



**UNIVERSITI TEKNOLOGI MARA SARAWAK
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)**

**INDUSTRIAL TRAINING REPORT
MIRI CITY COUNCIL SARAWAK**

TRENA ANAK MAJANG

2017330349

NOVEMBER 2019

DECLARATION

I declare that the work in this industrial training report was carried out in accordance with the rules and regulations of Universiti Teknologi MARA (UiTM). It is original and is the result of student own work, with the help of organization, lecturer and other references. This industrial training report has not been submitted to any other academic or non-academic institutions for any other qualification. Any form of publishing, copying and so forth is prohibited and requires the consent of the student.

Student's Name : Trena Anak Majang
Matric Number : 2017330349
Program : Bachelor of Administrative Science (HONS)
Faculty : Faculty of Administrative Science and Policy Studies
Title : Industrial Training Report

.....

x

Date:

ACKNOWLEDGEMENT

I would like to express my gratitude and appreciation to my supervisor, Dr Noni Harianti Binti Junaidi who taught and guide me in completing this practical training report. My supervisor has taught many things about this report and always correcting me when there were mistake that I made. Moreover, Mr Fairuz Hidayat also has guided me from the process of applied to the organization for me to do practical training.

My appreciation also goes to Miri City Council (*MCC*) or (*Majlis Bandaraya Miri*) for giving me an opportunity to do my practical training there. I have learnt lots of new thing and gained many experienced during this practical training. I believe with the working experience that I gained in MCC will help me more once I enter the working place in the future.

Besides, with this opportunity also, I would like to give an appreciation to Madam Dayang Hairoondzuriani, my practical training supervisor. This due to the guidance that she has gave to me during the practical training. The guidance from supervisor is very meaningful for me as she also motivation as well as advice to me.

Last but not least, I also would like to express my appreciation to other staff in Miri City Council (*MCC*) as they were all gave me full of support in order to completing the tasks that have been given to me, other than that, they were always gave me an assistance while completing my tasks and they were also have taught me on how to use in applications that used to do the tasks.

Table of Content

Declaration i

Acknowledgement ii

No	Content	Page
1	Organization Background	
	1.1 Chapter Review	1
	1.2 Background	1
	1.3 Objectives of practical training	4
	1.4 Mission and Vision	5
	1.5 Miri City Council Emblems	5
	1.6 Main Objectives	6
	1.7 Councillor terms 2019-2021	7
	1.8 Function of Departments	8
	1.8.1 Administration Department	
	1.8.2 Engineering Department	
	1.8.3 Public Cleansing and Maintenance Section	
	1.8.4 Treasury Department	
	1.8.5 Rating and Valuation Department	
	1.8.6 Landscaping Division	
	1.8.7 Law and contracts Division	
	1.8.8 Public Health Section	
	1.8.9 Car Park Section	
	1.8.10 Miri Public Library	
	1.8.11 Enforcement Section	
	1.8.12 Public Relation Section	
	1.8.13 Local Agenda 21 Unit	
	1.8.14 Administration System	
	1.9 Organization Chart	11
	1.10 Chapter Summary	12
2	Analysis	
	2.1 Technical Knowledge	13
	2.2 Teamwork	13
	2.3 Decision Making	15
	2.4 Society/organization	16
	2.4.1 Society	
	2.4.2 Organization	
	2.5 Chapter Summary	19

LIST OF FIGURES

Figure 1.1 View of Miri City	2
Figure 1.2 Miri City Councillors 2019-2021	7

LIST OF TABLE

Table 1:1 Zones located in Miri City	3
Table 1.2: Miri City Council Emblems	5

CHAPTER 1

ORGANIZATIONAL BACKGROUND

1.1 Chapter Review

This chapter explains on the background of the organization which is Miri City Council (MCC). Section 1.2 explains about the background of the organization, while section 1.3 will explain about the objectives of the practical training and 1.4 as well as explain about mission and vision respectively. In section 1.5, explain the Miri City Council Emblems. For section 1.6 will explain the main objectives of organization and section 1.7 explain the councillor 2019-2021. Section 1.8 explain the function of departments, Section 1.9 it will show the organizational structure while section 1.10 will explains on the chapter summary.

1.2 Background

Miri City Council (Majlis Bandaraya Miri) which is under Ministry of Local Government and Housing Sarawak. The establishment of the Council may be traced back to the early 1930s. In 1933, the Miri Municipal Board was established following the enactment of the Municipal Order No. M-7,1933. The Board consisted of the Resident, 4th Division as Chairman, together with the Municipal Officer and a few community leaders as members. It continued to function up to December, 1941 when it was interrupted by Japanese Occupation until 1945.

On 1st January, 1956 the Miri Municipal Board was re-constituted and became the Miri Urban District Council, financially self-supporting and managing its own local affairs. The Council consisted of 17 members, all of whom were nominated.

In December, 1960 a Council's general election was held for the first time in Miri. The fully elected Council constituted under the Local Authority (Miri District Council) Order 1960, began functioning on 9th January, 1961. Under the new constitution, the Council was changed from the Urban District Council to the status of a District Council in order to meet the requirements of new development in the field of local government, and with the object of extending its boundaries to include the whole of the Miri administrative sub-district. The Council consisted of 18 elected members. The Divisional Engineer, the Superintendent of Lands and Surveys, the Divisional

Medical Officer, the Divisional Education Officer and the Superintendent of Police were advisers to the Council.

The second Council's general election was held in May/June, 1963. The district was divided into 14 electoral wards with 19 members. Five of the 19 members were elected to the Divisional Advisory Council. The Council area of jurisdiction then was 337 square miles, with a population of 24,049, based on the 1960 Census Report.

Following the restructuring of local authorities in the State in 1981, the Miri District Council was upgraded into a Municipality and the new Councillors were sworn in on 6th November, 1981. The newly restructured Miri Municipal Council consisted of a Chairman, a Deputy Chairman and 24 Councillors, all of whom were nominated.



Figure 1.1 View of Miri City

Miri City Council which is under Ministry of Local Government and Housing Sarawak (MLGH) is the main organization in managing the development of Miri city. Its jurisdiction area is about 5,205.43 sq. km. (including Bario Sub District). The responsibility of council has become more important when Miri was recognized as a city on 20th May 2005. Bario Sub District with 4,228 sq. km was under the jurisdiction of Miri City Council on 30 July 2015 which was previously under Marudi District Council.

The main function of Miri City council is providing the public services, managing the events and affairs of Miri City. The services provided by Miri City Council are rubbish collecting, providing of street lighting, maintenance of roads and drains, managing the disposal and conservancy system, collecting of assessment rates, bills and

others which are under the authority of Miri City Council.

The achievement of Miri City Council is winning the award of the national level on beautiful landscape category competition. Miri City attracts visitors from all over the world. This brings income to prosper the economy of Miri.

There are 15 governing zones located in Miri city, they are:

Table 1:1 Zones located in Miri City

Zone	Area
Zone 1	Taman Tunku and Lambir
Zone 2	Jalan Bakam
Zone 3	Brighton and Luak
Zone 4	Lopeng And Riam
Zone 5	Bukit Kanada
Zone 6	Krokop
Zone 7	Piasau And RPR Batu 6
Zone 8	Pulau Melayu
Zone 9	Pujut
Zone 10	Perdana
Zone 11	Permyjaya
Zone 12	Lutong and Tudan
Zone 13	Senadin
Zone 14	Kuala Baram
Zone 15	Bario

1.3 Objectives of practical training

There are several objectives of practical training. Firstly, the main objective or purpose of practical training is to expose the students to actual working environment and enhance their knowledge and skill from what they have learned in the classroom. This is important as the trainees have to prepare themselves to be exposed to the working environment before they get employed. From this practical training, the trainees also can apply the knowledge and skill that they have learnt at the workplace.

Besides, it also to enhance student's leadership ability and responsibility to perform or carry out the task given to them. The trainees have to complete any tasks given and by doing this, they are able to follow the instruction given by the organization. Other than that, through this practical training also, the students will be able to enhance new skills that they may not have learnt in classroom. For example, using software that used by the organization to carry out their tasks. Hence, through practical training also, the students will be able to enhance their communication skills. Communication in the workplace is very important so that there is no miscommunication between the staff. Thus, as the trainees are being exposed to the working environment, they will be able to know how to communicate well especially with the higher position and senior staff of the organization.

1.4 Mission and Vision

The Vision of Miri City Council (MCC) is the most liveable resort city by 2020 while their Mission is we dedicate our energy and resources to deliver high living for the “Rakyat” through efficient and effective governance and for their quality base is to become an efficient local authority providing services.

