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UNIVERSITI
TEKNOLOGI
MARA



UNIVERSITI TEKNOLOGI MARA

KAMPUS BANDARAYA MELAKA

BUSINESS ADMINISTRATION

(HONS.)

FINANCE

PRACTICAL TRAINING REPORT

MAJLIS BANDARAYA ISKANDAR PUTERI

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MATRIX NO : 2020602566



EXECUTIVE SUMMARY

Industrial training is a requirement for students who wish to complete their Bachelor of Business Administration (Hons.) Finance at Universiti Teknologi Mara (UiTM) campus Bandaraya Melaka. This report summarizes six months of internship experience at Majlis Bandaraya Iskandar Puteri (MBIP) in Johor.

During my internship, I was exposed to the real world and learned a variety of skills. I learned how to communicate with customers and investors, as well as how to work in a team and build strong relationships with colleagues. I also learned about the different aspects of finance, such as budgeting, forecasting, and investment analysis.

My internship at MBIP was a valuable experience that taught me many new knowledges and valuable experience. I am very grateful for the opportunity to have interned at such a great organization, and I am confident that the skills and knowledge I gained will be beneficial to me in my future career.

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ACKNOWLEDGEMENT

To begin, I would like to express my gratitude to Allah (S.W.T.) for His mercy and guidance in allowing me to complete my industrial training peacefully and well. I feel thankful to the Almighty for the blessing given to me to complete this industrial training report. As well as my heartfelt gratitude and appreciation to my beloved and supportive supervisor, Mr. Mohd Sufian Ab Kadir, for lots of help with an abundance of information, helpful feedback, exemplary guidance, monitoring, and constant encouragement throughout my industrial training journey. I would like to thank the Head of Finance Department Majlis Bandaraya Iskandar Puteri, Mr. Norazli bin Aziz, for giving me the opportunity to gain experience and knowledge and be a part of the workers. Not to forget, a big thanks to all the staff at Majlis Bandaraya Iskandar Puteri (MBIP) for giving me necessary advice and guidance during my industrial training.

I convey my sincere gratitude to my industrial training advisor, Mr. Mohd Sufian Ab Kadir, for always guiding me whenever I have inquiries during my industrial training journey. Apart from that, I truly appreciate his dedication to spare some time for consultation and evaluating my industrial training report. The understanding, encouragement, and continuous support from her throughout the duration are most appreciated. Without his kind directions and proper guidance, this industrial training report would have had little success.

My deepest gratitude to internship colleagues in the Finance Department that were involved in assisting me to finish this internship. I am truly grateful to those who made my task much easier. It is such an honour to have team members, and I want to thank you for your keen interest and cooperation in helping me finish this journey successfully. Finally, I would like to express my deepest thanks to my parents and my family for their endless support.

2.0 PROFILE RESUME



Profile Summary

Eager to learn new knowledge and earn new working experience. Dedicated and hard-working person. Passionate on completing the task. Ready to help the company on accomplish the objective, vision and mission.

Education Background

UITM Bandaraya Melaka Bachelor of Business Administration (Hons.) Finance current cgpa 3.11	(2020 - Current)
Malacca Matriculation College Accounting Program (Two Semester) cgpa 2.75	(2019 - 2020)
Malaysian University English Test Band 3	(2019 - 2020)
SMK Kulai Besar Sijil Pelajaran Malaysia	(2017 - 2018)

Hard Skill

- Technical Analysis (Chart Nexus)
- Expert on using software Mr. Accounting (MySoft Corporation)
- Bursa Futures (Bursa Marketplace)
- Microsoft word , excel

Soft Skill

- Fast learner
- Very good in communicating in "Bahasa Melayu" and English language
- Sustainable in new environment
- Excellence in teamwork

Work Experience

TGV Cinemas Part-time worker	(2017 - 2018)
<ul style="list-style-type: none">• Interacting with customer to ensure they are given present service and meets their needs and queries .• Follow and abide all cash handling procedures also upselling and suggestive selling of our box office, F&B products, and merchandise .	
Burger King Food & Beverages Part-time worker	(2017 - 2018)
<ul style="list-style-type: none">• Practicing in several roles as a burger king worker .• Primarily working as a fast food cashier , act as cooker and specific job duties for team members vary day-to-day .	

Co-curricular Involvement

Breaking Down The Financial Barrier (Technical Bureau)
3rd place on futsal competition (BEAST)
Virtual Video Competition Investment Ace (Emcee)
Representing Malacca Matriculation College Football Team in Karnival Kokurikulum Matrikulasi (KAKOM)

Awards

Listed Dean List on 1st Semester	(2020)
Awarded Best Student for excellent result on SPM	(2017)

Reference

Nurhaslinda Hashim
Senior Lecturer/BA242 Coordinator

3.0 ORGANIZATION'S PROFILE



FIGURE 1.0 MBIP OFFICIAL LOGO

In brief, the early history of Iskandar Puteri City Council began with the establishment of 8 Local Councils during the 60s which was under the Town Board Enactment 118. Due to the residents' growth and increase in asset, on March 1st, 1978, Johor Bahru Tengah Municipal was formed under the Local Government Act 1976 (Act 171) that covered areas of 104.7 km² with total residents of 150,000 people.

