



**Faculty of Administrative Science
& Policy Studies
Universiti Teknologi MARA**

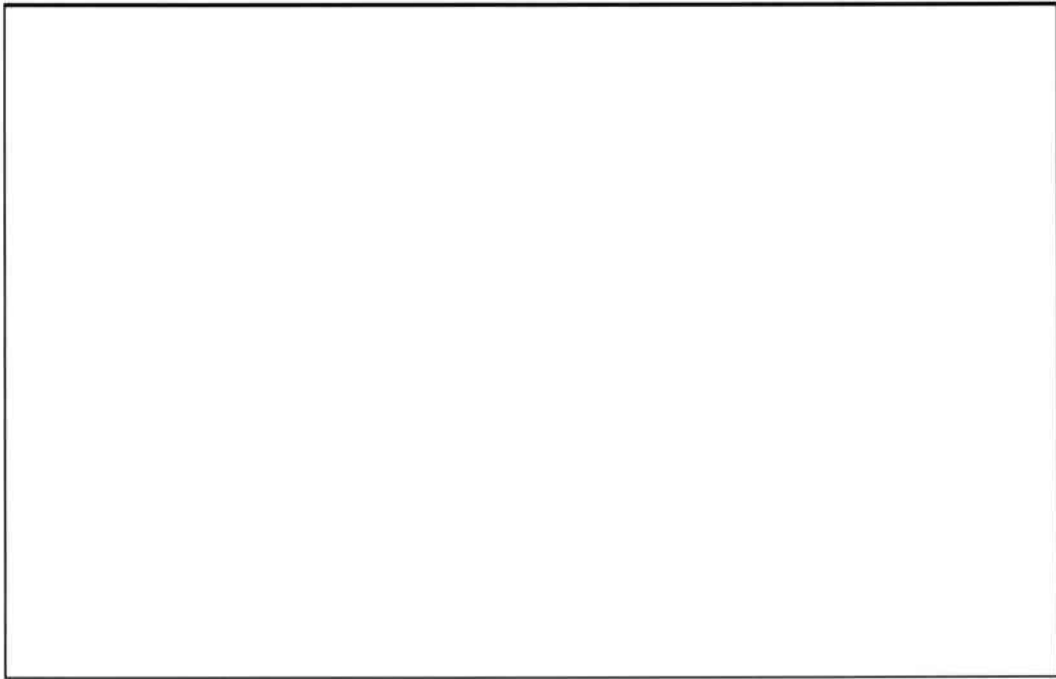
**Title of Proposal
Majlis Daerah Kota Samarahan**

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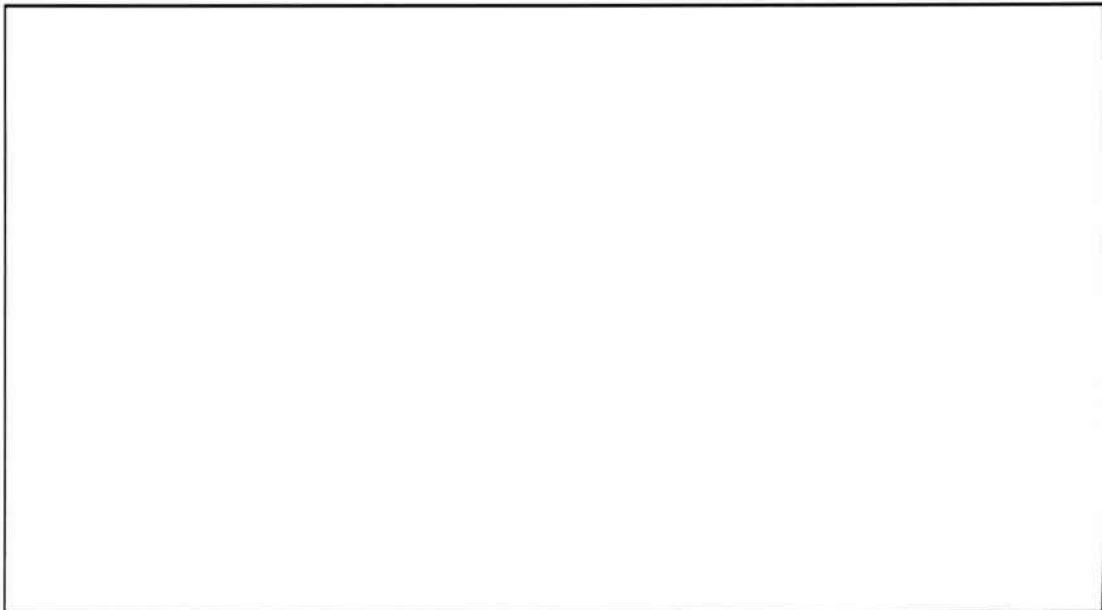
**Name of supervisor
Sarehan Sadikin**

[March 2015-Jan 2017]

Supervisor's Comments

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Moderator's Comments

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CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE SUPERVISOR

Madam Sarehan

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

(Signature)

Date:

Acknowledgement

First of all, I would like to thank Allah S.W.T for showering me with His blessing to complete this practical report successfully. This practical training was a challenging task for me because it is the first time I work as an employee at a government organization. However, fortunately many people, which is the staff involved to help me in reducing difficulties of my tasks. Besides, my supervisor, which is Mr Wan Beng Tee and the staff of the Public Work Department keeps on motivating and ensuring me always on the right track during all those moments. I thank him and all of them from the bottom of my heart for being there through thick and thin.

To my practical report supervisor, Madam Sarehan deserves a special mention here. She was insistent on the meetings and deadlines which I am trying to fulfill. Furthermore, looking back, her toughness made me work harder and for that I will always be grateful with her kindness.

Not to forget my parents for the support either in terms of financial and motivation. This is because without them I am unable to complete my tasks. Besides, I am grateful because they understand my situation without any complaint and keep supporting me till the end.

Lastly, special thanks to everyone that involve in my practical training especially SDC Organization and my friends.

Siti Riziana Binti Salbini

Bachelor of Administrative Science (Honours)

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Declaration

I hereby declare that the work contained in this practical report is my own except those which have been duly identified and acknowledged. If I am later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against us under the Academic Regulations of UiTM's.

Signed

A handwritten signature in blue ink, appearing to read 'Siti Riziana Bt. Salbini', is written over a horizontal dashed line.

Name: **SITI RIZIANA BT. SALBINI**

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CHAPTER 1

Introduction of the Organization

1.0 INTRODUCTION

The first chapter of practical training report will cover the introduction of the organizations which include among others the background of organization, objectives and company policy or organization policy, mission and vision of the organization, organization structure, core business of the organization and other relevant information pertaining to the organization.

1.1 BACKGROUND OF THE ORGANIZATION

Samarahan District Council (SDC) is located in the Samarahan area about 30 kilometers from the city of Kuching. Samarahan District Council was established on 27 December 1984 and actualized the power to administer the areas under their charge starting 1st January 1985. There are several areas that are under the control of the Samarahan District Council including Asajaya and Sadong Jaya. Chairman of the Council, or better known as Mayor, led the Samarahan District Council under the provisions of the Local Authority Ordinance. Samarahan District Council has 593.9 square kilometers areas. According to the Population Census (2000), the population of the Samarahan District is (46,966) and Asajaya (28,513) is 75,476.

Topography in the Samarahan District is mostly flat and consists of lowland or peat. These types of soil conditions suitable for farming and this is where the IADA project underway. Among the commodities produced is of sweet lime, coconut, palm and pineapple. There is also a popular cash crop, namely rice, melons, sweet corn and vegetables. Besides, there are also industrial areas (Samarahan Industrial Zone) which is adjacent to Kampung Tanjung Bundong. The capacity of Samarahan Industrial Zone is around of 62,213 hectares.

1.2 HISTORY

Samarahan Division is one of the twelve administrative divisions in Sarawak, Malaysia, on the island of Borneo. Formerly part of the First Division, which included Kuching, it became a separate Division on 24 July 1986, with a total area of 4,967.4 square kilometres. Samarahan Division formerly contained four administrative districts: Samarahan, Asajaya, Serian and Simunjan. The total population was 246,782 (year 2010 census). However, on 11 April 2015 the Serian District was separated to form a new Division. The population is ethnically mixed, with mostly Bidayuh, Iban, Malay and Chinese predominating.

At first, Samarahan District began as a small area located under the Kuching District. Subsequently, Samarahan District Council (SDC) gazette as one of the local councils in Sarawak under the provisions of the Local Authorities Ordinance Cap. 117 on 1st January 1985. SDC is one of the Local Authority which subject to the jurisdiction of the Ministry of Local Government and National Housing. SDC implementing powers referring to the Local Authorities Ordinance. Moreover, SDC has the power to enact laws (Local Authority By-Law) under their care area. Meanwhile, local residents are subject under the care of local authorities.

SDC is located in Samarahan District which is about 30 kilometers from Kuching City. Samarahan District Council was established on 27 December 1984 and exercised the power to administer areas under its custody starting on 1st January 1985. The areas that are under the control of SDC include Sub-District Asajaya and Sadong Jaya District. Within about 10 years, a lot of development and progress that has been achieved due to the efforts of local authorities, government agencies and the involvement of local communities in such a way to make a change.

Now, the government's vision is to make Samarahan Division the center for research and education in Sarawak which subsequently became an international education center. This can be seen through some kind of construction of educational, training and research such as Universiti Malaysia Sarawak (UNIMAS), Universiti Teknologi Mara (UiTM), Institut Perguruan Tun Abdul Razak, Industrial Training Institute Samarahan (ILP), Sarawak Technology Park, and Sarawak International Medical Center (SIMC). Furthermore, one day, all of this development will make Samarahan as a center of excellence in education, research and training in Malaysia rapidly.

