UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
SELAYANG MUNICIPAL COUNCIL
PERSIARAN 3, BANDAR BARU SELAYANG,
68100 BATU CAVES,
SELANGOR DARUL EHSAN

SPECIAL PROJECT: E- FILLING

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IM245 - BACHELOR OF SCIENCE (HONS.) INFORMATION SYSTEM MANAGEMENT
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UNIVERSITI TEKNOLOGI MARA KELANTAN

01FEBRUARY 2017 – 30 JUNE 2017

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REPORT SUBMITTED IN FULFILLMENT OF THE REQUIREMENT FOR THE INDUSTRIAL TRAINING FACULTY OF INFORMATION MANAGEMENT UNIVERSITI TEKNOLOGI MARA KELANTAN

01 FEBRUARY 2017 – 30 JUNE 2017

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Date of submission: 11 July 2017

ABSTRACT

The Industrial Training report is based on the period from 1ˢᵗ February 2017 to 30ˢᵗ June 2017. The Industrial Training has taken place at headquarters Selayang Municipal Council or also known as Majlis Perbandaran Selayang (MPS). The trainee has been placed in Information Technology Department (IT Unit). In this report, it was highlighted about the training activities, experiences, skills and challenges that the trainee has been encountered. All training activities and special project are recorded in this Industrial Training report. The trainee has been assigned to developed 1 system which is from manual form to system named E-filling which demanding the ability of the trainee to developed 1 system that can be used by MPS staff.

Keywords: *E-filling, training activities, special project*

ACKNOWLEDGEMENT

Praise be to our continuing world, and praise the honor and greetings to the Prophet's Apostle and Prophet's seal, Muhammad, his family, his friends and those who follow him in a very good fashion and invite mankind to Allah SWT, to the Day of Resurrection.

In implementing and completing my project, it is possible without the help and guidance of some respected persons, who deserve the thanksgiving thank you to them. The completion of this project gives me a lot of fun. I would like to express my gratitude to my beloved parents with my support, thoughts, prayers and encouragement upon completing this project.

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CHAPTER 1 : INTRODUCTION

1.1 BACKGROUND OF THE ORGANIZATION

Figure 1 : Logo of MPS

Selayang Municipal Council or Majlis Perbandaran Selayang(MPS) was established on 1st January 1997. Previously, MPS also known as Majlis Daerah Gombak (MDG), which was established under Act 171, Local Government Act 1976. The MDGs were born from some string before the development of the Local Government Council such as Lembaga Bandaran Gombak, Lembaga Bandaran Rawang, Lembaga Bandaran Kuala Ampang, Kawasan PKNS Taman Keramat, and Kawasan Perindustrian Batu Caves. Started from this development, then MDG was established and now it is known as MPS.
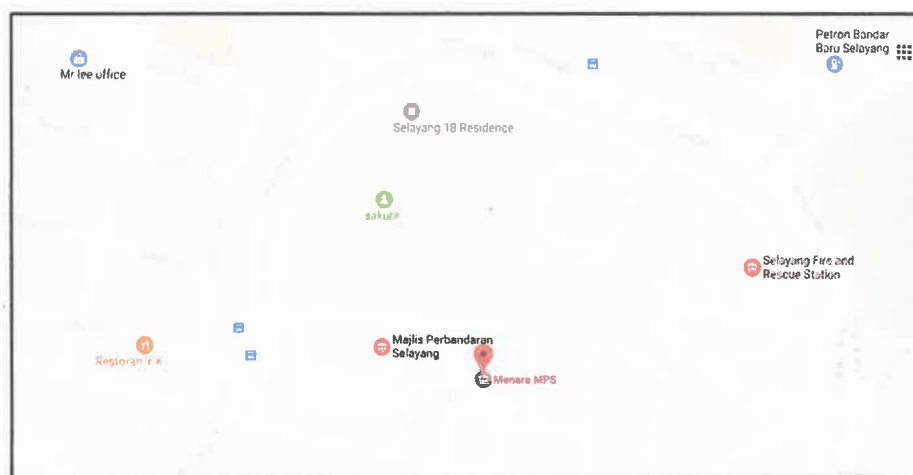
Figure 2 : Location of MPS

Function of MPS

The function available in MPS is to provide basic municipal services in accordance with Act 171, Act 133 and Act 172. This is the main function of the MPS and the second function of being an agent of physical development, social and economic effectively with the requirements of the State and the Federal Government.

Mission and Vision

In MPS also has its own mission and vision. The vision of MPS is Majlis Perbandaran Selayang Lead Management Excellence Towards Sustainable Municipal By 2020.

The mission of MPS is Majlis Perbandaran Selayang Strengthening Glance to all Citizens Service Through Class 5 Star Formation Communication Towards Peace.

Objective of MPS

There are several of objective that have in MPS :

i. Providing and Improving Municipal Service
ii. Prepare and maintain infrastructure facilities
iii. Develop and oversee Development Through Development Orderly and Planned
iv. Prepare and maintain facilities Parks and Recreation
v. Creating beauty Atmosphere Area Line With Objectives To Turn Area Council as "Area Urban Park"
vi. Strengthening Unity Between the People's Society Alongside Creating Responsible and Disciplined
vii. Playing Role In The State Government Efforts To Attract Aspects of Industrial, Low Cost Housing Planning and Programs Encourage Tourism

1.2 ORGANIZATIONAL STRUCTURE
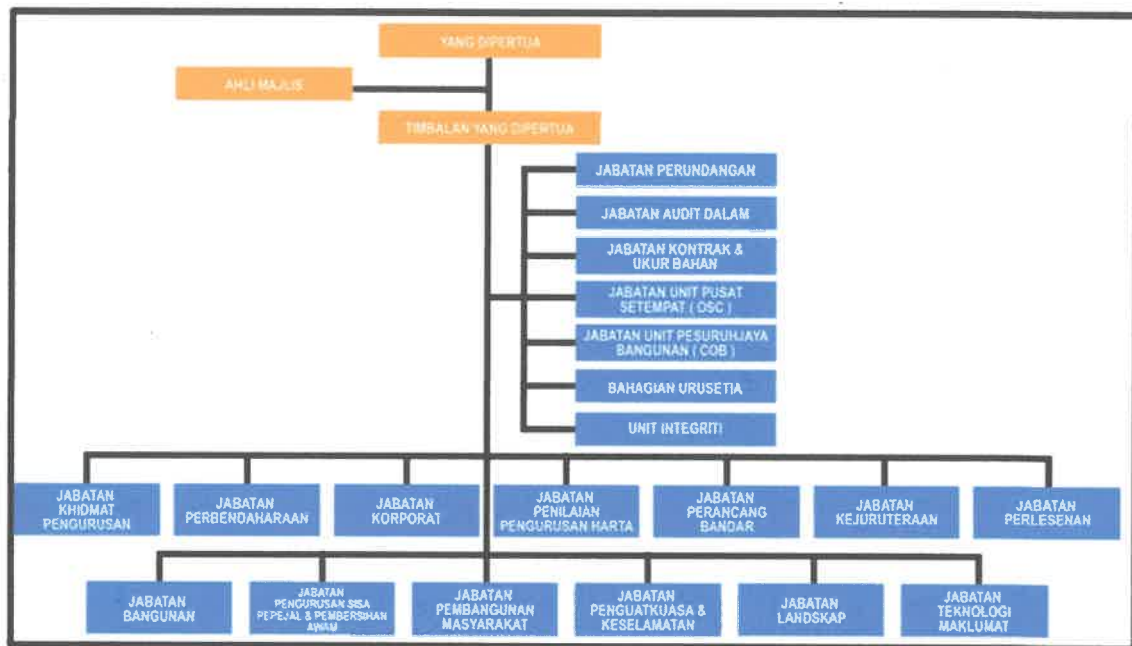
Figure 3 : Organization Structure of MPS

MPS has 20 departments that have their own function. Each department in MPS is carrying out their duties respectively. The departments that have in MPS is :

    i.   Jabatan Perancang

    ii.   Jabatan Audit Dalam

    iii.   Jabatan Kontrak & Ukur Bahan

    iv.   Jabatan Unit Pusat Setempat (OSC)

    v.   Jabatan Unit pesuruhjaya Bangunan (COB)

    vi.   Jabatan Khidmat Pengurusan

    vii.   Jabatan Perbendaharaan

    viii.   Jabatan Korporat

    ix.   Jabatan Penilaian Pengurusan Harta

    x.   Jabatan Perancang Bandar

    xi.   Jabatan kejuruteraan

    xii.   Jabatan Perlesenan

    xiii.   Jabatan Bangunan

    xiv.   Jabatan Sisa Pepejal & Kesihatan

    xv.   Jabatan Pembangunan Masyarakat

xvi. Jabatan Penguatkuasa & Keselamatan

xvii. Jabatan Landskap

xviii. Jabatan Teknologi Maklumat

xix. Unit Integriti

xx. Bahagian Urusetia

Apart from all the departments that are present in MPS, they are led by the Yang Dipertua Ahli Majlis. He is the leader of the MPS and all actions or decisions that are made need the approval of the Yang Dipertua Ahli Majlis.

