



اَوْنَبُوْرَسِيْتِي تِيكْنُوْلُوْجِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

BACHELOR OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES (HONS)

PRACTICAL TRAINING REPORT (ADS 667)

BAU DISTRICT COUNCIL

MISCHEL ANAK GEDA

2017982185

JANUARY 2020

TABLE OF CONTENT

CONTENTS	PAGE
The Declaration	i
Acknowledgement	ii
CHAPTER 1 : INTRODUCTION OF ORGANIZATION	
1.0 : Background	1-4
1.1 : Company Logo	5-6
1.2 : Objective	7
1.3 : Company Vision	7
1.4 : Company Mission	7
1.5 : Company Motto	7
1.6 : Organisation Structure	8
1.7 : Core Business of the Organisation	9-17
1.8 : Training Objective	18
CHAPTER 2 : SCHEDULE OF PRACTICAL TRAINNING	
2.0 : Introduction	19
2.1 : Teamwork	20-23
2.2 : Decision Making	24-26
2.3 :Society/ Organization	27-29
CHAPTER 3 : RECOMMENDATIONS AND CONCLUSION	
3.0 : Recommendation	30-31
3.1 : Conclusion	32-33
REFERENCES	
APPENDICES	

DECLARATION

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

Student's Name : Mischel Anak Geda

Matric Number : 2017982185

Program : Bachelor of Administrative Science (Hons)

Faculty : Faculty of Administrative Science and Policy Study

Title : Industrial Training Report

Signature :

Date :

ACKNOWLEDGEMENT

First of all, I would like to thank to God as finally I was able to complete the report that was assigned to me.

I would like to express my deep and sincere gratitude to my academic supervisor, Madam Sharon Kueh for helping me during my internship session with abundance of information. Her patience, useful comments, and valuable feedback helped me a lot in completing this final report. It was a great privilege and honor to work and study under her guidance. A big thanks also goes to my industrial supervisor, Mr. Muhammad Ismail Bin Ibrahim, for his guidance and assistance and also to all staffs in the Bau District Council (MDB) for the generous participation and cooperation in completing this report as well as the greatest course throughout my internship.

Special thanks to all my friends, lecturers and colleagues from University Technology MARA (UiTM) who spent their precious time while either before internship or during internship period.

Last but not least, I am also greatly indebted to my family for their concern, encouragement and understanding during the entire period of the internship.

Thank you very much.

CHAPTER 1

INTRODUCTION OF ORGANIZATION

1.0 Background

Bau District is a district in the Kuching Division with a population of 54.2 thousand people (Estimated by ethnic group and administrative district- Sarawak 2010). The majority of the area is Bidayuh (68%), China (17%), Indonesia (8%), and other people (7%). Bau District Council has jurisdiction over the provision of PBT services in the Bau area. Bau District Council is an district in the part of Kuching and located about 30km from the city of Kuching, 25km from Bandar Baru Batu Kawah and 22km from Kota Sentosa.

Bau District has also been called as "Golden Town" with an area of 884.40 sqkm. There are few small towns in Bau area such as Pekan Tondong, Pekan Paku, Pekan Krokong, Pekan Siniawan, Pekan Jambusan, and Pekan Buso.

Bau area is reach with flora and fauna. The caves in Bau area hold much of the past history during Brooke's colonial period. In addition, Bau also well-known with its "Tasik Biru" where it was once a gold mine. Next, Bau area also have interesting places which are Bung Jagoi, Bung Bratak and Gunung Singgai.

The district council is headed by the Chairman of the Council and the District officer. He or she is automatically appoint as chairman of Local Government agency in the district where he is assigned under the Local Authority ordinance 1996 Section 12(2) and is responsible for chairing various Council standing Committee Meetings. The Councilor is appointed by the State Counsel through the Permanent Secretary of the Ministry of Environment. They are selected to represent the interest and development of their respective races and regions.

District Council is only relevant and established when :

- The total of populations is less than 100,000 people.
- Annual income less than RM5 billion.
- More focused on infrastructure project and public utilities.

The history of the establishment of the Local Authorities throughout Sarawak is under the Local Authorities Ordinance 1948 (Local Authorities Ordinance 1948) under the British Government. With the passing of these Ordinances, local lawmakers (Law Makers) empowered the Governor to establish a body called the Local Authority or otherwise called the "Local Council." All Local Authorities exercised their respective powers, which has been provided for under the Ordinance and authorized to enact a By-Laws called "Local Council By-Laws" which must be complied with by all local residents under the jurisdiction of certain Local Authorities.

The Local Authority of the Bau District Council was established in 1955, under Article 5 of the Local Authority Ordinance 1955, under the jurisdiction of the then British Government. The Bau District Council elected and appointed the Council members for the first time on 01.01.1956 provided under "The Local Government Election Ordinance 1956". The ordinance allows members of the Council to be elected by ballot.

Bau District Council, it consist of seven department which are the Secretary Office, Public Work department, Public Health department, Enforcement department, Rating and Valuation department, Community Development, and the Management Services which consist of three section which are General Admin section, Human Resource section and Finance section.



Figure 1.0 Bau District Council front view



Figure 1.1 Bau District Council back view



Figure 1.2 Bau District Council side view

1.1 Company Logo



The meaning of the symbols and colors in the Council's crest are as follows :

COLOR	MEANING
Yellow	Stability
Black	Rich in Natural Resources like Gold
Purple	The official color of the State
Green	Environment, health, energy and life

SYMBOL	MEANING
Orchid	The official flower of the State
Flower stem	Strong and reliable
Hands	Be prepared to provide good and effective service
Hornbill	Do a good and proper job
Gold Shape	Wealth of Gold

1.2 Objective

- Strengthening the Council's capacity and capabilities in enhancing the Council's more dynamic service management system.
- Empower governance and inculcate moral values towards the excellence of the Council.
- Strengthening and strengthening the Council's revenue sources.
- Creating more public infrastructure facilities designed to improve the quality of life of the local community and create a beautiful environment.
- Provide the best service to our customers in terms of development, cleanliness, beauty, health and comfort.
- Establish strategic collaboration with various departments / agencies.

1.3 Company Vision

The Bau District Council Vision is "Bau District Council as a local model for Community Development by 2020".

1.4 Company Mission

The Bau District Council mission is 'we are committed to improving the quality of life of the community through good governance".

1.5 Company Motto

The Bau District Council motto is "an honour to serve".