1.3 VISION

A Leading Local Authority

1.4 MISSION

We are committed to DRIVE THE TRANSFORMATION TOWARDS SUSTAINABLE DEVELOPMENT COUNCIL AND EXCELLENT DELIVERY SERVICES

FOR THIS WE WILL BE A SUCCESSFUL MISSION: -

1. Tighten cooperation with the State Government and the parties concerned.
2. Enhancing Development Samarahan District through Planning, Implementation, Monitoring and Management of Socio-Economic Infrastructure Project With efficient and effective.
3. Strengthening the capacity of the organization and delivery of services through cultural practices and quality management.
4. Develop competence and potential of human resources through training and lifelong learning.

1.5 MOTTO

Beautiful, Clean, Safe & Green

1.6 SLOGAN

Samarahan, Prosperous Education Center

1.7 OBJECTIVE

The objective of Samarahan Council is to provide the basic infrastructure and efficient services to provide safety and comfort to the public.

1.8 CORE BUSINESS OF THE ORGANIZATION

To achieve the above objectives, Samarahan District Council outlined is listed as below: -

Designing, implementing and controlling all physical development based on the requirements of the law and government policy and the Council. Provide and improve business opportunities. Other core business of Samarahan Council is providing recreation facilities and infrastructure in harmony with emphasis on improving and restoring the facilities available. Provide hygiene and beautification of the Town sufficiently to create a comfortable living environment and harmony. Enforce Council laws and other laws that apply to address and reduce the problems faced.

1.8.1 PUBLIC WORK DEPARTMENT CORE BUSINESS

1. Responsible for project development
2. Maintenance of roads
3. Maintenance of bridges and jetties
4. Maintenance of drainage system
5. Maintenance of buildings
6. Maintenance spaces
7. Maintenance and management of street lighting
8. Maintenance of sports and recreational facilities
9. Maintenance of landscape and beauty
10. Other related function

1.9 CLIENT/CUSTOMER CHARTER

1.9.1 Client/Customer

Client of the Samarahan Council is consisting of local people in the area within the Samarahan District, Asajaya and Sadong Jaya and include those who receive the services of the Council and are in the area under the administration of the Samarahan District Council. Customers Council also included all external customers who deal with the Samarahan District Council. Major customers Samarahan District Council is a taxpayer, hawkers and traders, government ministries, public and private agencies and the public who deal with the Samarahan District Council.

1.9.2 LOCAL AUTHORITIES CHARTER (Samarahan District Council)

To support the government's objectives, Samarahan District Council omitted to provide quality, friendly, efficient, trustworthy and timely information to clients through Client Charter SDC as follows:

- **ADMINISTRATION DEPARTMENT**

General Administration

- ✓ Providing services and fair treatment, friendly and always willing to help in all things at all times in relation to the services provided by the Council in accordance with the Local Authorities Ordinance, 1996, rule, procedure, law of the Council and also the ability of the Council.

Secretariat unit

- ✓ Perform secretariat duties in accordance with the quality management system of the Council.

HRD unit

- ✓ Implement human resource management tasks in accordance with the procedures, regulations and laws currently in force.

- **TREASURY DEPARTMENT**

- ✓ Any inquiries at the counter will be treated immediately.
- ✓ Acceptance of a bill for payment at the counter will be dealt with in a period of two (2) minutes.
- ✓ All payments including payment orders / work will be made within 14 days from the date of receipt of complete documents and thoroughly.
- ✓ Contract payment and refund of deposit will be made in a timely manner and not later than 14 days from the date of approval, acceptance documents, payment certificates, and other support documents must be complete.

- **PUBLIC WORK DEPARTMENT**

Public Work Unit

- ✓ Implement all development projects in accordance with the schedule that has been designed and specified.
- ✓ Always maintain the cleanliness and beauty of public parks and open spaces in the Council's area.
- ✓ Implement beautification of the city and its surrounding areas as well as provisions as soon as approval is obtained from the Government and related agencies.
- ✓ Take action immediately to investigate in any damage or complaints about road maintenance, drainage, street lighting, and other related and follow-up will be made within two (2) weeks subject to the provisions of the existing Council.
- ✓ Grass cutting and cleaning of drains will be carried out once a month.

Buildings unit

- ✓ Each building approvals process will be carried out within 45 days of receipt of the building plan, provided that all documents are completed and received approval from the relevant agencies.
- ✓ OP application will be approved within 14 working days comply with the procedures and rules contained in the "Sarawak Building Ordinance 1994".

- **PUBLIC HEALTH DIVISION**

Services of collection and disposal of garbage will be carried out in the following table:

- ✓ Collecting rubbish in the market area once a day.
- ✓ Collection of garbage in the Housing and Institutions of Higher Education area 2 times a week.
- ✓ Garbage collection in other areas also 2 times a week
- ✓ All complaints about garbage collection, sanitation and environmental pollution will be investigated and appropriate action taken.
- ✓ All complaints will be investigated in a timely manner and follow-up action will be taken within two (2) weeks of the complaint and subject to the provisions of the existing Council.
- ✓ Application of the new solid waste collection will be processed within one (1) week in a service area of the existing collection.
- ✓ Fogging will be placed immediately on the same day after notification of dengue cases notified to the Council
- ✓ All license applications will be processed within one (1) month after complying with the requirements of the other related to the approval of the Council.
- ✓ Approval of the license will be processed within two (2) weeks upon approval by the relevant Council Committee Meeting.
- ✓ The premise food / beverage licensed will be examined at least once a year.
- ✓ Vector control activities will be two (2) times a week.
- ✓ Inhalation septic tank will be made upon request / requirements.
- ✓ Operation of stray dogs will be made upon request / requirements.

- **ASSESSMENT AND TAXATION DIVISION**

- ✓ Any questions and complaints concerning the assessment / doors and related to it will be treated as soon as possible and follow-up to investigate the case / related issues will be made within three (3) weeks.
- ✓ All bills assessment / door will be sent once a year completely in April and August every year or even a month before the due date each year.

- ✓ All assessments and billing for all properties and holdings of the Council in the Council's administrative area will be made equally.
- ✓ Request a change in ownership of the property will be processed within one (1) week, it must be agreed by all parties involved and there are no tax arrears and certified by the Society / People.

• **PUBLIC LIBRARY DEPARTMENT**

- ✓ Implement enforcement procedures, Council Legal and regulations with fair and considerate.
- ✓ Carry out inspections of at least two (2) times a day to ensure Kota Samarahan and surrounding area are safe, clean and orderly.
- ✓ Processing applications of permits for banners, posters, and so on in the immediate time and in less than 5 working days.
- ✓ Each complaint will be investigated in a timely manner and follow-up action will be taken within two (2) weeks.

• **ENFORCEMENT DEPARTMENT**

- ✓ Implement enforcement procedures, Council Legal and regulations with fair and considerate.
- ✓ Carry out inspections of at least two (2) times a day to ensure Kota Samarahan and surrounding area are safe, clean and orderly.
- ✓ Processing applications of permits for banners, posters, and so on in the immediate time and in less than 5 working days.
- ✓ Each complaint will be investigated in a timely manner and follow-up action will be taken within two (2) weeks.

1.9.3 Customers Performance Statistic

REPORT PERFORMANCE OF POLICY & QUALITY OBJECTIVE

(MAY 2014 - JULY 2015)

Bil.	Policy & Objective Quality	Performance Percentage (%)
1.	Give realistic feedback on complaints within a period not exceeding three (3) working days from receipt of the complaint.	100
2.	The building application will be processed and forwarded to the external agencies / internal section related to the review within fourteen (14) working days.	100
3.	The building plan was brought to the Council Committee Meeting not more than fourteen (14) working days after approval of all relevant agencies for approval.	100
4.	"Occupation Permit" shall be issued within two (2) working days after the qualifying.	100
5.	Payment orders for goods / works and claims will be paid within fourteen (14) working days as soon as all the details of the payment are received.	100
6.	Application of the new solid waste collection will be processed within five (5) working days in the service area of the existing collection.	100
7.	Ensure that all new books were processed and displayed for borrowed within five (5) months from the date of purchase / acquisition.	100
8.	Take action within three (3) working days for each offense / misdemeanor.	100
9.	Business license application must be processed within fourteen (14) working days from the date of receipt.	100
10.	Information letter for business license application filing decision will be issued within ten (10) working days after the decision by the Full Council.	100
11.	All except the proportional holdings of residential houses and shophouses that have "Occupation Permit" which was referenced will be submitted to the Department of Valuation and Ratings Ministry within thirty (30) working days of the date / holding period is referenced.	100

Table 1.1 www.samarahandc.sarawak.gov.my/docs/Statistik%20Pencapaian%20Pelanggan.pdf

REPORT PERFORMANCE OF POLICY & QUALITY OBJECTIVE

(AUGUST 2015 – SEPTEMBER 2015)

Bil.	Policy & Objective Quality	Performance Percentage (%)	
1.	Respond to the complainant within twenty-four (24) hours and the status of implementation of the action on the complaint within a period not exceeding three (3) working days from receipt of the complaint.	24 hours	3 Days
		100	100
2.	The building application will be processed and submitted to external agencies / internal section related to the review within fourteen (14) working days.		38
3.	The building plan was brought to the Council Committee Meeting not more than fourteen (14) working days after approval of all relevant agencies for approval.		#DIV/0!
4.	“Occupation Permit” shall be issued within two (2) working days.		#DIV/0!
5.	All claims fees paid within ten (10) working days		#DIV/0!
6.	Domestic waste is collected at least two (2) times a week and according to the collection schedule set by the Council.		80
7.	New books acquired through the acquisition of Local Authorities and the borrowed is processed and displayed in groups for borrowed in the last two (2) months from the date of receipt.		#DIV/0!
8.	Take action within three (3) working days for each offense / misdemeanor		#DIV/0!
9.	Results of the application of business licenses issued within three (3) working days.		#DIV/0!
10.	Assessment tax bill is sent to the customer at the latest on April 30 and September 30 in each year	30 Apr #REF!	30 Sept #REF!
11.	Minutes of the Council shall be prepared and distributed within seven (7) working days.		88
12.	At least 95% of employees of Grade 22 and above attend training at least 42 hours a year.		#REF!