CHAPTER 2 : ORGANIZATION INFORMATION

2.1 DEPARTMENTAL STRUCTURE
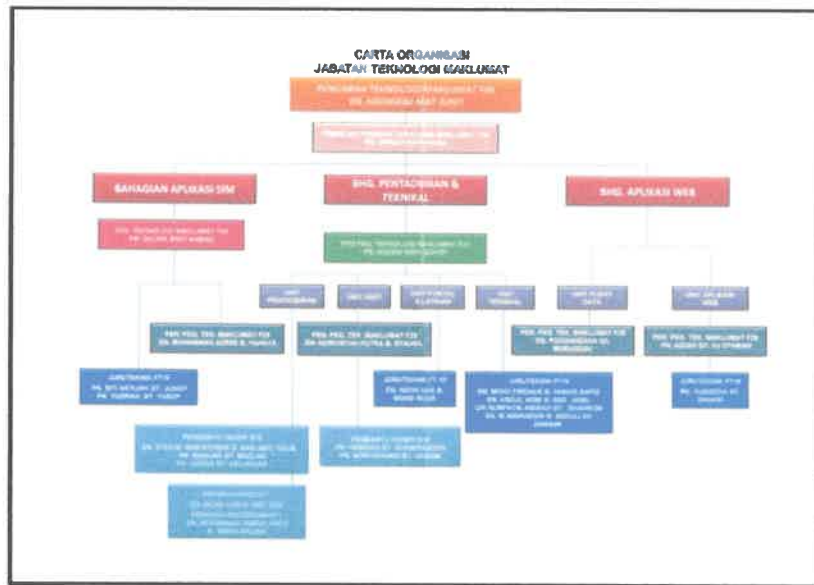
Figure 4 : Organization Structure of IT Department

Department of Information Technology has its own goals, namely to create a workforce that is well trained, efficient, and highly skilled in the field of Information Technology. Every employee who is in this position have their job to ensure that all issues can be resolved delivered on time that has been set. Now, the total numbers of employees in this department are 23 employees. They are divided into three parts in this department. The first part is a SIM Application Part. In this part, they consist of 4 staff headed by an officer, an officer and 2 technicians to complete their work in the section.

The second part is the Administration and Technical. In this section there are a total of 14 employees. They are led by an officer and below there are 4 different units that have their respective duties. The first unit is the Administrative Unit, under this unit there are 3 staff from administrative assistants and 2 staff from the office of public employees. The second unit is a unit of assets. This unit is available under one of the assistant chief of staff and 2 administrative assistants. While the third unit of the Portal and Training Unit is managed by a technicians. The latter is a technical unit, the unit has 4 technicians to carry out the tasks related to care in terms of damage to equipment or monitoring in every department in the MPS.

The third part is a part of WEB Applications. in this section there are 2 units Data Center Unit consisting of an officer and a second unit is WEB Application Unit comprising one assistant and a technician in the performance of duties in the unit.

2.2 DEPARTMENTAL FUNCTION

IT departments have their own functions to demonstrate the potential and abilities of their own compared to other departments that are present in Selayang Municipal Council.

There are objective of Selayang Municipal Council :

- To promote the growth of ICT in the Klang Municipal Council to create a ICT environment to all levels of management to improve productivity and performance of the Council.
- To increase the level of professionalism in the use of Information Technology services to all citizens of Council
- To meeting the needs of ICT from each department in the Assembly.
- To provide training or ICT courses to all staff of the Council for increasing the level of efficiency in the use of ICT.
- To improving Transparency Council services through ICT.
- To move closer to the people through ICT Council

There are 9 main functions of the Department of Information Technology:

- Plan and manage computer equipment Council.
- Plan and manage the Computer Network System Council.
- Plan, design and implement application systems to support the operations of the Council.
- Operate and maintain application systems Council.
- Provide and maintain ICT infrastructure for use by the Council.
- Plan and conduct ICT programs Klang Municipal Council.
- Plan and manage training programs ICT Council.
- Plan, design and maintenance of security systems IT Council.
- Carry out consultation and training.

In the IT department, the main task which they run is to receive complaints from staff-related staff in other departments in the existing system in the MPS that they have to monitor all the time. In addition, they also receive complaints about any damage to hardware equipment and staff may be necessary to take action on these problems. There are functions of the system in IT Department :

- Ensure that the hardware and software of complaints received are taken within 3 working days.
- Ensure the complaint system Integration Council (SIM) take action within 1 working day.
- Ensure complaints in support of the application system to take action within 1 working day.

CHAPTER 3 : INDUSTRIAL TRAINING ACTIVITIES

3.1 TRAINING ACTIVITIES

During the 5 months I was in the Selayang Municipal Council is to undertake industrial training. The staff that is in the IT department was tasked to take care of every movement of letters. The staff has to record every activity in and out of a letter from the IT department. My task is to help the staff to make adjustments every existing file. The staff must follow the rules set by the National Archives on the deposit and related files. The first thing to do is make sure that every file is stored cannot exceed 100 pages and not exceed 4cm. The staff asks me to help him to convert all the files from blue file to white file. White file is according to the regulations of the National Archives. I also need to stamp on each file that the file numbers in the order they had done before the new convert files. After all files converted to new files, the files must be stored in a box and put in a cabinet that has been provided. The box is in accordance with the rules and instructions given by the national archives.

Figure 5 : Blue file and white file

Figure 6 : The box and cabinet that use to store all file

Apart from the need to change the old files to the new file, I also have to enter every letter received in the file according to the file number that was set by each letter. Because too many letters must be received by the staff on a daily basis, time for him to enter the letters in the files down. This leads to too many letters have I put in the file. The figure below shows some unfinished letter entered into the file.

Figure 7 : Unfinished letter entered into the file

Besides that, my next task is to assist my staff in a department to coordinate notebook under his care so that all the items are in good condition. I need to check whether the notebook is safe from any viruses and antivirus that there needed to be updated. Besides that, I have to make sure that the software that other staff often use works on all notebooks. This will make

it easier for them if there are any staffs who want to use the notebook. Figure 7 and 8 show the task I have undertaken.

Figure 8 : Activities for the maintenance notebook

Figure 9 : Activities for the maintenance notebook

Next activity I did was I by some technical staff to make computer maintenance in every department in the MPS. Any hardware used by each staff should be recorded and should be examined in order to avoid loss and so on. This work is usually conducted once a year by the technical department of information technology. Any hardware items should be in the record of the serial numbers for MPS itself. For the computer, I was directed to check whether the antivirus is used to keep the latest computer. Besides that, I have to check the software that use the MPS staff often works well and if all geared no, I had to install it into the computer.

Figure 10 : The printer to make maintenance

The next job I do is I help technical staff to install laptop if there are any meetings in the meeting rooms. I need to install a laptop to be used for meetings and I also have to make sure that Wi-Fi is provided to function properly and can be connected to a laptop. I usually have to help the technical staff to install these items in a few different places within a day. To do that work, I and the staff on duty had to come earlier than they would handle the meeting. This is because the initial setup if a laptop or Wi-Fi experiencing problems. Most times I help the technical staff, the damage and problems caused by Wi-Fi. Wi-Fi is usually not able to connect to a laptop or system they will use during the meeting later.

Figure 11 : Setup the meeting

Figure 12 : Setup the meeting

To ISO audit, I need to help some of staff to get the signatures from staff in other departments. The signature is a confirmation of the complainants who complained about damage and problems that occurred on items of hardware or system they use. After getting the signatures, I have compiled all the letters in the files of the complaint in accordance with the sequence and the correct categories. This is to enable the audit to check on each file.

Figure 13 : Letters to get signatures

Figure 14 : The letter must be compiled into a file

In addition, there are also activities that I need to do, namely to set up a birthday card to all staff by month. I need to paste the name of each staff on a birthday card is distributed to them.

Figure 15 : Birthday card

The next activity is I help staff responsible for maintaining stocks of toner and ink to make a calculation and check whether all toner and ink that is still usable or not. If there is every toner and ink that has been long, it must be recorded for subsequent action taken by the higher authorities, which are to be disposed of.

Figure 16 : Stock of toner

I have also helped the technical staff to install the toner in the printer director in other departments. I learned how to install and remove the toner in the printer for each printer that there is a different way to produce toner.