1.7 Core Business of the Organisation

The main functions of the department are the main tasks performed which enable the department to achieve its objectives. Its main functions depend on the types of activities of each department. The main function are divided into two which are core business and common activity.

Since Bau District Council been establish, it consist of seven department which are the Secretary Office, Public Work department, Public Health department, Enforcement department, Rating and Valuation department, Community Development, and the Management Services which consist of three section which are General Admin section, Human Resource section and Finance section. There are several functions of their core business below.

- Planning and implementing development projects.
- Provide library services to the community in Bau District.
- Provide solid waste management services in Bau and Pekan Towns within the Bau District.
- Issue various licenses, permits, building plans to regulate business activities and ensure the safety of the residents of Bau District.
- Provide infectious disease control services.
- Provide SBBS counter service.
- Enhance the environment in the Bau Area.

6. FUNGSI UTAMA MAJLIS DAERAH BAU

6.1 Fungsi utama jabatan/pejabat adalah tugas-tugas utama yang dijalankan bagi membolehkan jabatan/pejabat mencapai objektif penubuhannya. Fungsi- fungsi utama ini adalah bergantung kepada jenis-jenis kegiatan sesebuah jabatan/pejabat.

6.1.1 Fungsi Teras (Core Business) Kegiatan-kegiatan ini adalah yang khusus untuk jabatan/pejabat tersebut sahaja

6.1.2 Fungsi biasa- merupakan kegiatan biasa (common activity) bagi setiap jabatan/pejabat Contoh : Pentadbiran, sumber Manusia, Kewangan

6.2 Sejak penubuhannya, Majlis Daerah Bau telah memainkan peranan yang signifikan dalam penyediaan perkhidmatan PBT dan pembangunan sosio-ekonomi masyarakat bandar dan luar bandar di Daerah Bau. Tujuh (7) bahagian telah diwujudkan dalam struktur organisasi Majlis Daerah Bau bagi menyediakan dan menyampaikan fungsi di bawah fungsi teras dan fungsi biasa. Fungsi mengikut bahagian organisasi adalah seperti di Jadual B berikut.

JADUAL B : FUNGSI TERAS MENGIKUT BAHAGIAN ORGANISASI

BAHAGIAN ORGANISASI	FUNGSI UTAMA
PENTADBIRAN	FUNGSI BIASA
	Pengurusan Am Pejabat
	Pengurusan Sumber Manusia

	Pembangunan Sumber Manusia dan Organisasi
	Pengurusan Kemudahan ICT
	Pengurusan Kualiti dan Inovasi
	Pengurusan Perhubungan Pelanggan
PERBENDAHARAAN	FUNGSI BIASA
	Pengurusan Kewangan
	Perakuanan
	Pengurusan Hasil
	Pengurusan Aset
	Pengurusan Pinjaman Anggota
	Pengurusan Emolumen Anggota
PENGUATKUASAAN	FUNGSI BIASA
	Penguatkuasaan Undang-undang dan Peraturan Majlis
KERJA RAYA	FUNGSI TERAS
	Kawalan Perniagaan
	Pengurusan Sisa-sisa Pepejal

	Perkhidmatan Kebersihan Persekitaran
	Khidmat Komuniti
PERPUSTAKAAN AWAM	FUNGSI TERAS
	Perkhidmatan Perpustakaan Awam
PENILAIAN DAN PERCUKAIAN	FUNGSI TERAS
	Penilaian
	Pengurusan Cukai Tafsiran

7. AKTIVITI-AKTIVITI BAGI SETIAP FUNGSI UTAMA

Aktiviti ialah kerja yang dijalankan di bawah fungsi utama (fungsi teras dan fungsi biasa. Pelaksanaan sesuatu aktiviti melibatkan tenaga manusia, peralatan, bahan, masa dan kos. Aktiviti-aktiviti mengikut fungsi utama di Majlis Daerah Bau adalah seperti dalam Jadual C di bawah.

JADUAL C : AKTIVITI MENGIKUT FUNGSI UTAMA

BAHAGIAN ORGANISASI DAN FUNGSI UTAMA	AKTIVITI-AKTIVITI FUNGSI UTAMA
PENTADBIRAN	
Pentadbiran Am Pejabat	Pengurusan Mesyuarat dan Urusan Jawatankuasa Majlis Pengurusan Ruang Pejabat Pengurusan Stor Alatulis Pejabat Pengurusan Kebersihan Pejabat Pencegahan Kebakaran Pengurusan Rekod Pejabat Pengurusan dan Kawalan Keselamatan Pejabat
Pegurusan Sumber Manusia	Perlantikan Anggota Pengesahan Dalam Jawatan Pengurusan Maklumat Anggota Tatatertib dan Displin Pension/ Tamat Perkhidmatan Pengurusan Cuti Anggota Pengurusan Pakaian Seragam

Pembangunan Sumber Manusia	Analisa Keperluan Latihan dan Penyediaan Pelan Latihan Tahunan Latihan dan Pembangunan Anggota Pengurusan Program Latihan Dalaman Pengurusan Kursus Induks/Umum &Khusus Pengurusan Peperiksaan Perkhidmatan
Pengurusan Perhubungan Pelanggan dan Awam	Pengurusan Aduan Pelanggan Pengurusan Perhubungan Awam - Jemputan Pihak Media Pengurusan Piagam Pelanggan
Pengurusan Kualiti dan Inovasi	Pengurusan PElan STRategik Organisasi Pengurusan Pelan Intergriti Organisasi Pengurusan Sistem Pengurusan Prestasi Balanced Scorecard (BSC) Pengurusan Pensijilan Semula MS ISO 9001 2008 Pengurusan Projek KIK Pengurusan Amalan Persekitaran BERkualiti 5S Pengurusan sistem Pengurusan Kualiti Organisasi (AKMS, Sistem Star Rating (SSR), APKS dan indeks Akauntabiliti)

Pengurusan Kemudahan ICT	Penyelenggaraan sistem komputer pejabat Penyelenggaraan Laman Web Pejabat
PERBENDAHARAAN	
Pengurusan Kewangan	Penyediaan Budget Tahunan Urusan Tender dan Sebutharga Pengeluaran Pesanan Tempatan (LPO) Pengurusan Prestasi Kewangan
Perakuanan	Pembayaran Kepada Kontraktor
Pengurusan Hasil	Penerimaan Bayaran Hasil
Pengurusan Emolumen dan Pinjaman Anggota	Pembayaran Emolumen Anggota Pengurusan Pinjaman Anggota
Pengurusan Aset	Pembelian dan Pendaftaran Aset Alih Kerajaan Pelupusan Aset Alih Kerajaan Kehilangan dan Hapuskira Aset alih Kerajaan
PENGUATKUASAAN	
Penguatkuasaan Undang-undang dan Peraturan Majlis	Pemantauan Penyiasatan Kes Kompaun
KERJA RAYA	