1.5 Miri City Council Emblems

Table 1.2: Miri City Council Emblems

Blue	Is the official colour of the council	
Yacht	Symbolizes Miri's status as a resort city	
Oil Drop	Traces the humble beginning of Miri that started with the discovery of oil	
Periwinkle	The official flower of Miri	
Sea horse	The mascot of Miri	
Grand Old Lady	Relates the history of the oil industry in Miri.	
Miri Public Library (Pustaka Miri)	Symbolizes educational and IT excellence	
Buildings	Represent housing and industries that are experiencing rapid development here	
Golf	Symbolizes sports and recreation	

1.6 Main Objectives

- i. To deliver reliable and efficient city services through competent and committed workforce.
- ii. To provide and upkeep infrastructure, public amenities and facilities through strategic and systematic planning.
- iii. To ensure orderly development of the building industry through enforcement of enacted legislations.
- iv. To promote and safeguard public health through enhancement of environmental sanitation and personal hygiene.
- v. To strive for financial self-reliance by prudent financial management.
- vi. To beautify the environment by providing more parks and greens.
- vii. To complement efforts in preserving the environment through exercising environmental control.
- viii. To instil and promote harmonies relationship between the Council and the Community through interactive activities.

1.7 Councillor terms 2019-2021



Figure 1.2 Miri City Councillors 2019-2021

Thirty-two officials of Miri City Council (MCC), including Mayor Adam Yii and his deputy Julaihi Mohamad, were sworn into office during a ceremony at Miri Marriot Resort and Spa on 29 July 2019. Adam Yii, who is SUPP Pujut chairman, is a former councillor at the then-Miri Municipal Council, will lead the MCC top line-up for a term running from July 1 this year to June 30, 2018. Those reappointed as councillors are Robert Ayu, Pui Yeong Fan, Kueh Chie Tong, Ong Chee Yee, Goh Khiok Seng, Joanna Ping Eng Oyok, Jeffery Phang Siaw Fong, Chia Chhau Khiong, Keith Chin Hsiun, Mohamad Sardon Zainal and Misiah Abdullah. New faces are Datuk Chiew Yen Chew, Rexasol Gilum, Dominica Lucia Tingang, Aping Trang @ Connie Aping, Bhagwan Singh, Karambir Singh Honey, Leong Thin Lin, Lee Thin Hin, Chan Chai Ping, Gilbert Chin Yung Hua, Abdullah Jaini, John Trawe Kuda, Mathew Benson Mounsey, Ariffin Mohamad, Warzieda Ahmad, Dominic Nyurang Ajang, David Stephen, Rantai Achin and Yap Siew Jin. Local Government Minister Datuk Dr Sim Kui Hian, Assistant Minister for Local Government Datu Dr Penguang Manggil and MCC secretary Mohd Junaidi Mohidin witnessed the oath-taking and signing of appointment letters by the councillors. The ceremony was also attended by Assistant Minister for Land and Air Transportation and Safety Datuk Lee Kim Shin, Sibuti MP Ahmad Lai Bujang, Piasau assemblyman Datuk Sebastian Ting, Miri Resident Antonio Kahti Galis and former mayors Datuk Wee Han Wen and Lawrence Lai.

1.8 Function of departments

18.1 Administration Department

Looks after the day to day administration of the Council, including the planning and coordination, recruitment of Council staff as well as providing a meeting secretariat, supervise and coordinating the computer system and ICT.

1.8.2 Engineering Department

Responsible for matters on buildings and building plans, construction and maintenance of roads and drains, maintenance of street lighting, regulation of traffic light systems and properties of the Council including office buildings and staff quarters. All development projects are undertaken by this department. It also runs a workshop which looks after a fleet of Council's vehicles and machinery.

1.8.3 Public Cleansing and Maintenance Section

Responsible for public cleansing and dislodging, public toilets, poor burial, removal and disposal of refuse, control of unlicensed dogs and stray animals.

1.8.4 Treasury Department

Responsible for all financial and accounting matters.

1.8.5 Rating and Valuation Department

Responsible for the referencing of properties and the collection of assessment rates.

1.8.6 Landscaping Division

The Division undertakes landscaping and town beautification works as well as the maintenance of parks, children playgrounds and recreational areas. Matters on booking on the use of public parks, MCC's Padang and decoration/rental of potted plants services also come under this Division.

1.8.7 Laws and Contracts Division

Responsible for the laws of enforcement to ensure vendors trading activities and small business in council areas are under control and property besides regulated enforcing the By laws and regulations of the council.

1.8.8 Public Health Section

In charge of public sanitation, prevention and control of communicable diseases, vector control, abatement of public nuisances and food sampling. Licensing of trades as well as management of markets, hawker's centres and slaughter houses are being dealt with through this section. The section works closely with other government departments like the Department of Health and the Environment Division of the Ministry of Science, Technology and Environment.

1.8.9 Car Park Section

Responsible for the control of public car parking places gazetted under Council.

1.8.10 Miri Public Library

Provision and maintenance of library services as well as promoting educational activities.

1.8.11 Enforcement Section

To ensure public places in particular the markets, five-foot-ways, pedestrian mall, housing estates areas are free from illegal trading activities. They also control on the erection of advertisement banners in public places.

1.8.12 Public Relation Section

The Section was officially launched by Tuan Resident of Miri Division, YBhg. Encik Denys Langs on 8 January 1997. This Section is responsible in handling press release, entertaining public complaints and serving as the Council's information centre.

1.8.13 Local Agenda 21 Unit

Responsible to conduct and monitor the execution of LA 21 activities to ensure the developments are executed effectively.

1.8.14 Administration System

The members of the Council were elected before the enactment ordinance election of the local government in 1956. Since the establishment of the enactment, all the members of council were elected through the process of election. This ordinance was amended by the local authorities. They wanted to restructure the local authorities. After the enforcement of this enactment, the members of council were appointed by the government. From the administration aspect, MCC is under Ministry of Local Government and Housing or known as MLGH who will be responsible to issue circular from time to time to ensure complaint by

enforcement officer.

MCC mayor is the head of council, responsible to conduct the council meeting and also the standing committee meeting. He also have to conduct the members of council and also the public by giving the responsibility and the executive function to the Secretary of City Council as a chief administrative officer cum council warrant holder.

The mode by which the MCC conducts its business is through the committee system. There committee systems which start January 2019 are as below:

- Markets, Traders and Hawkers Committee (MTH)
- City Infrastructure Committee (CI)
- Public Health and Licensing Committee (PHL)
- City Services Committee (CS)
- Building Control Committee (BC)
- Tender Green Community & Environment Development (GCED)
- Tourism Development (TD)
- Finance, Human Resource and General Purposes Committee (FHRGP)
Sub-Committee
- Board
- Rating Committee
- Tender Opening Committee
- Building Plan
- Safety & Security
- Revenue
- Each of these standing committees meets once a month to deal with matters under their respective terms of reference with which the committees are charged to make decision. The Full Council will meets at the end of each month to deliberate recommendation or to give approval for each decision made in the respective committees meeting.