Figure 17 : How to install and remove the toner in the printer

Most of the work that I do is help the technical staff because they are some of the staff who have committed a very big launch any event or meeting. My next task is to help the technical staff to repackage PCs and printers that has been borrowed by other departments. I have to open the entire PC and plug the printer and insert these items into the boxes as usual. If other departments would like to hold a meeting, they had to seek the assistance of technical staff in the IT department to provide the tools they need such as PC and printer. Technical staff has to find and provide the equipment according to the request of staff in the department.

Figure 18 : Repackage PCs and printers

Next, I help the technical staff to install a PC and printer in the lobby for the use of MPS license department. They would hold a counter for Ramadan bazaar site. Therefore, they require a number of PC and printer for their use include information traders who want to get a bazaar. I need help technical staff to install the PC and ensure that all PC and the printer are functioning properly. We need to make a trial first to make sure that no problems will arise.

Figure 19 : Install a PC and printer in the lobby

In addition, I also help staff to send a letter of complaint that has been completed to another department. This is to prepare for the ISO audit. Each letter of complaint that has been completed is required to obtain the signature of the complainant. This is evidence that the technical staff had taken action. Audit for ISO in turn, their arrival to the MPS is to monitor in every department before they approve the renewal of the contract SIRIM.

Figure 20 : Letter that need to get a signature

My next task is to help some technical staff to install Wi-Fi in departments involved with the Audit ISO. Wi-Fi all the pairs must be functioning properly and can be connected to the laptop that they use. Besides that, I also help them to install the PC in the meeting room selected for the audit is put on first before they go to the next department.

Figure 21 : Install the PC in the meeting room for Audit ISO

Figure 22 : Install Wi-Fi in departments involved with the Audit ISO

The next activity is a staff asked for my help to edit the system he had done. We must correct every error that exists, we need to edit and try whether the system is successful or not. Besides that, I also assist the staff in charge of stocking toner and ink to make the calculation and revision of the stock of toner and ink that had just arrived in the IT department. we need to make the correct calculation and carefully because the boss does not want to have any problems that would arise later like there's more yet to submit the remaining stocks and so on.

Figure 23 : New stock of toner and ink

After making counts and staff is done to record information about the items in the system that has been provided, we have to make the distribution of toner and ink to the other staff that are in different departments. Toner and ink need to be distributed according to the request of staff.

3.2 SPECIAL PROJECT

3.2.1 PROJECT OVERVIEW

E-filling was made for the use of staff in the information technology department at MPS to record and store information related to outgoing mail in at the department in electronic form. Previously they only store and record the letters in the form of a manual only. MPS was located in Menara MPS Persiaran 3, Bandar Baru Selayang, 68100 Batu Caves, Selangor Darul Ehsan.

Basically, this system is used to help the staff to ensure that every single of information is saved and store into the record and to avoid redundancy of information. With this system, it will facilitate and assist staff to find and check every file that is in the cabinet. Staff only need to open the system and choose what they want and if they want a hardcopy of them just need to cabinet to find a file.

3.2.2 PROBLEM STATEMENT

The main problem in MPS is the staff in IT department does not have the systematic and sophisticated system to manage their daily tasks in record the letters. All the operations are performed by manually. They need to go to the cabinet and checks the record one by one and recording the data in printed form. They also need to keep all records in the file, and it uses a lot of space to store all the records. In this way the risk of the occurrence of the loss of records in the store are high. This is because there are a number of other staff will use the files contained in the cabinet to use their service and have forgotten to return the files to their original positions. The redundancy list of file also happened because they only have the printed of record.

3.2.3 OBJECTIVE AND SCOPE OF PROJECT

OBJECTIVE

The following are the objectives which have been identified:

- To reduce the time in retrieving records stored files
- To reduce paper consumption
- To help staff to find the information

SCOPE OF PROJECT

The scope of the project in this run is to focus on the record in the Department of Information Technology. From this system, staff who are responsible for managing and maintaining files in and out in this department can carry out tasks quickly and easily. This system can also be helpful staff is to check or look for files that are stored in the cabinet quickly.

3.2.4 USER TARGET

IT departments are users of e-filing system are in helping them manage work-related correspondence. This system is also a system that is user friendly and easy to use by staff in the IT department. In addition, this system has also produced according to suitability and requirements for staff to manage incoming and outgoing mail to the post.

3.2.5 TOOLS USE FOR DEVELOPMENT

The tools that are used to develop the systems are Php & MySQL and WampServer. All the tools are very important in developing and building a basic system. Other than that, Adobe Photoshop, Switchmax2, Joomlaa have been utilized make sure the system will be more attractive.

3.2.6 SYSTEM DESCREPTION

The system that I develop is using the local area network (LAN). Local area network (LAN) is a network that connects to the computers and devices in a limited geographical area such as a home, school computer laboratory, office's building, or closely positions group of buildings. The staff in IT department will use this system especially for the person in charge that handle an incoming and outgoing mail to the post.

The person in charge that will use this system can counts, edit, delete, update and store the data in the systems as for the reports and references. If staff wants review or checks about the file, he only need to check through the system. The systems will provides information based on the criteria in the inventory files that has been create in the data stores. This will helps the staff to update the files of letter more easy rather than the previous systems.

3.2.7 SCHEDULES AND TIME LINE

To develop this system, I chose to use the traditional method to collect the information. The first method that I use is interviewing individual. From this method, I choose one of the staff at IT department to do an interview session. To be an effective interview session, I need to follow the guideline which is a plan interview, listen carefully and take notes, when process of interviewing. In process of interviewing, I use the open-ended question and closed-ended question to make easy for staff to answer and I also can understand easily.

In addition, I also use the brain storming and practice the communication two ways. The advantages of using this method is to make sure all the important information is collect, more effective use of time and can hear agreements and disagreements. I interviews the staff of IT department in order wants to make sure that all the information are accurate complete.

To collects data about the staff's problem, I use the methods of observing. The advantages of use this method is I can directly view our clients do their jobs and objective measures of employee interaction with information system and can cause people to change their normal operating behavior like use manual form in order to make a filling system. From there, we can view and know how complicated that staff need to use the manual system.

3.2.8 CONTEXT DIAGRAM AND DATA FLOW DIAGRAM

CONTEXT DIAGRAM
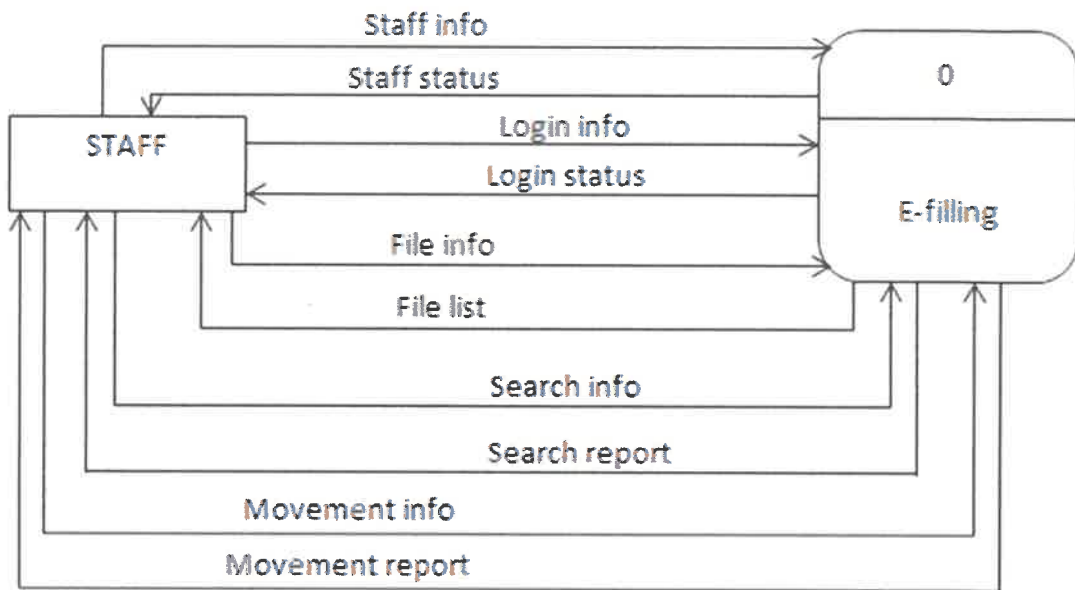
Figure 24 : Context Diagram of E-filling