Table 1.2 www.samarahandc.sarawak.gov.my/docs/LAPORAN%20PENCAPAIAN%20DASAR.pdf

1.10 ORGANIZATION STRUCTURE

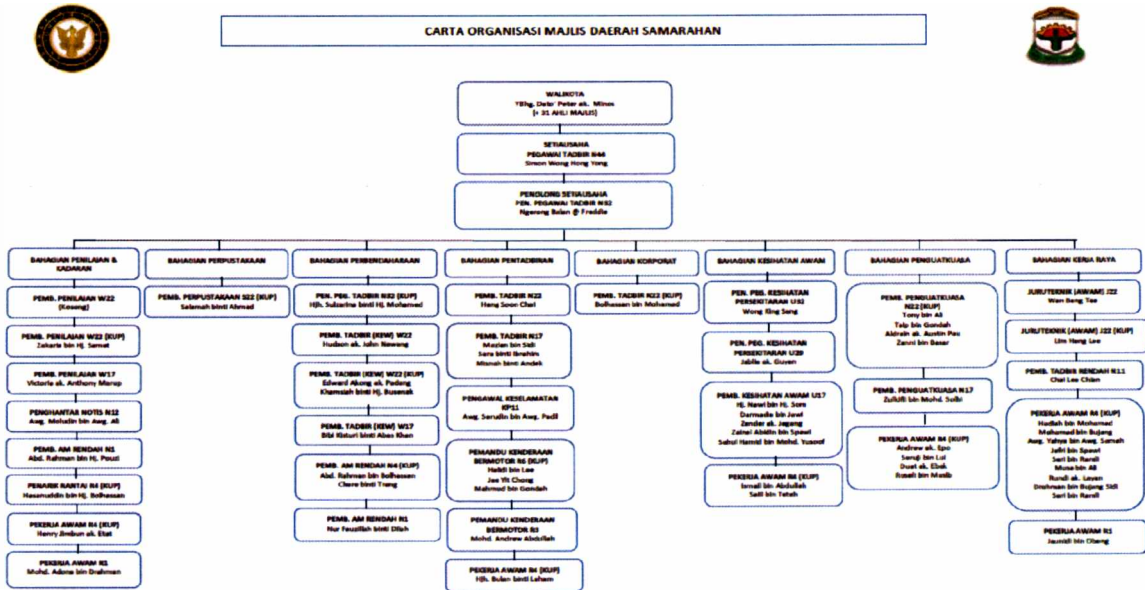


Illustration 1.1 www.samarahandc.sarawak.gov.my/pengurusan.php

1.10.1 Public Work Department Structure

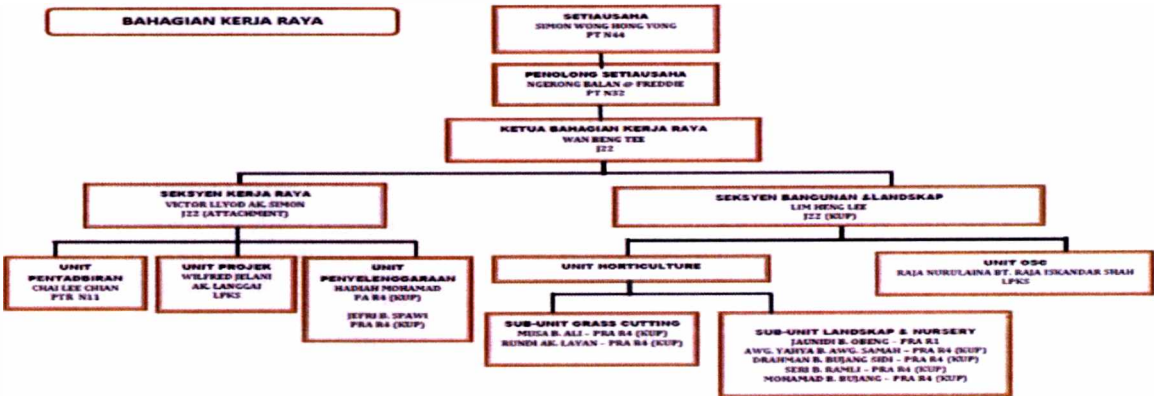


Illustration 1.2 www.samarahandc.sarawak.gov.my/pengurusan.php

1.10.2 Samarahan District Council Counselors (2016/2018)

Policy makers:

Samarahan Council chaired by the Honorable Mayor along with 29 other members of the Council. Pengerusi Samarahan District Council, better known as the mayor responsible to oversees the Samarahan District Council. Samarahan District Council Office is divided into three main sections which have their respective roles. All three parts of the section is responsible to report directly to the chairman and the secretary of the Samarahan District Council.

The mayor is a politician who was appointed by the Speaker of the State based on the provisions of the Ordinance of Local Authorities (The Local Authority Ordinance).

Bil.	Name	Position
1	Dato' Peter Minos	Pengerusi
2	Kr. Hjh Zakiah Bt. Hj. Basah	Tim. Pengerusi
3	Kr. Benking Ak. Daka	
4	Kr. Zol Bin Nono	
5	Kr. Hj. Bujang Bin Dillah	
6	Kr. Awg. Saperi Bin Awg. Lee	
7	Kr. Daily Ak. Joseph	
8	Kr. Tegak Bin Mat	
9	Kr. Chin Vui Khun	
10	Kr. Liu Ted Kong	
11	Kr. Bakar Bin Suut	
12	Kr. Boniface Nyiek Mawin	
13	Kr. Jamil Bin Harbi	
14	Kr. Nancy Freda Ak. John	
15	Kr. Hjh Mahani bt. Hj. Sahari	
16	Kr. Jamaiah Bt. Hj. Adeni	
17	Kr. Grunsin Ak. Luyoh	
18	Kr. Man Bin Mok	
19	Kr. Augustine Wong Chung Ho	
20	Kr. Johari Bin Leman	
21	Kr. Hj. Awg Edi Bin Awg. Chi	
22	Kr. Kamarau Ak. Entalai	
23	Kr. Florince Christy	
24	Kr. Hason Bin Rabin	
25	Kr. Abdul Hamid Bin Jamali	
26	Kr. Maramat Bin Abang	
27	Kr. Abdul Muttalib Bin Julaihi	
28	Kr. Sarkawi Bin Suhaili	
29	Kr. Joseph Nyalau Anak Jelani	
30	Kr. Ir. Andy Lawrence	

Table 1.3 www.samarahandc.sarawak.gov.my/pengurusan.php

1.11 CONCLUSION

Samarahan District Council (SDC) is a company that has a really good management system. In this chapter one, trainee found that the management in SDC is very efficient where the objectives, company policy, vision and mission of the organization is prepared well. Besides, this chapter includes among others the background of organization, objectives and company policy or organization policy, mission and vision of the organization, organization structure, core business of the organization and other relevant information pertaining to the organization.

Other than that, SDC is an organization that are given the authority to manage and ensure the public around the area of jurisdiction are well managed and their style of living is follow the changes of trend day by day. In addition, SDC also are in planning by the Sarawak state to change from Samarahan District Council to Samarahan Municipal Council. This is due to the raise of the Samarahna area from nothing to something, for example, the education centre like UNIMAS and UiTM also the shopping complex. In addition, it is due to the increasing number of population in Kota Samarahan, Asajaya and Sadong Jaya.

CHAPTER 2

Schedule of Practical Training

1.0 INTRODUCTION

The second chapter of practical training report will cover on schedule of practical training which include report and also summarize the daily training that extracted from the Log Book. The description of jobs and tasks also executed throughout the training. As to fulfil the requirements of Bachelor of Administrative Science (Honours), students have to complete their subjects, co-curriculum, as well as the practical training. Practical training is important to expose students to the real working environment and the work nature. Student also could prepare themselves mentally and physically to the real organization or the company.

Every final year student in Bachelor Administrative Science (Honours) of UiTM is compulsory to go for the practical training. The students have to choose 3 organizations that they interested to do the practical training and send application with resume to the selected organization. The organization will give feedback whether to accept or to reject the application. If the organization accepted the application, the faculty will fax the confirmation form to the organization. During the practical training, the supervisor from the organization will evaluate the performance of the students and gives suitable marks. Student must follow all the rules and regulations of the organization during the practical training. The organization has the power to take discipline action towards the students if they did not obey the rules and regulation of the organization.

2.1 DURATION OF TRAINING

The practical training was started on 25th July 2016 and ended on 16th September 2016. The duration of the practical training was 8 weeks.

2.2 RESPONSIBILITY AND TASK

On the 1st day of practical training, Trainee was introduced to the rules and regulation of Samarahan District Council by Mr. Mazlan. Any practical student will be asked to register in the Bio D`Scan System. The system will be used as the attendance of every staff and practical student in the Samarahan District Council. After that, Trainee was asked to fill in the entrance and attendance form manually as their record. It is compulsory for the practical student only.

