



UNIVERSITI TEKNOLOGI MARA SARAWAK
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)

PRACTICAL TRAINING REPORT (ADS 667)
PONTIAN DISTRICT COUNCIL

PREPARED BY
HAFIZAH BINTI RAZALI 2013659246

JUNE 2016

SUPERVISOR'S COMMENTS

A large, empty rectangular box with a thin black border, intended for the supervisor's comments. The box is currently blank.

CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY
THE SUPERVISOR

Name of supervisor : MADAM NOORFADHLEEN BINTI MAHMUD

Title of Practical Report : PRACTICAL TRAINING REPORT AT PONTIAN
DISTRICT COUNCIL

Name of student : HAFIZAH BINTI RAZALI

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



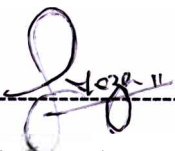
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Date:

THE DECLARATION

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 were later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against me under the Academic Regulations of UiTM's.



Name: Hafizah Binti Razali

ACKNOWLEDGEMENT

Firstly, praises to Allah the Almighty because I managed to complete this report within the time given and He helped by made the completing report process become easier. My appreciation also goes to my practical training supervisor, Madam Noorfadhleen binti Mahmud for guiding me in completing this practical report. Without any proper guidance and advices from her, I will not be able to complete this report before the due. Besides that, my practical training also would not become into reality without the permission and opportunity from the President of Pontian District Council, Haji Suhairi bin Haji Hashim and supports from the Management and Service Department, led by Madam Noor Arniza binti Kamaruddin (host supervisor) and the supporting staffs. Million thanks to my family for always being my side by giving full supports either morally and financially supports. Finally, special thanks to all my friends on giving cooperation, directly and indirectly and thus, help me in completing this report. Once again, thank you.

Hafizah binti Razali

Bachelor of Administrative Science (Honours)

Faculty of Administrative Science & Policy Studies

Universiti Teknologi Mara, Sarawak

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 Background of Pontian District Council



Picture 1.1.1: Logo of Pontian District Council and Pontian District

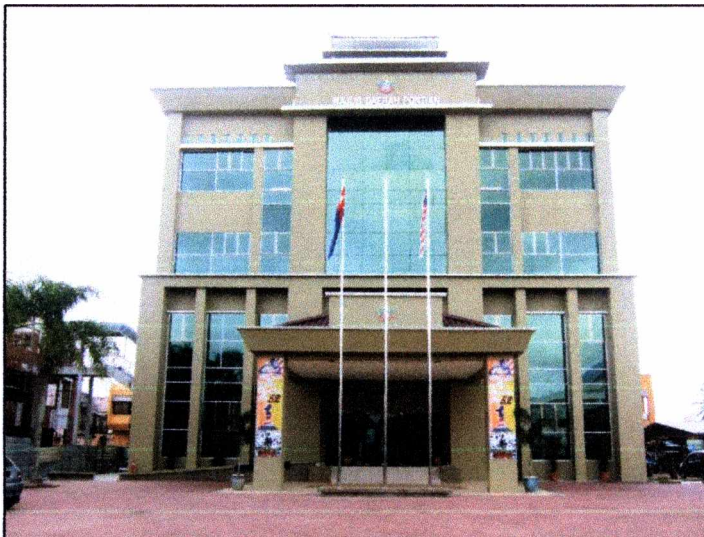
Pontian District Council was established in 01 November, 1976 under ACT 124 (Temporary Act) which was later declared as Act 171, Local Government Act 1976. This Council administration covered Bandar Pontian, Pekan Nanas, Benut, Permas and Ayer Baloi. Before the establishment of Pontian District Council, Bandar Pontian was administrated by their respective Local Councils. Since the establishment of Pontian District Council, 3 Local Council namely Pekan Nanas Local Council, Benut Local Council and Ayer Baloi Local Council along Pontian City Council was abolished and its administration was taken over by Pontian District Council.

Pontian District Council administer as a whole encompasses areas as wide as 19,701 hectares and 40 left/right chain main road areas in Pontian. However, the granting of cleanliness services and other basic amenities is broadly about 1,280 hectares only. Other regions are areas subject under council control in aspects of development area and issue of business license only. All holder subjects in excise areas are imposed different property tax rate according to Hold Conditions. Besides that, the Council provides cleanliness services and other basic amenities services as needed by the population are based on those provisions given by Local Government Act.

