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**Practical Training Report
(Bintulu Development Authority)**

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SEMESTER 6 - SEPTEMBER 2016

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DECLARATION FORM

I hereby declare that the work contained in this practical report is original and out of own expect for those duties identified and recognized. If I later found to have committed plagiarism of acts of academy dishonesty, action can be taken in accordance with UiTM's ruled and academic regulation.

Signed,



.....
(MOHD ZULFIKAR BIN ZAILI)

ACKNOWLEDGEMENT

First of all, I would like to express my highest gratitude to Allah S.W.T for His guidance, bless and for giving me the strength to perform my responsibilities as a trainee and complete this industrial training report within the stipulated time.

My grateful thanks goes to the Bintulu Development Authority for giving me the opportunity to carry out my industrial training in this agency for eight weeks period. A big contribution and hard worked from staff during practical period is very great indeed.

The special thank goes to my helpful supervisor, Miss Noni Harianti Binti Junaidi and host supervisor, Mr Afrizul Bin Gusni. The supervision and support that he gave truly help the progression and smoothness of the internship programme. Not forget, great appreciation go to the rest of Research and Statistic Section staff that help me from time to time during the project. The whole program really brought us to appreciate the true value of friendship and respect of each other.

Great deals appreciated go to the contribution of Research and Statistic Section. My grateful thanks to Mr Fairuz Hidayat Wan Merican as my lecturer that take responsibility for this internship training because he really hard worked to make sure that my internship place was accepted. Not forget to my other lecturer that always give support and motivation to undergo this internship.

Lastly, to my family and friends that also give me strength and guide to continue my journey as a trainee and complete my internship. Thank you to all of you that involve as direct or indirect to make sure this programme smooth and clear.

**CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE
SUPERVISOR**

Name of Supervisor: Miss Noni Harianti Binti Junaidi

Place: Bintulu Development Authority (BDA)

Name of Student: Mohd Zulfikar Bin Zaili

I have reviewed the final and complete practical report and approve the submission of this report evaluation.

.....
(MISS NONI HARIANTI BINTI JUNAIDI)

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 Introduction

This chapter focuses on the background of the organization, organization's objectives, organization policy, its mission and vision. Besides that, it also emphasizes on the organization structure and also the core business of the organization. This chapter also will provide other important information related to the organization which can help the trainee or intern to understand what are the nature of the organization and whether the organization practice is align with its mission, vision and objectives.

1.2 Organization Background

Bintulu Development Authority (BDA) is a statutory body of Sarawak state government established on 8th July 1978, under Ordinan Lembaga Kemajuan Bintulu (BDA) 1978. BDA administrative areas includes all the Bintulu division with an area of 12,515 square kilometres including five kilometres Bintulu offshores. Bintulu division divided into two area which are;

1. Bintulu area (including small area, Sebauh), and
2. Tatau area

Under Ordinan Lembaga Kemajuan Bintulu (BDA) 1978, BDA was established as a government agencies to maintain physical planning and development in Bitulu, area declared at BDA border area known as Sarawak Bintulu Division. BDA establishment due to discover of oil and natural gas reserves at Bintulu offshores. Natural resources development enabled BDA become main body that not apply coordinating development project but also can carried out their own projects. Therefore, on 8th July 1978, BDA was established in order to carry out these functions.

On 1st April 1981, BDA take over the function carried out by the Bintulu District Council. After that, Bintulu District Council been repealed.

The following officers have served as General Manager (GM) of the BDA since it was founded;

1. YB Datuk Jamaluddin Abu Bakar
2. En Sulong Haji Mat Jeraie
3. Tn Hj Abg Helmi Bin Tan Sri Ikhwan
4. Tn Hj Salleh Hj Sulaiman
5. En Sylvester Ajah Subah
6. Tn Hj Saud Bin Hj Suhaili
7. Datu Hj Mohidin Bin Hj Ishak
8. Pn Rodziah Hj Morshidi

BDA Headquarter located at: Wisma Bintulu,

No. 1, Jalan Tanjung Kidurong,

97000 Bintulu,

Sarawak.

1.3 Organization Objectives

BDA have eight main objectives which are;

1. To promote, stimulate, facilitate and undertake economic and social development.
2. To promote and coordinating further industrial and tertiary development.
3. To promote, develop and manage residential and industrial estate.
4. To promote, assist and develop trade, commerce and industry.
5. To promote and increase productivity of industry and to encourage more efficient utilization of natural resources.

6. To provide facilities and amenities for the development and well-being of people living and working within the designated area.
7. To make such recommendation to the Chief Minister of Sarawak as the BDA sees fit in relation to any measures which it considers would achieve an increase in trade and development, and
8. To undertake such other functions as the CM may from time to time direct.

1.4 Organization Policy

BDA organization have two main policy which are;

1. Minimum amount and maximum time for instalment to repay outstanding rates, and
2. Minimum amount of monthly instalment is the amount of half yearly current rate bill and the maximum repayment period is twelve calendars months, whichever is earlier.