1.9 Organization Chart

ORGANIZATION CHART MIRI CITY COUNCIL 2019

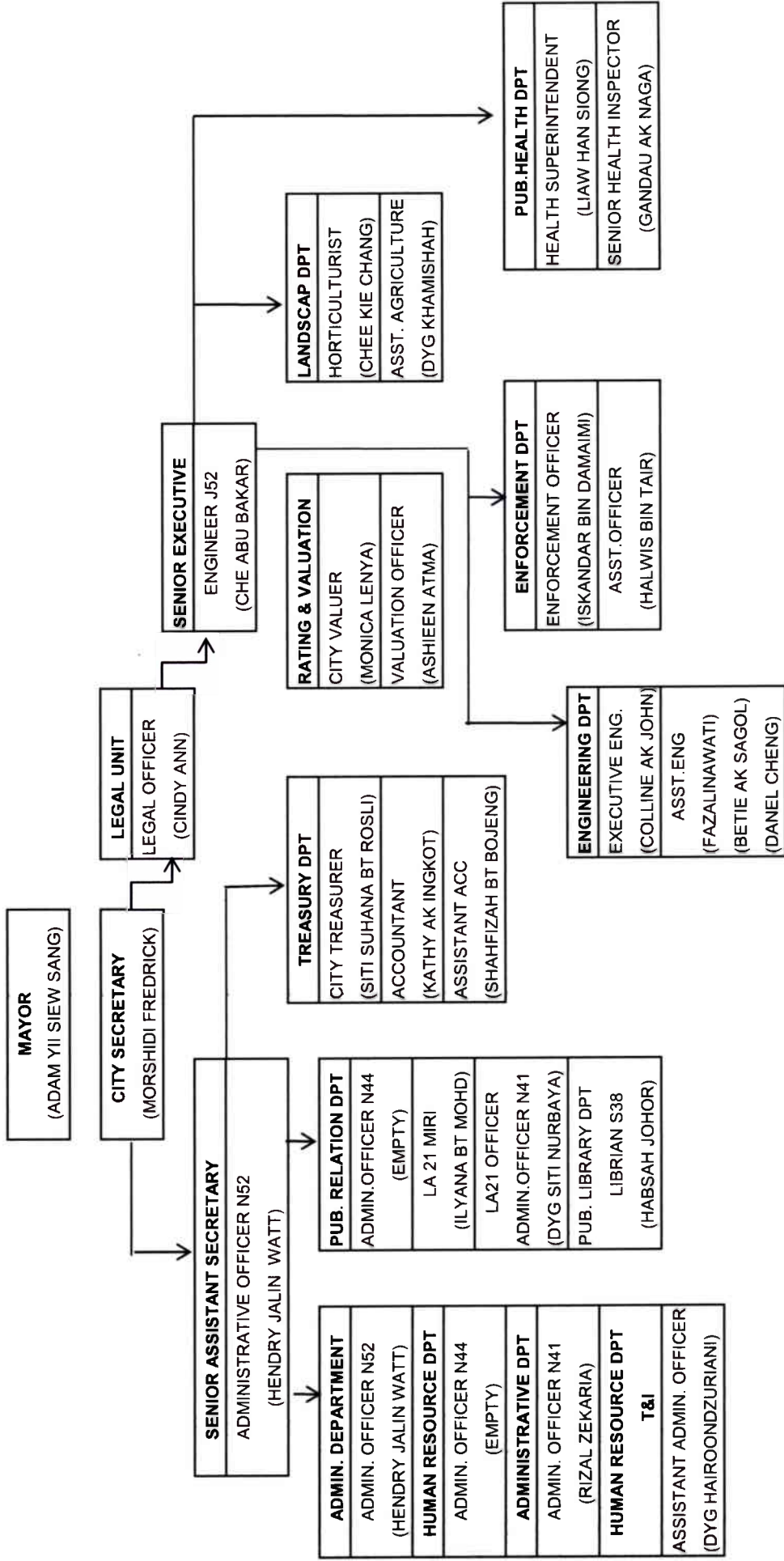


Figure 1.3 Organization Chart City Council 2019

1.10 Chapter summary

This chapter discuss on the background of the organization which is Miri City Council (MCC). This chapter also explain on mission and vision of the organization. Besides, the main objectives of the organization also explained in this chapter. In this chapter also show the organization chart.

CHAPTER 2

Analysis

2.1 Technical knowledge

This chapter explain the content and relate theory with activity that the trainee do during the practical training. Which is for the section 2.2 explain the teamwork, section 2.3 discuss the decision making. While for section 2.4 explain the society and the organization.

2.2 Teamwork

According to Dr. Agarwal (2016) teamwork is the process of working collaboratively with a group of people in order to achieve a goal. Teamwork has an external factor and internal factor. For external factor have the political, economic, social and technological factors that affect teamwork whiles the internal factors of teamwork constitute leadership style, diversity (culture, talent and personalities) communication and cohesiveness which affect teamwork. Teamwork is as old as mankind and many organizations use the term teamwork in either one sense or the other, such as in the production and marketing processes. Cook (2014) claimed that there is a growing consensus among scholars in the world that organization may be getting works done though individuals but his super achievement lies in the attainment of set goals though teams (teamwork) it is a well-known fact that teamwork is not only the foundation of all successful managements but the means of improving overall results in organizational productivity.

The essence of teamwork is that work load is that workload is reduced and broken into pieces of work for everyone to take part, Alan (2017) defined teamwork as a grouping of professionals whose members work intensely on a specific, common goal using their positive synergy, individual mutual accountability and complementary skills, employees take many steps, toward accomplishing key action items and nothing important is finished. Teamwork is the ability to work together towards a common vision. It is a fuel that allows common people to attain uncommon results.

David (2013) claimed that employers always stress the need for employing those (Employees) that can be able to work with a team and they (Employers) generally talk of teamwork when they want to emphasize the need to various talents possessed by different employees. The organizations however, coordinate the employees into different teams, such as management team and also production team.

On the fourth week of practical training, the supervisor, Madam Dayang, has invited the trainee to join the meeting and she brief what the trainee must to do and she also give the task to find all the information on the Working Procedure Manual (MPK) in each section that is under Miri City Council. Where we divide into two with is every trainee must be collaborating with the other staff in the administration department. The staff that will guide all of trainee involved in this task. Which the trainee under Miss Siti Baizura where she will guide and explain how to get the information from the other section in that organization. Among the information that needs to obtained is, The background of the department, Objectives of the department, Organizational chart, The main function of the department, Activities for main function, The work process for key activities and Main activity alert chat. We need to go every section under the Miri City Council to request their department's working procedure manual and to ensure that every Head of department need to fulfil all the information what we need. After we get that information, every group need to combine all the information in one book or in one proposal and during the meeting, we need to present all the information to Madam Dayang before she proceed to the Mr. Morshidi Fredrick (City Secretary). Mr Morshidi Fredrick will make the decision either our report satisfied or not, if he satisfied the report will bring to the next meeting which annual meeting with the Auditor of the organization.

Moreover, within the same week we also discuss with Madam Dayang and Mr Rizal how to get the Sarawak Local Authorities Rating and Star Rating System (SPB-PBT) for 2019. This SPB-PBT we need to get the all information twice in the two years. This report also need submit to the Auditor to audit every section in the department. When the every section gets below 4 stars out of 5, that section need to improve their work such as their main activities in their department.

Besides, in the week 9 Madam Zaharah from Human Resource Department (HRD) ask trainee and one of the others to cooperate with each other do the task 'Gantian Cuti Rehat' (GCR) leave application form for 2017 and 2018 for every staff in Miri City Council. The task that trainees must to is first, make the table using Microsoft excel it is easy to review 'Gantian Cuti Rehat'. Then, we need to separate both of form original and copy. Once already separate it we need to staple that form and the copy give to Madam Zaharah and the original put into their own file which yellow file.

Other than that, during the practical training trainee also involve in the meeting with the staff in that organization. During the meeting the supervisors Madam Dayang also teach trainee and the others how to do the minute meeting. The trainees help each other to do the minute meeting for 'Management of Miri City Council 4th' for 2019 and after finish do that, we need

submit the minute meeting to Madam Nur Afiqah to recheck the minute meeting before submit to our City Secretary.

2.3 Decision making

Decision support consultants are employed or decision support systems (DSS) are implemented in order to support decision-making in an organisation. This assumes that the way in which decision-making actually takes place in the organisation is understood. There are many models of decision-making. People with a background in quantitative analysis would typically have been exposed to rational decision-making methods, such as Simon's (1977) four-step decision model that incorporates intelligence, design, choice and review. This process is often accompanied by the calculation of the subjective expected utility (SEU) or another way of ranking alternatives to facilitate choosing the best option.

According to Kumar (2018) decision making is the thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option and consider all the alternatives. For effective decision making a person must be able to forecast the outcome of each option as well and also based on all these items, determine which option is the best for that particular situation.

During practical training, trainee needs to make their own decision in term of filing. Filing defined as keeping documents in a safe place and being able to find them easily and quickly. It also can be describing as an official record of information. The trainee has done several tasks which regarding the filing of the document in the office. The first tasks that have been done were arranging the all of document office either from organization or from the others organization. When the trainee records that letter, the trainee must to ensure either the letter is from their own organization or from the other organization. If the letter from outside, the trainee must write use the red pen means that the letter from the others organization and if the letter outgoing the trainee use the blue pen. When the trainees do the filing, the trainee need to double check the record before put back the file to the cabinet.

On the fourth week of practical training, the supervisor Madam Dayang has invited the trainee to join the meeting. My supervisor give the task where need to write it the point what they discuss during the meeting. After finish the meeting, trainee need to do the meeting minutes 'Management of Miri City Council 4th for 2019'. At the same time trainee do the task

given to the trainee, that minute meeting is based on what the trainee understand and that is no right or wrong. After trainee done, the minute meeting will submit to Madam Afiqah who in charge the meeting.

2.4 Society/Organization

2.4.1. Society

The term "society" which came from the Latin word *societas* generally designates persons belonging to a specific in-group. In anthropology, the term is used to refer not only to a group of people but also to the complex pattern of the norms of interaction that arise among them. Men express their nature by creating and recreating an organisation which guides and controls their behaviour in several ways. "This organisation, society, liberates and limits the activities of men, sets up standards for them to follow and maintain: whatever the imperfections and tyrannies it has exhibited in human history, it is a necessary condition of every fulfilment of life" (Maclver, 1988).