The office divided into 2 blocks, A and B. Block A consists of Chairman room, Secretary room, Management and Service Department, Counter Service, ICT Unit, Engineering and Building Department and Payment Counters and meeting rooms. . While Block B consists of Financial Department, Public Health Department, Laws Unit, Town Planning and Landscape Department, Internal Audit Unit, Valuation and Assets Management Department, License and Enforcement Department, One Stop Center (OSC) Unit, Community Development Department, Tourism Unit and Public Relations and Corporate Unit. The organization structure of Pontian District Council is led by President or in Yang DiPertua in Malay, followed by Secretary and the Councilors. The employees are the one who running and implement all the projects and programs of Pontian District Council.



Picture 1.1.2: The main entrance of Pontian District Council



Picture 1.1.3: Block A



Picture 1.1.4: Block B



Picture 1.1.5: The president of Pontian District Council, Haji Suhairi bin Haji Hashim

1.2 Vision

“To establish Pontian as a developed, dynamic and progressive city in 2017”

1.3 Mission

“To plan, manage, regulate and deliver services efficiently and effectively to improve the society's quality of life”

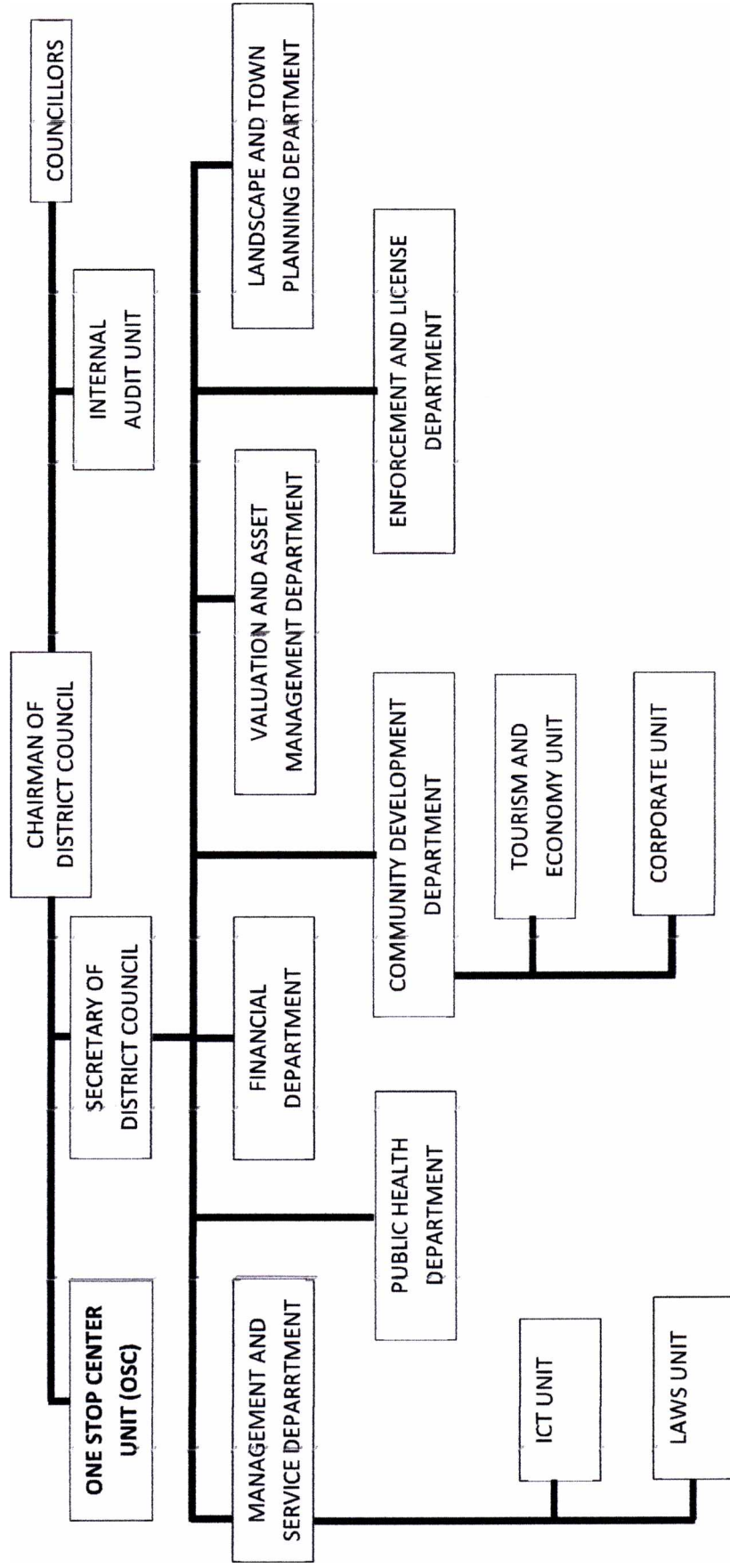
1.4 Organizational Objective

1. To establish a quality and efficient management and administration for the locals
2. To ensure a controlled planning and development
3. A sustainable environmental development which is capable of maintaining a good environmental hygiene quality
4. To provide and manage infrastructure for the improvement of resident's socio economy
5. To provide and maintain public amenities
6. To encourage residents towards excellence in aspects of physical, spiritual and mental through the preservation and maintenance of environment and ecology

1.5 Organization Chart



ORGANIZATION CHART OF PONTIAN DISTRICT COUNCIL



1.7 Core Business of Organization

Service becomes the core business of organization for Pontian District Council since they provide range of service to the range of customers through their various departments. However, here I focus on my department only as shown by the table below:

Table 1.7.1: Roles and Responsibilities of Management and Service Department

Department	Roles and responsibilities
Management and Service Department	<p>It is divided into 3 main functions which are,</p> <p>1. Mails, meetings and general administration unit:</p> <ul style="list-style-type: none"> • Managing the Councilor's departments or units. • Managing the Councilors' mails. • Managing the Councilors' matters such as Councilors' allowance. • Preparation of meetings such as monthly meetings and Councilors' meetings. <p>2. Human Resources Unit</p> <ul style="list-style-type: none"> • Identified the need for training on employees