During practical training, Trainee has learnt on how to accept in and out items from incoming mail, fax and from customer such as department letter, cheque and document. Trainee also key in the data of the Street Lighting that had been installed and that will be installed (in planning) using Microsoft Word asked by Mr Wan Beng Tee which is Trainee Host-Supervisor. In addition, Trainee also helps colleague, Mr Fadzil to make a company profile also by using Microsoft Excel. We need to change all the company profile in every single file that are related to any tender, contract and quotation. It is been asked by the audit people that coming to audit the Samarahan District Council. The auditors will come to make an audit once a year in the organization.

During practical training also, Trainee learned from Mr Wilfred on how to compile and arrange the tender agreement, form and company certificate with the contractors. Besides that, Mdm Chai also explained to Trainee about the system that they use to make a bill of payment. Only certain staff can open the system because it is confidential. Then she asked Trainee to make a few bill of payment that will be issued to the several different contractors (company). The bill of payment will be issued with a letter. In this department also, Trainee did some filing, printing, photocopy, fax and stamping tasks. In this month also, Trainee has been introduced to official website of Samarahan District Council by Mdm Chai.

In Public Work department also, Trainee learnt on how to write a proper formal letter, minute paper and many more. More details on Trainee practical activities are in Table 2.1.

Week	Exact Nature Of Work Done
<p>Week 1 (25/7/2016-29/7/2016)</p>	<p>On the 1st day of practical training, Trainee was introduced to the rules and regulation of Samarahan District Council by Mr Mazlan. Any practical student will be asked to register in the Bio D`Scan System. The system will be used as the attendance of every staff and practical student in the Samarahan District Council. After that, Trainee was asked to fill in the entrance and attendance form manually as their record. It is compulsory for the practical student only. Moreover, after done register in the Bio D` Scan System, Trainee been introduce to the boss which is the Secretary of Samarahan District Council, Mr Wong Hong Yong.</p> <p>In this 1st week, Mr Fadzil teaches Trainee to arrange the file by following the name and number of the file at the file room. Trainee also learned using Photostat and fax machine. Furthermore, Mdm chai asked Trainee to send cheque, project file and tender document to other department and at the same time Trainee create good relationship with the staff from different department. In addition, Trainee Host-Supervisor which is Mr Wan Beng Tee asked Trainee to key-in Solar Lighting data by using Microsoft Word. Mdm Chai also shows Trainee on how to prepare Minute of Meetings (MOM).</p>
<p>Week 2 (1/8/2016-5/8/2016)</p>	<p>On the second week of Trainee practical training, Trainee learnt on how to file in newspaper cutting, which is the advertisement of the open tender from Samarahan District Council. The newspaper cutting need to be file in as a record in every file of the tender that had been opened. Trainee also does all Photostat and printing task for the department and helps other staff from other department. In this week of Trainee practical training, Samarahan District Council organized “Majlis Ramah Tamah Aidilfitri” and Trainee was given a chance to help them. Besides, Mdm Chai asked Trainee change “Senarai semak kandungan fail” in all file. This is due to the system was changed from ISO K7 to ISO K8. Moreover, Trainee also appointed as one of the member for Samarahan District Council choir team for “Majlis Angkat Sumpah”</p>

	event. We start to practice in this week.
Week 3 (8/8/2016-12/8/2016)	<p>On the third week of Trainee practical training, Samarahan District Council busy with “Majlis Angkat Sumpah” event. Trainee also helps Mr Bolhassan, staff from Corporate Department which is the Head of this event. Moreover, every day at 4pm till 5 pm, we will do our choir practice. In this week, Trainee also do other light task such as filing in, pick up phone call, Photostat and sent (deliver) document, letter and vote ledger to the boss office also other department. Besides, Mdm Chai asked Trainee to make a payment for renting of RHB Bank at the front counter (SDC Payment Counter). In addition, during meeting for open tender, Mdm Chai invited Trainee to assist her and Mr Fadzil. Furthermore, Trainee assists Mr Fadzil to make a name tag of seeds that will be plant for upcoming event, which is “Pelaksanaan Gerak Kerja Rakan Taman 2016”.</p>
Week 4 (15/8/2016-19/8/2016)	<p>On the fourth week of Trainee practical training, as usual, Trainee do the light task just like the previous week. However, there are some addition on Trainee task like stamping document, taking A4 paper, printer ink and file at Human Resource Department. In addition, Mr Wan Beng Tee put a trust on Trainee by asked Trainee to accept (receive) incoming mail for him also on the behalf of the department. Trainee also helps Mr Victor to prepared appendix that used to attach together with a letter.</p> <p>In this week also, Trainee learned new thing from Mdm Chai, which is prepared a letter by using SDC letter head and government format. Here, Trainee got knowledge that even the small thing like “fullstop” and “comma” is important and can ruin the whole letter (need to redo).</p> <p>Besides, Mr Wilfred asked Trainee to key-in summary of quotation, which is the request for recreation park at Greenwood Road. Mr Wan Beng Tee also asked Trainee to create table by using Microsoft Word at once key-in the data for 2017 development estimate project. He also told Trainee to count the estimation, revised and total up the project.</p>

	<p>Furthermore, Trainee also invited to attend meeting for the department. Before the meeting, Trainee help Mr Fadzil to arrange the meeting room, distribute minute of meeting (MOM) and take projector from Corporate Department. Trainee also learns to take a note of the minute during the meeting.</p>
<p>Week 5 (22/8/2016-26/8/2016)</p>	<p>On the fifth week of Trainee practical training, Trainee still does the usual light task that given. Trainee also had been asked by Mr Lim to make some editing on the evaluation tender. The evaluation tender are needed for the "Alam Sekitar Meeting". Besides, Mdm Chai asked Trainee to assist her find payment voucher from January to July because she needs to prepare a letter and need the number of the bills. In addition, Trainee needs to pass a memorandum to all departments. The memorandum stated that Mr Wan Beng Tee will be on leave.</p> <p>Furthermore, Mr Bolhassan which is the Head of Corporate Department asked Trainee to join meeting of "Perancangan Dan Trafik". The meeting is together with all the Councillor of SDC, Mayor of SDC, Secretary of SDC and all Head of each Department at SDC.</p>
<p>Week 6 (29/8/2016-2/9/2016)</p>	<p>On the sixth week of Trainee practical training, there is not much task given. As usual Trainee needs to do the printing, Photostat, fax, scanning and stamping job. The stamping job required a lot of time because Trainee need to stamp tender and quotation document since 2015 till 2016.</p>
<p>Week 7 (5/9/2016-9/9/2016)</p>	<p>On the seventh week of Trainee practical training, Mr Lim asked to prepared reply letter to the Resident Office. Trainee need to make a draft for the letter to show to him first. Only then Trainee can make a full and complete letter. After that, Trainee needs to fax it to the Resident Office. In addition, Trainee also does the usual task that always does.</p> <p>Furthermore, Trainee gain new knowledge from Mr Fadzil, where Trainee help him in create company profile by using Microsoft Excel.</p>

	<p>We need to do all the company profile for the company that get the tender from SDC. The company profile is needed to be attaching in every each of the tender file.</p> <p>Moreover, Trainee also learns to make a payment bill. Mdm Chai teaches on creating payment bill that should be out before we can issue a letter asking them (supply) to make a payment. This is because the number of the payment bill will be needed in the letter that we will issue. E-LA (Electronic-Local Authority) is the system that will be used to create the bill. Only certain staff can login the system.</p> <p>Again, the department held a meeting in this week. Trainee assists Mr Fadzil to set up the meeting room.</p>
<p>Week 8 (12/9/2016-16/9/2016)</p>	<p>On the eighth week of Trainee practical training, Samarahan District council busy with the upcoming “Ibadah Qurban” event. This event is annually event for SDC staff. It is just for the SDC only. In this week also, Trainee still do the light and usual task that given to since the first week of Trainee practical training here. Moreover, Mr Wilfred asked Trainee to update Solar Street Lighting Data. Trainee also need to prepared inviting letter for tender draw to several company and pass it to Mr Victor for him to check before Trainee can fax it.</p> <p>Lastly, there are several practical student include Trainee that finish practical at here and receive certificate. We also had some banquet at the office.</p>

Table 2.1 Summary of weekly task

2.3 CORE ACTIVITIES ASSIGNED

1) “Majlis Ramah Tamah Aidilfitri” (1st August 2016)

“Majlis Ramah Tamah Aidilfitri” organized by Samarahan District Council was held on 1st August 2016 from around 10am to 1pm. This event is the combination from Majlis Daerah Samarahan & Majlis Daerah Simunjan. Many organizations and other companies are invited to the event, such as Resident Office Samarahan. The special about this year “Ramah Tamah” event is every organization and companies are opened up a single stall. Each stall will provide different food. This makes the event merrier and has various types of traditional food. In addition, they are also the competition for the beautiful and creative “Pintu Gerbang”.

2) “Majlis Angkat Sumpah” (9th August 2016)

Trainee has been chosen to be one of the members for SDC choir team. The choir team is needed during this event. Before “Majlis Angkat Sumpah” event started, Trainee assists the staff to arrange and set-up the place, which is Dewan Suarah. All the arrangement was done by Mr Bolhassan and we just need to arrange as his plan. In addition, before the real event, we do full rehearsal where all guest include the VIP are attend. The real event was held on 9th August 2016. It is start from 2pm to 4.30pm. During the event, everything is done smoothly until the end. This exposed Trainee on big event management for a council.