From this continuous growth, in year 1995, the Johor Bahru Tengah Municipal's administration areas had been widened up to 303.5km² with total asset increased to 98,515 units and the number of residents increased by 500,000 people.

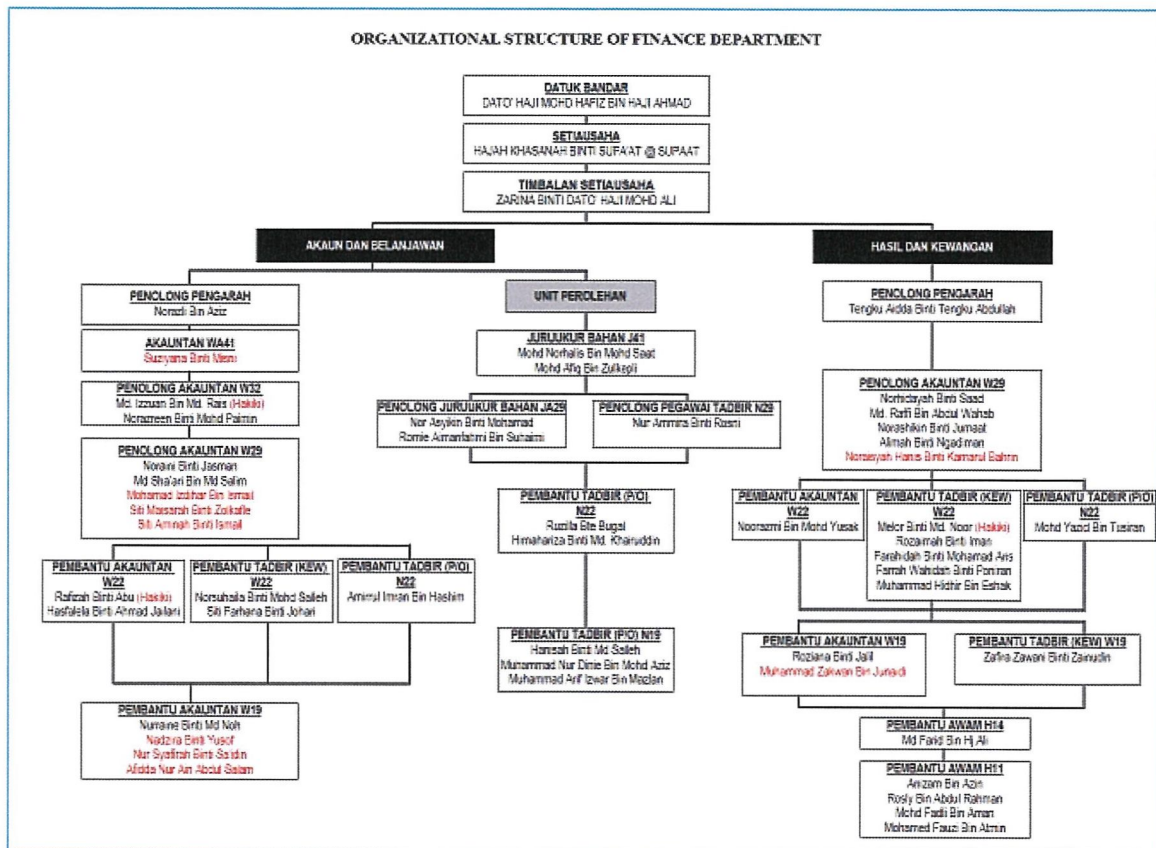
A locally based council, the Iskandar Puteri City Council was established in 1993, Iskandar Puteri once again made history when it was designated as a Local Authority with a city council status. It had originally been a minor administrative hub that later amalgamated into a Local Council.

Johor Bahru Metropolitan's quick growth has had a direct impact on the Iskandar Puteri district. The overall area was 303.5km² when the status first came into effect. The Iskandar Puteri City Council is now able to plan all aspects of development, including infrastructure and public utilities, socioeconomic development, and redevelopment. The 525,351 inhabitants of Skudai, Lima Kedai, Gelang Patah, Kangkar Pulai, Iskandar Puteri, and Ulu Choh make up the area covered under Iskandar Puteri City Council is currently in a perfect position.

The Iskandar Puteri City Council will work even harder to evolve into a business that drives continued growth in accordance with the needs of its clients and to become a quality enforcement

agency in creating a culturally rich, lovely, quiet, and well planned municipal council. The Iskandar Puteri Council hopes to have more success in the future. The Iskandar Puteri City Council's was located at Jalan Medini Sentral 9, Bandar Medini Iskandar, 79250 Iskandar Puteri, Johor. The current mayor of the Iskandar Puteri City Council is Datuk Haji Mohd Haffiz bin Haji Ahmad.