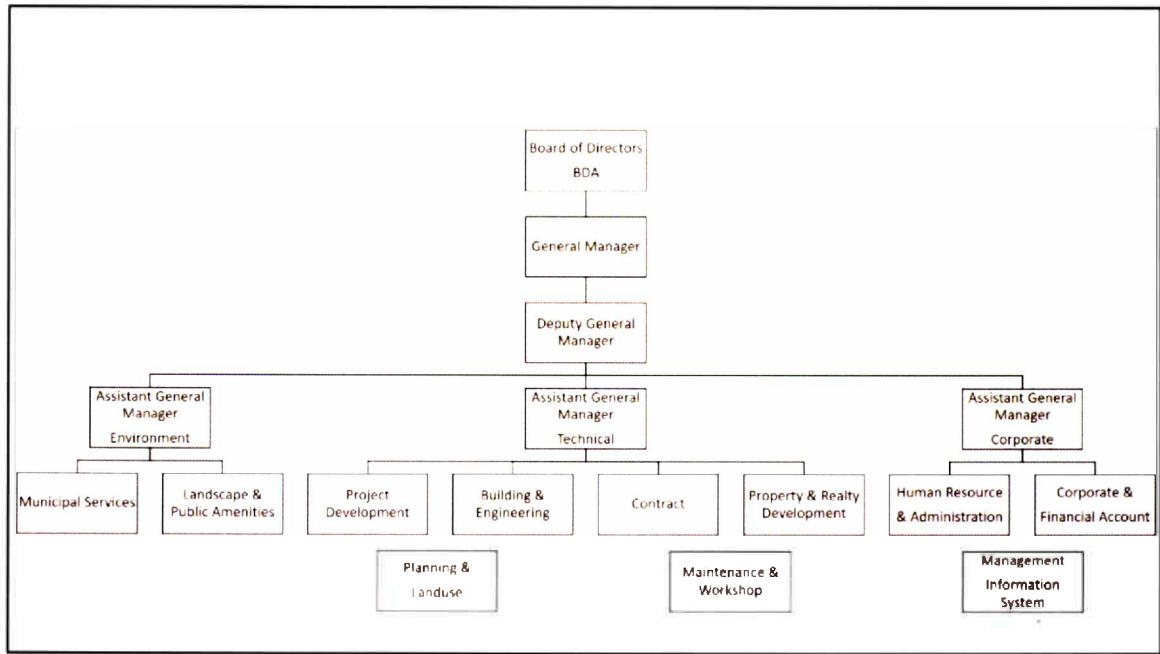
1.5 Organization Mission & Vision

BDA's vision is "*Bintulu.... A Friendly Industrial City by 2020.*"

Then, their mission for the organization is "We, being a development and local authority, are committed to manage the advancement of Bintulu – in partnership with its people – into a friendly industrial city through the provision of quality physical, social, and economic development services."

1.6 Organization Structure

Figure 1.1: Organization Structure of BDA



Sources: Buku Panduan BDA, 2016

In the Figure 1.1, it shows the organization structure of Bintulu Development Authority. General Manager (Pn Rodziah Hj Morshidi) is a chief executive officer and responsible to carry out all projects or schemes in order to implement the decisions and instructions of the board chairman. The power of chief executive officer described in Section 18 Part III Ordinance BDA. Deputy General Manager assisting the general manager in her absence. Assistant General Manager in environment department responsible to supervise and monitor every section that related to deal with environment work such as municipal services and landscape and public amenities. In technical department, AGM plays an important role to ensure every section below its department follow the planning. This department have the most sections compared to the other two departments. Therefore, it have many roles that need to be taken for further research and development. Sections that have in technical department are project development section, engineering and building section, contract section and property and realty

development section. In corporate department, they are dealing with organization welfare such as information management, human resources and organization financial.

1.7 Organization Core Business

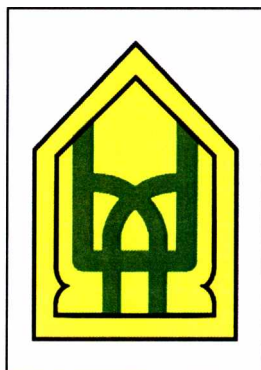
The core business of the organization is referring to the main activity of the organization. As for BDA, the core business is manage any project developed in Bintulu area. In addition, it is also an organization that provides municipal services and maintenance and also responsible for regional development and planning.

1.8 Organization Other Important Info

1.8.1 BDA Logo

The logo of BDA reflects the character of an organization within a region of dynamic economic growth and it encompasses the most appropriate characteristics reflecting BDA's major undertakings in spearheading development in Bintulu Division.

Figure 1.2: The Logo of BDA



Sources: www.bda.gov.my

BDA's corporate colour are green and yellow with the Authority's (BDA) in green on yellow background. The jungle green relates to the richness and freshness of the natural resources available in Bintulu while the chartreuse yellow represent ac accelerate growth within framework of a democratic of government.

1.8.2 Organization Functions

BDA organization have seven main functions such as;

1. Coordination of development activities.
 - a. Act as a project coordinator to facilitate the provision of public facilities and services.
 - b. Collaborates with other department and agencies to ensure the smooth implementation of the various projects.
2. Landscape planning and administration.
 - a. Plans and administrates the land within the designated area.
 - b. Processes all application for land development to ensure that land use conforms to the overall planning of the area.
3. Local authority functions.

Performs the local authority functions including (but not limited to) the following;

- a. Town cleansing works.
 - b. Grass cutting works.
 - c. Maintenance of recreational facilities, parks and landscaped areas.
 - d. Drain cleansing.
 - e. Scavenging works.
 - f. Enforcement of local authority by laws.
 - g. Sanitation works.
4. Social and sports projects.
 - a. Build indoors and outdoors sport facilities.
 - b. Undertake the construction of recreational facilities such as the public swimming pool, the 18 – hole golf course, the wildlife park (Taman Tumbina).
 - c. Construct various social and community halls, mosques, modern markets and hawker centres, traffic gardens.

5. Industrial estate development.

Developed the following industrial estate complete with infrastructure and utilities to cater for the needs of the industrialists;

- a. Bintulu light industrial estate for small factories.
- b. Kidurong light industrial estate for light and medium – scale industries.
- c. Kemena industrial estate for timber – based industries and related timber activities.
- d. Kidurong industrial area (KINDA).
- e. Jepak industrial estate.

6. Commercial Bintulu development.

- a. Staff quarters.
- b. Public housing e.g. low and medium low – cost houses.
- c. Resettlement schemes.

7. Infrastructure development.

- a. Road and drainage construction and maintenance.
- b. Water mains and central sewage systems.

1.8.3 Organization Strategies

BDA is adopting the following strategies to achieve both its social, economic and environmental objectives;

- a. Strategic planning.
 - b. Human resources development, and
 - c. Corporate management.
1. Strategic planning.