Perancangan dan Kawalan Pembangunan	Kelulusan Pelan Bangunan Kelulusan Permulaan Awal Kerja Binaan Pengeluaran 'occupational permit' Kawalan Pengubahsuaian Bangunan
Penyediaan dan Penyelenggaraan Infrastruktur Serta Kemudahan Awam	Penyelenggaraan Kemudahan Awam Pengurusan Projek Pembinaan Kemudahan Awam dan Infrastruktur
KESIHATAN AWAM	
Kawalan Pemiagaan	Permohonan Lesen Pemiagaan Pemeriksaan Premis Pemiagaan Pengeluaran Lesen Pemiagaan Pembaharuan Lesen Pemiagaan Penggredan Premis Pemiagaan
Pengurusan Sisa-sisa Pepejal	Menerima permohonan dan mengenalpasti kawasan Kutipan Sisa Pepejal Pelupusan Sisa Pepejal Sebutharga/Tender Perkhidmatan sisa Pepejal
Perkhidmatan Kebersihan Persekitaran	Audit Tandas Awam Pengasapan (Fogging)
Pembangunan Komuniti	Gotong-royong awam Perancangan Program LA21
PERPUSTAKAAN AWAM	

Perkhidmatan Perpustakaan Awam	Pinjaman Buku Pemulangan Buku Kelewatan dan Kehilangan Buku Penerimaan Buku Secara Berkelompok
PENILAIAN DAN PERCUKAIAN	
Percukaian	Membuat penilaian harta tanah di dalam kawasan MPBP bagu tujuan cukai harta Keluarkan notis untuk mengutip tunggakan cukai harta dan sewa Memproses permohonan sewa gerai, pasar dan pindahmilik
Penilaian	Kemaskini data-data penilaian

1.8 Training Objective

The training is an opportunity for UiTM students to equip themselves before the real working environment and the future. In addition, students have the opportunity to gain experience that cannot be obtained in university. The objectives of having industrial training is:

1. To provide opportunity for students to gain access to information on the current needs and requirements of industry.
2. To expose students to the latest technology and management utilized by industry.
3. To enable students to gain experience and exposure to the reality of working environment in organization.
4. To provide opportunity for students to be involved as workers in the organization.
5. To develop students with the necessary technical and professional skills including communication, management and entrepreneurship skills.
6. To expose students to work related problems and issues and in a way develop their thinking capabilities in decision-making.

To enable students to apply the theories and concepts to real workplace situation.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

In this chapter, the introduction of the organization will be presented. I will explain about the next section which is 2.1 the term of teamwork with activity related in the organization. 2.2 will relate theory with activity in term of decision making while in 2.3 will relate theory with activity in term of society or organization.

Through this internship, I was exposed to various administration activities, including file management or filing document. The Administration Department is responsible for handle the management task. It provides administrative and technical support in the areas of human resources (HR), budgetary, accountancy, facilities and security. This department is very important to do management in order to make the whole process running smoothly. For example, do the salary for employees and industrial training students as well as manage databases and input information, data and records.

In addition, the project administrator responsibilities include managing budgets forecast and expenditure, taking minutes, planning projects, creating PowerPoint presentations, performing administrative duties, tracking projects, and resolving issues related to the project as well as prepare and organize all necessary project materials.

2.1 Teamwork

To provide a heuristic of critical considerations for teamwork, it is important to clearly define teams and teamwork. Teams are “a distinguishable set of two or more people who interact, dynamically, interdependently, and adaptively toward a common and valued goal/ objective/ mission” (Salas, Dickinson, Converse, & Tannenbaum, 1992, p. 4). This definition captures the primary components of teams within the multiple individuals, interdependencies, and a shared goal while also remaining comprehensive so as to not exclude any particular type of team or teamwork. For teams to be effective, they must successfully perform both taskwork and teamwork (Burke, Wilson & Salas, 2003; Morgan, Glickman, Woodward, Blaiwes, & Salas, 1986). Taskwork involves the performance of specific tasks that team members need to complete in order to achieve team goals. In particular, tasks represent the work related activities that individuals or teams engage in as an essential function of their organizational role (Wildman et al., 2012b).

Conversely, teamwork focuses more on the shared behaviors (i.e., what team members do), attitudes (i.e., what team members feel or believe), and cognitions (i.e., what team members think or know) that are necessary for teams to accomplish these tasks (Morgan, Salas, & Glickman, 1994). Both taskwork and teamwork are critical to successful team performance, with the effectiveness of one facilitating the other. Although taskwork often becomes a key focus for teams as they work toward goals, it is teamwork that aids in ensuring taskwork is performed effectively. In sum, teamwork is an adaptive, dynamic, and episodic process that encompasses the thoughts, feelings, and behaviors among team members while they interact toward a common goal. Teamwork is necessary for effective team performance, as it defines how tasks and goals are accomplished in a team context.

Teamwork involves building relationships and working with other people using a number of important skills and habits which are working cooperatively, contributing to groups with ideas, suggestions, and effort, communication (both giving and receiving), sense of responsibility, healthy respect for different opinions, customs, and individual preferences and ability to participate in group decision-making.

I had worked with Miss Vivian, Miss Adeline, Madam Hanim, Madam Christina, Madam Flora and Mr. Ismail most of the time during the training. They guided me in every task I conducted. Some of the task were done together with teamwork. For example, during my first week practical training the staff in administration section they have shown an teamwork spirit which they helping me on how to do the filing. Managing and storing document systematically and orderly manner in accordance with regulations. I will manage office files that be involved in the company that need to be filing, especially for the letters received from collaborative organizations. Other than that, I will help staff to sort files in the folders according to date of creation to make it easier for them to find. Besides that, they also sharing of unique information held by staffs in face-to-face environments and openness of information in virtual environments. The staffs in the organizations have a good teamwork where they teach me how to deal with the file in the filing task.