3.1 ORGANIZATIONAL STRUCTURE



3.2 PRODUCTS AND SERVICES

There were several functions of Iskandar Puteri City Council (MBIP). Firstly, development planning and control under the area of Iskandar Puteri City Council. Secondly, as the authority which controls and ensures that all activities under the surveillance area of administration comply with the law. Thirdly, issue and control business license, business billboards, vendors and provide facilities such as shops, bazaars, stalls, public markets, and others. Regulate municipal services. Provide and maintain recreational facilities, landscaping, and public amenities. Provide and maintain infrastructural facilities such as roads, drainage, and

streetlights. Perform other duties in accordance with the provisions of the law. Apart from that, the department of finance is responsible for managing finances efficiently, effectively, and systematically in accordance with established financial procedures. Other than that, serve as a building control body in compliance with the laws, acts, guidelines, and general policies of the Council to establish a controlled and orderly environment.

3.3 VISION, MISSION, AND OBJECTIVE

The organization's vision is smart, sustainable, and prosperous city. While, the organization's mission is to provide a safe, prosperous, and competitive living environment for all Iskandar Puteri City Council's residents. Realizing this aspiration through holistic urban development and service planning in addition to the delivery of high performances services through our committed, efficient and customer friendly human capital. Eventually, the organization will continuously work to combine the advances and development of technology in the delivery of their services in line with current needs. Providing an investor friendly city environment is also the main priority for diversifying and strengthening financial resources to achieve the aspirations to become a unique and respected city. Majlis Bandaraya Iskandar Puteri (MBIP) staff emphasizes integrity as a key core value in addition to intelligence and professionalism which is always driven by strong government practices in exercising responsibility to the community.

While the objective are to plan and control development in creating a peaceful city. The organization strictly will ensure that rules and regulations are equally and wisely enforced. Prepare a complete and organized social facility in producing a community with a healthy culture. Lastly, produce an informational and innovative organization. Practice a People Friendly (Mesra Rakyat) management.

4.0 PRACTICAL TRAINING

For my last semester pursuing Bachelor of Business Administration (Hons.) Finance, I must have to pass with excellent result in practical training industry or internship program. The organization that been placed was Majlis Bandaraya Iskandar Puteri (MBIP). The organizations have 13 different departments such as Engineering, Human Resources, Licensing, Landscape, and other departments.

I have started practical training on 1st March 2023. My practical training duration is from 1st March until 15th August 2023. Working days of the organization would be 5 days per week, from Sunday until Thursday. While for the working hours from Sunday until Wednesday were from 8 a.m. until 5 p.m. While on Thursday, working hours would be 6 hours and half from 8 a.m. until 3.30 p.m. During my internship, the hour break is from 1 p.m. until 2 p.m. Under the department of finance, there have been categorized by two section which is Account and Expenditure, and Revenue. I have been given opportunities during my internship to be placed under the Account and Expenditure section.

I have been given the responsibility of assisting colleagues in managing the organization's monthly expenditure. Along my internship program, many tasks have been given to me such as preparing and checking required documents to make payment to the supplier or contractor. I also learn to work on filing documents after payment to the supplier or contractor. For example, printing voucher payment, and Electronic Fund Transmission (EFT) form as sources of proof and information. Other than that, I also help to calculate and review staff's claims of overtime and mileage allowances. I also manage to key in salaries and wages data of all different department staff.

The organization has provided internship allowances which is RM5 per hour. The internship allowances only obligated maximum 90 days of working days only. The payment will be paid after completing the internship service with the organization. Apart from that, there was much new knowledge and valuable experiences that I have gained during six months of my practical training at the organization. I am very glad to be part of the organization even only for temporary.

5.0 SWOT ANALYSIS

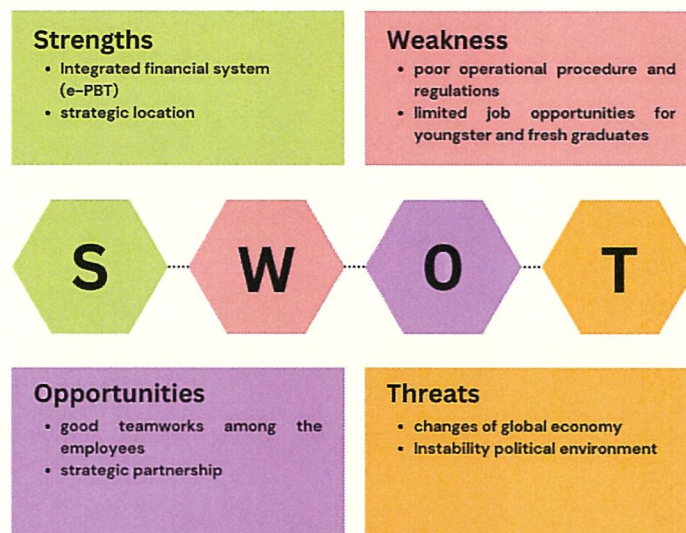


FIGURE 2.0 SWOT ANALYSIS DIAGRAM

5.1 STRENGTH

Firstly, the organization uses an integrated financial system for daily operation. This financial system has been developed by the local authorities themselves. This financial system has been named by e-PBT. The system works or functions to manage the daily operation of the organization. But the system is only applicable and the workers or staff under the department of finance have access or own right to open the financial system. The system consists of expenditure and revenue for the organization. For example, allowances and wages, collectible revenue tax, supplier or contractor information, record of payment transaction and others.