To develop a well – planned and harmonious friendly city through the provision of quality development, social, economic and municipal services.

- a. Promoting social development.
- b. Providing social amenities to enhance quality living of the community.
- c. Promoting social interaction among the people through community services.
- d. Providing healthy and clean physical environment through our local authority's services.

2. Human resources development.

Recognising the importance of performance, professionalism, co – operation, mobility, creativity and loyalty of our employee through.

- a. Placing employees in job best suited to their abilities and performance.
- b. Promoting employee capabilities through basic and advanced training programmes and to develop qualified management personnel.
- c. Managing cooperatively on the basis of information, delegation and management by objectives, mutual respect and teamwork.

3. Corporate management.

To achieve total quality management through.

- a. Participative management, teamwork and integrated values.
- b. Total involvement and creation of necessary organizational culture to enable the development of quality services.
- c. Flexibility in adopting the changing environment.
- d. Projecting a fair and caring corporate image.
- e. Enhancing financial management.

1.9 Conclusion

This chapter highlights on the organizational background of the Bintulu Development Authority. It includes the date of establishment of BDA in Sarawak also introduce the related law governing this particular department which is Ordinan Lembaga Kemajuan Bintulu (BDA) 1978. In the early establishment, BDA was established as a government agencies to maintain physical training and development in Bintulu. Aside from that, it also emphasis on the BDA's vision to become a world class civil services, aside from the mission, objectives, policy, organizational structures, core business and other important information such as BDA logo, functions and strategies.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

This chapter explains on the daily activities of the practical training by the student and highlights their daily tasks throughout the practical training. This chapter also summarized the tasks handled by the students that they write in their Log Book and every description of the task must be fully written in further details. Various tasks handled will be classified according to the student's field of study. Description of the tasks throughout practical training explain based on weekly basis.

2.2 Description of the Tasks throughout Practical Training (Weekly Basis)

2.2.1 Week One

On the 25th July, I had started my practical training at Bintulu Development Authority (BDA). I arrived there around seven o'clock in the morning and report duty that I started my practical training at that particular organization. After that, I meet their human resource staff, Mr Hafizan at lobby and introduced myself while giving approval letter to him. I asked him to help me send my student attendance confirmation form for practical training. He sent it to Sir Fairuz using fax machine and verified by my supervisor in-charged, Mr Afrizul. Mr Afrizul is a manager of Research and Statistic Section appointed by the organization to become my supervisor throughout my practical training. Then, Mr Shafizan led me and introduced me to my section later which is research and statistic. He gave me information regarding practical training especially on rules and regulation and briefing about the organization. He brought me to entire level in order to make me familiar with the place. A few moment later, I was introduced to Mr Badahar and Madam Agnes at Research and Statistic Section. Both of them are partner in

Research and Statistic Section. Then, Mr Badahar gave me some information regarding that particular section. On my first task, Mr Badahar asked me to construct a table for record purpose about the overall staff information within organization. I also helped Madam Agnes keyin data about active and non-active records. The calculation recorded and wrote in a piece of paper before saving the data inside a table that constructed by me earlier. All these stuffs are for BDA Statistic Logbook Records. Finally, the non-active records compiled by me placed into a cabinet in order to make it more organize. I do some study about feedback forms after the 5S seminar based on focus group. After that, I was asked to help Mr Zaidi and Madam Siti collecting unused banner located in BDA headquarter and dispose those banners. On the next day, Research and Statistic Section conducting meeting regarding Bintulu Statistic Logbook for year 2016. Data collected and modify especially on organization structure based on top management in BDA Blutin. My supervisor in-charged also brief about community satisfaction on the questionnaire workflow.

2.2.2 Week Two

On the second week, I had given a task to create questionnaire about satisfaction of Bintulu community towards services provided by BDA. Each questionnaire contain 35 questions and two to eight sub-questions. Those questionnaire are important for the research in order to study on the result collected from the questionnaire. Then, I also keyin important data especially on BDA Blutin and the staff information based on quarterly in 2015 and 2016. Each data collected are recorded for statistical purposes. Besides that, my Research and Statistic Section also collecting data on Bintulu Parking in 2016. Another task on the second week are organizing and photocopy. The files that need to be organized are between active and non – active files. Then, I helped my partner photocopy building plan and highlighting important area and meeting schedule. The photocopy meeting schedule need to give to involve staff for meeting

on 8th August. My last task for the week is calling each department that involved for the meeting to notify them about relocation meeting room from room 400 to 300.

2.2.3 Week Three

On the third week, I had been taught to modify poster based on my own creativity regarding Rafflesia group in 5S section. Aside from that, I was given a task to photocopy material for meeting between senior management in every section and minute sheet for research and statistic meeting. After the process, my section ask me to update questionnaire regarding placement area in BDA and modifying current questionnaire in order to ensure it either it is same with the research objectives. Before finalizing questionnaire about BDA staff quarters, I need to recheck every questionnaire that I created before passing it to my manager. Besides that, I continue my test by reviewing and checking contact numbers among the staff especially on their extension numbers. I also modifying current list for name, position and contact in all department due to up to date data received for Research and Statistic Section. Then, I need to complete recording data about staff name and position on Environment section. At the end of the week, the BDA prepared lunch for entire staffs in headquarters.