Next activities in this section is is participating in "gotong-royong" for "Gawai Raya" event. In this "gotong-royong" all staff from every department are working together to clean up the hall. Also at the half-day programmed, several fun-filled activities were held, such as rice wrapped in a leaf and filled in the ketupat or nasi himpit which compressed rice in palm leaf. It showed an teamwork environment which promotes an atmosphere that fosters friendship and loyalty among the staffs.

On 13 July 2019, I have attended and participating rabies vaccination program as volunteers. The rabies vaccination program was held at Kampung Grogo and Tasik Biru, Bau. Rabies vaccination program was conducted by the Health Department of Bau District Council. In January 2019, the rabies outbreak has been declared a Level 2 Disaster to enable all government agencies to pool resources in a concerted effort to mobilize and contain the spread of the disease with vaccination and removal of stray dogs and cats through phases starting from 1 March. With the ongoing outbreak, the federal government has contributed a total RM9.3 million for statewide anti-rabies operation in Sarawak including the dispatchment of various agencies both from state and the federal government including the State Disaster Management Committee (SDMC), armed forces, police, National Security Council, Civil Defence Force, Health Department and Department of Veterinary Services to jointly stop the spread of the virus.

The government then increased more awareness programmes, mass vaccination for pets and opening of animal bite clinics for people to seek medical attention and to be vaccinated for suspected of the virus infection after being bitten by animals. Hence with the growing awareness, the fourth phase operations for "targeted removal" carried out in Lundu, Bau, Padawan, Samarahan, Kuching, Serian and Simunjan went smoothly without interruption. The positive cases were taken from Jalan Pesisir Bintulu-Miri, Bintulu, as well as Kampung Grogog, Kampung Sibuluh, and Kampung Bobak Singai in Bau. During the event, Bau District Council have a great teamwork with Veterinary Services Department to conduct the rabies vaccination program at two places which is Kampung Grogog and Tasik Biru. We are beginning our engagement with the community in both areas to explain the aims of operation and to seek their co-operation in the vaccination of their dogs. Hence, Public Health Department of Bau District Council also focused on their teamwork on doing better management for human rabies infection, more awareness programmes, coordinated and unified efforts in managing stray dogs, improving the diagnostic facility and surveillance operation, enforcing dog licensing and vaccination and more manpower and logistic to the operation.

Besides that, Bau District Council was been chosen which will be evaluated using star rating system. Local Authorities Star Rating System (SPB-PBT) evaluation was been carried out towards Bau District Council on 5 September 2019. Star Rating Index (SRI) is a mechanism for measuring the performance of public sector agencies using a set of criteria predetermined by MAMPU together with the relevant parties involved. Based on the decision by the Panel for Humanising the Public Service Meeting chaired by the Honorable Chief Secretary to the Government of Malaysia on July 10, 2015, the SRI assessment is conducted by MAMPU every two years. Objectives of Star Rating Index Assessment is to measure the performance of public sector agencies using a set of criteria focusing on outcome, customers and stakeholders' aspirations.

Next, to further enhance the culture of excellence practiced by the public sector agencies through transformation and innovation efforts. It also to provide a formal recognition to public sector agencies which portray outstanding levels of performance measured based on the SRI criteria. Before the Star Rating being conduct the staffs in every department giving an good cooperation and teamwork in preparing the paper work to be audit by the Star Rating Panel. I was instructed to do the filing in the filing room by fill in the employees detail and updating the staff file with their latest document. I also assisting Madam Christina in preparing hard files which certificates will be given to the panel. In this Star Rating event the staff show an effective and efficiency in doing their task.

In short, I have learnt that teamwork are important in organization which organization will able to achieve their organizational goals.

2.2 Decision Making

Decision Making is the essence of the management process. Decisions are made to solve problems, tackling the situations, handling crises and resolving conflicts that are inevitable. Decision Making is at the core of planning. The Concept of decision making involves defining the problem, finding, comparing and choosing a course of action. It is a process or activity of choosing an appropriate course of action from several alternative courses.

The term “decision making” has been defined as a process of judging various available options and narrowing down choices to a situation one. Decision making is a conscious and human process involving both individual and social phenomena based on factual and value premises which concludes with a choice of one behavioral activity from among one or more alternatives with the intention of moving towards a desired state of affairs. According to Kreitner (1966) decision making is a process of identifying and choosing an alternative course of action in a manner appropriate to the demand of the situation. The act of choosing implies that an alternative course of action must be weighed and weeded out.

During my internship period, I have attended a few meeting with the organization. I have gain some information and knowledge from the meeting. During the meeting I can observed that the staff in the organization participating in giving an good idea and feedback. The staff also have given an opportunity to voice their opinion in decision making. Essentially, employee voice refers to the amount of voluntary effort a person is willing to put into communicating suggestions, opinions, concerns, and ideas that can be used to make improvements. I had a chance to see and understand how theoretical knowledge learned in the university is applied in the industry. As a Public Administration student, it is certainly worthy opportunity to be part of Management Trainee. It is totally an advantage for me to acquaint as much knowledge. I also learnt ways to improve communication skills based on attending the meeting. The most important step is to take direct message from the source if possible. This is due to avoid the message conveyed from being manipulated, tampered or simply being misinterpreted by the middle receiver and sender. The message should also be in its full original form or with its original content when passed from one person to another either by email or by notes.

From my observation, the chairman plays a big role in managing his team so that the project will be successful. The chairman must communicate clearly with the team to avoid any miscommunication among them. So, it will be easier to identify and filter it up when the administration wants to contact them in the future in doing decision making. Believe in openness, integrity, transparency and accountability and provide high standard of services to the valued customers. The communication between the employees and top level management should be clear and transparent. There should no gap between top level management and low level management.

5S program is one of initiative to embrace the employees to give an ideas or make decision in help to manage their organizations. 5S means sort, straighten, shine, standardize, and sustain. 5S is very important in order to help identify and eliminate wastage to achieve a more organized and safer working environment. This is because if the workplace is messy and untidy, it will contribute negative mind if we do the job. So, the employees came with the solution or making decision to sort and separate anything that is needed and necessary from what is not needed. This way, the organization can make sure the 5S are sustained by ensuring clear schedules are being met and everyone is following the actions. First 5S is sort which make easier by eliminating obstacles. reduce chances of being disturbed with unnecessary items. Remove all parts or tools that are not in use. For example, during my practical i was been asked by Mr Ismail in doing decision whether the recycle paper need to be burned or sell to the recycle company. Therefore, I make an decision which recycle paper need to be sell which open burning will lead to air pollution. Second 5S is straighten or set in order where arrange all necessary items so that they can be easily selected for use. For example, I assisting Miss Vivian in naming and labeling the file. Make it easy to find and pick up necessary item. It also to make workflow smooth and easy. Third 5S is shine which clean the workplace on daily basis completely or set cleaning frequency. For instance, Bau District Council made a decision where every Friday every staff in department will do the 5S program to ensure the cleanness of their organization. Forth 5S is standardize which to maintain high standards in workplace organization at all times. Lastly, sustain which giving training and discipline program to the employees.