The system is very systematic and easier the worker's task to handle the daily expenditure and revenue. In addition, there is also e-Billing system provided for the citizens to pay tax and others. Citizens or residences under the surveillance of MBIP can pay their tax or parking summon much easier by online banking payment which is Financial Process Exchange (FPX) method. However, the foreigners or investor which stay outside the country who owns houses or property under the surveillance area may use Telegraphic Transfer for payment method.

The organization's office has a very strategic location. The main office or headquarters was nearby with the local state. While the office was located at the central area of citizens and

residences of Iskandar Puteri. Moreover, Iskandar Puteri is a new developing and eco green city and also one of the modern cities in the state of Johor.

The location was very strategic and can convey benefits and positive output towards the organization in terms of developing and progressive growth of the city. It is good for the organization to observe any future development and growth under the surveillance of the city council. Iskandar Puteri was located next to Singapore's country. There was Sultan Abu Bakar Complex which is one of the two land ports of entry to Malaysia – Singapore border. From this, it will attract many foreign investors from the country of Singapore. Because of that, it can increase or raise the tax revenue of the city council.

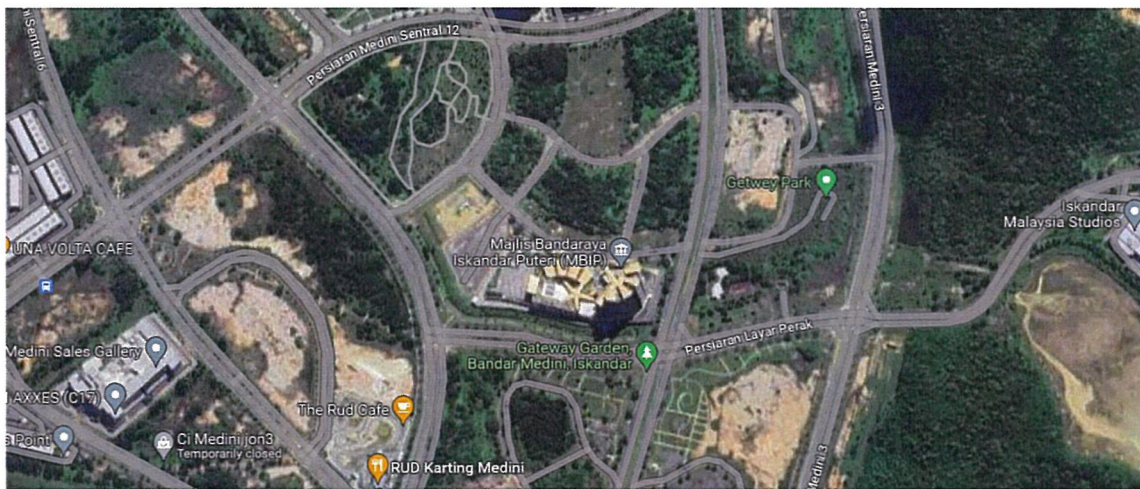


FIGURE 3.0 MBIP OFFICE LOCATION

5.2 WEAKNESSES

Poor operational procedures and regulations in the organization. There were too many procedures and requirements needed for the suppliers and contractors to claim their payment to the organization. Apart from that, the workers or staff who want to claim payments from the finance department will cost them a lot of time for the procedures. Due to the poor operation, it causes late payments to be made to the supplier or contractor.

Furthermore, a bad or lame procedure system can lead to low employee morale and increased errors. When procedures are not well-defined, inefficient, or ineffective, employees may not be clear about their roles and responsibilities. This can lead to frustration, disengagement, and decreased productivity. Additionally, when procedures are not clear or well-documented, it is more likely that errors will be made. This can lead to customer dissatisfaction, financial losses, and even legal problems.

Limited job opportunities for the youngsters and fresh graduates. Many of the job opportunities in the organization have been filled by the old age workers. In fact, the organizational daily operation will be less productive or ineffective and not efficient. Other than that, it will also lack of new and in trend ideas from the youngster in terms of developing and managing the organization. The job market is a competitive landscape, and youngsters and fresh graduates may face a number of challenges when seeking employment. One of the most significant challenges is that older workers often have more work experience, skills, and network than youngsters and fresh graduates. This can make older workers more attractive to employers, who are looking for workers who can hit the ground running and contribute immediately to the team.

Additionally, older workers may also have a larger network of contacts, which can give them an advantage when it comes to finding jobs. In addition to these factors, youngsters and fresh graduates may also face discrimination in the workplace. This can make it more difficult for them to find jobs, as employers may be reluctant to hire them due to their age. For example, an employer may believe that older workers are less adaptable to change or less willing to learn new skills.

5.3 OPPORTUNITIES

Good teamwork among the workers will help and guide each other on solving any problem or task. In fact, good communications among the workers in the organization will boost their growth and widen the experience. It is also very important for the workers in the organization to gain friendly environmental work. It will gain loyalty from the workers and eventually will contribute to the effectiveness in the organization. Effective communication is essential for preventing errors and misunderstandings in the workplace. In the organization, workers must be able to communicate clearly and concisely, they will be less likely to make mistakes that could cost time, money, or even lives.

