

# INDUSTRIAL TRAINING REPORT AT MAJLIS PERBANDARAN HANG TUAH JAYA

1 MARCH 2023 – 15 AUGUST 2023

MUHAMMAD KHAIRUL BIN ZUKRI | 2021112213 | OFFICE  
SYSTEM MANAGEMENT (BA 232)



Cawangan Melaka  
Kampus Bandaraya Melaka





UNIVERSITI  
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Cawangan Melaka  
Kampus Bandaraya Melaka



**FACULTY OF BUSINESS AND MANAGEMENT  
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)**

**INDUSTRIAL TRAINING REPORT**

**REPORT TITLE:**

**PRACTICAL TRAINING AT MAJLIS PERBANDARAN HANG TUAH JAYA, AYER  
KEROH, MELAKA.**

**PREPARED BY:**

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MATRIC NO.: 2021112213  
CLASS: BA232 6D**

**INDUSTRY SUPERVISOR: SITI NAJJINA BINTI AZATDIN,  
TRAINING PERIOD: 1 MARCH 2023 – 15 AUGUST 2023 (24 WEEKS)  
INDUSTRY NAME: MAJLIS PERBANDARAN HANG TUAH JAYA  
(MPHTJ)**

**ADVISOR'S NAME: MADAM NASHRAH BINTI TALID**

**SUBMISSION DATE: 16 AUGUST 2023**

## **EXECUTIVE SUMMARY.**

Hang Tuah Jaya Municipal Council as known as Majlis Perbandaran Hang Tuah Jaya is the local government that oversees Hang Tuah Jaya, a municipality in Malacca, Malaysia, that spans 145.5886 square kilometres (35,975.7 acres) and is made up of parts of Melaka Tengah District in the north, Jasin District in the west, and Alor Gajah District in the south. The MPHTJ is in charge of town planning, environmental protection, building regulation, public health and sanitation, trash disposal and management, social and economic development, and general upkeep of the town's urban infrastructure. The main office of the MPHTJ is situated at Ayer Keroh, Hang Tuah Jaya, across from the location of the Malacca City Council at Melaka Mall (formerly known as Kotamas), along Lebu Ayer Keroh. The Hang Tuah Jaya Municipal Council, the local authority for Hang Tuah Jaya, was founded on January 1, 2010, in accordance with Section 3 of the Local Government Act 1976 (Act 171).

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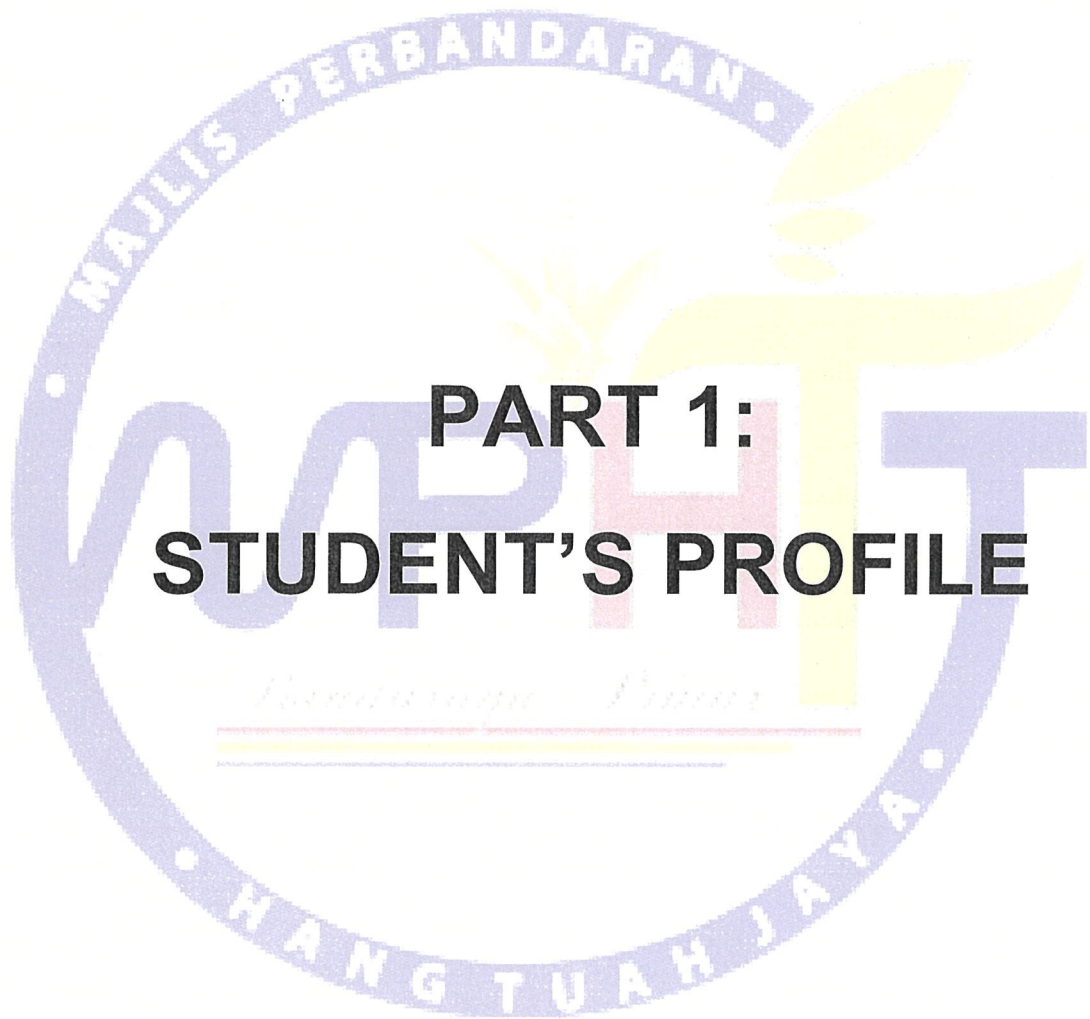
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## ACKNOWLEDGEMENT

First and foremost, I would like to express my heartfelt gratitude to Allah SWT for His blessing, guidance, and for providing me with the strength to carry out my responsibilities as a practical student and complete this industrial training report on time. I will be eternally grateful to Him for providing me with good health and the strength to continue working.