2.2.4 Week Four

On the fourth week, I had given the same task on the BDA statistic questionnaire. At this time, I need to recheck and readjust the same questionnaire for the third times in order to reduce error during first and second trial. After that, I have to make sure there are no errors on the data regarding BDA external research and statistic and do more correction towards error data. The important step after identify minor errors is correction. It is to ensure the complete questionnaire form is free defect. Then, I started on binding statistic logbook that collected from Sarawak Statistic department in year 2015. The statistic logbook contain complete data on Sarawak statistic which is important for BDA research purposes. I need to construct table

and fill in required data for the statistic logbook. Every data collected from different section need to recheck because the data collected is outdated and to complete information about staff position, contact and details. Therefore, I have to make sure that the data collected must be doubled check in order to prevent mistakes that can create errors. After that, I have to search and identify BDA statistic data content regarding staff because some staff have no email in the name list. BDA organization have systematic system in their organization which is they have online information data storage called BEP. Every data regarding the staff can be found in the system. This system help them to manage information in short time. Aside from that, I also being given a task to create label for important research and statistic files in the cabinet. The purpose of the task is to ensure 5S objectives can be achieved. After that, I create another 5S team poster because the current poster need to modify especially on Rafflesia team. Last but not least, I completing my task for the week by relocating file storage to become more organize and modifying new organization structure due to merge on two section which are R&S (Research and Statistic) and IMS (Information Management Section) under MIT (Management, Innovation and Technology).

2.2.5 Week Five

On the fifth week, I had been given the task to add some information in BDA organization structure which is important to fill in. Besides that, I have to make correction in staff list that have errors in previous task that I do. There are many errors in two major departments on staff list which are in technical department and corporate department. Even the error are minor but it can give effect towards the data collected. Then, I have to edit new organization structure due to change in staff grade in order to ensure the data is up to date. So, I need to identify important staff email in BEP system to complete the task. Other than that, I do some research on BDA organization in order to get knowledge that require for the industrial training report. Another task given by the section is to list and identify BDA data statistic content and sub-

content which is important to create table for file name list based on the file number. These tag created in order to ease work when the staff want to search folder regarding on staff email, organization innovation, sport and recreation and achievement award. After that, I was asked to create a copy for "*Pekeliling Perbandaran*" on important aspect such as meeting minutes, identify defect factors in administration and total quality management in meeting. Aside from that, I create new document about Public Administration Circular. There are some important points that require for the document such as secretariat responsibilities, total quality management, productivity, goals and function morning meeting, benchmarking, innovation and teamwork. This circular are not only discussing on the content but also more specific in explanation. For example, secretariat responsibilities focus on action they need to perform before meeting, during meeting and after meeting.

Next, I have to identify customer charter characteristics from the document that provided to me and save it in a new document using Microsoft office words. This charter will explain on six characteristics that important for the customer charter such as clear, easy to spread, trustworthy, practical, special and can be improved. Another activity for the week five is 5S auditor checking on every section in order to score based on 5S concept and to achieve a world class civil services. The last task that I have done throughout the week is making guide on pages for each content acquired from BDA statistic. Each statistic data collected from Sarawak Facts and Figures and Yearbook of Sarawak Statistic. It is to help people refer on the information as if there are any question later.

2.2.6 Week Six

On the sixth week, I had given a task to modify template data for BDA external statistic. I need to check the template before adjusting due to many changes on Bintulu municipal, property, development, SCORE project and population and social economy. Then, I have to ensure each data has been finalized after correction before give it to Mr Badahar. I continue my task by

laminating file name tag at Innovation Management Section. After that, I organize and manage those files inside cabinet due to 5S policy that used to be followed. I also given a task create CPC monitoring log for the year 2011 until 2016. This log record are based on monthly and yearly because of Research and Statistic Section want to ease auditor to tracking the recorded data. Those data are the details for application and approval sent by the applicants to BDA. Other than that, me and my research and statistic partner visiting PERBINDA to check and update error on statistic data. Every survey form need to collect from PERBINDA and several section in headquarter such as property, registry and financial for August only. After collecting the survey form for August, we distribute new survey form in order to collect new data for September. In order to confirm the survey form are complete, I make a call to contract and planning section and SBBS section at PERBINDA. Other task that need to be completed is rearrange the letters and meeting minutes from 2014 until 2016. The last task for week six is making attachment of official letters and minutes meeting related to 5S. After that, I highlighted staff name in minutes paper notice and put these notice into envelop before send it to registry counter for delivery process.

2.2.7 Week Seven

On the seventh week, I had been calculating collected amount of survey data. Then, I create a tag for file of "*Data Statistik Kaji Selidik Kepuasan Pelanggan (Kaunter) Bulanan 2016*". I have to up to date 5S attachment logbook because the department need a current information. I also collecting CPC record log for the year 2011 until 2016 which are include date, file name and file code. Moreover, I was asked to move OP data from Microsoft words to Microsoft excel in order to ensure the data more structured, orderly and systematic when managing of referring records if needed. The reason using Microsoft excel to store data because it is more systematic compare to Microsoft words. Besides that, it is to ease categorizing based on option. At that time, I had been taught how to use excel in sorting and filtering date. Steps that are require for

Microsoft excel is to make calculation for every survey data have been obtained. Then, make calculation for question and keyin data by drag and drop into row data table and values data table and generate it pilotable. Finally, the amount of data collected put into data sorting and then generate in summary. My next task is translating content in statistic logbook in order to make it available in dual language. I proceed my task by transferring the content from sample table into current logbook. Before that, I create uniformity because I need to make sure the content become more organize. Other than that, I create new document regarding organization structure of 5S BDA committee and focus area. My side task are replacing damaged file into new file and add question for internal survey. Each question are based on landscape and service variousity. For the last task in the week seven is transferring and editing survey form service inventory.

2.2.8 Week Eight

On the last week of my practical training, I was creating organization chart using A3 size. After that, my manager need me to handle for listing project development in Bintulu. I also have recording data and compare the price for the past 11 years. In this week, I have been assigned to edit current service inventory survey form data and transfer it into file. After editing the service inventory survey, my next task is creating format letter titled "*Pengumuman Melalui BEP Lawatan 5S Dari Sarawak Energy Berhad Mukah*". Moreover, I have learnt a new thing on how to create format for database regarding to the statistics. I have try practicing by create my own database from what I have learned. At the end, I need to go to Human Resource Department in order to complete my practical training form for finishing my practical training.