DATA FLOW DIAGRAM
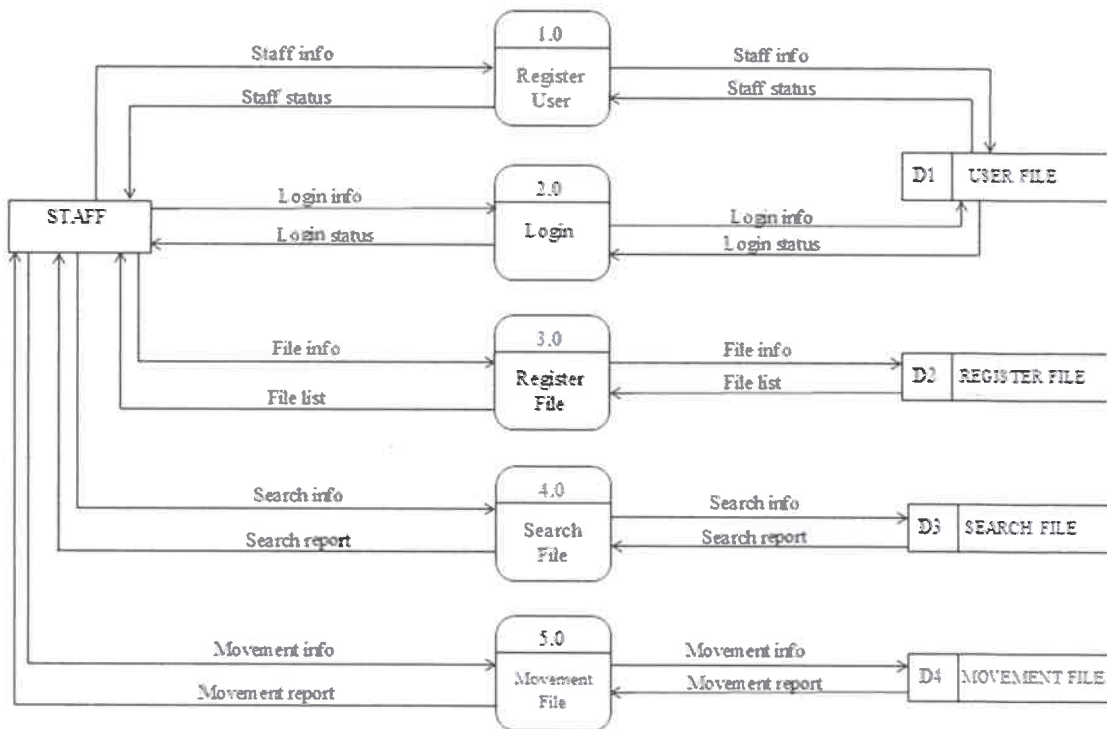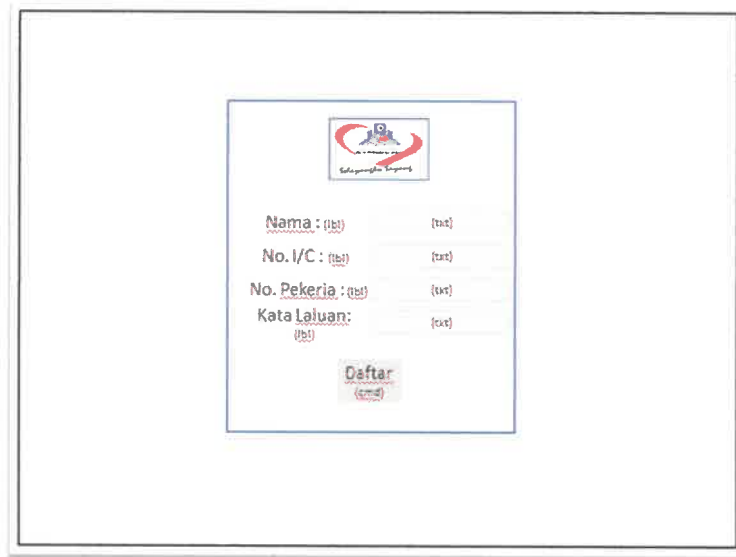
Figure 25 : Data Flow Diagram of E-filling
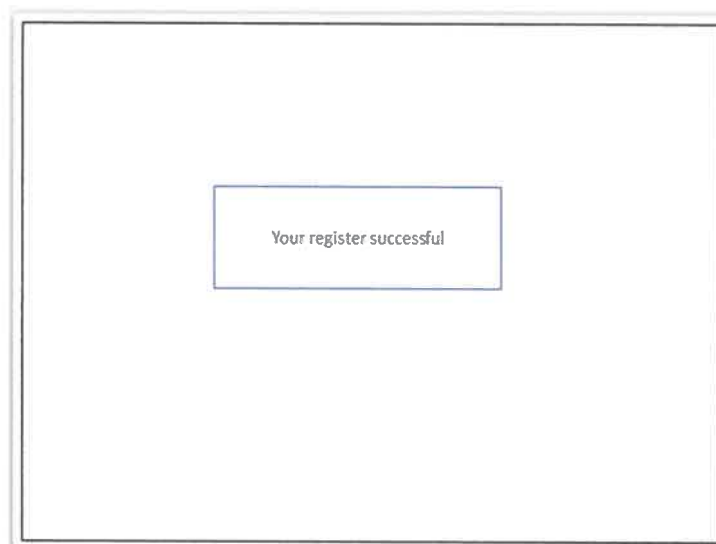
3.2.9 INTERFACE DESIGN

Before creating a system, the main thing to do is interface design. This interface design is very important and very useful for reference when creating a system. With this interface design, the work done will be quick and easy. In the event of creating a system, it often loses the idea or is unable to think of the next step, the most correct reference is the interface design. This is an interface design that I have created for E-filling.

Figure 26 : Registration info form

Figure 27 : Registration status form

Figure 28 : Login info form

Figure 29 : Login status form

Figure 30 : Register file info

Register 31 : Register file info form

Figure 32 : Register file list

Figure 33 : Searching file info form

Figure 34 : Searching file list

Figure 35 : Movement file info form

Figure 36 : Movement file list

In conclusion, E-filling is a very useful system for staff in IT department and also for other departments. This system can help staff who manage outgoing and incoming mail quickly as they record all available files and then generate reports more easily than using a manual system. In addition, this system can help staff to store important data and information faster. This system will not only be used by staff in IT departments only, but this system will also be provided to staff in other departments as well as in the future. For now this system will be used by the staff at the IT department first.The user manual for E-filling system will show on the appendix.

CHAPTER 4 : CONCLUSIONS

4.1 KNOWLEDGE GAINED

I was at the MPS for 5 months, a lot of experience and the lessons I have learned how to prepare equipment such as laptops, Wi-Fi, printer and so on according to user requests. I was able to experience the feeling of how technical staffs who have worked tirelessly to install the equipment and make sure all the equipment they provide to function properly during the ceremony. If equipment that they provide has a problem, they had to find a solution quickly and if it does not work, they had to seek the assistance of other technical staff to assist them. Usually, if a meeting involving top management as directors in all departments, the technical staff has to prepare in advance so that there could not be any problems. This provides a very useful knowledge to me about the importance of technical staffs is available to ensure the success of the program.

Next knowledge so that I can be is how to make computer maintenance. If we hear computer maintenance is a simple thing and it is not a difficult task. I felt so at first, but after I attended technical staff make the assignment, I feel this is a task which it will test the patience of both physically and mentally. To set up a computer will take time to get all the necessary information such as the serial number of the computer and so on. While I help the technical staff to perform this task, I have to go to each department and each table to check on the computer and record the serial number for the hardware. For my computer to check the condition of the computer like checking antiviral use was updated or not, if the antivirus is not updated I need to take action, and if the computer does not have antivirus, do I need to install so that the computer is safe from attack by viruses, so I need to check the software that they use often works well or not, and I also need to check whether the computer has no problems and can be safely used.

In addition, I also have knowledge of how to manage records such as frequent letters and departments in IT departments. Before, I only knew when I was in class only and that was just a theory rather than practical. When I was in this MPS, I learned how to manage letters from start to finish. At the beginning, I need to make adjustments to the files that will be used to store the letters like laying the label for the file and putting the file number. The next step is to classify each letter to be stored in the file that has been prepared. When all of the letters are filed in the file, the files must be entered into the prescribed box according to the rules that

have been set by the National Archives. If the files are full, they need to close and open new files with different volumes. All the steps I can do myself and it is a new experience for me.

4.2 PERSONAL THOUGHTS AND OPINION

In my opinion, during my training in the MPS industry, many things that I have learned not to think in terms of jobs or in terms of individual attitudes. In terms of jobs, in their own IT department has divided the tasks to employees according to their skills. However, in my opinion, the authorities should increase the number of their employees, particularly in the technical side. The number of staff in the technical part is not sufficient to accommodate the number of complaints reported to them constantly. This will force some of the complaints pending and need to take time to complete.

Besides that, I also learned how staff in the technical work, such as providing equipment for meetings and they have to set it up perfectly. If there is a problem they need to look at solving them. When completed they also need to keep and make sure any equipment that has been used enough and keep in the proper place.

In addition, in terms of individual attitudes as well, I have learned many things that previously I never saw in my years at university. While in the working world, we will always work with various age no matter young or old. The language used by colleagues very instrumental while working together. It does not matter whether young or older. We also should not use vulgar words that might offend other employees, and we should think first before removing the words.