3) “Pelaksanaan Gerak Kerja Rakan Taman 2016” (13th August 2016)

“Pelaksanaan Gerak Kerja Rakan Taman 2016” organized by Samarahan District Council was held on 13th August 2016 from around 7.30am to 11am. This event is the combination from Majlis Daerah Samarahan & Jabatan Landskap Negara (JLN). This event is done by planting the seeds such as “Benih Sawi”, “Benih Terung Asam” and other plants. After finish with planting seeds, “gotong-royong” is done to clear and clean the place. In this event, Trainee was assigned as the one who bring and distribute the seeds.

4) “Majlis Ibadah Qurban Majlis Daerah Samarahan” (14th September 2016)

“Majlis Ibadah Qurban” organized by Samarahan District Council was held on 14th September 2016 from around 10am to 4pm. The event is started from slaughtered the cow until the distribution of the meet to the staff. All the staff is given the meet regardless religion. The cow is alms from Tuan Haji Nawi to all the SDC Staff. All the practical students include Trainee is assigned to prepared the foods and drinks for the staff that are slaughtered the cow and do all the cleaning and distribution of the meet to the staff.

Table 2.2 Core activities assign to trainee

2.4 CONCLUSION

During the 8 weeks of practical training at Samarahan District Council, the trainee has gained a lot of experience in real working environment. It has been a very good opportunity for the trainee to learn a lot of new things regarding administration. The most important thing is the practical training is it prepared the trainee to faced reality job in the market because they have the confident and has improved their intra and interpersonal and communication skills within the employees and the employer. Other than that, the practical training also exposed the trainee to the real working environment nature and it has gave the opportunity to the trainee to improved themselves before entering the real organization in the future.

CHAPTER 3

Analysis

3.0 INTRODUCTION

The third chapter of practical training report will cover the analysis of training specifically focuses on one area of task as covered in the Practical Handbook (refer to the Appendix). This chapter also should reflect definition of concept. Demonstration of practical and theoretical aspects as how student relates all concepts learned in classroom at workplace; and how student transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. The chapter also should be able to demonstrate a reflection of student's personal experience during the training.

3.1 TRAINING EXPERIENCE

In Samarahan District Council, trainee has gained a lot of experiences and has learned many things from supervisors and other staffs. The staffs of Samarahan District Council are very committed in doing their job. Every staffs has their own specific job and they are responsible to perform their job well. In Samarahan District Council, they are 7 departments which are Administration Department that is divide to 3 other units which is General Administration, Secretariat and HRD Unit. Next department is Treasury Department. Besides, Public Work Department also divide to 2 other units which is Public Work Unit and Building Unit. Other department are Public Health, Assessment and Taxation, Public Library and the last one is Enforcement Department. I was placed in Public Work Department (Public Work Unit). In Public Work Unit, I have learned a lot of valuable experiences.

3.2 RESPONSIBILITIES

The responsibilities of trainee are to do whatever work or task given by the supervisors and to complete it as good as possible. At the same time, the trainee also needs to make sure they behave well during the practical training. For example, the need to make sure their appearance is suitable in the office and obeys all the other rules and regulations of the organizations. During the practical training also, the trainee must grab all the chances to learn many new things.

3.3 DESCRIPTION OF TASK

Samarahan District Council (SDC) is an organization that always opens an opportunity for practical students to gain new knowledge. They receive and accept the practical student regardless their institution. However, there are not so much post available for the practical student.

First of all, the one who responsible for the practical student are HRD Units. They will briefly explain the rules and regulations of the organization, the management of the organization and many more. Besides, they are the one who responsible to place the practical student with the consult of the boss.

Trainee was placed in the Public Work Department which also called Public Work Unit. In the Public Work Unit, there are various tasks has been given to Trainee. And from here, Trainee not only learned one task but many tasks. This gave Trainee an opportunities to learnt lots of things about administrative because Trainee help more on the admin. Trainee will be focused more on management task (file management) and event responsibility task which in types of job for Bachelor of Administrative. One of the most important tasks that Trainee has learnt was the process of handling big event such as “Majlis Angkat Sumpah” event.

3.4 COURSES LEARNED

Course/Code	H	M	L	NA
Management Accounting (ACC516)				/
Organizational Behavior (ADM501)		/		
Quality Management (ADM510)	/			
Malaysian History (CTU555)				/
English For Critical Academic Reading (ELC501)		/		
Principles Of Entrepreneurship (ENT530)				/
Business Law (LAW503)		/		
Statistics For Business And Social Sciences (STA404)			/	
Introductory Mandarin (Level I) (TMC401)			/	
Human Resource Management (ADM551)		/		
Ethics In Administration (ADS514)	/			
Knowledge Management (ADS503)	/			
Introduction To Public Policy (ADS514)			/	
Management Information System (CSC408)		/		
English For Academic Writing (ELC550)		/		
Public Relations (PRO458)		/		
Introductory Mandarin (Level II) (TMC451)			/	
Malaysian Economy (ADS504)			/	
Research Methodology And Data				/

Analysis (ADS511)				
Project Management (ADS512)	/			
Managing Change (ADS607)		/		
Public Finance (ADS652)		/		
English For Oral Presentations (ELC590)		/		
Introductory Mandarin (Level III) (TMC501)			/	
Strategic Management For Public Sector (ADS553)		/		
Applied Research Project (ADS555)				/
Seminar In Public Management (ADS656)		/		
Seminar In Global Affairs (ADS667)				/

Table 3.1 Courses learned and the level of applicability of the courses.

H = Highly Applicable

M = Medium Applicable

L = Low Applicable

NA = Not Applicable

3.5 APPLICATION OF THEORIES/KNOWLEDGE

3.5.1 Total Quality Management (TQM)

Total Quality Management (TQM) is a comprehensive and structured approach to the organizational management that seeks to improve the quality of products and services through on-going refinements in response to continuous feedback. TQM requirements may be defined separately for a particular organization or may be adherence to established standards, such as the International Organization for Standardization's ISO 9000 series. TQM can be applied to any type of organization; it originated in the manufacturing sector and has since been adapted for use in almost every type of organization imaginable.

In the management of SDC, Trainee can apply the 5S concept or theory as well as any other knowledge that Trainee have learn during study in classroom. One of the concepts or theories that Trainee can apply in understanding more on this management is on the 5S practice by the SDC itself whereby Trainee have been learn in Total Quality Management (TQM) subject. Besides that, 5S can be defined as the management method in any organizations or departments which was introduced by the Japanese industry for the comfortable, tidy and safe working environment for both the employees and employers. Moreover, this 5S practice is also aiming for more quality working environment that is systematic and also practical. The effective implementation of this 5S practice can enhance quality of the services offer to the customers, save cost and time for the management and lastly ease the working process whereby in this context is concerning on the file management. Apart from that, this 5S originally come from the Japanese word which are seiri (sort), seiton (set in order), seiso (shine), seiketsu (standardize) and shitsuke (sustain). Examples of the application of this 5S practice in term of the file management are shown in Table 3.2 below.

English	Japanese	Example
Sort	Seiri	Each department or unit will sort all of the old files or records that are inactive with the new files or records which are active.
Set in order	Seiton	After done with the sorting process, it then will arrange and set in order of all documents or records in the department or unit so as to make them easy to be taken and used when necessary.
Shine	Seiso	After done with the arrangement and set in order process of the file and records, sweeping and cleaning the registry room or the file room will take process so as to be more comfortable and tidy.
Standardize	Seiketsu	After that, it will standardize the order of the files or records to make it more effective of the file management based on the department or unit of the organization, day, month and year (date).
Sustain	Shitsuke	Lastly, always practicing the process that are sort, set in order, shine and standardize so as to enhance the quality of the services to the customers, cost and time saving and ease the file management process.

Table 3.2 Application of 5S practice in term of file management

3.5.2 PROJECT MANAGEMENT

Moreover, project management is the process and activity of planning, organizing, motivating and controlling resources, procedures and protocols to achieve specific goals in scientific or daily problem.

A project is a temporary endeavour undertaken to create a unique product, service or result. It is only temporary because it has a defined beginning and end time therefore defined scope and resources. A project is unique and because it is not a routine operation but a specific sets of operations designed to accomplish a singular goal. So a project team (multiple civil service agencies) usually works together from different organisations and across multiple geographies.

Project management then is the application of knowledge, skills, tools and techniques to project the activities to meet the project requirements. The project management processes fall into five groups namely; initiating, planning, executing, monitoring and controlling, and closing.

Based on the syllabus, the project life cycle was applied, as it is a holistic approach in project management. It covers the whole project from the planning until the closing. On top of that, the project life cycle is also a clean approach to reduce any wastage and to minimize risk of failing the project. The project life cycle consist mainly of four phases that are initiating phase, planning phase, performing phase and the closing phase.

3.5.2.1 Initiating Phase

Definition

This is the first phase of the event and its objective is to identify need, problems and opportunity. This phase also can be used to determine to choose the project or not. Usually during this phase, the organizers will team up and brainstorm of the numerous possibilities that will be faced throughout and after the event.

As the initiating phase, various department have come together to make this event happen. Secretariat Unit is the leader of this event other unit such as HRD Unit, Library Unit and

many others had team up and brainstorm of how will the event happen. Specific task was given to each unit/team and this was the first meeting that we had attended and is actually a pre-event meeting. After the meeting, Mr Bolhassan the leader will request updates of the progress from each team. Here was where Trainee task begun when Trainee was asked to create checklists for the event. The list is constantly updated from time-to-time as updates and upgrades were made.

3.5.2.2 Planning Phase

Definition

Planning Phase is the second phase in the Project Management Cycle. At this stage, it will show how the project scope will be accomplished. In other words, it is time to plan the work and work the plan. A baseline will be created which consists of what needs to be done, how it will get done, who will do it, how long will it take, how much will it cost and the risks that will be faced.