2.3 Conclusion

This chapter highlights on what are the tasks that had been conducted while having the practical training in Bintulu Development Authority. The tasks that had been written in this report were extracted from the Practical Training Log Book that had been provided for students to record any related task and activity that had been conducted which for this report particularly for the practical training in the BDA. The tasks had been summarized and written in terms of weekly basis which comprises of eight weeks of practical training. Starting from Week One to Week Eight, all the essential details on the practical training were highlighted so that the various task related can be analysed in Chapter Three.

CHAPTER 3

ANALYSIS

3.1 Introduction

This chapter explains on the analysis of the job or task conducted throughout the practical training in the organization. The analysis consists of the relationship of theoretical knowledge of the student and what they actually do in practices on the task. It is how the students can understand the tasks given and relate it to their knowledge on what they had learnt in the class.

3.2 Correlation between Theories and Practices

During the practical training in the Bintulu Development Authority, there are various tasks given to fill the requirement for the training. Those tasks given are somewhat related to what had been taught theoretically in the class. Generally, the tasks that I had conducted in the organization are more to the scope of research and statistics. Those tasks conducted on the mentioned scope are related with the subjects that had been taught in the class such as applied research project, management information system, knowledge management, ethic in administration and organizational behaviour.

Hence, I choose several major tasks to be analysed which related to the subject I have learn during in class which are applied research project, administration and ethic in administration. Research and data processing is a one of my major task during practical training because I was attached at Research and Statistic Section. Secondly, my major task I will focus on file management. I choose this task to be analysed because my task mostly related to file management. Thirdly, the task I will analyse based on ethic in administration which is focus employees ethic during working within the organization.

3.3 Definition of Concept

3.3.1 Applied Research Project

Applied research refers to scientific study and research that require to solve practical problems. Applied research is usually launched by a company, agency or an individual in order to address a specific problem. Difference between applied and fundamental or basic research is straightforward while findings of applied research can be applied to related issues, whereas fundamental studies are used simply to explore certain issues and elements.

Applied research is used to solve a specific, practical problem of an individual or group. This type of research is used in a wide number of fields, including medicine, education, agriculture and technology. Examples of applied research include studying the behaviour of children to determine the effectiveness of various interventions, looking into the relationship between genetics and cancer, or testing the waters of a river to determine what types of contaminants are making their way into a municipal water supply.

However, basic research is empirical research in which the goal is to contribute to our theoretical knowledge in a field. Both type of research are different because the objectives and methods used to find the answer not same.

3.3.2 Administration

The concept of administration related to the organization and coordination to the activities of a business in order to achieve defined objectives. According to Peter Drucker (n.d.), the basic administration includes both marketing and innovation. Administration consists of interlocking functions of creating corporate policy and organizing, planning, controlling and directing an organization's resources in order to achieve particular policy objectives. In concept of administration, office administration will deal with the office environment. It is a set day-to-

day activities that are related to financial planning, record keeping and billing, personnel, physical distribution and logistics, within an organization.

Therefore, file management is a part of office administration concept that practices by me during practical training. Generally, file management are storing, naming, sorting and handling files. It is the process of maintaining folders, documents and multimedia into categories and subcategories as desired by a user. Fundamental aspects of file management are organizing, labelling and classifying data. File management system is the system that an operating system or program used to organize and keep track files. For example, a hierarchal file system is one that use directories to organize files into a tree structure.

Although the operating system provide its own file management, we also can buy operate file management system. Then, system interact smoothly with the operating system but added with extra features such as improved backup procedures and strict files protection.

3.3.3 Ethics in Administration

The philosopher, Aristotle (n. d.), defined ethics originated from the Greek word 'ethos' which means character. It is a moral philosophy which deals with what is right or wrong in human behaviour and conduct. It can be considered as the major branch of philosophy encompassing right conduct and good life. According to National Integrity Plan, ethics defined as a set of moral values & principles which form the standards guiding the code of conduct of individual, organizations and professions. Ethics embraces a set of norms, assessments and opinions, which are characteristic of a group of people. As an example, ethics provide accountability between the public and the administration. Following to a code of ethics ensures that the public receives what it needs in a fair manner. It also gives the administration guidelines for integrity in their operations. That integrity, in turn, helps create the trust of the community.

3.4 Application of the Theoretical Knowledge in the Workplace

3.4.1 The Association of My Task with Applied Research Project

I was having my practical training at Bintulu Development Authority under Research and Statistic Section. Research and Statistics Section during practical training is considered to be a team that are focusing on research and statistics which provide statistics data regarding Bintulu division only. Therefore, every data provided to me are confidential. Moreover, half of research study done by the section are based on internal data which is should not be exposed to public except for the external research and statistics data. In order to adapt with new environment and working place regarding research and statistics, my section taught me by briefing about research and statistics in various aspects in Bintulu division. During in class, I have learn on how to use SPSS in applied research project subject which I can adapt and use it during my practical training.

However, my section do not use SPSS system that been taught to me in class but using other method in order to complete their data process. Therefore, I have to learn on how to use new methods to perform my task in that particular section such as using Microsoft Excel to store and calculate data. We are also collecting data from Sarawak Fact and Figure and Yearbook of Sarawak Statistic. These data collected from Sarawak Statistic Department for year 2015 and 2016. Besides that, I also calculate on statistic data using method that I have learn in class because it is more accurate compare to manual calculation. Applied research subject giving a lot knowledge that can be applied during my practical training because I was assigned on Research and Statistic Section.

My supervisor in-charged also ask me to create questionnaire for the research purpose. It is regarding to the Bintulu statistic data which is important to know and identify current number existed in Bintulu division.

3.4.2 The Association of My Task with Administration

Throughout my practical training with Bintulu Development Authority, they taught me on how to manage administration especially on office management. Therefore, I have to manage and adopt new skill in order to follow on what the section taught me to assist them in completing their file management. Task based on file management will deal with compiling data and record into one place usually they will store it inside specific cabinet. It is to ensure that their file management are more organized. Besides that, I also binding and rearrange not used file or any old document which is need to dispose. Each file need to be categorized between active and non-active file in order to make sure that their file management is more structured. It is also will help my section to create label for important file and ease them to find any important file later on. Regarding file management, my section placed specific cabinet for the file to be stored according to file name list and file number. Other than that, I also help my partner to relocate every files from old cabinet into a new one.