In short, it teaches me on how to making decision with right way. I was exposed to multiple skills that cannot be obtained during the years of studies in UiTM. The skills are gained by learning from the staffs, discussions as well as try and error method. During my stay I found the work environment very satisfactory. Everyone is cordial and helpful and cooperative. There is less internal conflict or politics at play which is essential for conducting a productive working environment. Hence, the intern was able to contribute her ideas and insights in their works.

2.3 Society/ Organization

Society is humanly created organization or system of interrelationships that connects individuals in a common culture. All the products of human interaction, the experience of living with others around us. Humans create their interactions, and once created the products of those interactions have the ability or power to act back upon humans to determine or constrain action. Often, we experience society (humanly created organization) as something apart from the individuals and interactions that create it. The term “society” refers not just to a group of people but to a complex pattern of norms of interaction that exist among them.

Organization is a process which integrates different type of activities to achieve organizational goals and objectives, to achieve these goals there must be competent management providing them all those factors to perform their job efficiently and effectively. Organization is nothing but is a process of integrating and coordinating the efforts of men and material for the accomplishment of set objectives. Organization is an effective and necessary instrument for the attainment of predetermined goals. The following are main characteristics of organization first, organization is an instrument used by the management for the attainment of preplanned objectives. Second, management guides and directs the organization. Next, a set of rules and instrument are communicated to all connected with the organization. Lastly, it prefers to a group of personnel whose positions, rights, responsibilities are well defined and classified according to the nature of assignments. 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.

During seventh weeks of internship, I have accumulated various experience and wider knowledge through activities that involve society and organizational itself. On 10 August 2019, I volunteered in helping and joining a "Dengue Campaign" at Kampung Keranji, Bau. This program was conducted by Bau District Health Office collaboration with Public Health Department of Bau District Council. The anti-dengue campaigns was being held to bring awareness to the society on the dangers of dengue and ways to prevent it. It show an interaction and cooperation between society in Kampung Keranji and the organizational. Kampung Keranji community and our organizational was having some activity which is doing "gotong-royong"

surrounding the village areas. "Gotong-royong to Fight Dengue" being organised in the hotspots areas such as Kampung Keranji. The society should emphasise the maintenance of cleanliness in the environment they live in by continuing with the practice of gotong-royong to prevent the spread of diseases like dengue. Organization's vision to provide healthier lives and happier homes. It was a fun-filled public engagement aimed to create awareness on the dangers of dengue fever and the prevention against Aedes mosquitoes from breeding. There are many people who are still not aware how aedes mosquitoes breed. They can actually breed in just a small amount of stagnant water but we strongly believe that, with the cooperation from everyone, we can reduce the number of dengue cases gradually. The staff of Bau District Health Office advises everyone to play their part in preventing aedes mosquitoes from breeding by clearing up clogged drains and turning over pails, potted plants as well as watering cans so that they will not accumulate stagnant water. Additionally, one should also remove trays or containers beneath air-conditioning units in order not to create favourable conditions for breeding mosquitoes. The community project ended with much success after garnering tremendous support from both residents and participants.

Next programme that involves society and organizational is where I have joined hiking to Bung Jagoi, Bau that was conducted by the Community Department of Bau District Council. Bung Jagoi has been selected as the finalist recipient for the Anugerah Menteri Kerajaan Tempatan and Perumahan Sarawak (AMKTP) 2019. I took the opportunity to spend my Friday in a rather meaningful way by going hiking with more than 20 staffs from Bau District Council, Ministry Of Local Government & Housing Sarawak (MLGH) and some of villagers from Bung Jagoi. The villagers provide some briefing to us which Bung Jagoi is located just 45 minutes away by car from Kuching city, this sandstone hill is 360 meters high and takes about an hour or two to reach the summit depending on the hiker's pace. It is located between Kampong Serasot and Kampong Duyoh, so starting from any of these villages is possible to reach the peak. Mount Jagoi has been turned into a heritage and conservation area by Jagoi Area Development Committee to preserve the cultural heritage, natural attractions, biodiversity and ecosystem within the 500ha community forest.

Upon arriving, register at the information centre and take a toilet break before starting the hike as it will be a while before one reaches another restroom during the journey. Entering the trail to the peak, we were treated to fresh air from the bamboo filled rainforest and clean water from the mountain. This was the first ancestral Bidayuh village of the Jagoi Bidayuh in Bau District. The tribes used to live on the hill in Kampong Jagoi Gunong. Only one family is still living at the Bung Jagoi village, being the caretaker or guardian of the village. They appreciate company whenever hikers take a rest at their house. The Baruk still contains several human skulls from long ago and are placed there as a remembrance to their heritage. It took another 20 to 30 minutes to reach the summit of Mount Jagoi where we were rewarded with the breathtaking view of nearby mountains and Kampung Serasot. From my point of view, the community or society of Bung Jagoi give an good cooperation towards Community Department of Bau District Council and Ministry Of Local Government and Housing Sarawak (MLGH). The organiser hold many activities held on that day, including the Jagoithon Eco Run, traditional Bidayuh dance performance, handicraft demonstration, launch of a book on 'Jagoi Heritage', screening of a short film on Bung Jagoi conservation, traditional Bidayuh lunch and the premier screening of 'Gawea Guna/Gawea Ma'an Tikurouk'. It showed that organization happens when people work together to accomplish some desired end state or goal. The committee's focus is not limited to the preservation of the Jagoi culture, but also on the education, general development, youth capacity-building and empowerment for all members of the community.

In sort, the organization gives me a positive impact and has exposed me with a lot of knowledge, experience and skill. Having a good relationships with society and organization will bring to a beneficial to both parties. I am really appreciated that I have been given this opportunity to be dealing with all the staff with a full guidance. From my observation organization give an effective cooperation with the society to achieve their several goals. They also play an important role in managing team so that the project or programmes went well.

