effect on the entire workflow process for the BPAS department, or even for the Council itself. As a result, all workflow processes must be completed manually by officer in charge, which adds further stress to them who will have to repeat the same tasks twice. In addition, the department that submitted the application previously need to wait even longer until everything is completed.

Therefore, **the best recommendation** to overcome this problem is to hire an IT professional to troubleshoot anytime the G-Store system fails. According to the Wolf Admin TG, it is a great and important idea to bring an IT consultant to help you navigate some of the potential failures that are unique to your networks (Admin, 2017). Although employing an IT specialist will be expensive and incur some costs, it is critical to guard against issues like system failure and data leaks that pose risks to the department to ensure that any problems such as system breakdowns and information leaks do not pose hazards to the department, Council information, and privacy. Therefore, hiring an IT consultant specialist to assist this department with the IT systems process is the ideal option for BPAS to continue to strive and sustain in the future.

➤ **Fraud and corruption**

Another type of threat that Bahagian Perolehan, Pengurusan Aset dan Stor (BPAS) needs to be aware of is fraud and corruption. It is obviously that this type of threat has never gone unnoticed in any department and it can be consider as one of the biggest threat to the department and to the Council. When managing every single item under BPAS department, employees' honesty is put to the test. The major concerns that come up whenever fraud and corruption are discussed are those related to the management of funds and government funds that are handled improperly. In other hand, each and every money that the government gives to the department must be used wisely to develop the area under the administration of the Council. Any fraud or corruption involving the channeled funds will reflect poorly on the Council's operations, and the department in charge will be held accountable for the fund's leakage from the government.

Thus, it is **advised** for the head of BPAS department to give a brief explanation to his/her employees about the importance of working honestly because they will deal with issues impacting the rights of residents. In other words, he must take the initiative, to inform its subordinates clearly, and counsel them to work honestly in order to reduce, and at the same time to eradicate, the issue of fraud and corruption in the department. This is because, the issue of finances from the government is not a minor one, as any instances of fraud and corruption inside the Council will prompt the government to inquire as to where the cash had been diverted and why there had been no new construction after the fund had been approved. It is therefore advisable to always advise them to work honestly and try to keep the department's reputation clean of any fraud and corruption issues, as well to ensure that the department is clean, can function effectively alongside other departments and will help the Council to maintain its integrity. Besides, MPPD itself must develop a counter-fraud approach that is prevention-focused. Effective communication and targeted training for all workers, aimed to improve knowledge of internal and external fraud threats

7.0 CONCLUSION

All in all, Majlis Perbandaran Port Dickson (MPPD) is the organization of where I completed my six-month industrial training programme. MPPD is basically a local authority that governs the entire Port Dickson district in Negeri Sembilan and it accepts the responsibility of helping in order to improve the tourism sectors around Port Dickson. In addition, through interactions with supervisors, senior staff members, a consultant (lecturer), and searches on several websites, including MPPD's official website and others, I also learned and try to analyze the MPPD's SWOT analysis. In fact, I provided some recommendations for every single swot analysis, which is as well, supported by reliable academic sources.

The two activities of working and studying are essentially different. Nevertheless, I gained a lot while completing my industrial training at Majlis Perbandaran Port Dickson. I learnt how to interact or communicate with each staff member and how to adapt to the environment and work culture at MPPD. Moreover, it was an enriching and rewarding experience, allowing me to apply my academic knowledge in a practical setting while acquiring new skills and insights. The hands-on experience gained during the internship has not only broadened my understanding, but also reinforced my passion for pursuing a career in this area. I am grateful to have the opportunity to contribute to the organization's success, and I look forward to applying the valuable lessons learned from this internship to my future endeavors.

Lastly, based on my internship experience with Majlis Perbandaran Port Dickson (MPPD), I would encourage any students from Universiti Teknologi Mara to pursue their internship and do working towards achieving a particular life goal.