Bintulu Development Authority concerned about office environment clean and neat. Therefore, they have been created 5S group for each department. As for my section, they named our section with Rafflesia. So, every file management we do must follow the 5S regulations in order to ensure the objectives can be achieved. One of 5S regulations is to keep creativity at each section, so I and my partner create new colourful tag in order to make more creative and easy to search. Each tagging file must have it special id because it will stored in system. Due to the new environment, our section create initiative to assist our staff adapt with new system regarding file management.

3.4.3 The Association of My Task with Ethic in Administration

Ethics in administration can be applied in term of the organizational and individual values. Organizational values are in term of what are the policies and regulation that are being set up

to control the conduct of the organizational members especially in Bintulu Development Authority. Individual values are more on how the staff react and communicate with each other, how the staff communicate with their superior officer, what conduct will indicate their rudeness, and whatnot. While having my practical training, Bintulu Development Authority provide me with name tag and attendance logbook which to assure my attendance and also my punctuality coming to work. Even though they are not providing me with punch card system, attendance logbook will ensure me punctual coming to work. This shows that Bintulu Development Authority practice the value of punctuality towards all members in the organization.

Then, during practical training in the Research and Statistic Section, they taught me the value of integrity which consist of responsibility, honesty and accountability while doing my job. Most of the documents in the section are heavily confidential and should not be disburse easily. It shows that the department trust me handling the job given and it taught me well enough to prove myself are trustworthy and honest doing all the task given. It is important for them to ensure their trainee do not expose their confidential information to external environment which will cause information leak.

3.5 Conclusion

This chapter is focusing on the analysis of practical training. The analysis is being conducted because it is to see the association between the tasks given during practical training with the subject learned in class. Through the analysis, the tasks given were associated with applied research project, administration and ethics in administration subjects. The analysis also enables me to give suggestion and recommendation for the organization and practical training which is in the next chapter.

CHAPTER 4

RECOMMENDATIONS

4.1 Introduction

This chapter elaborate on the recommendations for the organization. Besides that, it also highlights the strength and weaknesses of the task conducted throughout the practical training in the organization. The recommendation made must be based on the strength and weaknesses of the tasks given by the organization where the students having their practical training. This chapter will provide solutions for improvement of the tasks conducted throughout the practical training.

4.2 Strengths Throughout the Practical Training

4.2.1 Filing

Filing in Research and Statistic Section were practiced with strategic arrangement whereby each data files will tagged using creative name tag. Each of the name tag will be created using different colour which will help them to categorize those files according to the categories. The strength conducting this task is that the files are sorted properly according to its group which ease the process searching for the file if the staff wanted to use the file. Furthermore, BDA also create a team for each department which will focussing on how to become innovative and creative in workplace especially on managing files. Each team have its own duty to fulfil the organization's needs. Therefore, they are divided into certain team such as Research and Statistic Section placed in Rafflesia team. So, they will take care on Rafflesia area only especially on file management. It is also to ensure that the office always in clean.

4.2.2 Disposal of Files

Disposal of files is where the files that had been closed will be put in the archive box which shows that it is ready for disposal. The strength of this task is the process of tagging and grouping the box is properly conducted because they are grouped by their types and years. Dispose files will categorized into two part which are active files and non – active files. Each of non – active files are also confidential. It is regarding the past projects which is accomplished and no need any further development in future.

4.2.3 Hardware and Software Used

In Research and Statistic Section, they are using a lot of software to finish their research. Therefore, each of staff must expert in using several software for the research purpose especially on data storage such as data that require numbering. Our Research and Statistics staff are expert in using Microsoft Excel in storing data which can help them completer their task become more effective and efficient. They have speciality in using this software because they adapt this technology since early. This software tool basically can be found in every technology such as PC because it is a basic software that can easy to learn. Microsoft Excel contain a lot features that can help user storing and recording their data.

4.2.4 Staff

Each section in BDA Corporate Department have at least three staffs per section. Therefore, they can minimize lazy worker which is not contributing their effort in performing their job. Small number of staff also can make their work more efficient because all of them need to put more effort in task. Besides that, it will help them to improve their teamwork skill because they have to communicate with each other. Therefore, key performance indicator program can be monitored more effective because each of staff can do their task properly.

4.3 Weaknesses Throughout the Practical Training

4.3.1 Filing

There are some weaknesses in filing which is the number of cabinet use to place those files are too many which will cause the space in the office become small. So, it will create limitation in storing files mostly on priority files that need for Research and Statistics works later on. Besides that, different type of cabinet also one of the weaknesses because several cabinet have different size and space which will affect the number of files can be stored. Those files are not keep in a specific room but in open area around the section. Even though these files are properly placed inside box but it is also hard to be reached because some of files that need to dispose are mix with other in-used files.

4.3.2 Disposal of Files

It will take time to search files to dispose. Other than that, some of files are located at higher place which require a ladder to be reached. It will make task become difficult to perform due to harsh situation.

4.3.3 Hardware and Software Used

Due to using an old Microsoft Excel version, the staff facing difficulty in keep data in large amount such as the data more than a thousand. Besides that, the PC that they used in the office also outdated and it is not able to process a lot of data in one time. It can be overloaded and cause problem in storing data. The staff should adapt new technology in order to assist and ease their task when dealing with computer task such as keyin the data inside Microsoft Excel. They are lack with SPSS software skills.

4.3.4 Staff

Least number of worker in one section also will create several issues which will provide more problem in performing the task. It can delay the due date to finish the task. For example, in a

situation, one of the staff is a pregnant lady getting her giving birth holiday for two months. So, it will make the other two workers faced shortage number of staff and having issues to perform their task on time. It is because they have to contribute more effort and time to finish task.