My heartfelt gratitude goes to Majlis Perbandaran Hang Tuah Jaya for providing me with the opportunity and wonderful memories of carrying out my industrial training in this department for 25 weeks. A big thank you to all of the staff members, especially the Human Resources Department, or as we call it, Jabatan Khidmat Pengurusan (Bahagian Sumber Manusia), for always teaching me the ins and outs of office work. They are all incredibly helpful during my practical period. A million thanks to my diligent supervisor, Puan Siti Najjina binti Azutdin, for her kindness in accepting me into this organization and for his constant concern for our tasks to complete. She occasionally gives me advice on how to be a good worker and how to work well as team.

My earnest appreciation goes to my advisor, Nashrah Binti Talib for her unwavering support and for always answering my questions during our consultations. She is a wonderful and kind lecturer, and I am grateful to have her as my advisor. I'd also like to thank my family members, who understand my situation as a son and student and have given me some breathing room so that I can finish this report on time. Finally, I'd like to express my gratitude to my dear friends and girlfriend for their unending moral support during my industrial training.



# **PART 1: STUDENT'S PROFILE**



# MUHAMMAD KHAIRUL BIN ZUKRI

## INTERNSHIP

### My Contact



### Hard Skill

- Expert in using Microsoft Office such as Words, Excel, and PowerPoint.
- Ability to designing logo, poster, and etc.
- Photography skills such as capture picture and editing video.

### Soft Skill

- Observation
- Decision making
- Communication
- Teamwork

### Languages

- Bahasa Malaysia (Native)
- English (Advanced)

### Reference

#### ENCIK NORAZLAN ANUAL Lecturer

Universiti Teknologi MARA  
Cawangan Melaka kampus  
Bandaraya Melaka.



### About Me

Hard-working and performance-driven Office System Management student who excels at managing/performing any administrative or secretarial duties, conducting summary reports, and assisting in payroll/billing management. Possessing excellent time management skills, extraordinary organizational skills and important ability to perform well in a team. I am presently looking for an Office Intern position.

### Education

2021 - Present

- **Bachelor in Office Systems Management (Hons)**
  - Universiti Teknologi MARA Cawangan Melaka Kampus Bandaraya Melaka
  - GCPA : 3.50

2018 - 2019

- **Diploma in Office Management and Technology**
  - Universiti Teknologi MARA Cawangan Melaka Kampus Alor Gajah
  - GCPA : 2.87

### Achievement

2022

#### PLAN DE CARRIER WEBINAR

- **PROJECT LEADER** for session 1 "Attack on your future: Stealing interviewer's heart"
  - Motivating the team
  - Supervising the team for the whole event.

2019

#### DRUG ABUSE RESISTANCE EDUCATION

- **EVENT MANAGER AND FLOOR MANAGER**
  - Managing the whole time during the event.
  - Planning the workflow for the whole event.





i. COMPANY'S NAME, LOGO, LOCATION, OPERATION HOUR.








**COMPANY'S LOGO**

**COMPANY'S NAME:** MAJLIS PERBANDARAN HANG TUAH JAYA

**LOCATION:** Lot S2, Aras 2, Melaka Mall Complex, Jalan Tun Razak, Jalan Tun Abdul Razak, 75450 Ayer Keroh, Malacca.

**OPERATION HOUR:** Monday – Friday (**Weekend Closed**)  
08:00 am – 05:00 pm

**MAJLIS PERBANDARAN HANG TUAH JAYA LOGO EXPLANATION**

LOGO	EXPLANATION
 Circle Symbol	Stand for the <b>Unity</b> is a main care inside <b>the Majlis Perbandaran Hang Tuah Jaya</b> for achieving success in the future.
 Mountain Symbol	Representing the <b>journey of Majlis Perbandaran Hang Tuah Jaya (MPHTJ)</b> in <b>developing and modernize</b> Hang Tuah Jaya Municipality.
 Alphabet H and T	Acronyms for <b>famous Malacca's warrior</b> which <b>Hang Tuah</b> . The reason why MPHTJ chose this symbol is <b>to motive high fighting spirits like inside all of MPHTJ employees' heart</b> .
 Kris Symbol	Representing the legendary <b>Keris Taming Sari</b> as one of <b>Malacca's icon symbol</b> and it also representing <b>alphabet "T"</b> stand for <b>Tuah</b> as <b>Negeri Melaka</b> as " <b>Negeri yang Bertuah</b> ".
 3 Line Symbol	Representing <b>multi-racial and culture that live in harmony in Malaysia</b> . It's resembled <b>staffs of MPHTJ</b> that consists of <b>multi-cultural backgrounds</b> live and working in harmony like <b>one big family</b> .

ii. VISION, MISSION, OBJECTIVE, GOALS.

Management has also decided that in line with the State to achieve Malaysia Maju 2020, the vision and mission coordination MPHTJ also been changed to:



### **CUSTOMER FRIENDLY**

- Provide friendly and fairly services toward customer with effective communication.

### **HONESTY**

- Provide service with honesty, discipline and integrity.

### **SHARED VALUE**

### **PROFESSIONAL**

- Using thier expertise, knowledges and skills to provide the best services.

### **RESPONSIBILITY**

- Practicing value of thankful, right fast and virtuous.

### **HARMONY**

- Practicing teamwork, respect adn tolerance without any boundary.