- Handling and keep updating information or data in Human Resource Management Information System (HRMIS) such as monthly salary and employees' leaves.
- Concerning about the employees' welfare
- Planning, analyzing and determine the need for additional workforce
- Managing the internship program for university and college students.

3. Preparation Unit

- Provide services like tents, P.A system, stages, rostrum, chairs and tables, decoration for any occasion to the public.
- Involved in preparation for special occasions such as "*Kembara Mahkota Johor*" which held annually and many more.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

From 20th January 2016 until 16th March 2016, I have been placed in Management and Service Department or "*Jabatan Khidmat dan Pengurusan*" by my supervisor, Puan Noor Arniza binti Kamarudin because what I have learnt in university are more likely related to this department compared to other departments. To be honest, I have learnt so many things through the various tasks given although I was placed in one department only during the 8 weeks of practical training especially in terms of computer, discipline and soft skills. In addition, the staffs also very friendly and willing to help me if I have problem to complete the task given like when they taught me how to use Microsoft Excel from scratch since I was not so familiar with Microsoft Excel. My practical training was so much fun and very exciting especially when I learnt new things and hopefully those experiences will help me to become an administrator in the future.

reference number into the system by using Microsoft Word. However, mails and invoices have different way to be recorded. The previous explanation was for the mails only. For the invoices, I have to prepare another file and different required information; the name of supplier, the subject of invoices, the invoice number, the invoice price, the signature and stamp of the receiver and date received. Anyhow, I must finish all those recording data before 12 noon in order to pass the mails to the President to be reviewed by him



Picture 2.2.2: Key – in all those information required before pass to the President

- Only after the President has reviewed the mails and invoices, then I can distribute them according to departments marked by the President. When I delivered the mails according to its department, any staff who were received the mails from me have to sign and write the date received in the form as the proof they already received the mails from me.