Additionally, effective communication can help to resolve misunderstandings quickly and efficiently, preventing them from escalating into larger problems. Apart from that, good communication is essential for improving morale and teamwork in the workplace. It may lead to rises of morale among the workers that will contribute into productivity boost and will improve the overall work environment in the organization. Moreover, good teamwork can produce positive outcomes and quality services. This will affect the services towards residents and citizens of the customers. When the workers can easily collaborate among the employees or with citizens, it can help the organizations to achieve the vision, mission, and objective easily.

Strategic partnership with non-profit agencies and private companies to organize events or in developing the city's project. The organization was collaborating with many companies or organizations such as Iskandar Regional Development Authority, Tunku Laksamana Johor Cancer Foundation and others. For example, Majlis Bandaraya Iskandar Puteri collaborated with Tunku Laksamana Johor Cancer Foundation in organizing Laksamana Run Programme which will be held once a year. Laksamana Run Programme is an annual fundraising event organized by Tunku Laksamana Johor Cancer Foundation (TLJCF). Till today, almost 12,000 participants from all over Malaysia, Singapore, Brunei and Indonesia have participated in Laksamana Run and contributed over RM3.4 million to help cancer fighters in need. With the full support from the entire Johor Royal Family, this event has become one of the platforms for the public to help cancer fighters. It was a big opportunity for the organization to spread their networking and improve their efficiency and workforce.

5.4 THREAT

Changes of global economy. The changes of global economy will impact the growth and productivity of the organization. The global economy is constantly evolving, and these changes can have a major impact on organizations. One of the most significant ways that the global economy can impact organizations is by changing the demand for products and services. Organizations that can adapt to these changes will be more successful than those that are not.

Global economic crisis such as inflation or recessions will affect the sources or revenue of the organization. This is because spending costs of the citizens or residents will be higher during inflation. It will be a burden for the citizens or residents to pay the tax.

Political stability environment in the state. Political stability condition will be the biggest threat for the organization. On the other hand, Political stability is a crucial factor that can have a major impact on organizations. It is because Majlis Bandaraya Iskandar Puteri has direct relations with the local state government.

Due to the local political stability environment, it will affect expenditure or expenses allocation for the organization. A stable political environment provides a foundation for businesses to operate and grow. Apart from that, it will affect the financing fund of the organization. It also attracts investment and creates a favourable environment for trade. On the other hand, a politically unstable environment can create uncertainty and risk for businesses. This can lead to decreased investment, trade, and economic growth.

6.0 DISCUSSION & RECOMMENDATION

Integrated financial system

Technology is essential for businesses to operate effectively in today's world. Computers and software provide businesses with accurate information that they can use to make better decisions and improve their operations. The implementation of integrated financial system named e-PBT was really brings important impact towards the finance or accounting management for the organization. The system is very useful to help the organization manage daily transactions consisting of expenditure and revenue record. This also helps with preparing the organization's next year budget allocation. According to (I. Farida, 2021), financial reporting is the process of providing information about an entity's financial position, performance, and cash flows to external users. This information is used by investors, creditors, and other stakeholders to make decisions about the entity. Information systems can help organizations achieve their goals by providing timely and accurate information. They can also help to improve internal controls and corporate governance. This can have a positive impact on financial management, public governance, and fiduciary risk management.

I would like to suggest that the organization must consistently use the integrated financial system named e-PBT. Moreover, the organization must improve the technology of the financial system from year to year. So, it will turn out the daily operation on managing daily expenditure and revenue will be more efficient and effective. Accounting or financial systems can help businesses or organizations improve their financial performance. However, the benefits of accounting or financial systems depend on the quality of the internal control system. Strong internal controls help to ensure that the accounting or financial system is reliable, and that financial reporting is accurate. They also help to identify and mitigate risks, which can lead to improved financial performance.

Strategic location

The organization headquarters or office has a very strategic location. According to (Martine Fuskova, 2018), location decision-making is a critical part of strategic planning for businesses. It involves identifying, evaluating, and rating specific location factors that are

important to the business. These factors can include things like proximity to customers, labour market, transportation, and access to resources. The location decision-making process can be complex and time-consuming. However, it is an important investment for businesses because the right location can have a significant impact on their success.

The strategic location has a big impact on the organization's daily operation. Since the office location was located in the center of the developing city, it will ease the citizens, supplier, and contractor to make a deal with. Instead of citizens paying any tax or summons by online banking method, they also can pay offline at counter service. In addition, It also will help in terms of developing the state or area under the surveillance of Iskandar Puteri City Council (MBIP) because of the strategic location. Due to the location was nearby with Singapore, it can make benefits to attract foreign investor. Iskandar Puteri that is located in between Malaysia – Singapore was interesting area for the foreign investor to invest in property, retail industry and others.

I would like to suggest that the organization improve and develop good infrastructure in the city such as roads, telecommunications, ports, and electric vehicles facilities. Foreign investors need to be able to get their products or services to market, and they need to be able to operate their businesses efficiently. Apart from that, promoting the city as an attractive investment destination. This can be done through advertising, trade missions, and other marketing activities. The organization also can build relationships or networking with foreign investors especially with neighbour country, Singapore. This can be done through government-to-government contacts, business forums, and other channels.