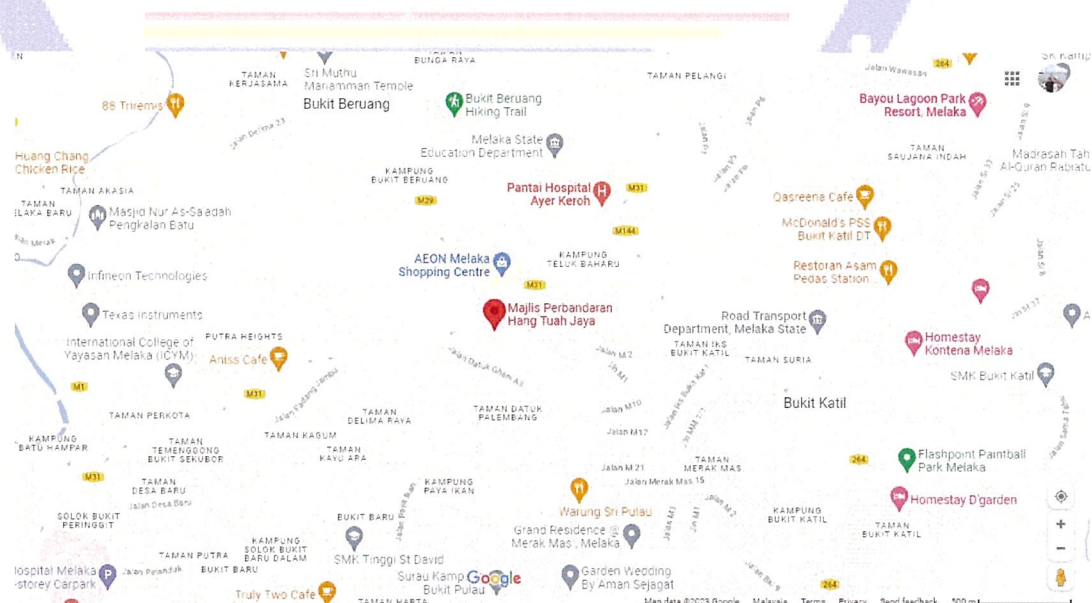
### iii. BACKGROUND OF ESTABLISHMENT

Majlis Perbandaran Hang Tuah Jaya (MPHTJ) was founded in accordance with Section 3 of the Local Government Act 1976 (Act 171). Majlis Perbandaran Hang Tuah Jaya (MPHTJ) officially operated for business on 1 January 2010.

Covering 35,733.04 acres, Hang Tuah Jaya is located in the State of Malacca and includes three districts, including a portion of Daerah Melaka Tengah, Alor Gajah, and Jasin.

Majlis Perbandaran Hang Tuah Jaya (MPHTJ) role is important because the Melaka State Government Administrative Centre is located within the administration. It is the aspiration of the Melaka State Government to make the Hang Tuah Jaya Municipal is a cosmopolitan area that could generate the development of various aspects including economic, social, infrastructure and recreation through the application of the concept of K-Economy, I-Village, K-Community and Cybercity.

The Majlis Perbandaran Hang Tuah Jaya (MPHTJ) will try to manage governance and make the Hang Tuah Jaya area into a Smart City that is ideal for study, work, living, and recreation over the concept of a Malaysian. The area surrounding the township will be safe and conducive to raising residents' quality of life through careful and methodical planning.

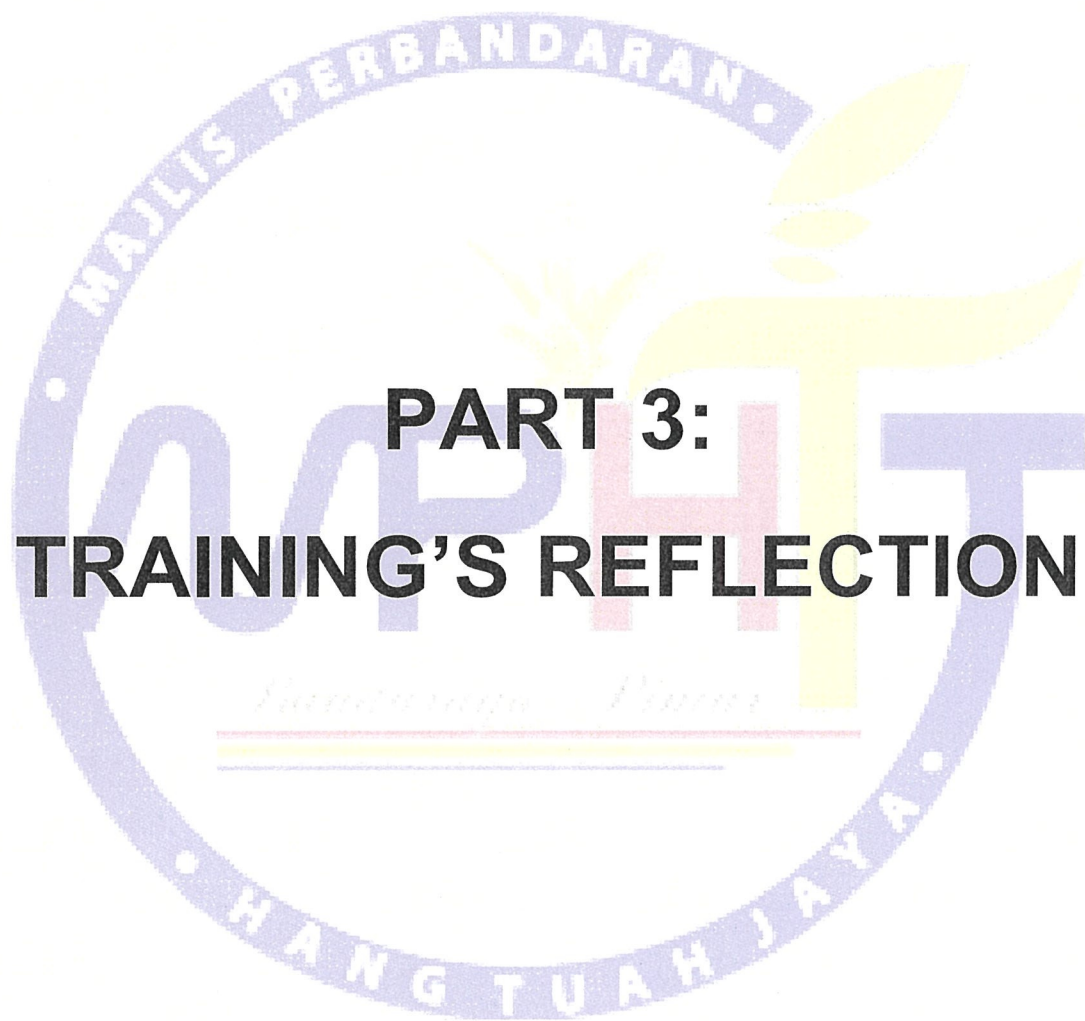




iv. **PRODUCT / SERVICES THAT MAJLIS PERBANDARAN HANG TUAH JAYA OFFERED.**

Majlis Perbandaran Hang Tuah Jaya is an important role in developing and developed the area of administration. Among the important role the Council is as follows:







It's been a while since I started my internship at Majlis Perbandaran Hang Tuah Jaya and I'm really glad I did. I completed my practical training or 6 months, beginning March 1, 2023 and ending August 15, 2023. Every Monday through Friday, I went to work from 8:00 a.m. to 5:00 p.m. Basically, I was at the office every day until my internship ended.