Picture 2.2.3: Walking around the departments to distribute the mails, invoices & bills



Picture 2.2.4: Asking for initial after distribute mails to its department

- Besides that, I also learnt how to search files using file system in my computer. Other than that, I also learnt how to keep and write minute for the received and delivered memos into the file. The file name was *"Memo Antara Jabatan"*. The staff taught me how to differentiate between delivered and received memos, write minutes and put the memos in sequence appropriately.



Picture 2.2.5: Example of memo to be recorded into memo files

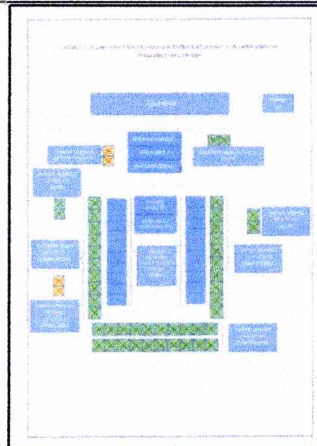
- I also learnt how to treat the customer in the counter service. For example, if any customer came ask for direction to go to other department, I will show them the right direction. If the customer asked for vacancy form, I gave them the form to be filled.

- Pontian District Council has this special routine whereby every Thursday morning, there will be al-Quran recital led by the employees.
- As an intern, I also learnt how to make copies from photocopy machines as required by the staff



Picture 2.2.6: Using photocopy machines to make copies of document

- Chief Clerk (CC) asked me to help him to prepare layout for the upcoming event, "*Majlis Makan Malam Sambutan Perayaan Chap Goh Mei bersama DYMM Sultan Johor peringkat Daerah Pontian*". I prepared the layout using Microsoft Word.



Picture 2.2.7: The layout for Chap Goh Mei event

- The staff also taught me how to file the leaves in the appropriate file since there were piles of file categories in my department. For example, if the employees asked for leave with an attachment from doctor's recognition (MC), the MC supposed be put into the leave file, a file with yellow coloured label. However, if the employees asked permission from State Secretary Office or "*Pejabat Setiausaha Kerajaan Negeri (SUK)*" to go abroad (went for Umrah, for instance) and the permission granted by the office, the application letter will be put into the "*File Perkhidmatan*", a file with green coloured label.



Picture 2.2.8:Filing MC

**2nd week / 28th January
– 3rd February**

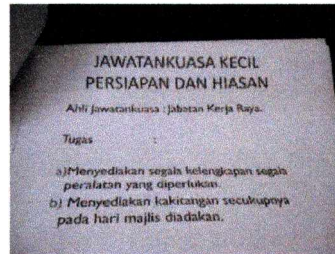
- My second week of internship filled with rotation tasks from the last week such as filing MCs, managing incoming mails and invoices, writing the minute in front of the memo file and make copies of document as required by the staffs.
- My second week of internship also gave me chances to involve in meeting. Before that, I helped the staff to put tags on every seat according to sequence because there were 3 meetings on the next day. The tags consist of Councillors' name, head of departments in Majlis Daerah Pontian and "Ex-Officio" such as Pontian District engineer.
- I got to attend the meeting of preparation of an event called "*Majlis Makan Malam Sempena Sambutan Chap Goh Mei bersama DYMM Sultan*

Johor” which the event held on February at the Mini Stadium of Pontian.

No.	Peralatan	Jumlah	Unit
1	JOHORELAHARU	200	RM
2	ANDAM PROSEKURSI	10	RM
3	APRESI PROSEKURSI	10	RM
4	APRESI PROSEKURSI	10	RM
5	APRESI PROSEKURSI	10	RM
6	APRESI PROSEKURSI	10	RM
7	APRESI PROSEKURSI	10	RM
8	APRESI PROSEKURSI	10	RM
9	APRESI PROSEKURSI	10	RM
10	APRESI PROSEKURSI	10	RM

Picture 2.2.9: One of the slides about Chap Goh

Mei



Picture 2.2.10: Explanation on committees' tasks

- I learnt how to fax documents.