The next lesson I got the training industry is the attitude of a leader of the workers subordinates. If we as a leader, we have to show a good attitude and be an example to the employees subordinate. If there are any errors or mistakes that have been done by subordinates, should not we as chief uttered unfavorable to the employee as this will reflect ourselves in front of the workers. Besides that, we also can not to mix personal matters with work so employees who often become victims of our own to release anger. This is one of the unprofessional attitudes as a leader. As a leader, we should always be respected and loved by every employee rather than be used as an enemy by them. If the attitude is not good as it is continuous, it is possible that employees often turn and cannot stand the attitude of our own.

Understanding and tolerance among workers is also very important. This attitude can be seen how each employee can tolerate their colleagues. However, not all workers have a good attitude towards their own colleagues. In my years in this department, most of them have a spiteful attitude and there is no understanding among them. Some of them do not like to see their friends succeed and often liked by his superiors and there is also own superiors are not happy with their own subordinates.

Not all of them have a bad attitude, there are also good and very respectful of others. This attitude must be followed and emulated by all employees regardless of their superiors and subordinates or employees. Good attitude will always be liked by other employees and they will often be successful no matter what they do.

4.3 LESSON LEARNT

An actual experience in the working world is an experience that is very difficult when compared with the experience while at university. If at the university, we just be friends, and running errands with friends of the same age only. Besides that, we also do not have to think too long to do something while at the university for the people around us are our own friends. Similarly, if compared with other working conditions, most workers are of varying age and older with us. Where it can be seen how the employees in any organization of their duties work together. Team spirit should be applied in each and every employee to ensure teamwork in performing every task entrusted successfully. Respect to any other employee must also exist within an individual no matter in people who are older than we or even the younger ones.

Moreover, understanding the tasks entrusted also very important in an organization. This understanding should be on every worker regardless of whether heads or subordinates. If we are the masters of other workers, we should understand the responsibility and the duty of every employee who is under us. We also can not to belittle our workers if they cannot complete the assigned tasks in accordance with a predetermined time. If employees have personal problems or problems at work, we, as a leader should help in the right way.

In addition, the main thing that cannot be avoided no matter whether we as a student or employee of spiteful attitude. This attitude is absolutely not separable in every human being. In the world of work, this attitude will destroy ourselves if someone does not know how to

care for and control those feelings. As teammates, we should not have such an attitude to our own friends as each man certainly has its advantages and disadvantages of their own. Some of them are willing to do anything to satisfy their own friends regardless of whether you need to accept the consequences. In addition, there is also the head envy the success of their own employees.

The next lesson is the language of conversation between the head of the workers. Good communication language is to keep each other happy and feeling so each language we use does not offend anyone. If we are the head to reprimand subordinates should use language that is appropriate to them. If the head is often used harsh language to its employees, it is possible any subordinates will be offended and feel less comfortable with their leader.

4.4 LIMITATIONS AND RECOMMENDATIONS

In this IT department, the weaknesses I can see are in terms of convenience. For the IT department, the space provided is not so great if compared to the department that is next to it. Because the space they have has to be limited to the best possible. The desk that houses all staff is also very limited and if they want to take other staff to be in the department, they are forced to issue an existing staff to replace the new staff. Besides, they are also unable to provide space for practical students like me. Every practical student who goes to this department needs to be in the meeting room only and if they wish to hold any meetings, practical students should give space to them and be forced to search for vacant places temporarily. These will somehow complicate and disrupt their duties. Different to other departments, they will provide tables and PCs for their practical students.

In my opinion, this department may be able to expand existing space or they can request another space to be the second place for them. With this, they can provide more space for the staff and be able to further increase the number of existing staff. Besides, they are also able to provide a space for practical learners so that meeting rooms can be used at any time.

REFERENCES

https://ms.wikipedia.org/wiki/Majlis_Perbandaran_Selayang

http://lphs.selangor.gov.my/index.php/pages/view/16

http://www.mps.gov.my/

APPENDIXES

USER MANUAL
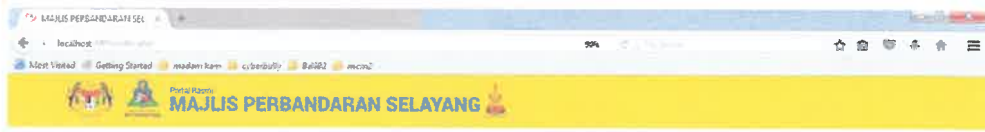
STEP :