CHAPTER 3

RECOMMENDATIONS AND CONCLUSION

3.0 Recommendations

Based on my 12 weeks experience of internship, I have concluded that Bau District Council are on the right track achieving their short and long-term goals. However, there are several things that the organisation need to be improved.

First recommendation are to improve workplace attire or dress code. The way we dress must suit to the work environment and the company's dress code. It is very important as professionalism. People may not trust us if our personality is not tidy. The solution is the company need to have standard operating procedure (SOP) which is compulsory to all members to obey and follow the rules. All the staffs in the Bau District Council should used proper workplace attire.

Next recommendation, Bau District Council should monitor attendance of the staff. Taking attendance is common in many organizations to instill discipline. Some organization impose strict rules to ensure attainment of good employee attendance. An organization's workplace is one of the most expensive services which impacts productivity and profitability. For this reason, it is important to have an accurate system in place to track employee attendance and time keeping. One must also keep in mind that employees also represent an organizations biggest asset with regard to growth and profitability. Having an automated employee attendance management system makes labor management a lot more manageable. The accuracy and efficiency of an organization's attendance management system affects the overall efficiency of the organization. An inefficient and poorly executed attendance management system can become a bottleneck for all other processes and drastically reduce the productivity of the organization. Designing a better attendance management system for employees so that records be maintained with ease and accuracy was an important key behind motivating this project. Image processing and fingerprint recognition are very advanced today in terms of technology. Attendance Management System is useful in terms of manpower analysis, day-to-day monitoring of

3.1 CONCLUSION

University Technology MARA (UiTM) had always aimed to produce well rounded students, that means the students is not only equipped with technical knowledge and technical competence skills, they also expected to have difference area of skills such as communication skills, exhibit leadership skills and possess lifetime learning capacity. From my point of view, the introduction of Student Industrial Training Program to expose its students to real working environment is a very efficient method to achieve this objective. Hence, it is importance to undergo a practical training before graduate.

The company gives me a positive impact and has exposed me with a lot of knowledge, experience and skill. I am now prepared to take one step ahead in preparing myself to the reality working life. I am here thankful to everyone in Bau District Council who has helps me a lot in understanding the operations and exposed me to the new beneficial knowledge that I never dreamt of. I am really appreciated that I have been given this opportunity to be dealing with all the staff with a full guidance from everyone in Bau District Council. This internship achieves the objective because they teach me a lot of thing, which I would have never know.

Working in the Administration department gave me a clear picture of how an organization is run internally. Administration's main purpose is to fulfill employees demanded requirements and make sure employees are getting whatever they are needed to work freely and meet their performance objectives through their required items and providing a good working environment. Administration department is such a department of the organization that takes care of the full office from every brick to the full office building and whatever along comes with it and makes sure everyone gets a proper working environment. Admin department closely works with the HR department as both are working for the employees of the office. That is why seeing them I have observed some of their working techniques which helped me to relate with my education.

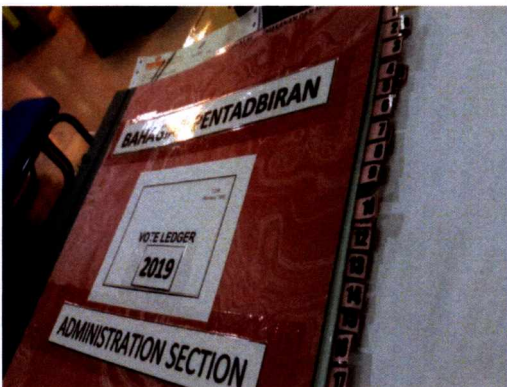
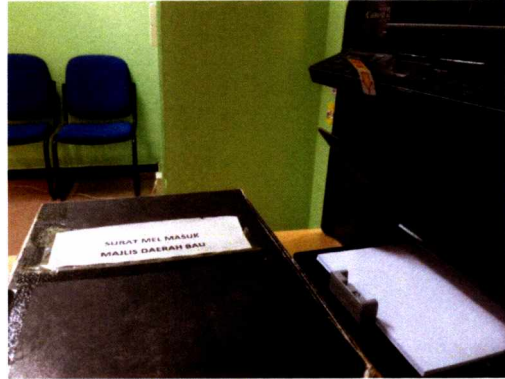
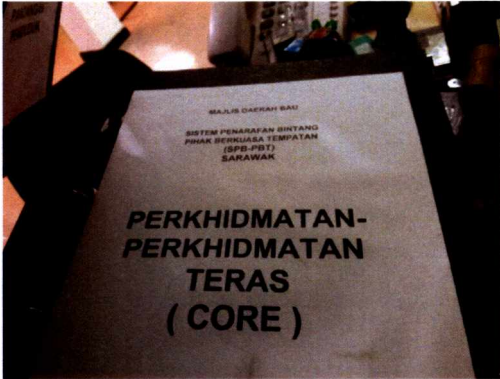
It was an honor for me to have worked as an Intern in this organization which taught me so much about corporate culture, norms, behavior, values and strategies. The knowledge that is learnt from this organization would help me enough to keep up with the organization culture.

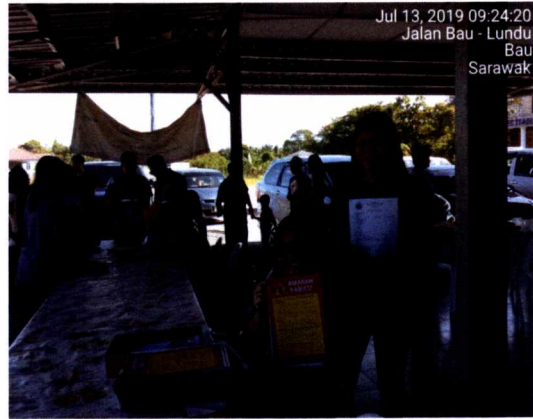
Hopefully, I will be able to perform well and learn more. I do believe that there are still a lot of rooms for improvement and will make sure that all the time spend in Bau District Council will be valuable for the organization and the university. Besides, it also gives me the best experience in working environment and it helps me in self-development.