Society exists only where social beings behave toward one another in ways determined by their recognition of one another. The more complex a society is, the more varied the social relationships are. Society, however, is not restricted to humans alone. Animals also live societies. The features of either a human society or an animal society are a certain level of association, a level closer and more intricate than a mere aggregation but looser and less complex than an organism. Further, the units they bring together on this level are not cells or organs but individuals. However, the society in which man lives has been distinguished from that of animals due to its government by culture. Man's social life is governed by culture and family is often regarded as the first form of society.

Different scholars have defined society in various ways. The definitions given by them are either functional or structural. From the functional point of view, society is defined as a complex of groups in reciprocal relationship, interacting upon one another, enabling human organisms to carry on their life-activities and helping each person to fulfil his wishes and accomplish his interests in association with his fellows. From the structural point of view, society is the total social heritage of folkways, mores and institutions; of habits, sentiments and ideals. The following two definitions view society from its functional and structural aspects respectively. According to Maclver (1988), "Society is a system of usages and procedures, of authority and mutual aid, of many groupings and divisions, of controls of human behaviour and of liberties. This ever-changing complex system we call society. It is

the web of social relationships". According to Giddings (1977), "Society is the union itself, the organisation, the sum of formal relations in which associating individuals are bound together".

Other than that, second last week which is on week 11 on 7 September 2019 which Saturday Miri City Council has organized "Gotong-Royong Perdana Perangi Denggi" at Taman Tunku the time is 7.30-11.30 am. During this time all the staffs in Miri City is invited to join this activities in charge by Administrative department. This activities also the organization also invite the others organization such as Residence office, LAKU, District office and also non government organization (NGO) area Miri.

2.4.2 Organization

Organization happens when people work together to accomplish some desired end state or goal. It can happen through intentionally designed activity, spontaneous improvisation, or some combination of the two, but it always depends upon coordinated effort. Organization is refers to a mechanism which enables men to live together. In a static sense, it is a structure manned by a group of individuals who are working together towards a common goal. It is the skeleton framework of an enterprise, just like the architectural plan of a building, designed to achieve its common goal. In a dynamic sense, organization is a process of determining, arranging, grouping and assigning the activities to be performed for the attainment of objectives.

According to Allen (2018) organization is the process of identifying and grouping the work to be performed, defining and delegating responsibility and authority. There also establishing relationship for the purpose of enabling people to work most effectively together in accomplishing objectives. Bernard (2016) also said that organization is a system of consciously coordinated activities of forces of two or more persons.

During the practical training, trainee attended many courses and became a secretariat organized by administrative department for every staffs. The first course that trainee attend on week three or practical which is trainee be the one of secretariat for CIDB course batch 1. This course is for the enforcement section where, trainee will take their attendance and make sure their sign the attendance. After finish the course, trainee will collect the form and their log book gives it to the speaker and sign.

Other than that, on week fourth trainee also attend the course with one of the staff Miss Siti Baizura "Shared Values, Satu Amalan" this also for enforcement section at Dynasty Hotel

from 8:00 am until 5:00 pm. During this course trainee will write what the activities that they do and write the importance point during this course. After finish of this course, trainee will distribute the questionnaire about their satisfaction with course that they attend.

Besides, trainee attend the lunch talk on fifth week of practical which is "6 Shared Values for 8th series" at Chamber room of Miri City Council from 11:00 am until 12:00 noon. During the lunch talk trainee will take their attendance and write down the importance point what they discuss at meeting room and after finish it, trainee will do the minute meeting before submit it to the supervisor Madam Dayang.

2.5 Chapter summary

In this chapter the trainee has explained the technical knowledge and also the content which is teamwork, decision making, society and organization related to the theory. The trainee also explains thoroughly the task that has been done during the practical period. Experienced and knowledge that gained can be used well in the future and it will help the trainee to be more confident and working very well when enter working life.

CHAPTER 3

RECOMMENDATIONS

3.1 Chapter review

This chapter will describe about the strengths and weaknesses of the job or task assigned during the practical training as discussed on Chapter 3 of this practical report. Besides, this chapter also discuss the recommendations and also improvements for the Miri City Council. This chapter also explain the conclusion of the practical training of the trainee.

3.2 Strengths and weaknesses

Being training at Miri City Council has given the trainee opportunity to gain experienced and improves the skills in various aspects. Below are the strength and weaknesses that has been discovered while being a trainee during practical training at Miri City Council.

3.2.1 Strength

3.2.1.1 Good communication among the staff and trainee

During the practical training, trainee had discovered that the staffs of Miri City Council have a greater relationship between each other whereby the staff help the trainee talk and help each other when some unexpected problem occurred and handless it professional ways. Also when the trainee does not understand on the particular task giving by the staff, the staff will explain it again until the trainee understands. Moreover, the staff concerned about the trainee as the staff always ask whether they have problem or not in the office. This shows that regardless of who you are in the office, you will always be treat ways you should be treating.

3.2.1.2 Explanation given to the trainee on the task given.

During the practical training, even though trainee at the Administration Section but trainee will meet different task with the different character. The trainee has been given the opportunity to experience various task. First, the staff explain to the trainee how to do filling until trainee understand in second, the staff under Human Resource (HR) also explain and teach the trainee how to do the task especially the filling even though Human Resource and also Administration have filling but there have different ways to do the task such as, for the administration the trainee need to record the letter, document either from their organization or in the organization themselves. Which the letter from the outside, the trainee need to

record using the red pen and the letter from their own department need to use the blue pen. It is because to differentiation between of the letter or the document. Third, trainee giving an opportunity to call important person and the staff teach the trainee how to speak in good manner especially when the trainee in the counter service to answer every call from the public. Lastly, the staff also gives the opportunity to the trainee handle many meeting such as 'Management of Miri City Council 4th' and ask the trainee to do the minute meeting after the end of the meeting.

3.2.2. Weaknesses

3.2.2.1 Lack of infrastructure for practical students

As the office has a lot of trainee who is doing their practical training at Miri City Council, the office faced a problem of having lack of infrastructure such as table and computer for the trainee to the task. The trainee were asked to share their table and computer with other trainees during doing a task giving by the staff since there will be some trainees who finish their practical training earlier. This situation will make the trainee feel uncomfortable to do their work since they shared the table and computer with other trainee in the office itself.

3.2.2.2 Rarely giving task accordance to the major field of study.

Some of the staff feel hesitated to give a task to the trainee as the trainee is not accordance to the major field of the studies. For example, when the trainee in the engineering section even though only three days but the staff was not giving many task as they feel hesitated about the trainee did not know how to do the task in will affect the trainee having least task especially at that section.

3.2.2.3 Lack of security measure

During the practical training, trainee have discovered that the office was lacking on security measure such as CCTV in the office area and every section in the office. It is easy for the staff doing their own work which s their privacy things and not doing the task. Some of the staff is chit chat with other staff in their own room and they not discuss about the job but talk other things. When there is no CCTV, it is difficult to discover whether the staff doing their job or not.

3.2.2.4 Less cooperation by the staff

During practical training, the staffs was giving less cooperation to the trainee because when the trainee ask the staff to fulfil the questionnaire about the SCS (Sarawak Civil Services) some of the staff hard to give the cooperation there is no teamwork when doing the job.

3.3 Recommendations

3.3.1 Provide more infrastructures for practical students

As a trainee, I would like to recommend that Miri City Council provide more infrastructures to the practical students such as table, chair and also computer. There are lot of students who apply practical training in Miri City Council and during my time of practical training, there were fifth teen students from different universities and other institute doing their practical training at there. Therefore, some of trainees need to share the tables and computer until other trainees finished their practical training at the office. It was pleasure if the office can provide more facilities such as tables and computer to the trainees. This will help the trainee to feel more comfortable in doing their task given. This because lack of facilities given to the trainees will affect their productivity in completing the task given to them during the practical training.

3.3.2 Giving a various task to the trainee

During the practical training, the trainee was giving fewer tasks by the staff especially in Rating and valuation section and also Engineering section. The staff hesitated to give the trainee to do the job. This is because; it is not a major field of the trainee. Trainee recommends that the staff need to give a various task even though it is not their major field of study. The trainee will learn a new thing and gain more experience when they receive various task in the future.

3.3.3 Invest in the security measure in the office

Besides, in order to secured the safety of the staff and to ensure whether the staff doing their job or not, the trainee recommend that the office need to have a security measure in each section such as Closed-circuit television (CCTV) and alarm system. That security measure should be placed every section so that any wrongful activities can be recorded and easy to

identify. Any activities will be recorded and it will be easier for the organization to detect any issues that happen around the office.

3.3.4 A good teamwork and cooperation of the staff

During the practical training, some of the staff was not giving cooperation to the trainee when the trainee need to settle some document and need approve by the staff. The trainee found that the staffs were not doing their job and chits chat with other staff. Every staff in every section need give a good teamwork and cooperation when the trainee needs them to do particular job and task. This will avoid any procrastinate happen when the staff can cooperate with the trainee and also the job or task can settle immediately.