1. Click at the button for the first time user.
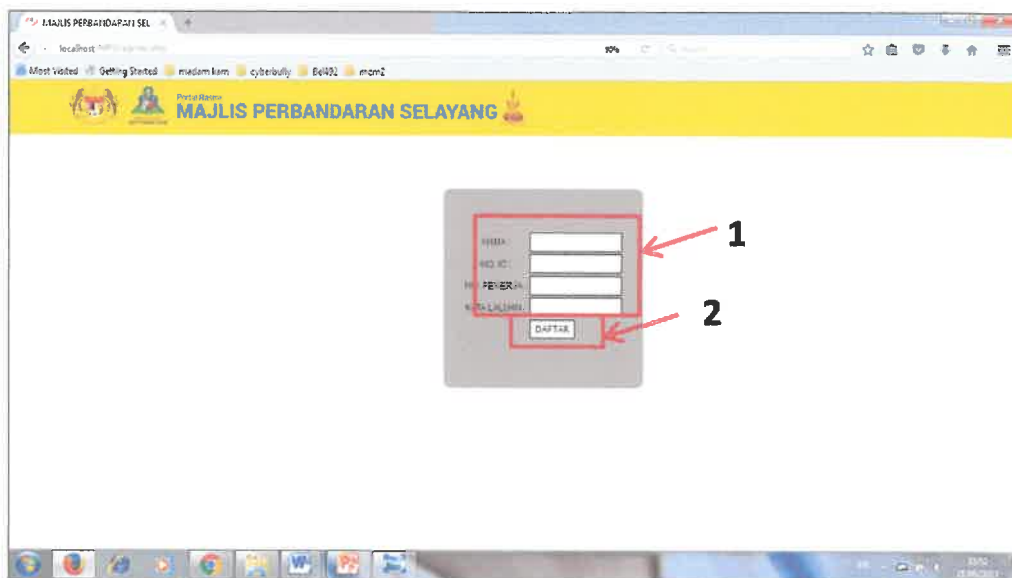
STEP :

1. Fill at all the form that given.
2. Click at the button 'DAFTAR'.
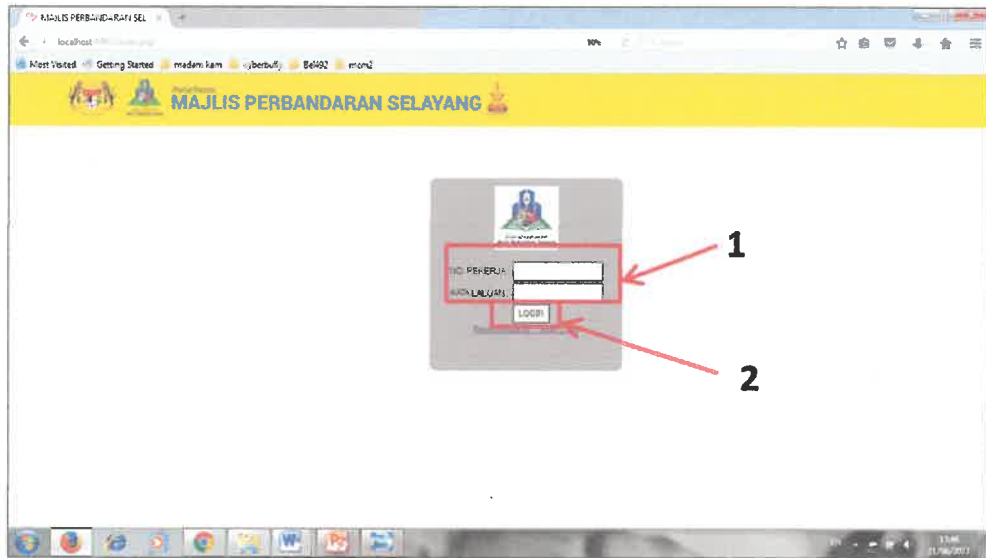
STEP :

1. Fill at all the form that given.
2. Click the button 'LOGIN'.
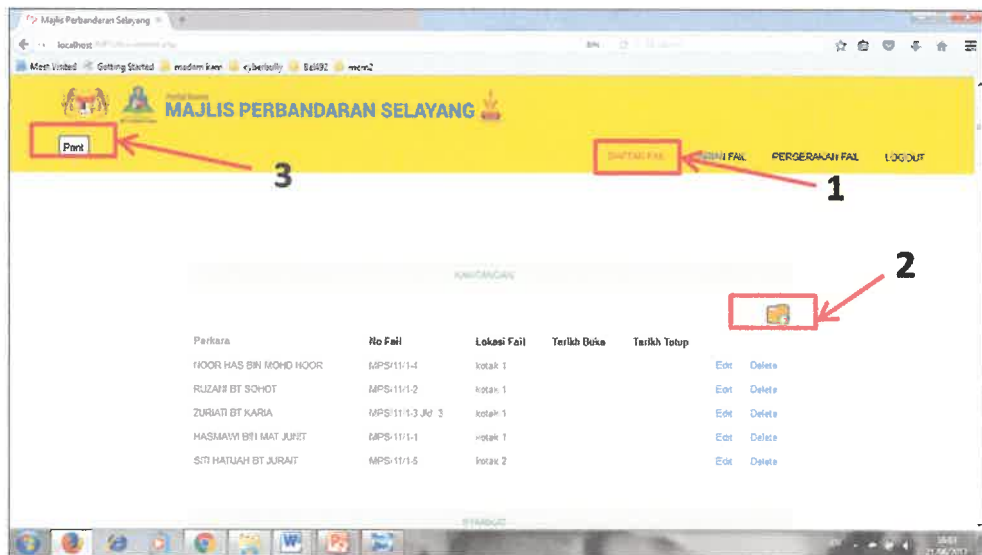
STEP :

1. Click at button 'DAFTAR FAIL'.
2. Click at images file to add the file.
3. Click at button 'PRINT' to make a copy.

STEP :

1. Click at 'CARIAN FAIL' to find the file.

2. Select any required file.

3. Write the keyword that need to find.
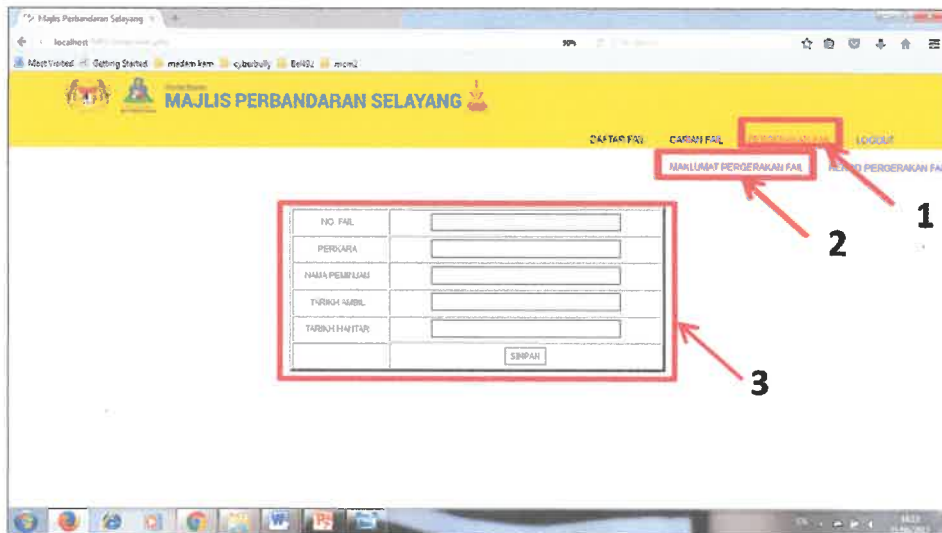
STEP :

1. Click at 'PERGERAKAN FAIL' to record incoming and outgoing files.

2. Click at 'MAKLUMAT PERGERAKAN FAIL' to staffs who wants to use the files.

3. Fill out all required information and click at button 'SIMPAN'.

STEP :

1. Click at 'PERGERAKAN FAIL' to record incoming and outgoing file.

2. Click at 'REKOD PERGERAKAN FAIL' to see the movement of file.

3. Click at 'PRINT' to make a copy.

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	FEBRUARY	
1/2/17	- first day practical in Information Technology Department	
	- supervisors name's EN NOOR HAS BIN MOHD NOOR.	
	- help staff in IT Department to doing filling system. on manual	
	- transfer files from ~~green~~ blue files to the white file.	
	- there is no supervisor because he had to prepare for field work in conjunction with the taipusam.	
2/2/17	- help one of the staff to organize a letters.	
	- make an update of files according to the MPS portal by year.	
	- go to another department for the return of an incomplete form for their signature.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
3/2/17	- continue go to the other department for return of an incomplete form for their signature.	
	- help one of the staff to doing a filling system on manual. Example of file that she used is 'Open File'. ~~They~~ She change all the file based on regulation of National Archives.	
	- help staff to send a letter to other department. Most of ~~the~~ letter that need to send ~~is~~ from ~~the~~ association.	
4/2/17 5/2/17	WEEKEND	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/2/17	- continue to help staff to doing a filling. The first step that need to do is ~~need to~~ cop file number on every white file before transfer all letter from blue file to white file. - help staff to send a letter to other department.	
7/2/17	- continue to help staff to doing a filling. Continue to cop file number on every white file before transfer all letter from blue file to white file. - help staff to send a letter to other department.	
8/2/17	- help staff to setup a laptop for 'Bengkel ISO' on the 8th floor. - continue to help staff to doing filling. Continue to cop file number on every white file before transfer all letter from blue file to white file.	

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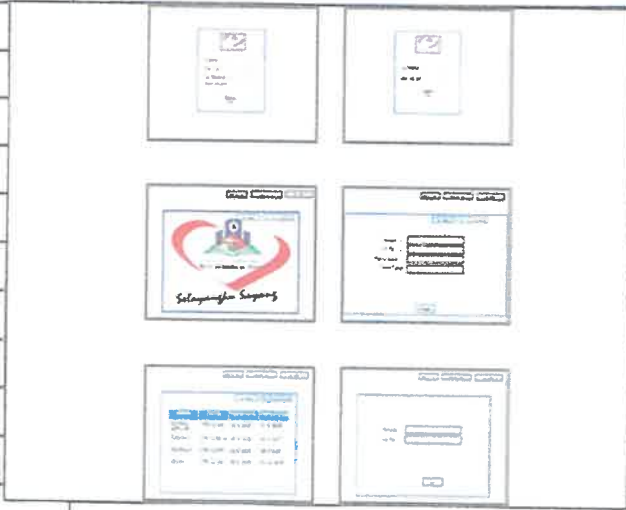
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
9/2/17	- continue to help staff to doing filling. Need to cut and paste the label on files.	
	- help staff to send a letter to other department.	
10/2/17	- continue to help staff to doing filling. Continue to cut and paste the label on files.	
	- help staff to send a letter to other department.	
11/2/17	WEEKEND	
12/2/17		