Poor operational procedures and regulations

Financial criteria are important for the implementation and monitoring of a company's strategies. Specific financial objectives that are relevant to the industry can help to improve the capabilities of an organization and create a sustainable competitive advantage. This can increase the corporate value and ultimately benefit all stakeholders. Additionally, the development of customer service is one of the most important internal strategic factors that can directly impact the financial success of an organization. Bad corporate governance practices can lead to poor performance, waste of resources, and ineffective internal audit functions. This can happen when guidelines and principles are circumvented or manipulated. This can also lead to failure to achieve organizational objectives, subdued business growth, poor reputation, and high levels of misuse and wastage of resources (Mwape, 2022).

I would like to propose recommendation to fix this weakness or improve the poor procedures and regulations in the organization. Firstly, identifying the old method procedures. This can be done by conducting a meeting and survey of employees in the department, reviewing internal audit reports, or simply observing how the procedures are being implemented. Other than that, gather feedback. Once the problems have been identified, it is important to gather feedback from employees and stakeholders. This will help to understand the root causes of the problems and to develop solutions that are acceptable to everyone. After that, develop solutions. Once the feedback has been gathered, it is time to develop solutions to the problems. These solutions should be based on the root causes of the problems and should be practical and achievable. The organization must implement the solutions. Once the solutions have been developed, they need to be implemented. This may require changes to the procedures, training for employees, or changes to the way the organization is managed. Once the solutions have been implemented, it is important to monitor the results. This will help to ensure that the problems have been solved and that the new procedures are working as intended.

Limited job opportunities for youngsters and fresh graduates

The unemployment rate in Malaysia has been steadily increasing, and the number of unemployed people is rising day by day. This is a serious issue, especially for young people, as a high percentage of jobless youth are contributing to the overall unemployment in Malaysia. This includes fresh graduates who are unable to find jobs after completing their studies. There

are several factors that may be contributing to this problem, including the economic slowdown, the mismatch between skills and jobs, and the influx of foreign workers (Mohammad Imtiaz Hossain, 2018).

These limited job opportunities can be amended or improved by the organization. I would suggest reevaluating the organization's hiring practices. The organization should consider hiring more youngsters and fresh graduates. Once the organization understands the reasons for its hiring practices, it can make changes to make it more inclusive. In addition, a mentorship program can help youngsters and fresh graduates learn from experienced workers. This can be a great way to pass on knowledge and skills, and it can also help youngsters and fresh graduates feel more connected to the organization.

Apart from that, the organization should create a culture where youngsters and fresh graduates feel supported and encouraged to learn and grow. This can be done by providing training opportunities, offering mentorship programs, and creating a positive work environment. Last but not least, the organization should promote diversity and inclusion in its hiring practices. This means hiring people from all backgrounds and experiences, regardless of age. A diverse workforce can bring new fresh ideas and perspectives to the organization, which can help it to be more successful and attainable to achieve organizational vision and mission.

Good teamwork among the employees

Communication is the foundation of organizational success. It is essential for coordination, knowledge sharing, and relationship building. Managers must be critical communicators who identify and address breakdowns and help team members communicate effectively. Communication is not always easy. It requires listening, understanding, and being direct and honest. It is not always comfortable, but it is necessary for success. Refer to (Shouvik Sanyal, 2018), Teamwork is when a group of people work together to achieve a common goal. This can be done in a variety of settings, such as in the workplace, in school, or in sports. Teamwork can have many benefits for the individuals involved. It can help to improve emotional security, self-confidence, and the ability to plan and decide with others.

The organization must enhance good teamwork among the workers to achieve goals and objective. I would suggest the organization to provide yearly team building and motivation programme yearly. This programme can be highlighted towards new employees in the organization. From that, it can boost their motivations and build trust among the employees. Trust and respect are essential for any successful team. Team members need to feel like they can trust each other and that they are respected by their colleagues. This can be built over time by demonstrating trustworthiness and respect, and by resolving conflict in a positive way. Other than that, the organization had organize Excellent Service Awarded (APC) for the employees that reach great performance during the year. From this, it will help to motivate team members and to keep them working together towards their next goal. It was a positive effort from the organization to appreciate the employees and to increase their productivity.

Strategic partnership

Partnerships are now essential for delivering effective public services. However, while partners often spend a lot of time planning and agreeing on objectives, they often neglect to assess the effectiveness of the partnership process itself. From the strategic partnership, it could help newly formed partnerships explore the views and aspirations of those embarking on a new venture. It provides a framework for establishing a healthy and effective partnership by highlighting potential pitfalls. It can also help partnerships that are experiencing difficulties identify areas of conflict and consensus and develop a plan to address them.

I strongly recommend the organization to gain advantage and benefits of partnership with other firms or businesses. Strategic partnerships can provide organization with access to knowledge, enhance their credibility and image, and increase their customer base. Access to knowledge is essential for businesses to grow and succeed (Kiss, 2020). By partnering with other businesses, firms can gain access to new knowledge and expertise. This can help them to develop new products and services, improve their operations, and better understand their customers. Furthermore, enhanced credibility and image is another benefit of business partnerships. When two businesses with similar goals and values partner together, they create a stronger and more credible brand. This can attract new customers and boost sales. Other than that, increased customer base is another benefit of business partnerships. By partnering with other businesses, firms can reach new customers and expand their market share. This can be done by offering complementary products or services, or by cross promoting each other's brands.