3.4 Overall Summary

In the first chapter trainee was briefly highlighted and elaborates on the background of the Miri City Council. Besides, trainee also provides the vision, mission and objectives of the organization and also the structure of every section in the organization. Lastly, trainee also explains the function for every department in the Miri City Council. Thus, this chapter is explaining on the background that trainee observed and examine during the practical training.

Meanwhile, in second chapter training was explaining the analysis on the given during the practical training period. There are various tasks that have been completed and each task was very to the organization itself. Staffs at the organization trust the trainee to help them doing some work and asked them to do it in which they want the trainee to experience something during the practical training at the organization. The staffs were very kind and helpful because they help the training completing the task given by teaching the trainee on how to do the task before they hand in the task to the trainee. Thus, this chapter explained more on the task that have been done by the trainee at the organization.

Last but not least, in chapter three trainee has summarized on the recommendation for the organization to improve on the strength and weaknesses in the future. It can be taken in order to improve the performance of the organization in order to achieve their objectives. It is very crucial to take action on the limitation that has been given by the trainee because it is very important for the organization to ensure that every staff doing their own job. Thus,

recommendation given helps the organization to be more effective and efficient in completing and conducting their function very well.

Throughout the period of internship, trainee had successfully completed the practical training at Miri City Council for 12 weeks. A lot of information and knowledge were supplied during the practical training period which supervised by Madam Dayang Hairoondzuriani, Assistant Administrative Officer N44. There were many valuable experienced given to the trainee for future use which are professionalism workplace environment between the staff and customers and the staff towards staff itself. It helps the trainee to enhance their current skills and knowledge. The advantage of having practical training is that the trainee can learn and prepare themselves before entering the real working environment. It helps to teach the trainee to be able to communicate with the professional workers and this can develop contact with them. It will benefit the trainee in some ways as trainee is able to have connections and build network with the working professionalism in the workplace.

3.5 Chapter summary

In this chapter the trainee has explained the strengths and weaknesses of the job or task assigned during the practical training as discussed on Chapter 3 of this practical report. Besides, this chapter also discuss the recommendations and also improvements for the Miri City Council. This chapter also explain the conclusion of the practical training of the trainee.

Reference

Alan (2017), Cook (2014), David (2013) and Dr. Agarwal (2016) retrieved on 7 October 2019 from <https://smallbusiness.chron.com/benefits-teamwork-organization-effectiveness-78220.html>

Allen (2018) retrieved on 28 September 2019 from <https://2012books.lardbucket.org/books/an-introduction-to-organizational-communication/s03-01-what-is-an-organization.html>

Bernard (2016) retrieved on 30 September 2019 from <https://managementhelp.org/organizations/definition.htm>

Giddings (1977) and Maclver (1988) retrieved on 29 September 2019 <http://rodolphedurand.com/articles-on-society-and-organizations/>

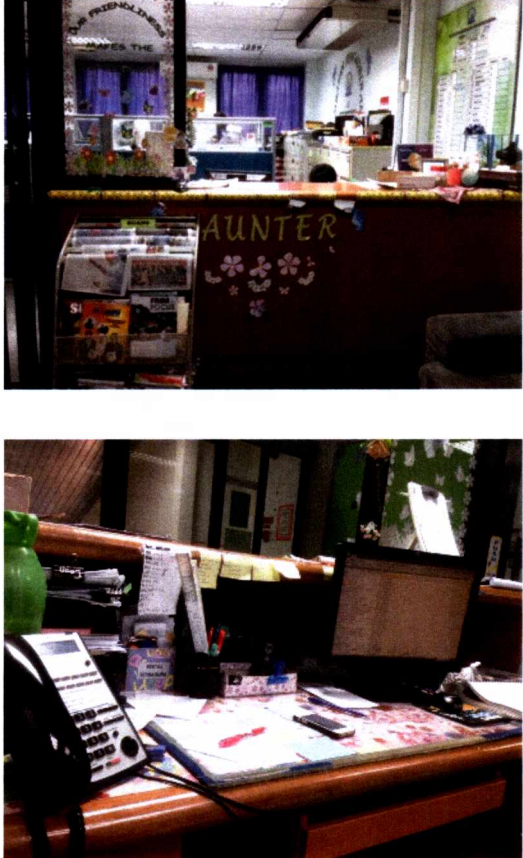
Kumar (2018) retrieved on 5 October 2019 from <http://www.businessdictionary.com/definition/decision-making.html>

Official Website of Miri City Council retrieved on 2 September 2019 from <https://www.miricouncil.gov.my/> retrieved on 8 September 2019

Simon (1977) retrieved on 7 October 2019 from <http://www.politicalsciencenotes.com/articles/decision-making-theory-definition-nature-and-theories/743>

Appendix

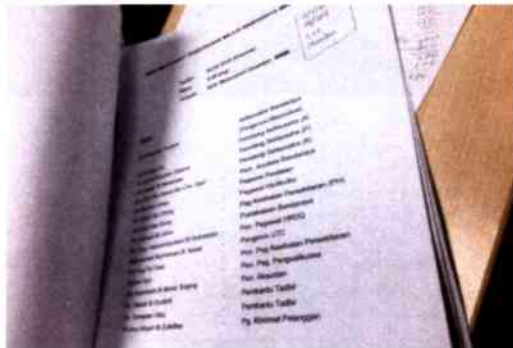
Task given during the practical training

No	Section/task	Picture
1.	<p data-bbox="393 375 615 404">Counter service</p> <ul data-bbox="314 425 742 1458" style="list-style-type: none"><li data-bbox="314 425 742 655">- Trainee has been asked to take over of counter service when there is no officer in charge on the counter service.<li data-bbox="314 677 742 950">- Trainee need to answer whatever calls while sitting at the counter service and inform to the particular officer who, what and want he or she refer to.<li data-bbox="314 971 742 1201">- The trainee should know when the staffs are on leave so it will easy for them give the answer to the guest who comes to the counter.<li data-bbox="314 1223 742 1458">- The trainee serve the guest with a good ethic in order to ensure that there is no complaint has been made by the guest.	

2

Meeting

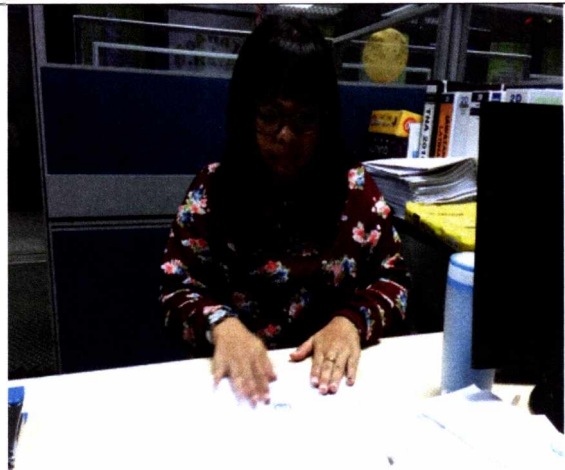
- Miri city Council always conduct a meetings about the important that need to discuss.
- The officer will inform the trainee to record all the names comes to the meeting.
- The trainee will count the list names that come to the meetings so that trainee can prepare their seat according to the how many come.
- The trainee will write the minute meeting and pass to the Administrative office who in charge the meeting.



3.