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
13/2/17	-continue to help staff to doing filling. Continue to cut and paste the label on files. The label on files is to separate category of each file. -help staff to send a letter to other department.	
14/2/17	-continue to help staff to doing filling. Continue to cut and paste the label on files. -help staff to send a letter to other department.	
15/2/17	-first discussion with the supervisor to determine the title of special project The title of special project that chosen by supervisor is 'E-filling system'. -help some of staff to make the work of maintenance in every department. Every PC in each department need to write their IP address, domain name and others. -continue to help staff to doing filling	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16/2/17	- continue help some of staff to make the work of maintenance in every department. - continue to help staff to doing filling.	
17/2/17	- continue help some staff to make the work of maintenance in every department. - help staff to send a letter to other department.	
18/2/17 19/2/17	WEEKEND	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/2/17	- help staff to prepare a 'Fail Meja' for Audit Negara. - help staff to send a letter to other department.	
21/2/17	- help staff to make a preparation for the ceremony blood donation campaign. - continue to help staff to doing a filling.	
22/2/17		
22/2/17	- start to create a special project of e-filling & in a computer according to the user needs. - help staff to send a letter to other department.	
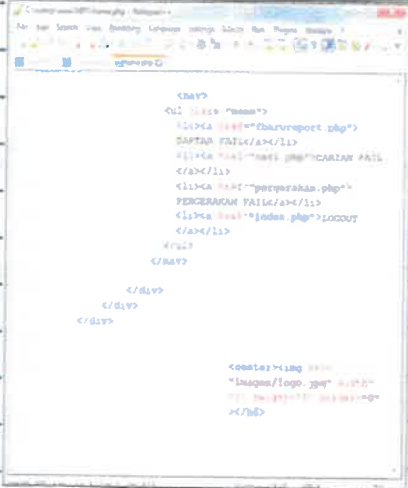
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23/2/17	- start to think about the design that will be create in storyboard. Make a sketch of the storyboard on paper. - continue to help staff to doing filling.	
24/2/17	- start to create a storyboard for e-filling. - help staff to send a letter to other department. - continue to help staff to doing filling.	
25/2/17 26/2/17	WEEKEND	
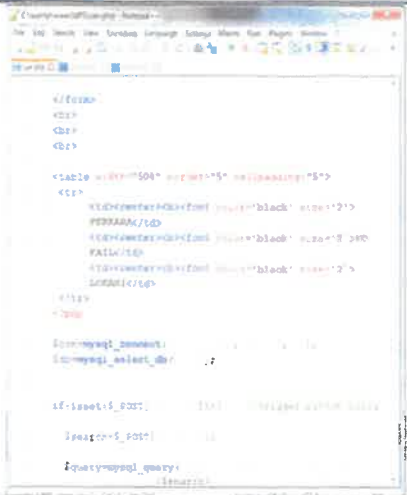
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27/2/17	-show a storyboard that has been made to supervisor and staff who want to use it. Ask their opinion whether the storyboard in conformity with what they want. -help staff to send a letter to other department.	
28/2/17	change -~~report~~ a storyboard according to the needs and suitability of staff who want to use it.	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	MARCH	
1/3	- start making coding for special project that were selected using php. - find the necessary materials such as pictures and information to put into special project. - help staff to send a letter to other department.	
2/3	- create the basic coding for e-filling - continue to help staff to doing filling. Change all letter from blue file to white file. - help staff to send a letter to other departments.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS


```
<nav>
<ul id="menu">
<li><a href="fbaruvreport.php">
DAFTAR FAIL</a></li>
<li><a href="maxi.php">CARIAN FAIL
</a></li>
<li><a href="pergerakan.php">
PERGERAKAN FAIL</a></li>
<li><a href="index.php">LOGOUT
</a></li>
</ul>
</nav>

</div>
</div>
</div>

<center><img src=
"images/logo.jpg" width=
"80" height="80" alt=""
></h6>
```
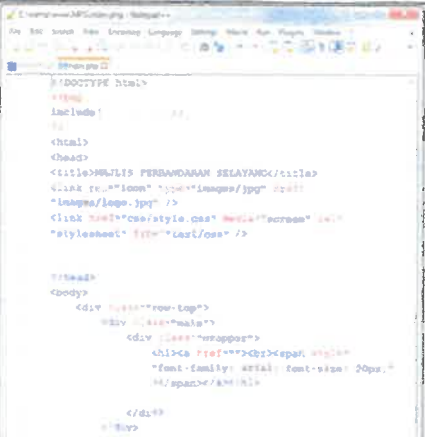
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
3/3	– continue to create a coding for e-filling – help staff to send a letter to other department.	
4/3	WEEKEND	
5/3		

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/3	- continue to create a coding for e-filling. The coding that will be create is coding for the head that need to adjusted. - help staff to doing filling. Change all letter from blue file to white file.	
7/3	- show the coding that have been created for e-filling to ~~supervi~~ supervisor. - help staff to send a letter to other department.	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
8/3	-continue create a coding for the e-filling. -help staff to send a letter to other department.	
9/3	-continue create a coding for the e-filling -help staff to send a letter to other department. -continue to help staff to doing filling. Change all letter from blue file to white file.	
10/3	BACK TO UITM AND MEET UNIVERSITY SUPERVISOR	
11/3 12/3	WEEKEND	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
13/3	BACK TO UiTM AND MEET UNIVERSITY SUPERVISOR	
14/3	- continue create a coding for the e-filling. - help staff to send a letter to other department.	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/3	- show the progress about coding that have been created for e-filling. - repair the wrong coding that have been created for e-filling - help staff to send a letter to other department.	
16/3	- continue to create a coding for e-filling - help staff to setup a notebook for meeting in 8th floor. - help staff to send a letter to other department.	
17/3	- continue to create a coding for e-filling - help staff to send a letter to other department. - continue to help staff to doing filling NOOR Ju Jabata Majlis	
18/3 19/3	WEEKEND	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/3	- continue to create a coding for e - filling. Start coding for the body of e - filling.	
	- continue to help staff to doing filling. Change all letter from blue file to white file.	
21/3	- continue to create a coding for e - filling. continue coding for the body of e - filling.	
	- help staff to send a letter to other department.	
	- continue to help staff to doing filling. Change all letter from blue file to white file.	
22/3	- continue to create a coding for e - filling. continue coding for the body of e - filling.	
	- continue to help staff to doing filling. Change all letter from blue file to white file.	.

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23/3	- continue to create a coding for e-filling. Continue ~~start~~ coding for the body of e-filling - help staff to send a letter to other department.	
24/3	- continue to create a coding for e-filling. Continue ~~start~~ coding for the body of e-filling. - continue to help staff to doing filling. Change all letter from blue file to white file. NOO Ju Jabat Majlis	
25/3 26/3	WEEKEND	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27/3	- continue to create a coding for e-filling. Continue ~~start~~ coding for the body of e-filling. - help staff to send a letter to other department. - continue to help staff to doing filling. Change all letter from blue file to white file.	
28/3	- continue to create a coding for e-filling. Continue ~~start~~ coding for the body of e-filling. - help staff to send a letter to other department.	
29/3	- continue to create a coding for e-filling. Continue ~~start~~ coding for the body of e-filling - help staff to send a letter to other department.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
30/3	- continue to create a coding for e-filling. Continue coding for the body of e-filling.	
	- help staff to send a letter to other department.	
	- continue to help staff to doing filling. Change all letter from blue file to white file.	
31/3	- continue to create a coding for e-filling. Continue coding for the body of e-filling.	
	- continue to help staff to doing filling. Change all letter from blue file to white file.	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	APRIL	
1/4 2/4	WEEKEND	
3/4	- continue to create a coding for e-filling. Continue coding for the body of e-filling. - help staff to send a letter to other department. - continue to help staff to doing filling. Change all letter from blue file to white file.	
4/4	- continue to create a coding for e-filling. Continue coding for the body of e-filling. - continue to help staff to doing filling. Change all letter from blue file to white file.	
5/4	- continue to create a coding for e-filling. Continue coding for the body of e-filling. - help staff to send a letter to other department.	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/4	−continue to create a coding for e−filling. continue ~~start~~ coding for the body of e−filling −help staff to send a letter to other department. −continue to help staff to doing filling. Change all letter from blue file to white file.	
7/4	−continue to create a coding for e−filling. continue ~~start~~ coding for the body of e−filling. −continue to help staff to doing filling. Change all letter from blue file to white file.	
8/4 9/4	WEEKEND	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
10/4	- show the next progress about coding that have been created for e-filling to supervisor. - ~~repair~~ change an error of coding after review by supervisor. - continue to help staff to doing filling. Change all letter from blue file to white file.	
11/4	- continue to create a coding for e-filling after change. Continue coding for the body of e-filling - help staff to send a letter to other department. - continue to help staff to doing filling. Change all letter from blue file to white file.	
12/4	- continue to create a coding for e-filling after change. Continue coding for the body of e-filling - help staff to send a letter to other department.	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
13/4	- continue to create a coding for e-filling. Continue coding for the body of e-filling. - continue to help staff to doing filling. Change all letter from blue file to white file.	
14/4	- continue to create a coding for e-filling. Continue coding for the body of e-filling. - help staff to send a letter to other department.	NOO Jaba Majli
15/4 16/4	WEEKEND	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
17/4	-show the next progress about coding that have been created for e-filling to supervisor. -change an error of coding after review by supervisor. -help staff to send a letter to other department.	
18/4	-continue to create a coding for e-filling. Continue coding for the body of e-filling. -help staff to setup a laptop for meeting on the 8th floor and other building. -help staff to send a letter to other department.	
19/4	-follow staff to sending PC and printer to staff in other department. -continue to create a coding for e-filling. -help staff to send a letter to other department.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/4	- continue to create a coding for e-filling. - help staff to send a letter for to other department. - continue to help staff to doing filling.	
21/4	- show the next progress about coding that have been created for e-frlling to supervisor. and staff who want to use this system. - change an error of coding after review by supervisor.	NOORH Jur Jabatan Majlis Pe
22/4 23/4	WEEKEND	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
24/4	PERTABALAN AGONG	
25/4	- continue to create a coding for e-filling.	
	- help staff to send a letter to other department.	
	- continue to help staff to doing filling.	
26/4	- help staff to setup a laptop for meeting on the 8th floor, 9th floor and other building.	
	- continue to create a coding for e-filling	
	- help staff to send a letter to other department.	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27/4	-help staff to setup a laptop for meeting on the 8th floor. -need to make sure the laptop connect with wifi. -setting their laptop for meeting -continue to create a coding for e-filling -help staff to send a letter to other departments.	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28/4	- continue to create a coding for e-filling.	
	- help staff to make maintenance of notebook for lending staff in other departments.	
	- check whether notebook have an antivirus	
	- delete all documents that are not relevant in the notebook.	
	- scan the virus to make sure the notebook is secure.	
	- help staff to send a letter to other departments.	
29/4 30/4	WEEKEND	