8.0 REFERENCES

Websites

- 1) Official Portal of Port Dickson Municipal Council (MPPD). (2021, June 17). *Logo*.
<https://www.mppd.gov.my/en/mppd/profile/logo>
- 2) Portal Rasmi Majlis Perbandaran Port Dickson (MPPD). (2023, May 31). *Carta Organisasi*.
<https://mppd.gov.my/ms/carta-organisasi>
- 3) Official Portal of Port Dickson Municipal Council (MPPD). (2022b, June 23). *Objective*.
<https://www.mppd.gov.my/en/mppd/profile/objective>
- 4) Official Portal of Port Dickson Municipal Council (MPPD). (2022a, January 27). *Background*
<https://www.mppd.gov.my/en/mppd/profile/background>
- 5) Official Portal of Port Dickson Municipal Council (MPPD). (2022b, June 23). *Mission & Vision*. <https://www.mppd.gov.my/en/mppd/profile/mission-vision>
- 6) Rosemary Steward Google. (n.d.). *Managerial work*. Google Books.
https://books.google.com.my/books?hl=en&lr=&id=VTn3DwAAQBAJ&oi=fnd&pg=PA263&dq=authority%2Bof%2Bmanager&ots=PF1_Mm0ygs&sig=tnJwt5o9n-MENigvx5BjWd4HN7o&redir_esc=y#v=onepage&q=authority%20of%20manager&f=false
- 7) The Business Professor, LLC. (n.d.-a) *Measuring manager power or authority - explained*.
https://thebusinessprofessor.com/en_US/management-leadership-organizational-behavior/measuring-manager-power-or-authority

Article/Journal

- 8) Admin, W. T. (21 February, 2017). *Can a system breakdown put your business in a crisis*. Retrieved from Wolf Technology Group.: <https://www.wolftg.com/2017/02/21/can-a-system-breakdown-put-your-business-in-a-crisis/>
- 9) A case study. (n.d.). *Impact of incentive programs on organizational growth*. https://www.researchgate.net/profile/Muhammed-Zakir-Hossain/publication/358956800_Impact_of_Incentive_Programs_on_Organizational_Growth_A_Case_Study/links/621f2d2e7106690c085379fd/Impact-of-Incentive-Programs-on-Organizational-Growth-A-Case-Study.pdf
- 10) Sendawula, K., Nakyejwe Kimuli, S., Bananuka, J., & Najjemba Muganga, G. (2018). Training, employee engagement and employee performance: Evidence from Uganda's health sector. *Cogent Business & Management*, 5(1), 1470891. <https://doi.org/10.1080/23311975.2018.1470891>
- 11) NIBusinessInfo.co. (2023). *Choosing suppliers for your business*. Retrieved from NIBusinessInfo.co.uk.
- 12) Oxford College of Procurement & Supply. (2023). *The Advantages of A Well Managed Supplier Relationship*. Retrieved from Oxford College of Procurement & Supply.: <https://www.oxfordcollegeofprocurementandsupply.com/the-advantages-of-a-well-managed-supplier-relationship/#:~:text=Building%20a%20long%20term%20healthy,addition%20to%20improving%20customer%20service.>
- 13) Gormley, L., Healy, O., Doherty, A., O'Regan, D., & Grey, I. (2019). Staff training in intellectual and developmental disability settings: A scoping review. *Journal of Developmental and Physical Disabilities*, 32(2), 187–212. <https://doi.org/10.1007/s10882-019-09683-3>

Interview

14) Puan Azlina (10 June 2023)

Pembantu Tadbir (P/O) N19

ina198623@yahoo.com.my

018-2901883

15) Cik Haslina (15 June 2023)

Pembantu Tadbir (P/O) N19

018-2444369

Portfolio

16) Portfolio Bahagian Perolehan, Pengurusan Aset dan Stor

9.0 APPENDICES

MAJLIS PERBANDARAN PORT DICKSON
 KM 1, Jalan Pantai, 71009 Port Dickson, Negeri Sembilan Darul Khusus
 06-6471122 06-6474984 mppdns@mppd.gov.my

Taipkan carian anda disini...

Soalan Lazim Hubungi Kami Aduan dan Maklum Balas Peta Laman

PENGUMUMAN Keputusan Mesyuarat Jawatankuasa Sebutarga

MPPD RAKYAT PERNIAGAAN PELAWAT

E-PERKHIDMATAN

- Semakan Cukai Taksiran
- Permohonan Sewa Gerai
- Permohonan Tukar Alamat
- MyBayaran (Kompaun)
- Aduan Awam (SISPAA)
- myTempahan
- Perbankan Internet
- OSC Online
- OSC3PLUS
- Maklumbalas Web