During the Initiating Phase, specific task was distributed among the team. At the Planning Phase, the list of team is being scoped down to a more specific person in charge, which we called 'Focal Person'. This focal person will be updating directly to us and are directly responsible for the progress of their task. They will answer all of the baseline questions and will develop strategies of their own.

In Project Management, we call this the Responsibility Matrix that will be applied in the Work Breakdown Structure (WBS) and Critical Path of the event. This detail breakdown will enable each agency to keep track of each other's progress. This is to make sure that no overlapping work is done, certain task to be completed on time so others can use the output of the assigned agency. For example, the Library team was assigned to book the old *Dewan Suarah* for the event. After the reservation is done, only then other team can come in and decorate, prepare layouts and equipment for the event. As the progress continues, the checklist will continue to be updated. At this stage also, all of the banners, digital backdrops, posters and tentative booklet were designed.

3.5.2.3 Performing Phase

Definition

This is the third phase and is the climax of all phases, as all of the planned activities and task should be implemented systematically. The managers will make sure the objective of each micro-task is completed as the main event is going on at this phase. The project manager will lead and the project team will complete the project. At this phase, the pace will be increased as a contingency extra resource is needed and added. The manager will be monitoring and controlling the progress of the event. Corrective actions will be needed on the go to solve critical problems and to ensure that the event will run smoothly without the customers (audiences and guests) noticing it.

During the event, Mr Bolhassan was the one managing and controlling the whole movement of the event. Being the floor manager and also the queue manager at the same time is not a small deal. Critical thinking and the sense of urgency were flooding the event as it starts. Even though everything in the checklist is in order, there will still be the missing parts to the puzzle and critical thinking is the correct recipe to overcome such errors.

The event started at 0200 PM and finished at 0430 PM where the hall was flooded with people from various agencies, such as from *Pejabat Residen, Jabatan Kerja Raya, Mayor from Majlis Daerah Simunjan, Sidang Media* and many others.

At this phase, everything comes together and acts as the climax of the Project Life Cycle based on the Project Management syllabus. Each and every task is realized and pieced together and act as one big part of the event with no pieces left behind.

3.5.2.4 Closing Phase

Definition

The closing Phase is the final phase of the project life cycle. The closing phase usually are post-mortems of the events where we collect and make final payments, recognize and evaluate staffs, conduct post project evaluation, document lessons learned, archive project document and record the lessons learned.

After the event, there was a post-event meeting attended by all of the departments involved with the event. The meeting was chaired by the Mayor of SDC also attended by the new and old councillor. This is the most crucial part of the event where organizers are being evaluated and commented. The Mayor usually will give positive feedbacks with minor comments of the event and these minor comments are actually criticisms for improvements.

After the post-event meeting chaired by the Mayor of SDC, the meeting is chaired by the project manager himself (the leader) to give comments and remarks to each focal persons on their performance and commitment throughout the event. All of the recommendations, ideas, improvements and planning were kept record by the secretary of the event and also was being written down in the meeting minute. This is because it will be used for the upcoming similar event. Furthermore, a quick brainstorm was done for the upcoming event as well to save time for the next meeting next year. The focal persons were given a simple token of appreciation as a symbol of gratitude.

3.6 CONCLUSION

In this chapter, Trainee learnt and focused more on management task (file management) and event responsibility task which in types of job for Bachelor of Administrative. One of the most important tasks that Trainee has learnt was the process of handling big event such as “Majlis Angkat Sumpah” event. This type of experience is unusually given to the Trainee. This is the first time the Trainee handling a big event for the important organization. In addition, there more knowledge from this organization that the Trainee gather such as dealing with customer, process of tender from the beginning and many more.

CHAPTER 4

Recommendations

4.0 INTRODUCTION

In chapter four of practical training report, it contain the highlight with examples the strength and weaknesses of job or tasks assigned during training as discussed in chapter 3 and provide it with the solution for improvement.

4.1 SUITABILITY OF ORGANIZATION

After two months of training at Samarahan District Council, Trainee have found out that the practical training is a very good opportunity to gain practical knowledge and experience in real working environment. All staff treats Trainee as parts of them. They also give full supports and cooperation to Trainee during training practical period. In future, when the organization requires more manpower, Trainee will not hesitate to work with the organization.

4.2 STRENGTH

As far as we concern, any organization as well as their event will has its own strengths and there are also several weaknesses of that particular organization or event. Similar goes to Samarahan District Council. It has its own strengths and also weaknesses.

4.2.1 FILE MANAGEMENT

File Management of the Samarahan Distric Council is one of the best practices that should be followed by the other organizations in Malaysia. This is due to its strengths, effectiveness and also efficiency as well as its consistency in implementing the good files management or the filing system. Thus, the strengths of the Samarahan District Council file management are explained below.

4.2.1.1 Application of The 5s

One of the strengths of the file management in Samarahan District Council is the application of the 5S methodology or practices that synonym with the quality and good way of handling the task especially in terms of management such as this file management. In this case, SDC is absolutely using this 5S concept or theory in order to handle their records or file management so as to be smoother, save cost, effective and efficient. Apart from that, this application that is the 5S also important for this SDC in enhancing the quality of its file management and to ensure the comfortable working environment when performing those filing processes such as start from the classification process, sorting process, keeping process, controlling process and lastly indexing process.

4.2.2 “MAJLIS ANGKAT SUMPAH” EVENT

During the event, there are a few strengths of the event that can be analyse and highlighted. The strengths of the event allow the activities preparing for the event to be easier and more efficient.

4.2.2.1 Active cooperation

During the event, numerous units/teams work and successfully handled the event. The first strength is the active cooperation between the teams. Even though the staff and practical students from different units, they are work together with the teams spirits. The uniqueness of this event is that although some of them had never even met before (practical students), they are able to cooperate and tolerate among each other. Besides, the staff also rarely met each other due to the burden of the task. This professional quality is important in civil service employees as it shows how competent and outgoing they are. Every event they will never fail to work together and fill in each other's task whenever needed.

The cooperation between multiple units from different specialties allows them to access different professional equipment to celebrate the day. Specialized equipment gives tip-top performances and outcomes for the event, such as the choir group. Moreover, variety in units comes up with various ideas during the preparation of the event.

4.3 WEAKNESSES

Furthermore, any organization will has several weaknesses of that particular system or events.

4.3.1 FILE MANAGEMENT

However, any system will has its own strengths and there are also several weaknesses of that particular system. Similar goes to Samarahan District Council. It has its own strengths and also weaknesses.

4.3.1.1 Too Many Letters Received and File Management

In the organization, they received too many letters in a day and this will takes time to distribute the letter by hand, especially to each units. Sometime staffs from each unit collect the letter by themselves to the Corporate Department. They also faced problem on how to manage a large number of letters. And then they also will face the problem on how to file all the letters and documents in efficient way. When this problem occurs, it gave bad impacts to the management especially when there is urgent letter.

4.3.1.2 Lack Number of Staffs, Space and Fax Machine

Other than that, they also have a problem in managing tasks because the limited number of staffs. In my opinion, more staffs are needed in Public Work Department. This problem always occurs in this department especially when some of the staffs are taking their leave. Other than that, there are also limited spaces for the staffs in this Public Work Department. They need to rearrange and make more spaces for the staffs so that they can work more comfortable. When the office environment is comfortable, for sure this will increase the productivity and creativity of the staffs. In addition, the available fax machine in this organization is only one and placed at the Corporate Department, which is located at upper floor. For those who need to use the fax machine they need to wait for their turn and this make their task are delayed. In case the fax machine is frazzle, they need to wait for the service man come to repair.

4.3.2 “MAJLIS ANGKAT SUMPAH” EVENT

Even though the event was a success, it will never fail to have its weaknesses. When the post-mortem of the event was done, the entire teams down for a meeting and discussed their success and failure of the event. This was for the upcoming similar event and to provide general understanding for the new teams who participated in handling the event as well.

4.3.2.1 Expensive expenditures

Although the organization funded the event, money is money and a loss is a loss. The huge amount of expenses to support the event demands the organization to pump more money into it. During the event, there were a lot of unnecessary expenses such as paying the volunteers of the choir group for their performance. They are volunteers and were taken from various units from the organization itself as well including the instructor. They were volunteers in the first place and are not demanding any payments. This is a waste as the cost could be cut down for other important expenditures. In addition, they also huge waste in ordering too much food without recalculate and re-confirm those who are attending the events.

Other unnecessary cost such as the supersized banners and posters are also a waste. This is because there are alternatives to these means such as digitalizing it like they did with the backdrop for the event. This will cut down hundreds of Ringgits and will narrow the gap of expenditure to another leap of level.

4.3.2.2 Late invitation of the media

Before the event, we had issued out letters and also official memorandum of inviting the media. There was a delay in inviting them and also confirmation of their attendance for this event. This creates a last minute reshuffling the seats layout for the media as their attendance keeps on changing. This is due to there are more than one media are invited. Reshuffling of the seats affect the printed seats layout in a hard copy cover where it is required for formal documentations. This leads to a chain reaction of a waste of time for the designers to change it over and over again.

4.4 RECOMMENDATION

4.4.1 FILE MANAGEMENT

4.4.1.1 Applying computer system

By using computer system, it will help to save time because all the letter can be distribute online and computer system is a system that is very efficient. Besides, by using computer system, easy for staff to search a letter, where it is can avoid any delayed task. Moreover, by applying computer system, it can avoid any losing letter. Computer system gives lots of advantage to the organization in order to manage big number of letter effectively. Every staff of Samarahan District Council should be able to use computer system and apply it in their job.