4.4 Suggestions for Improvement

4.4.1 Filing

The task on filing I would recommend is by separating the filing location into a specific room which is only for filing without mixing it with another stuffs. The cabinet to place the files should be put in the file room which every other files are placed. Besides that, the organization also should use medium height of cabinet for storing files in order to ease the other staff reach any confidential files. Since the files are confidential, the cabinet should be complemented with lock system so that only authorized personnel could have access to the cabinet of confidential files. This would give more space to the office of the confidential unit and it prevent the office to be so dull due to the large cabinet and will give more comfortable working environment in the office.

4.4.2 Disposal of Files

The disposal of files should be placed in particular room because it will help the staff differentiate disposal files room and filing room. Furthermore, it will ease the process of disposal and also gives more space in the office. The other solution for the disposal of files is put security lock system in order to prevent any incident that could harm any other materials. It is necessary to install security system for disposal file rooms because it is contain with lot of previous data regarding the BDA itself which is confidential from external environment.

4.4.3 Hardware and Software Used

Regarding the hardware and software used, the organization should install latest hardware and updated technology in order to ease staff complete their task more effective. It is because nowadays technology are developing rapidly and contain new features that require a lot of new skills. Therefore, the organization should install new technology such as Photostatting machine, fax machine and other technology. Besides that, I would like to recommend the Research and Statistic Section using SPSS software in order to assist the completing any research task. They should capable and adapt with new software in order to develop their section. They should not stick and depend on Microsoft Excel only because some of software are not fully developed. The SPSS software also have complete features for research purpose. It is also can help people ease their work.

4.4.4 Staff

I would like to recommend the organization hire more staff in one particular section that require more workforce. It is to ensure that they are not lacking with staff during emergency. Besides that, the organization also should accept more internship students without capped the number to practice in their organization. It can help the organization also because practical student are not being paid during their practical training. Therefore, it can help them to eliminate any issues related to the lack of staff.

4.5 Conclusion

This chapter focussing on recommendation made by the student for the organization during practical training. It is consist of strength and weaknesses faced by the organization that need to maintain or improve in order to minimize the organization`s issues. This will help student to think critically on identifying and analysing the strengths and weaknesses of the task that had been given by the department to the students.

CHAPTER 5

CONCLUSION

5.1 Introduction

This chapter will conclude each topic regarding introduction of organization, schedule of practical training, practical training analysis and recommendation. Each topic are divided into four chapter which are chapter one, chapter two, chapter three and chapter four. While for chapter five will conclude in overall.

5.2 Conclusion for Chapter One

In chapter one, this report highlights on the organizational background Bintulu Development Authority. It is focus on the organization objectives, policy, mission and vision, organizational structure, organizational core business and any other important information regarding the BDA. Besides that, it is also including the date of establishment of BDA and the founders. Establishment of BDA on 1st April 1981 let the organization to take over the function carried out by the Bintulu District Council. They established under Ordinan Lembaga Kemajuan Bintulu (BDA) 1978 which help them to create an organization to manage Bintulu. The organization also have eight specific objectives and two main policy that help them to create mission and vision in order to become successful municipal administrate Bintulu. Therefore, they create three main department in organization structure to help them running the services which are Corporate Department, Technical Department and Environmental Department. Each of department have its own responsibilities to be taken care.

5.3 Conclusion for Chapter Two

In chapter two, it highlights on what the tasks that had been conducted while having the practical training in Bintulu Development Authority. It is summarized the task handled by the student and written in logbook provided for them. The task that had been written in this report were extracted from the Practical Training Log Book. Any task related to the task and activity that had been conducted which for this report particularly for the practical training in the BDA. Besides that, the description of the task written in term of weekly basis which consist of eight weeks. Various task related can be analysed in Chapter Three. Therefore, most of the activity are focus on briefing about the organization and the task conducted in Research and Statistic Section. Besides that, I was given on task that related to the file management. The Research and Statistic Section conduct meeting in order to share their knowledge regarding their project through meeting. Many new things had been taught by them throughout practical training in eight weeks which can give me more chance to learn new thing and give me more experience on how to deal with the task in real situation. Therefore, in chapter focus on summarization based on what the student do during the practical training in eight weeks.

5.4 Conclusion for Chapter Three

Chapter three focus on the analysis of the task had been conducted during practical training. The analysis must involve the subject that had been taught to the student in class. It is also focus on how the student apply theoretical knowledge throughout the practical training. It shows what are the correlation between theories that we had learn in classroom and practices in the real world and also what are the significant aspect that student can get by comparing and relating these two different scope. Thus, student need to identify the theory that I have learnt to be applied in the workplace. Through the analysis, the tasks given were associated with applied research project, administration and ethics in administration subjects. The analysis also make me to give suggestion and recommendation for the organization and practical training. I

have been given the opportunity to experience the life as employee at the organization and also have a chance to know about the personality of staff in the workplace.

5.5 Conclusion for Chapter Four

In chapter four, it is focus on recommendation made by the student for the organization throughout the practical training. The recommendation should be based on strength, weaknesses and suggestion. The suggestion should be related to the weaknesses because the student need to find the solution on how to eliminate the weaknesses within the organization problems. The strengths of the task might be good and ensure the continuity of the task and the weaknesses need the solutions or improvement so that it can be overcome in the future. Solutions for the improvement will be made based on the weaknesses of the tasks mentioned in this particular chapter in this report. Then, student need to think critically in order to identify on the weaknesses based on the existed strength because it is a method to eliminate threats.

5.6 Conclusion for Chapter Five

In chapter five, it is summarized all of chapter from chapter one until chapter four. Each chapter have its own conclusion which is important to conclude because the topic focused on the chapter are different. In chapter one, it is briefing more information towards the organization especially on organization background, objectives, mission and vision, policy, core business and organizational structure. While for chapter two, it is related on the task had been conducted throughout the practical training. It is consist of eight weeks which is summarized based on weekly. Then, chapter three explain about the task analysis based on the subject had been taught to the student in the class. Thus, it is analysis on how the student apply the theoretical knowledge and the task that had been given to them. Lastly, in chapter four explain about the recommendation based on strengths and weaknesses can be found throughout the practical

training. So, it will help the student on how to provide suggestion that can eliminate any threats within the organization.