CETAKAN / SEMAKAN / PEMBAYARAN CUKAI TAKSIRAN BOLEH DIBUAT DENGAN MELAYARI

myMPPD **FPX** Play with Online Banking

<http://mymppd.mppd.gov.my/mymppd/>

MAKLUMAN TERKINI!!!
 SILA IMBAS QR CODE UNTUK PENERIMAAN BIL SECARA 'ONLINE' (E-BILL) UNTUK PENGGAL SETERUSNYA 'GO GREEN, GO PAPERLESS'

www.mppd.gov.my [f@mppordickson](#) [t@mppdns](#) [i@mppordickson](#)

PENGUMUMAN **TENDER/SEBUTHARGA**

TARIKH TUTUP PERMOHONAN PADA 16 JULAI 2023

Ya 71% (139 undi)
 Tidak 29% (56 undi)
 Total votes: 195

1 Jun 2023 **LOGO PESONA PORT DICKSON**

10 Jan 2023 **KEPUTUSAN MESYUARAT JAWATANKUASA SEBUTHARGA MPPD**

GALERI MULTIMEDIA **PAUTAN ANGGOTA** **TENDER & SEBUTHARGA**

PAUTAN LAMAN

MyGov MSC KPKT JPA SUKNS

Majlis Perbandaran Port Dickson
 KM1, Jalan Pantai,
 71009 Port Dickson,
 Negeri Sembilan

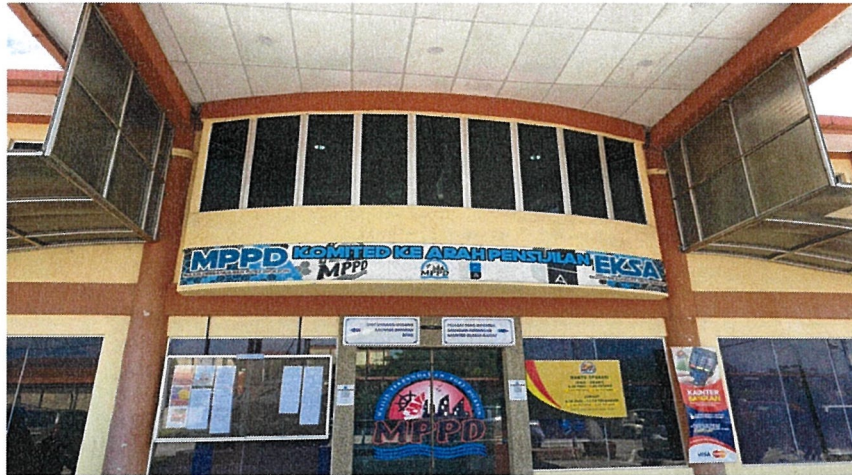
06-647 1122 /1335/4962/3904
 06-647 4984 / 646 2455
 mppdns@mppd.gov.my

JUMLAH PELAWAT
 1,349,543

Kemaskini Terakhir: Selasa, 11 Julai 2023 - 12:36pm

Sesuai dipapar menggunakan IE versi 9 ke atas, Mozilla Firefox versi 6.0 ke atas dan Google Chrome 13.0 ke atas dengan resolusi 1024 x 768

Official Website of Majlis Perbandaran Port Dickson
 (MPPD Portal: <http://www.mppd.gov.my/en.>)



Main Building of Majlis Perbandaran Port Dickson (Block A)



Building of Majlis Perbandaran Port Dickson (Block C)



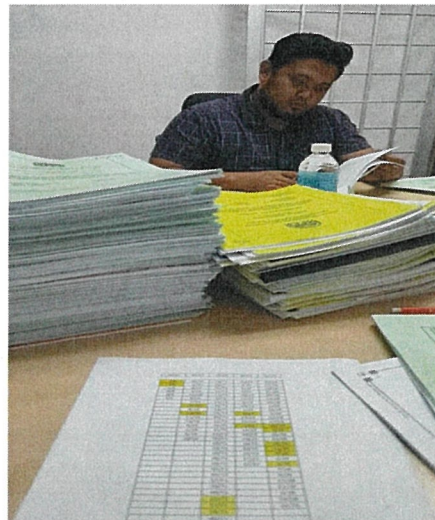
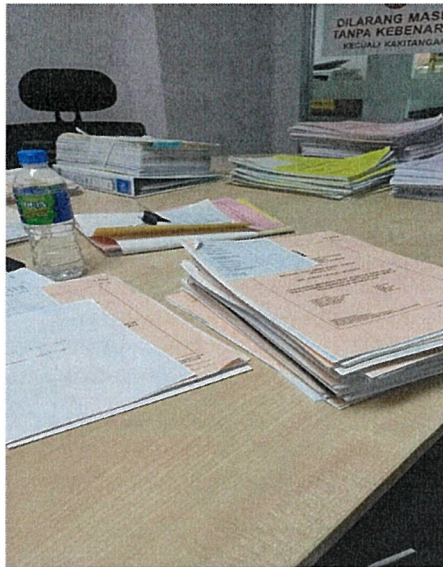
Building of Majlis Perbandaran Port Dickson (Terminal Bus)