REFERENCES

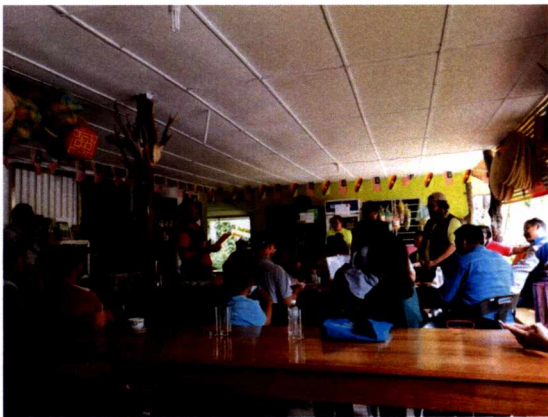
- Harris, R. (1998) *Introduction to Decision Making*, Virtual Salt.
<http://www.virtualsalt.com/crebook5.htm>
- Luhman, N: (1992) *The Concept of Society*. <https://doi.org/10.1177/072551369203100106>
- Majlis Daerah Bau. Retrieved October 20,2019, from Majlis Daerah Bau:
<https://baudc.sarawak.gov.my/>
- Salas, E., Cooke, N. J., & Rosen, M.A. (2008). On teams, teamwork, and team performance: Discoveries and developments. *Human Factors*, 50(3), 540–547.
- Shakil, M., & Nandi, R. N. (2013). Attendance Management System for Industrial Worker using Finger print Scanner. *Global Journal of Computer Science and Technology*.

APPENDICES













Sukacitanya Dianugerahkan Sijil Kepujian

Kepada

MISCHEL ANAK GEDA
(970823-13-6230)

Kerana Telah Menamatkan Dengan Jayanya
Latihan Praktikal Industri Di Majlis Daerah Bau

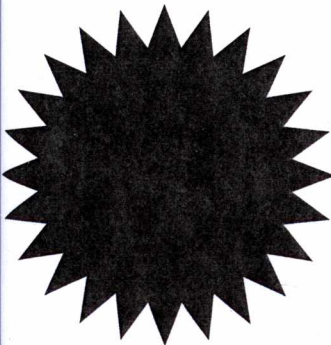
Pada

24 Jun 2019 sehingga 13 September 2019

Di

Bahagian Khidmat Pengurusan
Majlis Daerah Bau

(SIMON WONG HONG YONG)
SETIAUSAHA
MAJLIS DAERAH BAU





UNIVERSITI TEKNOLOGI MARA
CAWANGAN SARAWAK

**PRACTICAL TRAINING
LOG BOOK**

Instructions

This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.

Student's responsibilities for keeping log book up-to-date

Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the detail required on the previous page.

It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that:

1. It is available at your place of work during your training.
2. All entries, except sketches, are made in ink.
3. Entries are made within a week of the work to which they refer.
4. The book is handed to your training officer for retention on your return to UiTM and this will later be handed to the head of school for grading.

Recording

The log book should contain the following information:

1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being under taken.
4. Constructive comment on the work being undertaken and your considered opinion as to its value as training.

Student's Name : MISCHEL ANAK GEDA

Date & Place of Birth : 23/08/1997 (HOSPITAL UMUM LIMBANG)

UITM I/C No. : 201T982185

Course : BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)

Year : 2019 **Part** 5

Home Address : NO. 280, KAMPUNG BUMBOK, JLN BT KITANG,
93250 KUCHING, SARAWAK.

Address During Practical Training : MAJLIS DAERAH BAW, JALAN ONG EWAN
CHENG, 94000 BAW

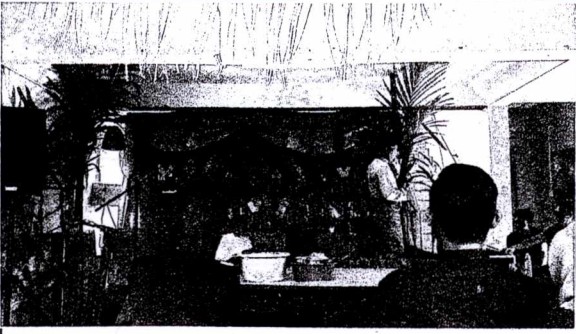

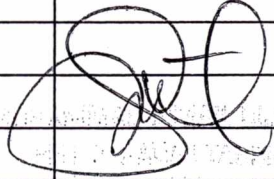
Place of Training : MAJLIS DAERAH BAW

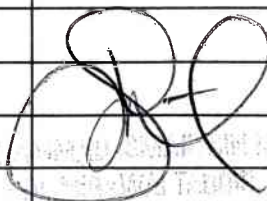
Name of Supervisor In-Charge :

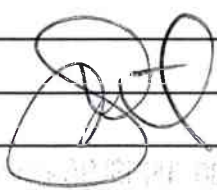

Duration of Training
From : 24 JUNE 2019 To : 13 SEPTEMBER 2019



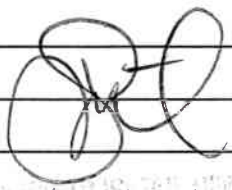
FOR OFFICE USE ONLY :

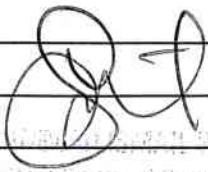
Remarks : [Dean / Course Tutor]

Date	Exact Nature Of Work Done	Supervisors Remarks
6/2019 (day)	Today, we got gotong-royong for Gawai-Raya event. Next, it was my first experience learn how to pick up an called with proper way which been guide by miss vianan.	
2019)	we are having "Gawai-Raya" event.	
		
		

Date	Exact Nature Of Work Done	Supervisors Remarks
1/2019 (Monday)	<p>Before I begin my duty, I got to meet with pendatang retidusahq Enak wee mang Hock I registered the new arrival that I loaded him to his room and then I registered my name in the entry book in order to recognize the new arrivals are coming. Hence, I submit my acceptance letters and attendance letters.</p> <p>Next, it was my first time experience on arrangement of personal staff files.</p>	
1/2019 (Monday)	<p>Today, I continue doing my task in which continue in arrangement of file and data key-in into the report as an record for the organization.</p>	
1/2019 (Monday)	<p>I continue my task that I left yesterday. one of the staff also teach me and give information on what is "kendakon pangkat record time-based berdasarkan kecemerlangan (TKR)".</p> <p>This is my first time learned on register recording on incoming mail through fax, which I will record the incoming mail in the record book. Next, after done recording the letters need to be send to each department which are related.</p>	

Date	Exact Nature Of Work Done	Supervisors Remarks
1/28/19 (Monday)	I was guided by mdm Hanim to fill the file of the new staff that had transferred to mams daerah Bau. Next, it was my first experience key in data of staff salary	
1/30/19 (Monday)	Helping the staff to collect vote from other department for excellent service award.	
1/30/19 (Monday)	Today, while im sending letter to public health department, one of the staff brief some information on how to register dog license. moreover, the staff give us on what type of dog are allowed to be register. Hence, After we are helping the staff to clean up and doing some decoration for the 5S program.	
		

