



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka
Kampus Bandaraya Melaka



INDUSTRIAL TRAINING REPORT

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HUMAN RESOURCE MANAGEMENT (BA243)

EXECUTIVE SUMMARY

My practical journey which is very memorable and informative of 6 months of industrial training began here at Melaka Historic City Council (MBMB). This industrial training report will cover and provide the background of the company, my training experiences, the SWOT analysis of the company as well as the discussion and the recommendation that is suitable with the company.

This report also includes all the experiences that I had throughout the industrial training session with the company such as problem-solving skills, communication skills, how to handle events, how to interact with other people and many more.

Other than that, this report also will include the SWOT analysis of the company which will analyse the company's strengths, weaknesses, opportunities and threats that can be used for the company to come out with the best strategy. Some of the SWOT analysis of the company which are for strength are various types of services and the employee's attitude.

Last but not least, this report also will provide some discussion and the recommendation for the company on how they can improve in order to be a better company that can give more benefits to the citizens at Malacca.

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Next, I would like to thank Majlis Bandaraya Melaka Bersejarah (MBMB) for accepting me as their practical student as well as allowing me to do my 6 months of internship here. I would also like to thank Encik Haziq Firdaus bin Hussin as the assistant director of Human Resource here as well as my supervisor in the department for giving me an opportunity to do an internship here at MBMB. Other than that, I would also like to thank all the people that worked along with me at MBMB with their patience as well as their openness to create such a good environment at the workplace.

Next, I would like to thank Puan Nur Hazwani binti Roseli as my coordinator of practical training for BA243 as well as to Puan Norshiba binti Norhisham for their support and advice in helping us to continue our internship. I am also highly indebted to my advisor Puan Khairunnisa' Binti Yussof for her guidance and advice in order to make me complete my internship successfully as well as for the report and presentation.

I would also like to thank all of my family members for their support and motivation that they gave to me in order to make me a better person every day and always motivates me to do the internship well.

Last but not least, I am extremely grateful to myself as this internship really helps me a lot in gaining more experience and knowledge about the work lifestyle in the future.

COMPANY'S PROFILE

- **Company's Introduction**



Figure 2: MBMB Organisational Logo

Malacca City Council, also referred to as the Historical Malacca City Council or name in Malay is Majlis Bandaraya Melaka Bersejarah, MBMB is one of the local government organisation in charge of managing Malacca City and other parts of Melaka Tengah District.

MBMB is located at Jalan Tun Abdul Razak, Ayer Keroh Melaka and the operating hours are from 8.00 am until 5.00 pm. The vision of MBMB is that MBMB leads to a world-class cosmopolitan city while their mission is to create and develop sustainable cities, to promote corporate governance with integrity, and to preserve culture and history. As for the function of MBMB, MBMB was important to make Malacca an advanced city as well as to plan, coordinate and implement programmes and social activities in effort promoting unity and harmonic's plural society. Other than that, MBMB is also important to build and maintain infrastructure development to fulfil social claims and improve people's standard of living and tourism.

There are some services that have been provided by MBMB which are waste management, landscape maintenance, mobile counter, e-aduan, licensing and parking. MBMB also provides e-services such as e-payment, transfer of name and e-rekrut for people who want to apply for a job at MBMB. Other than that, MBMB also provides some facilities such as a swimming pool, sports centre such as hockey stadium at Bukit Serindit.

As for the logo of MBMB come with six colours which are blue colour symbolises unity, red colour symbolises courage in upholding a dynamic administration, white colour symbolises clean, pure and good character, yellow colour symbolises the height of dignity, green colour symbolises the peace and beauty of Malacca and black colour represents the typography of the word "Majlis Bandaraya Melaka Bersejarah".