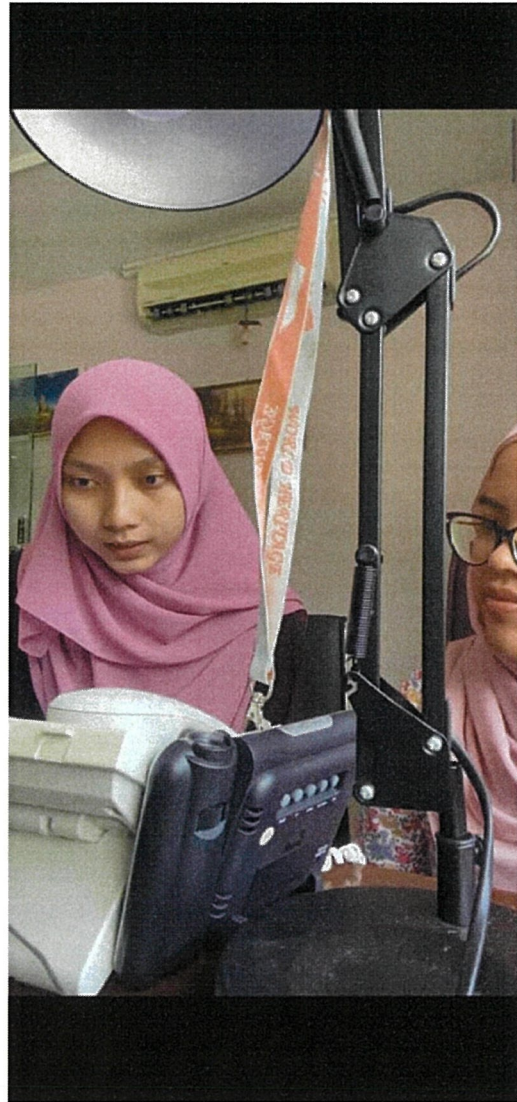
List of Quotations



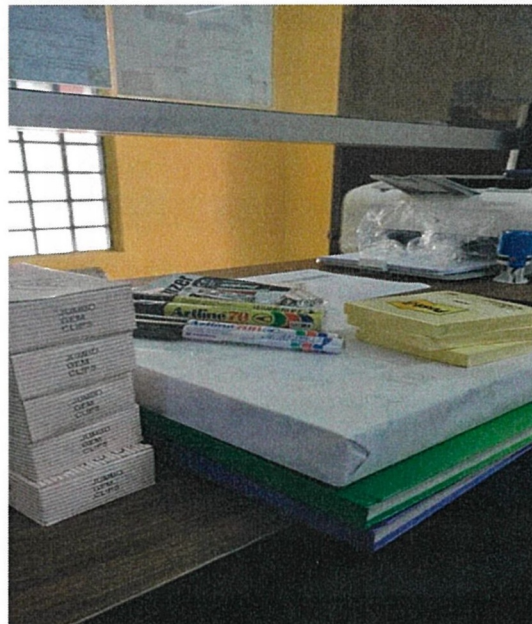
Process of Selling Quotation and Tenders to Contractor



Process of Calculate, Checking and Preparing Quotations and Tenders from Contractors.



Process of Contacting the Contractors



Process of Stock Distribution from Store to Other Department



Sticker on the asset contained details or location, type of asset and number of registered.



Assigned all Assets into Category and Department.



Event that lead by BPAS department, named 'Earth Hour'



Talk by Ustaz Don of 'The Power of Giving'



Hari Raya MPPD with the staff of BPAS and industry training students.



Hari Raya event of Finance department