Outdoor task

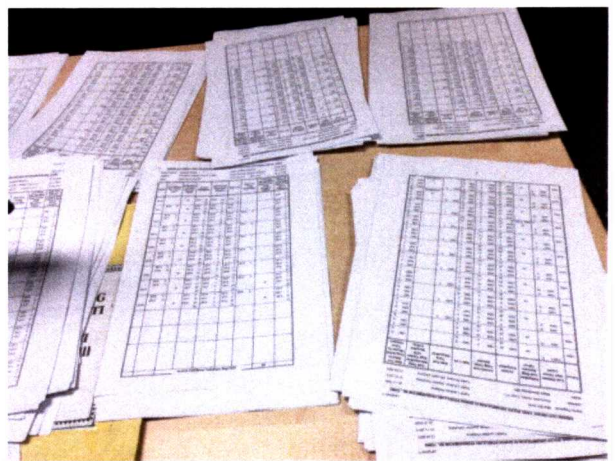
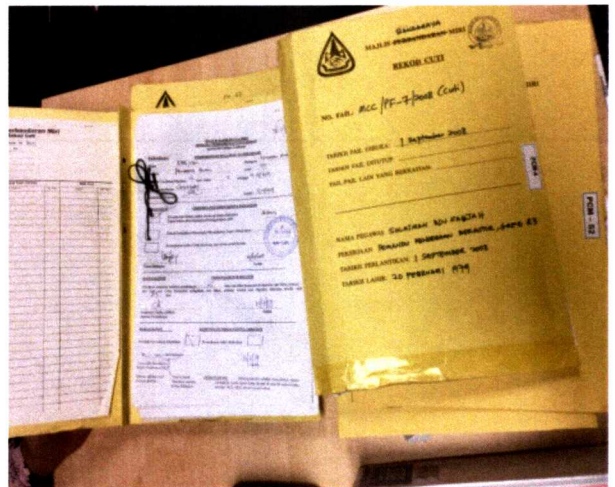
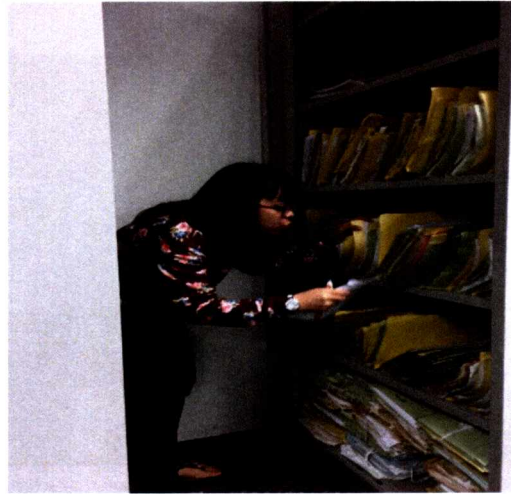
- During the practical training, trainee also had been exposed to outdoor task.
- The staff will send some others trainee and staff to do an outdoor task.
- The trainee needs to fax the invitation card to the other organization or company to participate the event.
- After the trainee distributes the formal letter, the trainee needs to call the organization and record all the names that come to the event.
- On week 11 on 7 September 2019 which Saturday Miri City Council has organized "Gotong-Royong Perdana Perangi Denggi" at Taman Tunku the time is 7.30-11.30 am.



4

Administration

- The trainee was doing various tasks in every section in the office.
- The trainee help of the staff doing filling where the trainee to identify every reference number of the file and which letter is incoming and outgoing.
- The trainee also helps the staff in Human Resource to filling the leave all staff in that organization.
- Trainee and one of the others to cooperate with each other do the task 'Gantian Cuti Rehat' (GCR) leaves application form for 2017 and 2018 for every staff in Miri City Council.





Universiti Teknologi MARA (UiTM) Sarawak
Jalan Meranek, 94300 KOTA SAMARAHAN
Tel : +6082 - 677 200 Fax : +6082 - 677 300
www.sarawak.uitm.edu.my



10 June 2019

Administration department
Siiti Baizura
Majlis Bandaraya Miri
Miri City Council, Jalan Raja 98000
98000 Miri
Sarawak

Sir/Madam

PRACTICAL TRAINING - BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.) - TRENA ANAK MAJANG

First of all, I would like to take this opportunity to thank you and your organization, on behalf of UiTM for accepting our students to undertake their practical training at your organization.

I kindly requested that the student be exposed to the operations in the organization that are related to their areas .

During their practical training period:

- i. Students are required to meet their supervisors at the University for a minimum of 8 times to meet the compulsory course requirement.

The student will officially report duty on 24 June 2019

The University kindly hopes that during the practical training period, the student will gain a valuable knowledge and enhance the soft skills needed for self-development and future career growth.

Thank you

Sincerely,

Mohamad Arif Bin Sahat
Assistant Registrar (HEA)
for Rector

Encik Fairuz Hidayat Merican Wan Merican
Wakil Fakulti (Latihan Industri AM228)
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA Sarawak
Kampus Samarahan 2
94300 Kota Samarahan
Sarawak

Tel: 082-678485 / 013-8231312
Faks: 082-678091 / 678064

Tuan

KEPUTUSAN PERMOHONAN PENEMPATAN MENJALANI LATIHAN PRAKTIKAL BAGI PELAJAR UTM DARI FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI (FSPPP)

TRENA ANAK MAJANG

NAMA PELAJAR:

2017330349

NO KAD MATRIK:

AM228

KOD PROGRAM:

Dengan hormatnya permohonan tuan menerusi surat bil bertarikh

27. Mei 2019.

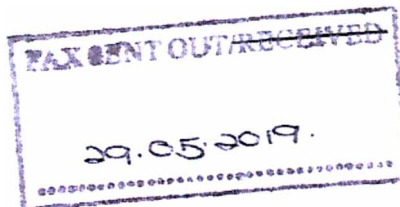
..... mengenai perkara tersebut di atas adalah dirujuk.

2. Adalah dimaklumkan bahawa setelah pertimbangan teliti diberikan terhadap permohonan tersebut maka pihak kami BERSETUJU / ~~TIDAK BERSETUJU~~* untuk menerima pelajar berkenaan dari Fakulti tuan bagi menjalani latihan praktikal di organisasi kami mulai **24 JUN 2019** hingga **13 SEPTEMBER 2019** berdasarkan syarat-syarat yang akan ditentukan oleh kami.

Sekian, terima kasih.

Yang benar

.....
Tandatangan Pegawai dan Cop Organisasi





MAJLIS BANDARAYA MIRI

Jalan Raja, 98000 Miri, Sarawak.
Tel : 085-433501, 433504, 433505
Fax : 085-415486
www.miricouncil.gov.my



Certified to ISO 9001:2008
Cert. No. AR 5647

Ruj : dlm MCC/ADM-90(C)45

28 Mei 2019

**Encik Fairuz Hidayat Merican Wan Merican,
Wakil Fakulti (Latihan Industri AM228),
Fakulti Sains Pentadbiran & Pengajian Polisi,
Universiti Teknologi MARA Sarawak,
Kampus Samarahan 2,
94300 Kota Samarahan,
Sarawak.
Tel : 082-678485 / 013-8231312
Faks : 082-678091 / 678064**

Tuan/Puan,

PERMOHONAN UNTUK PENEMPATAN PELAJAR LATIHAN INDUSTRI

Dengan segala hormatnya merujuk kepada surat tuan/puan bertarikh **27 Mei 2019** mengenai perkara diatas.

2. Sehubungan dengan itu, sukacita dimaklumkan bahawa pihak Majlis bersetuju untuk menerima pelajar tuan/puan seperti nama dibawah untuk menjalani latihan industri di Majlis ini mulai **24 Jun 2019 hingga 13 Sep 2019**. Beliau dikehendaki untuk melapor diri pada **24 Jun 2019 jam 8.00 pagi** bertempat di **Jabatan Pentadbiran, Majlis Bandaraya Miri**.

Bil.	Nama Pelajar / No. Matrik	Kursus / Program
1.	Trena Anak Majang / 2017330349	Diploma in Administrative Science (Hons)

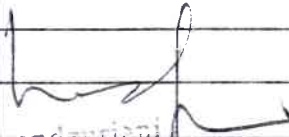
3. Untuk makluman pihak tuan/puan juga, kemudahan elaun dan tempat penginapan tidak disediakan.

Sekian, terima kasih

" BERSATU BERUSAHA BERBAKTI "
" AN HONOUR TO SERVE "

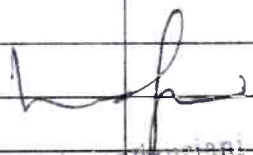

(DAYANG HAIROONDZURIANI)
b.p Setiausaha Bandaraya
Majlis Bandaraya Miri.

sb/-

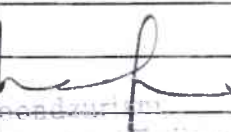
Date	Exact Nature Of Work Done	Supervisors Remarks
26/6 Wednesday	continue filling all the letters out and in from office <ul style="list-style-type: none"> • red pen for incoming letter • Blue pen for outgoing letter reorder the files used by the number and file code into the cabinet	Pelajar didedahkan kpel sistem pemfailan jabatan
27/6 Thursday	Filling all the letters out and in from office. <ul style="list-style-type: none"> • red pen for incoming letter • Blue pen for outgoing letter reorder the files used by the number and file code into the cabinet	
28/6 Friday	filling all the letters out and in from office <ul style="list-style-type: none"> • red pen for incoming letter • Blue pen for outgoing letter sort the letters by number and file code reorder the files used by the number and file code into the cabinet	
		 Dyg Hairondarizani Penolong Pegawai Tadbir, N32 Majlis Bandaraya Mlu

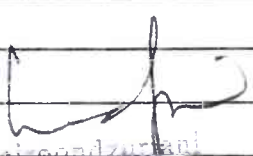
Date	Exact Nature Of Work Done	Supervisors Remarks
1/7 Monday	<p>Attend the meetings with heads of department.</p> <ul style="list-style-type: none"> - write the importance thing that they discuss during the meeting. - The title of the meeting is 'High performance team Award' 	<p>Pelajar didedahkan dengan perjuangan menyusai jabatan</p>
2/7 Tuesday	<ul style="list-style-type: none"> - Copy and paste training Record 42 Hours 2019 using Microsoft excel and Microsoft word. - The record is on excel then copy and paste into word. After finish it all, I pass to Mrs Wirin. 	
3/7 Wednesday	<ul style="list-style-type: none"> - Create numbers and codes for markers using Microsoft's words. - after finish, I print the number/code that been created. • There are 24 pieces of paper used to print numbers/codes - After complete all the number/code submit to Mrs Nur Atiqah. - submit paper out of office or sort by number. - write a reference, date, letter name and title/direction - copy the file number in the small paper first so it's easy to find the file in the cabinet. 	