APPENDIXES

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Photo 6.1 BDA's vision and mission



Photo 6.2 BDA's quality policy



Photo 6.3 Research and Statistic Section



Photo 6.4 R&S office



Photo 6.5 My table in R&S



Photo 6.6 Discussion table for R&S staffs

**BORANG PENGESAHAN
KEHADIRAN PELAJAR LATIHAN PRAKTIKAL**

Ketua Program AM228
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Tuan

**PENGESAHAN KEHADIRAN PELAJAR PRAKTIKAL
 FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
 UNIVERSITI TEKNOLOGI MARA, SARAWAK- SESI MAC 2016 – JULAI 2016**

Dengan hormatnya perkara tersebut di atas adalah berkaitan dan dirujuk.

2. Sukacita dimaklumkan bahawa organisasi kami dengan ini mengesahkan bahawa pelajar-pelajar berikut dari program Ijazah Sarjana Muda Sains Pentadbiran (AM228)/Ijazah Sarjana muda Pentadbiran-Korporat (AM225)* telah hadir dan melaporkan diri bagi maksud menjalani Latihan Praktikal di organisasi kami. Ini adalah selaras dengan ketetapan yang dinyatakan di dalam surat kami bil. (21) BDA - 2/2/2 vol. 23 bertarih 29/3/2015 tempohari.

3. Sayugia pelajar ini bakal menjalani latihan praktikal yang disyaratkan untuk tempoh mulai dari 25 Julai 2016 sehingga 16 September 2016. Maklumat pelajar yang melapor diri untuk menjalani latihan praktikal adalah seperti berikut:-


Bil	Nama Pelajar	No Matrik	Tarikh Laporan Diri
1	MOHD ZULFIKAR BIN ZALU	2614114911	25/07/2016
2			
3			
4			
5			


6		
7		
8		

4. Sehubungan dengan itu sebagaimana dikehendaki, maka berikut dikemukakan maklumat ini untuk simpanan pihak Pakett

Sekian, terima kasih

Yang benar


Tandatangan dan Cop Organisasi
Nama: AARHUN GRUWA
Tarikh: 26/7/2016



*Sila potong mana yang tidak berkenaan.
Pohon difakskan surat ini ke nombor 082-677320/678091
u.p: Penyelaras Latihan Praktikal AM228/AM225*

Sebarang kemuskilan sila berhubung dengan:

Encik Fairuz Hidayat Merican Wan Merican
Penyelaras Latihan Praktikal AM228
No Telefon: 013-8231312



LEMBAGA KEMAJUAN BINTULU

Surat Bil. 1/2016-003/0022

Tarikh: 22 Julai 2016

Encik Faruz Hidayat Merican Wan Merican
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Tuan

PER PROGRAM LATIHAN INDUSTRI PELAJAR

Surat Tuan Bil. INDUTMKS (FSPPP/14/2) berhubung dengan perkara di atas dirujuk.

2. Sukarelaya dimaklumkan bahawa pihak Lembaga Kemajuan Bintulu bersetuju menerima pelajar tuan yang memohon untuk membuat latihan praktikal bermula **25 Julai 2016 sehingga 16 September 2016** dan pelajar tersebut akan ditempatkan di **Bahagian / Seksyen seperti di bawah.**

Bil	Nama / No. Kad Pengenalan	Tempat Latihan
1	Mohd. Zulkar Bin Zain / 931013-13-6915	Seksyen Penyelidikan dan Statistik (R&S)

3. Pelajar dikehendaki untuk membawa bersama **1 keping gambar ukuran passport dan 1 salinan kad pengenalan** semasa melapor diri di **Seksyen Pembangunan Sumber Manusia (HRD), Tingkat 3, Bangunan Wiama Bintulu** sebelum mereka ditempatkan di seksyen tersebut.

Sekian, harap maklum dan terima kasih.

"BERSATU BERUSAHA BERBAKTI"
" AN HONOUR TO SERVE "

Yang benar,

HAMDAN B. HAMBALI
Pengerusi Pembangunan Sumber Manusia
b.p. Pengerusi R&S

Tarikh 14 September 2016



**LEMBAGA
KEMAJUAN
BINTULU**

Kepada Sesiapa Yang Berkenaan

Dengan ini disahkan bahawa **Encik Mohd Zulfikar Bin Zaili, No. Kad Pengenalan : 931013-13-6915** seorang pelajar program **Sarjana Muda Sains Pentadbriran** telah menjalani latihan praktikal bermula **25 Julai 2015 sehingga 16 September 2016** di Lembaga Kemajuan Bintulu.

Sepanjang menjalani latihan, beliau telah menunjukkan minat yang mendalam serta bersungguh-sungguh untuk menambahkan ilmu dan pengalaman beliau. Beliau merupakan seorang pelatih yang berdisiplin tinggi dan sedia menerima sebarang arahan serta menjalankan tugas yang diamanahkan dengan tekun dan penuh minat.

Sekian, terima kasih

"BERSATU BERUSAHA BERBAKTI"
" AN HONOUR TO SERVE "

HAMDAN BIN HAMBALI
Pengurus
Pengurusan Pembangunan Sumber Manusia
b.p Pengurus Besar



BINTULU DEVELOPMENT AUTHORITY

This certifies that

MOHD ZULFIKAR BIN ZAILI

(NRIC: 931013-13-6915)

A student of

UNIVERSITI TEKNOLOGI MARA (UiTM)

Has successfully completed the

INDUSTRIAL TRAINING

from

25th July 2016 until 16th September 2016

HAMDAN BIN HAMBALI

Manager

Human Resource Development