On my first day of internship, Encik Hafiz bin Suboh and Puan Rahayu binti Zainuddin introduced me to all the department in the MPHTJ. It's surprised me to learn that MPHTJ has 12 departments and 3 units: **Internal Audit Unit, Law Unit, One Stop Centre Unit, Management Service Department, Financial Department, Enforcement Department, Property Evaluation and Management Department, Urban Planning Department, Engineering Department, Licensing Department, Corporate and Social Services Department, Zoo Department, Information Technology Department, Landscape and Environmental Health Department and Building Control Department.** I was assigned in **Human Resource Unit under Management Service Department.** I was asked to assist all of Human Resource staffs. Puan Siti Najjina binti Azutdin was assigned as my supervisor throughout my internship journey.

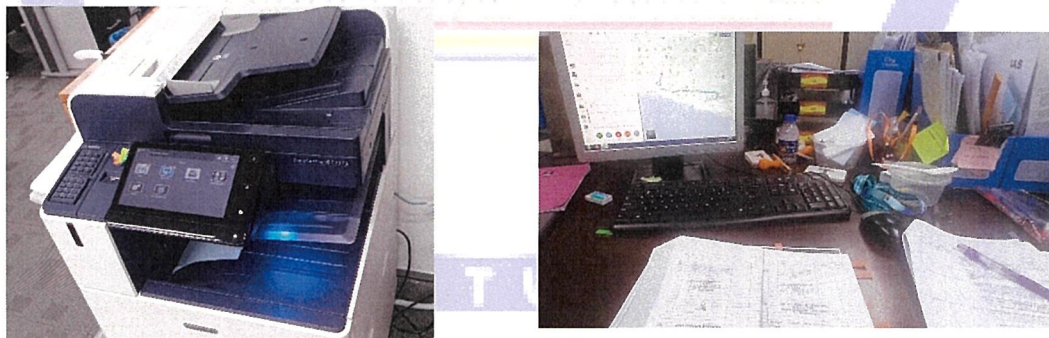
Aside from that, I was shown how to close the old file and open the new one. As I am currently enrolled in the office course, this is a new experience and knowledge about Human Resources to me. I am learning a variety of works, one of which is create a letter for all of staff that have a pay rise on April. This task is quite tricky for me because I need to you write an accurate information of each staff and calculate the salary properly and accurate. When doing this task, I try to apply all of the principles in make a letter that I've learned in my studies. Furthermore, this task has taught me to become more focused and alert in completing the tasks.

Working in Human Resource department has been a valuable and new experience for me because each of staff in this department are very knowledge about their tasks. For example, Encik Hafiz bin Suboh was in charge all of the system that related to Human Resource such as Human Resource Management Information System (HRMIS) and Sistem Pengurusan Sumber Manusia MPHTJ.



Figures 1

As I'm working in a Human Resources department, there a is nothing much I can do as all the jobs are really private and confidential. However, that doesn't mean I didn't do any jobs. In JKP Department, I was given the tasks to assist all of the staff doing their works such as doing filing, writing minutes for their filing, delivering memos to all department, updating the list of MPHTJ employees, do some photocopying and so on. Plus, sometimes, I also helping administration department in their work such as receiving good for supplier and checking their stationary stocks.



Figures 2

Other than that, I was also learning about how to MPHTJ's staffs claim their allowances such as their overtimes, their mileage claims and "pindah rumah". This task was usually conducted by Puan Sharinah Binti Saadon, who is financial officer. Puan Sharinah were very knowledgeable about things related financial and salaries in MPHTJ. For examples, Puan Sharinah taught me about how to check and count overtime claims. Puan Sharinah's explanation are very clear and easy to understand.

During my practical in MPHJT, I also have the opportunity to celebrate Hari Raya Aidilfitri with the staff of JKP. Jabatan Khidmat Pengurusan have the opportunity to organize an open house at Ayer Melok. I was being assigned to become the photographer for the event. My task is to capture all the moment during the event and edited the picture and video for the department.



Figures 3

During my practical period in Jabatan Khidmat Pengurusan, I had the opportunity to follow Encik Faisal bin Sabudin, and attended audit and evaluation for Anugerah Integriti Governan Anti Rasuah (AIGA) by Malaysia Integrity Institute (IIM). From this experience, I was able to learn about the process of auditing document works. I also learn about what is AIGA in detailed. The event is conducted through online platform and I was the person that in for the make sure the event is going smooth.