Date	Exact Nature Of Work Done	Supervisors Remarks
4/7	- Filling out the letters coming out	
Thursday	of office	Pelajar
	• sort by the numbers	dep at
	• write reference, date, letter name and title/direction	melaksanakan tugas yang
	- put back the file that already	di beri
	write into the cabinet	dengan
	- create tables for Head of department names using microsoft words.	Ukapan teratur
	• open Microsoft words	
	• make 4 columns and 23 rows	
	• fill in the number, name, phone and fax	
	• After finish it pass to Madam Nur Afiqah	
	- around 10 o'clock attend the CIDB course	
	• be the secretary with Nani and we give the form according to the list of names who the staff attend that course and make sure them sign their attendance.	
	• After finish that course, submit the file to Madam Wirin.	
	- in the afternoon, we go back to office and labelling files with name, enforcement, landscape, Public health, engineering and Public cleansing and maintenance section using the sticky note.	
	- submit the file to Madam Wirin after completion of the label	

Date	Exact Nature Of Work Done	Supervisors Remarks
5/7 Friday	<p>Filling the leave application form for file under Human Resource Management.</p> <p>- Search for files by number/code provided.</p> <ul style="list-style-type: none"> • relating to leave • the file associated with the leave is yellow file • Besides leaving the app, such as pensions, job descriptions, resignation, certificates and so on will be included in the green file 	<p>Dijajar didedahkan dengan probo perjumpaan cmti Kekitangan</p>
	<p>- Afternoon, I make the letter about the invitation - the 14th anniversary of Miri City Council on 13 July 2019 (ssudary).</p> <p>- After finish it I will print out and send to the Mr Henry Jalim (Pemangku Timbalan Setiausaha) get the signature.</p> <p>- Then, I will fax the letter to the all department/agencies who involve the event and I will use the office phone to call them whether they have received or not faxed by me just now.</p>	
		<p> Dyq Hairon Duriani Pendang Pegawai Tadbir, N32 Benderaya Miri</p>

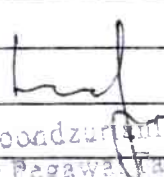
Date	Exact Nature Of Work Done	Supervisors Remarks
8/7 Monday	I not coming to office because I sending my mother to hospital.	
9/7 Tuesday	<p>- Filling letters and the important detail into files according the correct number / code.</p> <ul style="list-style-type: none"> • after finish it submit to madam Zaharah. 	<p>Pelajar telah diberi tugas untuk</p>
	<p>- Afternoon, continue for a letter about the 14th Anniversary of the Miri City Council</p> <p>- call them to ask whether they received or not fixed it.</p>	<p>'Compile' maklumat untuk membuat manual prosedur</p>
10/7 Wednesday	<p>- file the employee or staff leave record in yellow file</p> <ul style="list-style-type: none"> • distribute letters by number / code • find the file according to the number / code and put it in the file cabinet <p>- become an operator</p> <ul style="list-style-type: none"> • the person who runs or controls a device like a phone • learn how to answer the call and connect the call to the desired number of the caller <p>- Afternoon, meet Mrs Dayang Hironandzen</p> <ul style="list-style-type: none"> • she brief what we must to do • she give task to find all information on the work Procedure Manual in each section that is under the Miri City Council 	<p>Keja Jabatan.</p>

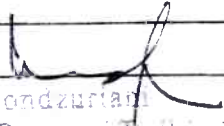
Date	Exact Nature Of Work Done	Supervisors Remarks
	with Nani.	
	<p>- among the information that needs to be obtained is</p> <ul style="list-style-type: none"> • the background of the department • objectives of the department • Organizational chart • the main function of the department • Activities for main functions • The work process for key activities • Main Activity Alert chart 	<p>Pelajar juga diberi tugas untuk 'Compile' semua kegiatan dan sekiranya - sekiranya untuk persediaan sistem Penasaran Bintang PBT Sarawak.</p>
11/7 Thursday	<p>- go to every section under the Miri City Council to request their department's working procedures manual</p> <p>- around 10'o'clock attended CIDB seminar</p> <ul style="list-style-type: none"> • being a CIDB seminar secretariat • Submit assessment form to participants • after finish collect the form and put into the file already provided by Madam Wirin. 	<p>Persediaan sistem Penasaran Bintang PBT Sarawak.</p>
12/7 Friday	<p>meet Mrs Dayang to discuss how to make Sarawak Local Authorities Rating star rating system (SPB-PBT) for 2019</p> <ul style="list-style-type: none"> • indicate questions by section before searching for information in each department for the Sarawak Local Authority star rating system (SPB-PBT) indicator for 2019 	<p> Dayang Dayang Penolong Pegawai Tadbir, N32 Majlis Bandaraya Miri</p>

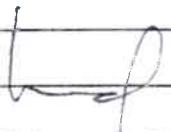
Date	Exact Nature Of Work Done	Supervisors Remarks
17/7 Wednesday	- filling the leave application form for file under human resource management <ul style="list-style-type: none"> • relating to leave • the file associated with the leave is yellow file 	
18/7 Thursday	- being a SCS Seminar Secretariat with Miss Siti Balizura the title is 'Shared values, Satu Amalan' for Section of enforcement of Dynasty Hotel, Miri. <ul style="list-style-type: none"> • the seminar start 8 until 3:00 evening. 	
19/7 Friday	- do the meeting minutes 'management of Miri City Council #4 th for 2019 after finish it give to madam Nur Afqan.	<div style="text-align: right;">  Dyg Hairon Zuriani Penolong Pegawai Tadbir, N32 Pejabat Muzik & Kebudayaan Miri </div>

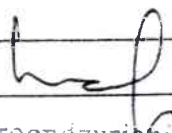
Date	Exact Nature Of Work Done	Supervisors Remarks
22/7 Monday	Public holiday - Sreweek day	Pelanjar menjalankan tugas
23/7 Tuesday	Attend the CIOB Seminar (second batch) be a Section for this seminar. • from 8:00 until 5:00 evening at UTC meeting room.	Sub you sekretaris Kurus Dalam yang dijalankan di jabatan.
24/7 Wednesday	- Continue attend CIOB seminar (last batch/third batch) • from 8:00 until 5:00 evening at UTC meeting room	
25/7 Thursday	- attend the lunch talk "6 shared values (8 th Series) at Chamber room Miri City Council. • from 11:00 until 12:00 noon	
	- Filling the document coming out letter for administration record.	
26/7 Friday	- file the staff leave record in yellow file. This record for Human Resource Management.	 <small>Supervisor</small> <small>Pegawai Tadbir, No 2</small> <small>Bandaraya Miri</small>

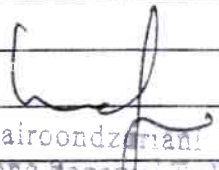
Date	Exact Nature Of Work Done	Supervisors Remarks
29/7 Monday	-key in the questionnaire for SCS "Culture Rating Survey" for record for SPRM in excel after finish it, give to MISS Siti Baizura	
30/7 Tuesday	Public holiday CAgong's installation	
31/7 Wednesday	<ul style="list-style-type: none"> - Filling all the letters out and in from office. • red pen for incoming letter • blue pen for outgoing letter - Sort the letters by number and file code. - reorder the filed used by the number and file code into the cabinet. 	