4.4.1.2 Employ More Staffs and training

Trainee suggestions is, the company should employed more staffs to be place in this units to help in doing their daily tasks. By employed more staffs also, this can help to solve this problem. After employ new staffs, SDC should give briefing and training to the staffs so that discipline problem can be avoid when all the staffs knows what they should and should not do. Besides, if the organization wants to reduce the budget, they can employ staff by using contract. They can make a deal with the practical student that finished their practical training and studies.

4.4.2 “MAJLIS ANGKAT SUMPAH” EVENT

4.4.2.1 Solutions for the first weakness

Organizing a grand event is surely not cheap. There are numerous solutions given out for overcoming the extra expenses such as inviting less people and reduce the cost for lunch and hi-tea expenses.

Officials attending the event demand a high expectation and this is the hardest part in organizing a budget but happening event. Cost reduction can be done as mentioned above and also as Trainee suggested before in finding alternatives to digitalize the promotion of the event.

4.4.2.2 Solutions for the second weakness

Early confirmation is the best remedy for this problem. When it comes to organizing the main event, usually the organizers will tend to forget about the invitation of guests for the event. This is due to much to handle and will create problems when the participants fail to reply about their attendance.

Having a specialized team to focus only on the guest and protocols can be a great deal. This allows the organizer to be more coordinated and focus on their individual task. In the focal person checklist, it is well prepared and well mentioned of the specific task to be carried out for the event. This fails to be complied due to technical difficulties and miscommunication at the last minute.

These issues can be clear out during the meeting before the event. Clarifying the roles and responsibilities is crucial before the event to avoid duplication of task and miscommunication. This can save time and also increase the efficiency of coordinating the event.

4.5 CONCLUSION

Two months period of practical training is enough to expose the students in real working environment and gained a lot of experiences that might be useful in future. This practical training also gives skills and knowledge to the students and encourages them to improve themselves. As we know, nowadays, there are very high competitions in job market. Experiences, skills and knowledge are the most important factor. Practical training will give advantages for the students to compete with other people in getting jobs in the future.

CHAPTER 5

Conclusions

5.0 INTRODUCTION

This chapter summarizes and also concludes the discussion of the Chapter 1, 2, 3 and 4 by highlighting the main points.

5.1 CONCLUSION: CHAPTER 1

Samarahan District Council is a company that have a really good management system. In this chapter one, Trainee found that the management in SDC is very efficient where the objectives, company policy, mission and mission of the organization is prepared well. Chapter 1 is all about the introduction of Samarahan District Council such as;

- Background
- History
- Vision and Mission, Motto and Slogan
- Objectives
- Core Business
- Client/Customer Charter
- Customer Performance
- Organization Structure
- SDC Counsellors

5.2 CONCLUSION: CHAPTER 2

During the 8 weeks of practical training at Samarahan District Council, the trainee has gained a lot of experience in real working environment. It has been a very good opportunity for the trainee to learn a lot of new things regarding administration. The most important thing is the practical training is it prepared the trainee to faced reality job in the market because they have the confident and has improved their intra and interpersonal and communication skills within the

employees and the employer. Other than that, the practical training also exposed the trainee to the real working environment nature and it has gave the opportunity to the trainee to improved themselves before entering the real organization in the future.

5.3 CONCLUSION: CHAPTER 3

In this chapter, Trainee learnt and focused more on management task (file management) and event responsibility task which in types of job for Bachelor of Administrative. One of the most important tasks that Trainee has learnt was the process of handling big event such as “Majlis Angkat Sumpah” event. This type of experience is unusually given to the Trainee. This is the first time the Trainee handling a big event for the important organization. In addition, there more knowledge from this organization that the Trainee gather such as dealing with customer, process of tender from the beginning and many more.

5.4 CONCLUSION: CHAPTER 4

Two months period of practical training is enough to expose the students in real working environment and gained a lot of experiences that might be useful in future. This practical training also gives skills and knowledge to the students and encourages them to improve themselves. As we know, nowadays, there are very high competitions in job market. Experiences, skills and knowledge are the most important factor. Practical training will give advantages for the students to compete with other people in getting jobs in the future.

There are several strengths of SDC. Those strengths are the application of 5S practice. For the application of 5S methodology or practices, SDC is applying it in order to handle their records so as to be smoother, save cost, effective and efficient. It also help in enhancing the quality of SDC's file management and to ensure the comfortable working environment when performing those filing processes such as classification, sorting, keeping, controlling and indexing.

5.5 OVERALL CONCLUSION

After doing practical training at Samarahan District Council, Trainee would like to conclude that this training gives a lot of benefits and experiences to Trainee and give abundance of information about working life. Trainee was given a chance to learn new things in life from this practical training. This for sure will be useful for Trainee in the future as Trainee have learnt lots of things in this company.

For the practical training supervisors, their assistance and guidance is very helpful. They give a lot of knowledge during Trainee practical training and guide Trainee well in doing tasks. The cooperation between Trainee and Trainee supervisor is very important to make sure the learning session run smoothly. Services provided by Samarahan District Council are distributed fairly without looking at the race, ethnicity, religion and culture of the staffs. The organization also always concerned about the public affairs and ready to carry out their duties to satisfy the needs of the public. The target of the organization also is to achieve their goal, vision and mission. As whole, Samarahan District Council plays the significant role in the state development transforming.

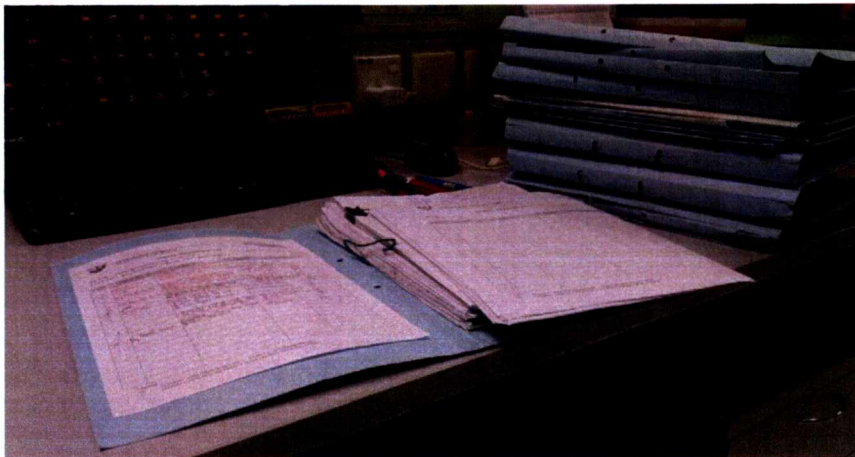
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APPENDIX