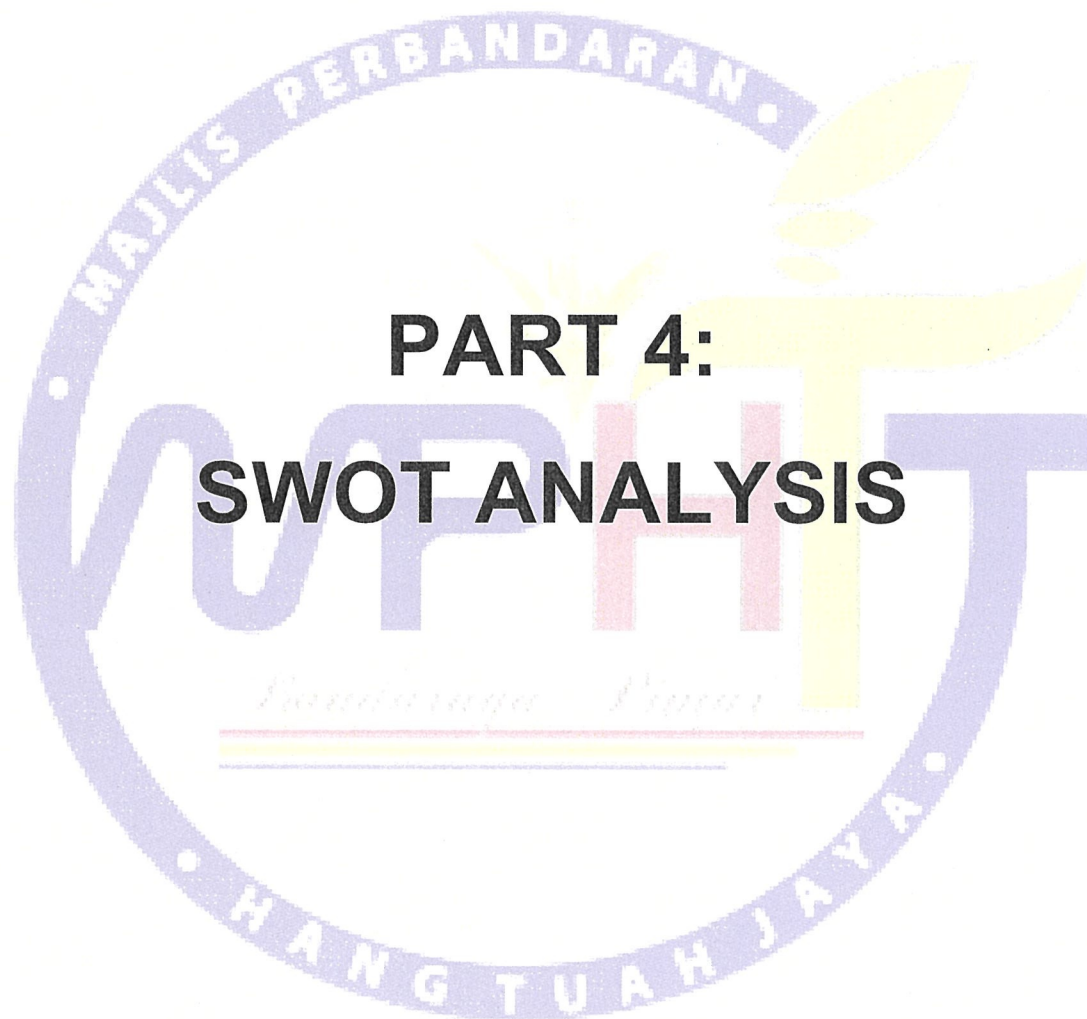


Figures 4

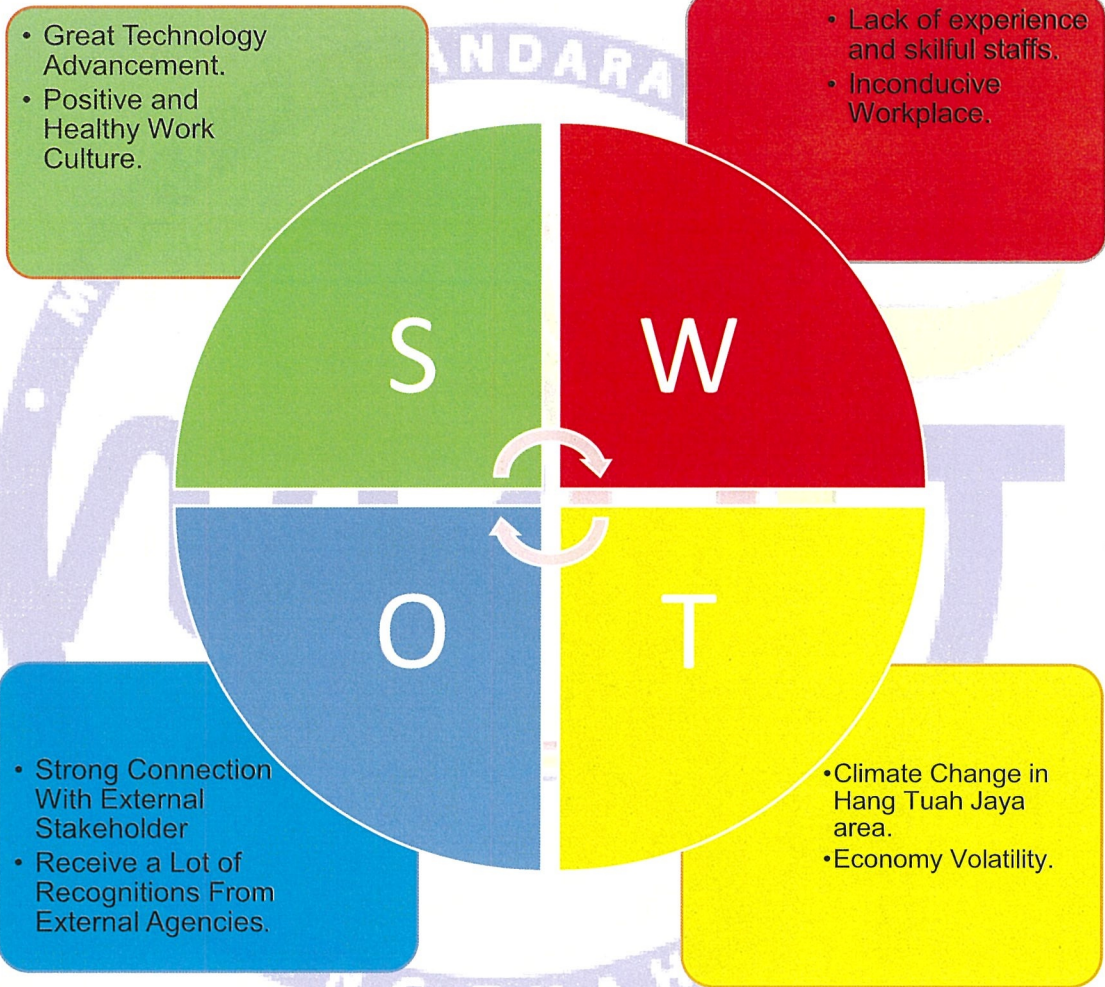
Last but not least, I also did not miss the opportunity to become one of participate and secretariat of “Audit Pemantauan 2 Sistem Pengurusan Anti Rasuah (SPAR/ABMS) MS ISO 37001:2016” at Majlis Penbandaran Hang Tuah Jaya for 2 days. This main purpose for this program is for SIRIM to auditing all file and to inspect MPHTJ Anti-Corruption Management System. From this, I was able to learn about the important of Anti-Corruption Management System in the organization and what is MS ISO 37001:2016 in more detailed.



Figures 6



# **PART 4: SWOT ANALYSIS**



The logo of Majlis Perbandaran Hang Tuah Jaya is a circular emblem. It features a central yellow torch with a flame, set against a background of a sunburst. The torch is superimposed on a large, stylized purple letter 'H'. The words 'MAJLIS PERBANDARAN' are written in a purple arc at the top, and 'HANG TUAH JAYA' is written in a purple arc at the bottom. Below the 'H' is the motto 'Bersejarah - Berprestasi' in a cursive font, followed by three horizontal lines in purple, yellow, and purple.