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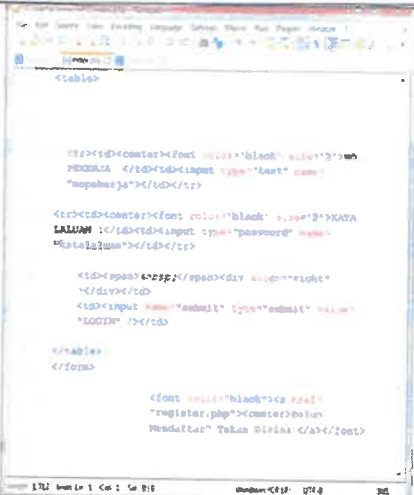
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	MAY	
1/5	HARI PEKERJA	
2/5	-help staff to setup a laptop for meeting on the 9th floor and other building.	
	- ~~connect~~ need to make sure the laptop connect with wifi.	
	- setting their laptop to open the system of ~~their~~ their meeting.	
	- continue to create a coding for e-filling.	
	- help staff to send a letter to other department.	
	- help staff to make the content of the letter in the file.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
3/5	- help staff to prepare for the ISO audit.	
	- prepare the files associated with the system. Level in order to set out and go to the relevant departments to select the signatures of the staff who made the complaint.	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
4/5	- help staff to send a letter to other department.	
	- help staff to attach a name on a birthday card to a staff that delights.	
	- continue to create a coding for e-filling.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
5/5	- continue to create a coding for e-filling. - help staff to send a letter to other department.	
6/5 7/5	WEEKEND	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
8/5	- continue to create a coding for e-filling	
	- help staff to send a letter to other department.	
	- help staff to calculate the ink and toner supplies are available in store. Find ink and toner supplies that have expired to dispose.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
9/5	- continue to create a coding for e - filling. - help staff to calculate ink and toner supplies are available in store, Find ink and toner supplies that have expired to dispose. - follow ~~the~~ staff go to the other department to change toner to the director of the department.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
10/5	WESAK DAY	
11/5	HOLIDAYS BECAUSE OF FAMILY PROBLEMS	
12/5	-continue to create a coding for e-filling. Continue coding for the body of e-filling. -help staff to send a letter to other department.	'
		NOOR Jur Jabatar Majlis P
13/5 14/5	WEEKEND	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/5	-help staff to setup a laptop for meeting on the 9th floor and other building.	
	-need to make sure the laptop connect with wifi.	
	-setting their laptop to open the system of MPS for their meeting.	
	-continue to create a coding for e-filling.	
	-help staff to send a letter to other department.	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16/5	- help staff to take the PC and printer that borrowed from IT department. - continue to create a coding for e - filling.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
17/5	-setup the PC and printer in lobby MPS for use of license department to open Ramadhan bazaar counter to an outsider who is interested to sell -continue to create a coding for e-filling.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
18/5	- send a completed complaint letter to the staff at another department to get their signature.	
	- This is to make the Audit of ISO to renew the SIRIM contract for the MPS	
	- It is necessary to compile all the completed letter of the complaint into the file in the order in which it is available.	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
19/5	- continue to send a completed complaint letter to the staff at another department to get their signature.	
	- This is to make the Audit of Iso to renew the SIRIM contract for MPS	
	- It is necessary to compile all the completed letter of the complaint into the file in the order in which it is available.	
20/5 21/5	WEEKEND	

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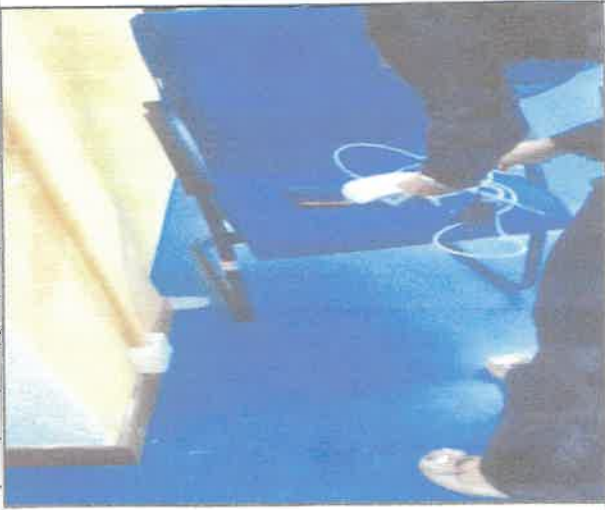
DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
22/5	- help staff to setup a laptop for meeting on the 8th floor.	
	- need to make sure the laptop connect with wifi.	
	- setting their laptop to open the system of MPS for their meeting.	
	- continue to send a completed complaint letter to the staff at another department to get their signature.	
	- This is to make the Audit of ISO to renew the SIRIM contract for MPS.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23/5	-continue to send a completed complaint letter to the staff at another department to get their signature.	
	-This is to make the Audit of ISO to renew the SIRIM contract for MPS.	
24/5	-continue to send a completed complaint letter to the staff at another department to get their signature.	
	-This is to make the Audit of ISO to renew the SIRIM contract for MPS.	
	-help staff to setup a laptop for meeting.	
	-need to make sure the laptop connect with wifi	
	-setting their laptop to open the system of MPS for their meeting.	
	-help staff to setup the wifi at the department which is related to ISO audit.	
	-in order to renew the SIRIM contract, an ISO audit person will come to check out before approving that contract.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
25/5	-help staff to setup the wifi at the department which is related to ISO audit.	
	-in order to renew the SIRIM contract, an ISO audit person will come to check out before approving that contract.	
	-help staff to setup a laptop for meeting.	
	-need to make sure that the laptop connect with wifi.	
	-setting their laptop to open the system of MPS for their meeting.	
		NOO J Jaba Majlis
26/5	LEAVE FOR VISIT TO THE UITM SUPERVISOR	
27/5 28/5	WEEKEND	
29/5	LEAVE FOR VISIT TO THE UITM SUPERVISOR	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
30/5	- help staff to edit their system - need to find and the error and try to resolve it. - their system is about an inventory system.	
31/5	- help staff to edit their system - need to find the error and try to resolve it. - their system is about an inventory system.	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	JUNE	
1/6	- show the next progress about coding that have been created for e-filling to supervisor.	
	- change an error of coding after review by supervisor.	
	- help staff to send a letter to other department.	
2/6	- edit the coding of the e-filling system and add what is incomplete according to the user's suitabilty.	
	- make the report of practical.	
		NC
3/6	WEEKEND	Ja Maj
4/6		

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
5/6	- continue to make a report of practical. - last editing the coding of e-filling system.	

6/6	- continue to make a report of practical.
	 - help staff to setup a laptop for meeting.
	    - need to make sure the laptop connect with wifi.
	    - setting their laptop to open the system of MPS for their meeting.	

7/6	- continue to make a report of practical. - help staff to send a letter to other department.	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
8/6	- continue to make a report of practical.	
	- help staff to calculate the new stock of toner and ink.	
	- after completing the calculations, it is necessary to help the staff to arrange all the stocks in the space provided.	
9/6	- continue to make a report of practical.	
	- help staff to send a letter to other department.	
	NOOR HA Jurute Jabatan T Majlis Perb	
10/6	WEEKEND	
11/6		

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/6	NAZUL AL-QURAN HOLIDAY	
13/6	-help staff to distributed a toner to each department according to the schedule that established by IT department.	
14/6	-to continue to help staff to distributed a toner to each department according to the schedule that established by IT department.	
15/6	-help technical staff to resolve complaints in other departments at 3rd floor.	
	-the PC for one of the staff cannot be connected to the printer	
	-need to install the printer back into the PC.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16/6	- continue to help st technical staff to resolve complaints in other department at 3rd floor. - the PC for one of the staff cannot be connected to the printer. - need to install the printer back into the PC.	NOOR. Jur Jabata Majlis P
17/6 18/6	WEEKEND	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
19/6	- help staff to setup a laptop for meeting on the 9th floor.	
	- need to make sure the laptop connect with wifi.	
	- setting their laptop to open the system of MPS for their meeting.	
	- continue to finish the report of practical.	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/6	- continue to finish the report of practical - help ~~staff~~ technical staff to resolve complaints in other department	
21/6	- continue to finish the report of practical - continue to help staff to send a letter to other department.	
22/6	- continue to finish the report of practical.	
23/6	Eid Holidays	
24/6	Eid Holidays	
25/6		
26/6	Eid Holidays	
27/6		

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28/6	_continue to finish the report of practical.	
29/6	_continue to finish the report of practical.	
30/6	_continue to finish the report of practical.	
		NOOF
		Ju
		Jabat
		Majlis

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