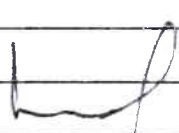
Date	Exact Nature Of Work Done	Supervisors Remarks
1/8/19 Thursday	filling the letter coming out for administration and human resource department.	relajar membantu menguruskan letter dalam jabatan.
2/8 Friday	arrange the permonoran pengumpulan baki cuti bagi freedom gantikan cuti yang 2018 put in based on their file's name.	
5/8 Monday	attend the courses, be Secretarian take the attended of the staff who involved in the courses at Seminar room UTC <ul style="list-style-type: none"> • Start from 8:00 am until 5:00 pm • the title of courses 's' Management of the system filing and record. 	
6/8 Tuesday	attend the courses, be secretarian take the attended of the staff who involved in the courses at seminar room UTC <ul style="list-style-type: none"> • start from 8:00 am until 3:00 pm 	 Dya Harroandzuri Penolong Pegawai Tadbir, M32 Jabatan Penderes

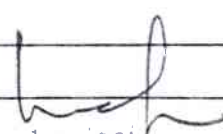
Date	Exact Nature Of Work Done	Supervisors Remarks
7/8 Wednesday	-emergency leave	
8/8 Thursday	-emergency leave	
9/8 Friday	<p>-filing the leave application form per file under the Human Resource management.</p> <ul style="list-style-type: none"> • find the files by number/code provided • get the files related to the leave put into yellow file • Besides, leaving application such as pensions, job descriptions, resignation, certificates and other then that will be included in the green file. 	
		<p style="text-align: right;">  Dyg Haroondzuriani Penciling Pegawai Tebbir, 332 Jl. Pahlawan 101 </p>

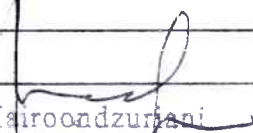
Date	Exact Nature Of Work Done	Supervisors Remarks
13/8/19 Tuesday	<ul style="list-style-type: none"> file the letter and the certificate of the staff of Miri city council based on their number /code arrange by Madam Zahrah - put into the green file - filling the employee leaves records into the yellow file with number 	<p>Poleja telah melaksanakan tugas dengan baik & dpt disiapkan mengikut masa yg ditetapkan.</p>
14/8/19 Wednesday	<ul style="list-style-type: none"> make the table using microsoft excel easy to review 'Gantian cuti veta' (GCR) leave application form for 2017 and 2018 for employees in each department of Miri City Council. - tick if both forms for 2017 & 2018 are available - If there is no 2017 or 2018 form, the form needs to be separated. 	
15/8/19 Thursday	<ul style="list-style-type: none"> separate the original and copy form for GCR 2017 and 2018 for engineering section and leave count. - after finish separate that form staple that form and the copy need to pass to Madam Zahrah - for the original to be placed on their personal file which is yellow file. 	 Dyg Halimudin Penolong Pegawai Tadbir N3 Majlis Bandaraya Miri

Date	Exact Nature Of Work Done	Supervisors Remarks
16/8/19 Friday	<ul style="list-style-type: none"> • separate the original and copy form for GCR 2017 and 2018 for Treasury Section and leave count - copy the amount of leave that can be collected under the billing Service Circular 7/2003 was recently given by Madam Zaherah - each copy for 3 sets and after finish it give the copy to madam zaherah and the original need to put into their personal file. 	
19/8/19 Monday	<ul style="list-style-type: none"> • do the same thing for rating and valuation department put the original form into a yellow record file and for the copies give to madam zaherah. 	
20/8/19 Tuesday	<ul style="list-style-type: none"> • file the original form into a yellow file and list down the name of staff who already get the application for 2018 and after finish give back to Madam zaherah. • find the file ADM 29, 24, 59, 43 TRY 1, GU 29, RV 3 and PCM 99 - 1 photostat all that file copy 3 set. 	
21/8/19 Wednesday	<ul style="list-style-type: none"> - separate the original and copy form for GCR 2017 & 2018 for the Public Health department. - each copy for 3 set and after finish it give the copy to madam zaherah and the original put into yellow file. 	<p style="text-align: right;">  Hairoondzuriani Penolong Pegawai Tadbir, N32 Jaya Bandaraya Miri </p>

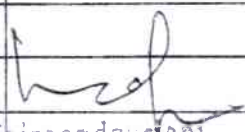
Date	Exact Nature Of Work Done	Supervisors Remarks
22/8/19 Thursday	- Filling the leave application form for file under Human Resource management <ul style="list-style-type: none"> • find the file by number / code provided. • the file associated with the leave is yellow file while under that that such as pensions, job description, resignation and certificate will be put it into green file. 	
23/8/19 Friday	- File a leave application form for files under Human resource management <ul style="list-style-type: none"> • Find the file by - number / code - Filling the letter coming out of office <ul style="list-style-type: none"> • Sort by the number • write reference, date receive and the title • for out letter using the blue pen and the letter come using the red pen - stapler and arrange the letter invitation 'the 14 th Anniversary of Miri City Council on 27 of September 2019 (Friday) <ul style="list-style-type: none"> • after finish it give to madam Afqah 	
24/8/19 Monday	<ul style="list-style-type: none"> • Assessing the shared value in forming a culture in the public service of Sarawak - recording out-of office letter using Microsoft excel <ul style="list-style-type: none"> - Fill in the address and letter reference number in excel - Fill the letter in the cover already provided - attach the stamp a specified price 	 Dyg Hairondzerian Penolong Pegawai Tadika N32 Pejabat Bandaraya Miri

Date	Exact Nature Of Work Done	Supervisors Remarks
27/8/19 Tuesday	<p>- Filing the letter under administration department coming and going out the letter</p> <ul style="list-style-type: none"> • sort by the number, write the reference date receive and the title • for going out letter use the blue pen • for coming letter use the red pen 	<p>Pelajar telah membantu urusan pumfalan dokumen pribadi kaluarga dengan baik & dikemaskini.</p>
28/8/19 Wednesday	<p>- Filing the leave application form for file under human resource management</p> <ul style="list-style-type: none"> • find the file by number / code • the yellow file is for leave application • green file is for job description, certificate, pensions, salary and resignation. 	
29/8/19 Thursday	<p>- make 5 certificate of service for the year 2018 for all municipality Council staff 'Sijil perkhimatan Cemerlang' has achieved excellent service performance with a score of over 40.</p>	
30/8/19 Friday	<ul style="list-style-type: none"> • photocopy the leave count that can be collected under the billing service circular 7/2003 • copy the leave counts in 3 sets • attend the lunch talk "6 shared value (Series II) in the chamber room 1st 11am - 12 pm • the one who gave the talk was Madam Hebe from library department. 	<p> Dyg Hairondzariani Penolong Pegawai Tadbir N32 Majlis Bandaraya Miri</p>

Date	Exact Nature Of Work Done	Supervisors Remarks
2/9/19 Monday	Public Holiday (Korban Muharam)	
3/9/19 Tuesday	<ul style="list-style-type: none"> • Separate the originals and copies of GSR 2017 & 2018 forms and leaves count (Continued last week) - for the copy to be submitted to Madam Zaharah and the original will put into yellow file which is their personal file. 	<p>Relajar juga terlibat dengan sekretariat Program Gotong Royong Perdana angjian m3m</p>
4/9/19 Wednesday	<ul style="list-style-type: none"> - Fax the invitation letter 'Jemputan dengan di Taman Tunjui' to others agencies area miri on 7th September 2019 (Saturday) - call them either they already receive or not the letter have been 'sent' 	
5/9/19 Thursday	<p>AAC Faxs all the letter / form to the non government organization about the 'Gotong Royong Perdana Persegi dengan di Taman Tunjui'.</p>	
6/9/19 Friday	<ul style="list-style-type: none"> - Filling the leave application form. • put it into the yellow file • for the green file is job description, certificate, pensions, salary and resignation. 	<p> Dyg Hairondzuriani Penolong Pegawai Tadbir, N32</p>

Date	Exact Nature Of Work Done	Supervisors Remarks
10/9/19 Tuesday	<p>Filling the leave application form for file under the Human Resource management</p> <ul style="list-style-type: none"> • Find the file number / code • the yellow^{green} file for job description, certificate, pensions, salary and resignations. <p>• File the letter and the Certificate staff of Miri City Council based on their number / code arrange by madam Zaherah</p>	
11/9/19 Wednesday	<ul style="list-style-type: none"> • separate the original and copy form for GSR 2017 and 2018 for the Local Authority 21 (LA21) and leave count - copy the amount of leave that can be collected under the billing service circular 7/2003 was recently given by madam Zaherah Zaherah - each copy for 3 sets and after finish if give the copy to madam Zaherah and the original need to put into their personal life. 	<p style="text-align: right;">  Dyg Hairondzurani Penolong Pegawai Tadbir, N32 Majlis Bandaraya Miri </p>

Date	Exact Nature Of Work Done	Supervisors Remarks
12/9/13	attend the lunch talk 'Good values'	
Thursday	values' (9 th series) at chamber	
	room and do the minute	
	meeting for the lunch talk	
	will submit to the 'Timbolen	
	pemangku SetaraScha' Mr. Hendry	
	Jalin.	
	• from 10:00 o'clock until	
	12:00 pm	
13/9/19	attend the course. Be the Secretary	
Friday	for the course 'Meneratkan dan	
	pengkajian staf' at Seminar room	
	UTC from 8:00 until 5:00 pm	



Dyg Hairondzuriati
 Penolong Pegawai Tadbir, N32
 Bandaraya Miri