**PART 5:**  
**DISCUSSION AND**  
**RECOMMENDATION.**

## 5.1 STRENGTH

- **MPHTJ have a great and latest technology advancement.**

Technology has important effects on business operations. No matter the size of the business, technology has both tangible and intangible benefits that will help the business make money and produce the results the customers demand. (Vitez, 2019) According to the article (Vitez, 2019), Technology has completely changed how businesses operate by allowing smaller enterprises to compete on an equal footing with bigger ones. Small firms employ a variety of the internet, including servers and mobile devices, to get an advantage in the market. For easier integration and to allow room for future development, small company owners should think about incorporating technology into their planning process. Owners can then design operations utilizing the most cutting-edge technologies available.

For my general observation during my internship in Majlis Perbandaran Hang Tuah Jaya have utilized the modern technology in the full potential. MPHTJ has many sophisticated systems that help them in getting corporate information and other matter that related to their organization such as Malacca Online Tender Systems (STOM), MelakaPay, Human Resource Management Information System (HRMIS), MPHTJ Human Resource Management System, Human Resource Unit Server, e-Complaint Melaka (Online Public Complaint System), e-sewaan (Online Rental Systems), Store Management System (G-Store), Asset Management System (G-Asset), MPHTJ Apps, Smart Parking Melaka (SVP Melaka) and PBTPay (Tax and Compound).

Based on my experience, Human Resources Management Information System (HRMIS) and MPHTJ Human Resources Management Information Systems are the one of the systems that used in MPHTJ in order to help Human Resources managers to manage all of MPHTJ staffs' information in more secure and easy way. A human resource information management system known as HRMIS was created specifically to ease the human resource management process in all public agencies across Malaysia. It also to enable all staffs to apply for leave, check status, check leave eligibility, support leave and approve leave through an online platform



- **Positive and Healthy Work Culture.**

Healthy personnel who are capable of carrying out their duties can result from a great workplace culture. Enhancing the physical aspects of the workplace can help a company become more productive, which may have a positive effect on the firm's output. (Dartey-Baah & Amoako, 2011). Base on article, employees can discover their worth with the use of motivating factors including the nature of their work, the results of their efforts, and the recognition they receive. This may also promote staff motivation, which in turn will raise internal contentment, which will raise satisfaction. A positive work environment increases the likelihood of success for employees. (Buhail, Cottini, & Westergard-Nielsen, 2008)

From my observation during my internship in MPHTJ, the work culture here is very healthy and positive. They have a great connection within staff especially in terms of communication. As we know, communication is important especially in the working world. During my practical experience, all staffs in MPHTJ have a really good relationship with their superiors and bosses. When speaking with their bosses, they communicate really well. They provided accurate information from their supervisor and responded to it. Since they are paying close attention to me and acting as a wonderful helper for me, I also don't have any issues communicating with my supervisor or senior employees here. Additionally, all of the personnel at Jabatan Khidmat Pengurusan, Bahagian Sumber Manusia (JKP) care deeply about their practical students and frequently inquire about our breakfast and lunch preferences. They occasionally give us meals on a daily basis as well. The entire HR team is really considerate; they will buy extra food, like a cake or snack, to share with the rest of the staffs. This demonstrates the great staff relationships at JKP.

My opinion is that Majlis Perbandaran Hang Tuah Jaya ought to organize a straightforward celebration and show appreciation to workers who earn commendable accolades for their efforts. Employee performance will improve as a result of this, which will increase motivation.

## 5.2 WEAKNESS

- **Lack of Experience and Skillful Staffs.**

During my experience doing my industry training in MPHTJ, I discovered that the JKP especially Human Resource Unit are lack of experience staffs, which means that the HR department don't have many skillful staffs. Each staff in Human Resource team has their own task such Encik Hafiz bin Suboh is managing all thing the related to Online System Platform such as HRMIS and MPHTJ Human Resource System and Puan Sharinah Binti Saadon is handling all work related to financial and salaries.

According to my information for the senior staffs, MPHTJ was founded on 2010 so the agency is fairly new. So, many of employees are fairly new and inexperienced in their tasks. Therefore, when I asked any question to them or have any problem with the task given, they manage to explain very detailed and accurate.

To address this issue, I believe the MPHTJ should increase the number of training that can be provide to the employees to the staffs. MPHTJ can send their employees to join any course that related to their staff related jobs so that their employees can become more knowledgeable and skillful. Purpose of planning is to schedule tasks that impossible makes possible. (Jeseviciute-Ufastiene, 2014) Planning comprises establishing some goals, developing plans to reach those goals, and coordinating and relating various activities.

- **Inconducive office environment.**

An inviting workplace can increase employees' motivation to do their best job. An office is a space in a company's facility where employees do administrative and professional tasks. The specifics in the office often depend on the sort of business, and the fundamental tools will typically include computers, means of communication with others like e-mail, telephone, or fax, and other similar devices.

Workplace design can help an organization succeed by creating environments that support work quality, quantity, and style while reducing turnover and increasing productivity. To achieve this, an office's people, equipment, furniture, workspace, and environment must all work well together. This will ensure that workers are healthy, comfortable, and able to work effectively and efficiently.

Jabatan Khidmat Pengurusan has a relatively narrow office space as there are several units available in the department and the space is very limited because of the restricted area available in the department. Sometimes employees do not have enough space to store their belongings, such as customer documents, files, vouchers, and other work-related items. Below shown the workstation of JKP. As we can see here, the surrounding is a bit messy due to insufficient spaces. Aside from that, the equipment such as table and chair are not friendly user as there is non-ergonomic furniture provided. Furthermore, Jabatan Khidmat Pengurusan consists 3 unit which is Administration Unit, Human Resource Unit and Integrity Unit. So, the office workplace is bit cramped with 35 staff including 2 students practical. MPHTJ also located in Melaka Mall which is an old and outdated shopping complex. So, all of the facilities used by MPHTJ are really old and not very user-friendly.

Workstations need to be changed to be roomier and not seem small in order to address this issue. Changes should be made so that employees have ample room to keep their possessions. However, as it is government property, government entities are not allowed to modify their workstations at will. However, they may still alter their surroundings by recycling outdated goods or records. The department can also give staff members a tiny shelf to keep their work materials on so they are readily available.

## 5.1 OPPORTUNITY

- **Strong Connection with External Stakeholders.**

To further their business's career, any corporation or organization will work with any external stakeholder. A solid working connection with other organizations may have a positive impact on a company's scalability, growth, and value. You can expand your network and acquire any information from them with the assistance of outside organizations.