Changes of global economy

COVID-19 is a devastating pandemic that has caused a global health crisis and economic hardship. It has had a significant negative impact on governments, businesses, and individuals, and is likely to lead to increased poverty. The pandemic has also exposed the vulnerabilities of the global economic system, which is not well-equipped to deal with unplanned shocks and crises. According to (Mogeda El Sayed, 2020), the health of individuals and the overall economy are interconnected. A healthy economy can help to improve people's health, while poor health can damage the economy. The COVID-19 pandemic has had a significant impact on both health and the economy.

The pandemic has led to widespread illness and death, as well as economic damage. The economic damage caused by the pandemic has been felt around the world. Global trade and investment have declined and living standards have fallen. The pandemic has also had a disproportionate impact on the poor. The poor are more likely to be infected with COVID-19, and they are more likely to suffer from the economic consequences of the pandemic. The pandemic has shown that the health of individuals and the overall economy are interconnected. If we want to improve the health of individuals, we also need to improve the economy. And if we want to improve the economy, we also need to improve the health of individuals.

The organization must be well prepared for whatever global crisis or global economy condition. It is to manage the organization always sustainable on any global economy condition. The organization can learn and investigate from the experience on pandemic COVID-19. During the COVID-19, many organizations and business have to close or change their ways of business operating. From the global economy crisis, it can affect the productivity and operation of the organization. There are other global economy such as inflation, recession and others.

Instability political environment

Political instability can have a negative impact on organizations by creating uncertainty, volatility, and risk. For example, political instability can lead to changes in government policy, which can disrupt businesses' operations. Additionally, political instability can lead to violence

and unrest, which can make it difficult for businesses or organization to operate. Political instability can also affect the budget of the local state. This can lead to a deficit budget, which can impact the budget allocation for organizations. According to (Naleef, 2018), political instability can be a major obstacle to economic growth. Malaysia had previously faced political instability due to the country's diverse population and racial tensions. However, recent studies have shown that Malaysia is now a politically stable economy. Economists believe that political instability can have a significant negative impact on economic performance. Political instability can lead to uncertainty and instability, which can discourage investment and economic growth.

Thus, political instability would be the biggest threat towards organization in terms of financing fund, budget allocation and progressive growth and development. Government must ensure to develop strategies to reduce political instability. It is important for the government to be open and transparent about its policies and decisions. It is also important for the government to be accountable to the people. This can help to build trust and confidence in the government, and it can also help to prevent corruption. Political stability environment is very important to boost economic growth of the state and to attract more foreign investor.

7.0 CONCLUSION

In conclusion, I would like to express my sincere gratitude to Majlis Bandaraya Iskandar Puteri (MBIP) for providing me with the golden opportunity to work as an industrial trainee. I feel that I have gained the knowledge, experience, and skills necessary to achieve the objectives of the training program.

My internship at MBIP has not only given me exposure to the real working world, but it has also helped me to develop my communication, interpersonal, and technical skills. As a student pursuing a Bachelor of Business Administration (Hons.) in Finance, I found the industrial training program at MBIP to be very relevant to my major. This opportunity helped me to understand what I had learned in the classroom and apply it in a practical setting.

I am grateful for the guidance and support that I received from my supervisor and colleagues at MBIP. It was a pleasure to work alongside such a professional team of individuals. I am confident that the skills and knowledge that I have gained during my internship at MBIP will be of great benefit to me in my future career. Hopefully, Majlis Bandaraya Iskandar Puteri (MBIP) continuously success in achieving its vision, mission, and objectives. I really hope Majlis Bandaraya Iskandar Puteri will be the more successful organization in the future.