Picture 1 Bio D' Scan thumb print used by SDC staff as an attendance system



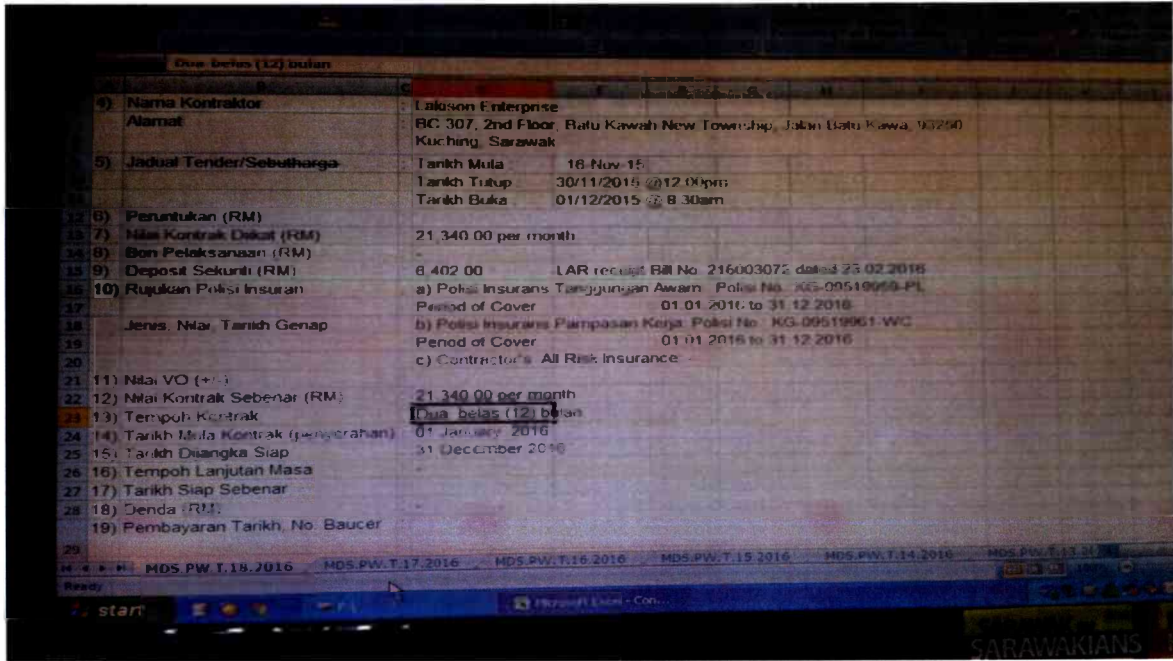
Picture 2 Filing system at SDC



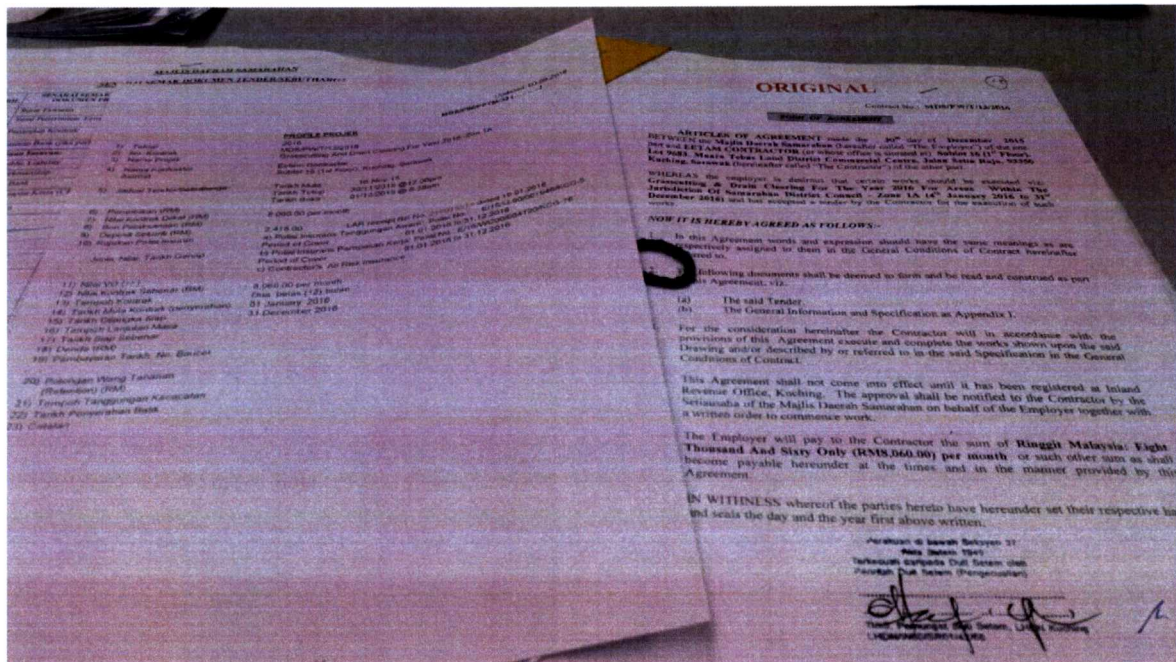
Picture 3 Box used to put all the tenders from contractors



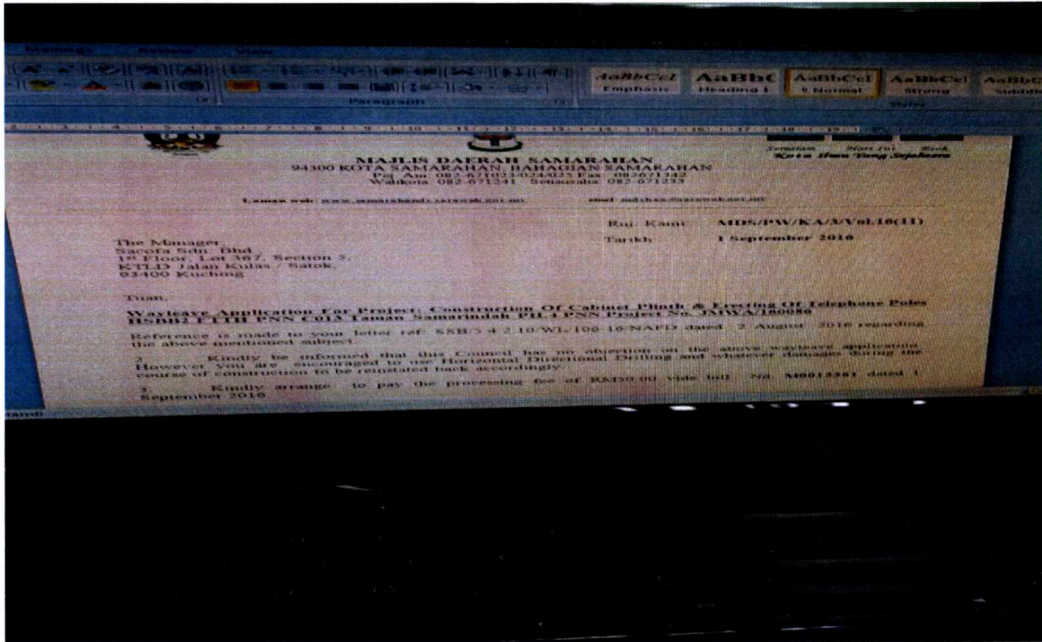
Picture 4 Open tender meeting



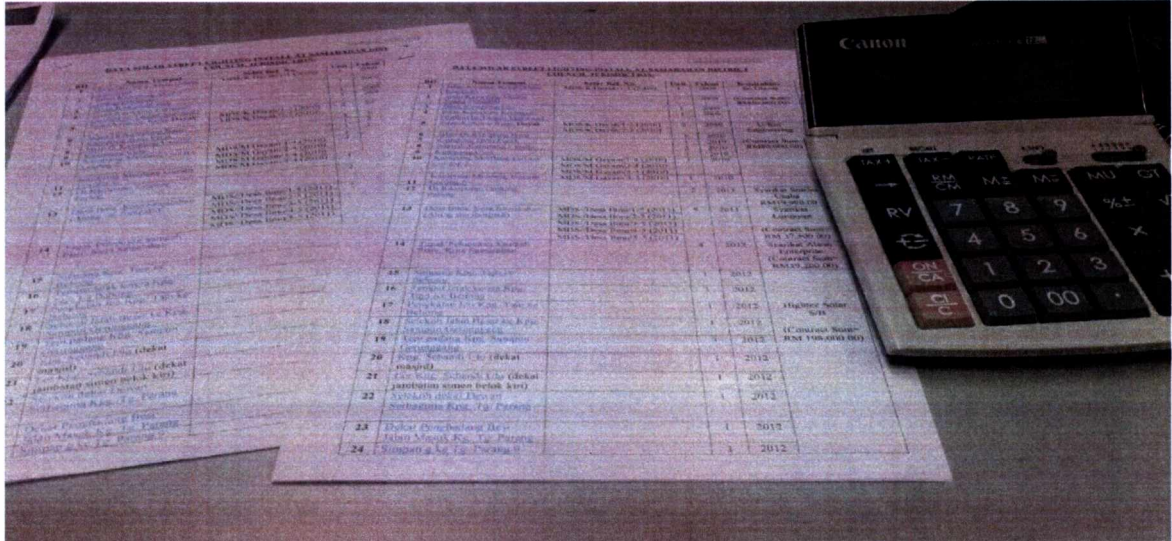
Picture 5 Contractors/Company profile system key in



Picture 6 Contractors/Company profile organize in different file



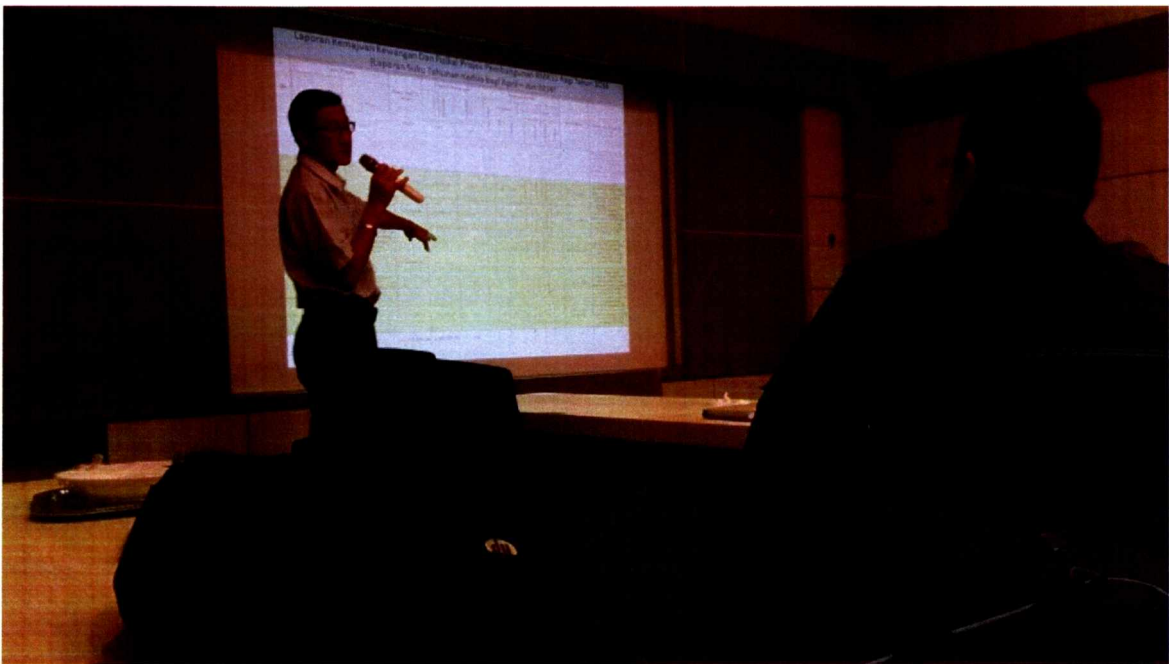
Picture 9 Letter that will be issued to the contractors that will attach with the bill



Picture 10 Summarize of project in plan



Picture 11 Meeting with counselors



Picture 12 Department meeting



Picture 13 Choir practice before actual “Majlis Angkat Sumpah” event



Picture 14 “Majlis Angkat Sumpah” event



Picture 15 "Majlis Ibadah Qurban" event



Picture 16 "Pelaksanaan Gerak Kerja Rakan Taman" event