Date	Exact Nature Of Work Done	Supervisors Remarks
7/20/19 (Friday)	Today, I volunteered in helping a rabbies vaccination program at Kampung Awogo and Tarik STW conducted by the staff from public health.	
		
		

Date	Exact Nature Of Work Done	Supervisors Remarks
7/20/19 (Monday)	Assisting Mr. Jong on how to key in bank reconciliation.	
7/20/19 (Monday)	Assisting Mdm Hain in doing filing, on updating the staff personal files.	
7/20/19 (Monday)	Register and remance letter all that being removed in mail register book.	
7/20/19 (Monday)	Today, im helping miss rally count the stock of stationery that have been delivered by stationery company. It was my first experience which counting the stock	
8/20/19 (Monday)	Mr. Jong shortly brief on how some company need to pay some deposit if they want to display their banner to the public. Mr. Jong explain some rule and regulation and the process to apply for permission to display their banners.	
8/20/19 (Monday)	Helping Mdm Chris I helped Mdm Chris to attach the counselors' name on the name plate as there will be a meeting conducting.	
8/20/19 (Monday)	checked the list name of the counselors'	

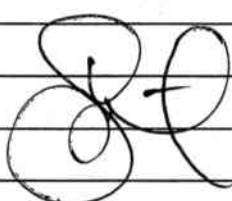
Exact Nature Of Work Done


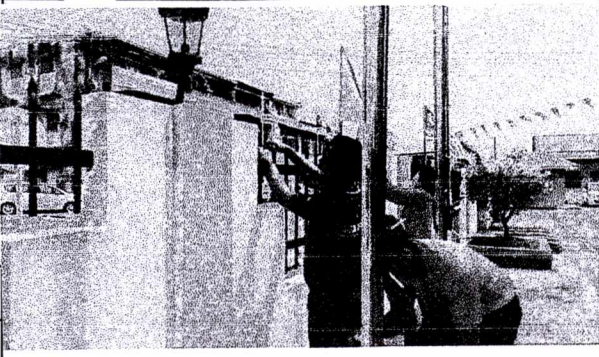
Supervisors
Remarks


Today, I volunteered in helping and
joining a penqave program at Kampung
KerANJI, BAW that ~~conducted~~ conducted
by pejabat kesihatan, BAW and staff from
public health majlis daerah BAW.
we are also participate in their gotong-
royong.

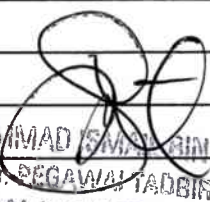



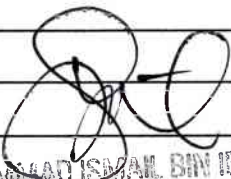
MUHAMMAD KHALID BIN IRDANIRI
PEL. REGAWAL TADBIR, N29
MAJLIS DAERAH BAW

Date	Exact Nature Of Work Done	Supervisors Remarks
21/10/19 (Monday)	Helping Miss Adel to arrange photocopy of "standing order made in accordance with section 21 local authorities 1996", "pindaan terhadap Jawatankuasa" which to be distribute to the new councillor that being appointed.	
21/10/19 (Monday)	continue arrange the photocopy to be put in the transparent files.	
21/10/19 (Monday)	Receiving and register incoming documents and letters for remarks by Mr. Simon Wong Hong Yong, secretary of Bau district council.	
21/10/19 (Monday)	Register letters and document to be remark by secretary for action. Recording all the remarked documents and letters in the upcoming mail register book.	<p data-bbox="956 1327 1313 1437">MUHAMMAD ISMAIL BIN ISMAIL PEN. PEGAWAI TADBIR, N29 MAJLIS DAERAH BAU</p>

Exact Nature Of Work Done	Supervisors Remarks
<p>11/2019 Assisting UNIMAS students in their program which is "Program Amal". we are doing some "gotong royong" around the MDR building. which we put up the flags.</p>	
	<p>showdown</p>
	<p>MUHAMMAD ISMAIL BIN IBRAHIM PEN. PEGAWAI TADBIS, N29 MAJLIS DAERAH BAU</p>

Date	Exact Nature Of Work Done	Supervisors Remarks
1/2019 12/12/19	Assisting madam Christina in preparing hard files which certificates will be put inside the files - prepared for courier which been selected.	
12/2019 12/12/19	Assisting madam Hanin in doing filing, on updating the staff file with their latest document	
12/2019 12/12/19	Register all document and letters received through fax and post in the morning mail register book.	
12/2019 12/12/19	Participating in "gotong-royong" for the department.	 MUHAMMAD ISMAIL BIN IBRAHIM PEN. PEGAWAI TADBIR, N25 MAJLIS DAERAH BAW

	Exact Nature Of Work Done	Supervisors Remarks
2019	<p>Assisting madam HANIM in doing filing on updating the staff personal file.</p> <p>Beside, I helped to stick the staff's August monthly meeting / assembly on the notice board.</p>	
2019	<p>Helping miss Adelina distribute vote paper to each department for excellent service award for the selected staff.</p> <p>Next, organize the doing decoration for the department for which is intimate organization chart.</p>	
2019	<p>Assisting mr. wee in printing the letters to be distributed to each department.</p> <p>Next, doing filing to updating the staff file (PANS).</p>	
2019	<p>Helping madam chaitina in calculate the evaluation form about customer satisfaction survey. Next participating in speech or demonstration from fire and rescue department of malaysia.</p>	 <p>MUHAMMAD SAIFUL GHIN IBRAHIM PEKERJAWA TADBIR, N29 MAMPU DAERAH BAW</p>
		

Date	Exact Nature Of Work Done	Supervisors Remarks
1/19	Public Holiday	
(m)		
9/19	Helping Mrs Adeline checking for	
(el)	unused documents to be saved and	
	recycle.	
9/19	Helping Miss Ulan doing the	
(ED)	filing. Finding the new incident	
	with ketamie, to pick up an called	
	with proper way.	
9/19	Assisting the new practical student	
(hr)	register all document and letters	
	received through fax.	
		 MUHAMMAD ISMAIL BIN IBRAHIM PEN. PEGAWAI TADBIR, N29 MAJLIS DAKTAR SAU
9/19	I hand over all of my tasks at	
(i)	the department to the new	
	practical student.	