Additionally, MPHTJ understands how crucial it is to collaborate with other parties in order to successfully accomplish its objectives. The municipality actively engages with Hang Tuah Jaya's enterprises and industries to foster economic growth and growth prospects. Establishing solid connections with external stakeholders will help MPHTJ draw in funding, promote entrepreneurship, and foster a thriving business climate. This partnership strengthens the close relationships between MPHTJ and its stakeholders by bringing about economic development and job possibilities for the local community in addition to advantages for the municipality.

For recommendation, MPHTJ need prioritizes social and community involvement heavily in addition to economic cooperation. The municipality actively involves locals in decision-making, community development projects, and social initiatives. This includes residents, non-profit organizations, and community organizations. The perspectives and knowledge of these external stakeholders can help MPHTJ better comprehend the needs and aspirations of the community, resulting in policies and programs that are more effective and responsive. Additionally, by encouraging a sense of pride and belonging among participants, this collaborative approach strengthens the bond between MPHTJ and the clients it assists.

- **Receive A Lot of Recognitions from External Agencies**

Recognition from external agencies holds immense value for organizations, as it signifies acknowledgment and validation of their efforts and achievements. The advantages derived from receiving recognition extend far beyond mere accolades. We will explore the numerous benefits that organizations gain from being recognized by external agencies, including enhanced reputation, increased visibility, access to resources and networks, and improved stakeholder engagement.

According to my observations at MPHTJ, they receiving a lot of recognition and awards throughout years. For example, MPHTJ have being award with “Silver Kategori in Anugerah Integriti Governen dan Anti Rasuah (AIGA)” by Institut Integriti Malaysia (IIM) in 2022. The IIM established the AIGA to acknowledge and appreciate the dedication and work put forth by both the public and private sectors in fostering integrity and good governance practices. This recognition also set a benchmark to measure the effectiveness of integrity measures within organisations alongside curbing corruption.

For my recommendation, MPHTJ can published and doing more collaboration with other agencies. By doing this, other public or private agencies can recognise about MPHTJ potential and capabilities. Furthermore, other agencies can make MPHTJ as their benchmark or their point of reference.

#### 5.4 THREATS

- **Climate Changes in Hang Tuah Jaya areas.**

Climate change is a global phenomenon that poses significant challenges to the development of regions and cities worldwide. Hang Tuah Jaya, a district in Malaysia, is no exception. As the district strives for sustainable and inclusive development, it must confront the adverse effects of climate change.

The development of the infrastructure in Hang Tuah Jaya is threatened by climate change. Increased frequency of extreme weather events, such as storms and floods, and rising sea levels can damage infrastructure and interrupt vital services. The district's low-lying coastal areas are especially susceptible to the effects of sea level rise, which can result in erosion, salinization of groundwater, and increased coastal flooding. Hang Tuah Jaya must incorporate climate change adaptation strategies into its infrastructure planning in order to reduce these risks. Examples of such strategies include building flood barriers, putting in place sustainable drainage systems, and making sure that vital infrastructure is resistant to extreme weather conditions.

For my recommendation by incorporating climate change adaptation and mitigation strategies into its development planning, MPHTJ must proactively address these issues. Hang Tuah Jaya can navigate the effects of climate change and foster a sustainable, resilient, and inclusive future for its citizens by giving priority to climate-resilient infrastructure, promoting sustainable economic practices, and ensuring community well-being. In order to address the complex issues brought on by climate change and realize sustainable development goals in Hang Tuah Jaya, cooperation among various stakeholders, including local governments, companies, communities, and civil society organizations, is essential.

- **Economy Volatility**

The MPHTJ (Majlis Perbandaran Hang Tuah Jaya) and its development projects may suffer from economic instability. The development goals and activities of MPHTJ may be severely impacted by economic volatility, which is characterized by changes in economic indices like as GDP growth, inflation rates, currency rates, and investor confidence. (Imbs, 2007) The following aspects of economic instability may make it more difficult for the organization to carry out plans, draw in funding, and achieve sustainable economic growth.

Economic instability may cause investment patterns to change and discourage companies from committing to long-term projects in Hang Tuah Jaya. Investors frequently adopt a cautious stance during periods of economic uncertainty or downturns, delaying or reducing their investment plans. Indirectly, this may harm MPHTJ's initiatives to draw in capital and advance regional economic growth. The improvement of transportation infrastructure, utilities, and public facilities in Hang Tuah Jaya may be hampered by reduced investment inflows, which could cause planned infrastructure projects to be delayed or abandoned.

Economic volatility poses significant challenges to MPHTJ and its development initiatives in Hang Tuah Jaya. The organization's ability to attract investments, secure funding, and implement projects can be hampered during periods of economic uncertainty and downturns. The negative effects include reduced investments, limited financial resources, adverse impacts on the local population, constrained access to financing, and vulnerability to external shocks. My recommendation to mitigate these challenges, MPHTJ should focus on building resilience, diversifying the local economy, and implementing sustainable development strategies that can withstand economic fluctuations and promote long-term growth.