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9.0 APPENDICES



FIGURE 4.0 OFFICIAL PAGE WEBSITE

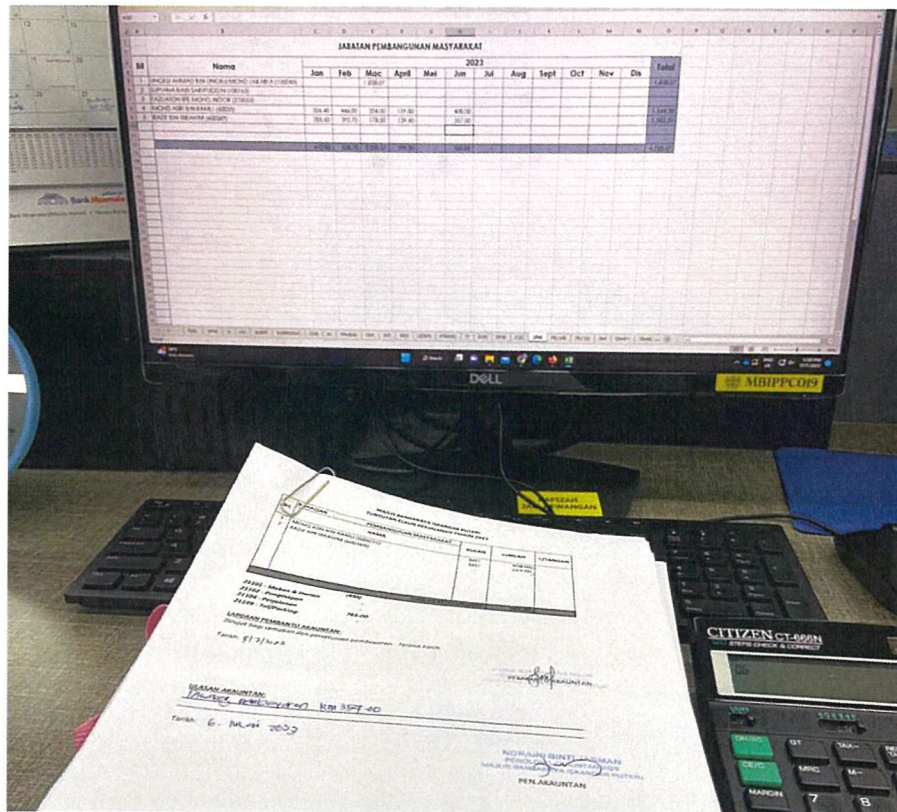


FIGURE 5.0 KEY IN DATA OF STAFF ALLOWANCES



FIGURE 6.0 MANAGING DOCUMENTS INTO FILE BY SEQUENCES

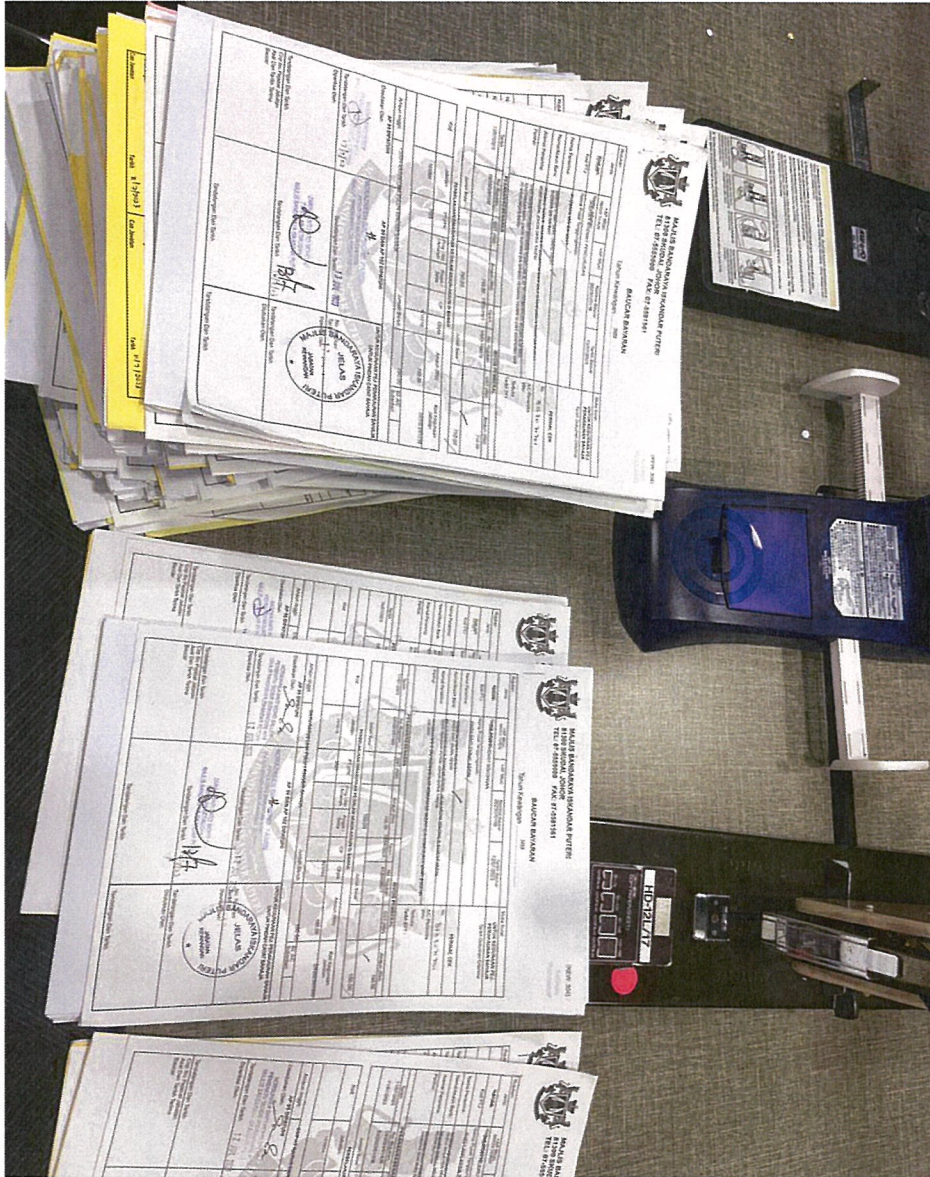


FIGURE 7.0 VOUCHER PAYMENT



FIGURE 8.0 INTEGRATED FINANCIAL SYSTEM