**PART 6:  
CONCLUSION**

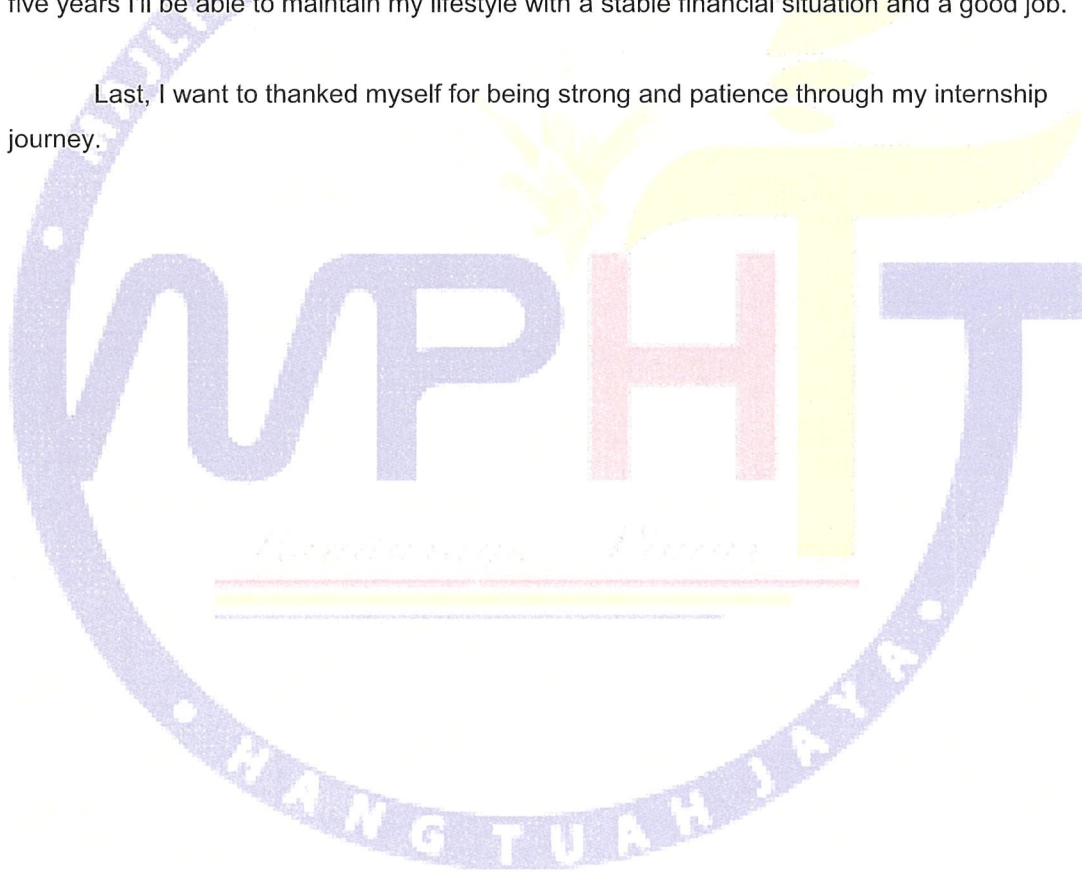


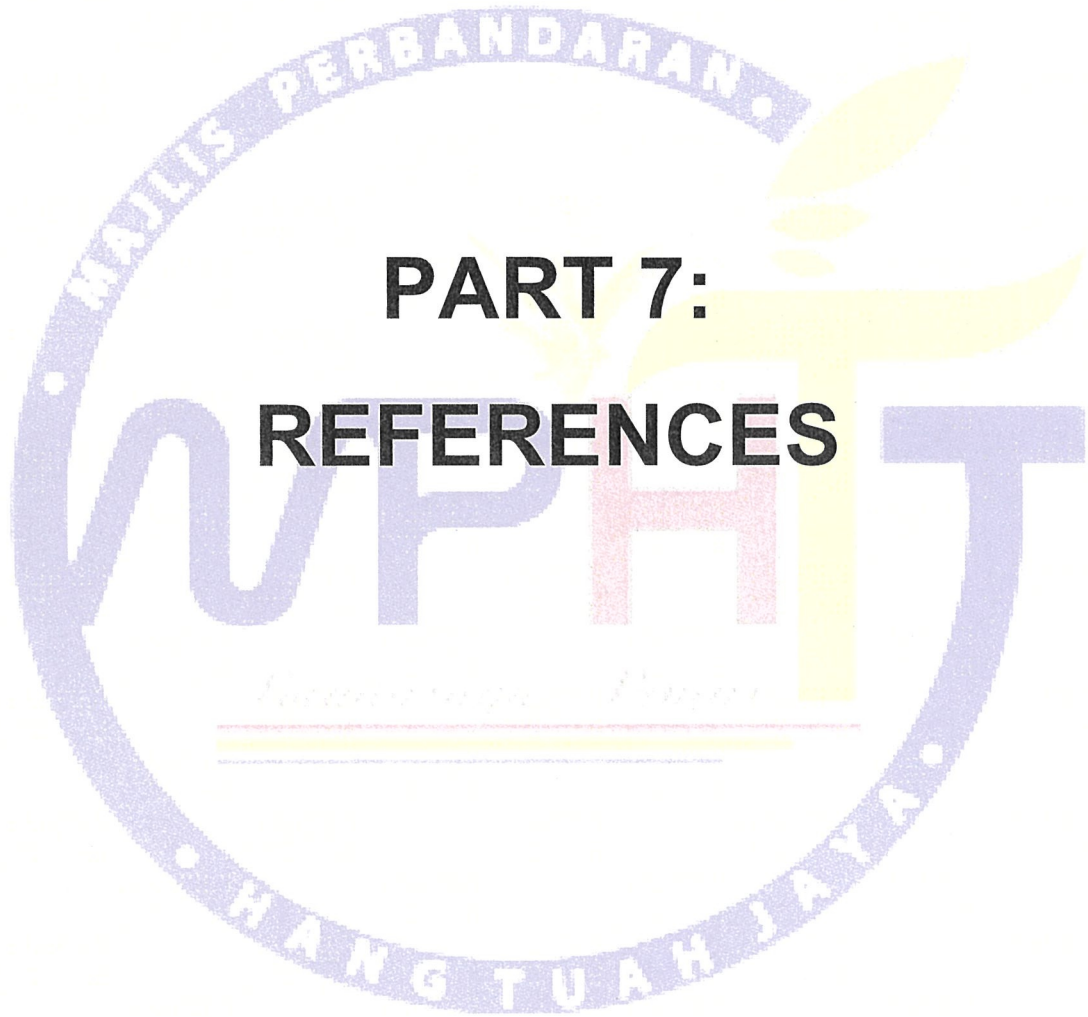
## CONCLUSION

I thought this internship program was great overall and very helpful. I've acquired a lot of new knowledge, improved my abilities, and made new friends. I appreciate the kindness of my supervisor, Puan Siti Najjina Binti Azutdin and the entire JKP team.

Department for helping me overcome some of my flaws and for always being available to assist me when I needed it. My industrial training has taught me important life lessons like time management and self-worth. Even though I still have a lot to learn and grow in, every lesson I receive and learn will be very helpful for future reference. I'm hoping that in the next five years I'll be able to maintain my lifestyle with a stable financial situation and a good job.

Last, I want to thanked myself for being strong and patience through my internship journey.





# **PART 7: REFERENCES**

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The logo of Majlis Perbandaran Hang Tuah Jaya is a circular emblem. It features a purple outer ring with the text 'MAJLIS PERBANDARAN' at the top and 'HANG TUAH JAYA' at the bottom, separated by two small white dots. Inside the ring, there is a stylized yellow and red figure that resembles a traditional Hang Tuah figure. Below this figure, the Malay motto 'Taman Bina Pertiwi' is written in a cursive font. The entire logo is semi-transparent and serves as a background for the title text.

# **PART 8: APPENDICES**



**Practical Student ID card**



**Jabatan Khidmat Pengurusan office & staff.**