Picture 2.2.11: Fax machine in the office

- I got a chance to record “Elaun Kerja Lebih Masa”, “Elaun Perjalanan” and “Elaun Penggantian”. Those 3 things have to be

recorded in *"Rekod Penyerahan Tuntutan Bekerja Lebih Masa & Tuntutan Perjalanan dalam Negeri Pemandu Majlis Daerah Pontian.*



Picture 2.2.12: The record book

3rd week / 4th – 14th
February 2016

- My week started with usual tasks like managing the incoming mails, stamping, key in all those required information, pass to the President to be reviewed and deliver those mails to its departments.
- CC asked me to help him attached the fuel receipt on the file in the appropriate pages. For example, if the fuel receipt was from JQS 550, the receipt has to be attached on the JQS 550's page.




Picture 2.2.13: The receipts page

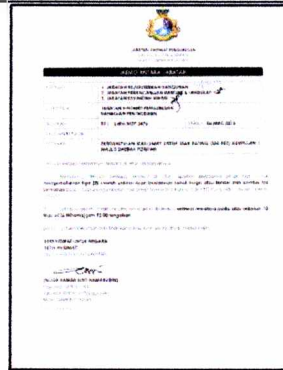


Picture 2.2.14: The receipt file

- Executive Officer (E.O) asked me to help her prepare an organizational chart for documentation purpose.
- I also helped her distributed books “*Pelan Strategik*” to the every department with the help from Mr. Noriswadi because it was quite heavy for me to lift and distribute it alone.
- I sent T4’s forms with the record book to Financial Department.
- I also experienced to pick up the phone calls if the staff were unable to be at their place

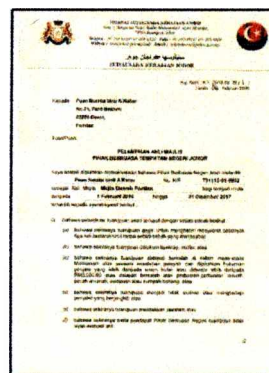


	<p style="text-align: center;"><i>Picture 2.2.15: Office telephone</i></p> <ul style="list-style-type: none"> • Did the same routine every day, make copies of documents, sending memos, write minute in front of the memo file and so on.
<p>4th week / 15th – 21st February 2016</p>	<ul style="list-style-type: none"> • I started with recording fuel purchased into its special log book. Then, I have to attach the fuel receipts according to its plat number, just like the previous week. <div style="text-align: center;">  </div> <p style="text-align: center;"><i>Picture 2.2.16: The record book for fuel purchasing</i></p> <ul style="list-style-type: none"> • There were a few rotating tasks during my fourth week of internship such as managing the mails and invoices, sending memos, make copies of documents by using photocopy machines, writing minute in the front page memo file and filing MCs.



Picture 2.2.17: A memo informed about new Councillors

- I made new personal files for the Councillors because there were 2 additional members in Councillors, Dato Randhir Singh and Lee Ching Kong. The staff has printed out some words to be attached on those new files and I have to cut according to the sample file.
- Later, I helped CC to attach Councillors' name on the top of the appointment letters.



Picture 2.2.18: An appointment letter of

Councillor issued by the State Authority

- Another thing that I learnt during internship was preparing directories by using Microsoft Excel.

5th week / 22nd – 28th

February 2016

- As usual, I handled all those incoming mails from ranging agencies or individuals, filing MCs in the file room, faxed documents, picked up phone calls, make some copies of documents as required by the staff and sending memos to all departments besides writing minute on the file no. 125 “*Memo Antara Jabatan*”.
- I put tags on the table for the “*Majlis Angkat Sumpah Ahli Majlis MDP 2016*” and cleaned the room and witnessed the declaration.



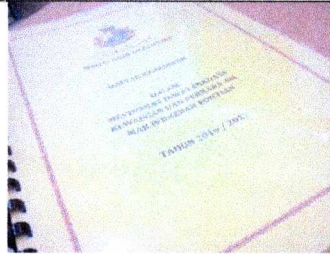
Picture 2.2.19: The new appointed Councillors is reading their oath

- I also managed to grab chance attended a quite big scale meeting which was “*Mesyuarat Jawatankuasa*”. It was attended by all the Councillors and “*Ex-Officio*” such as from

SWCorp, Health District Officer, representative from Department of Works and many more. I was appointed to take attendance of Councillors and I have to do 6 times because there were 6 different meetings and different members in every meeting. The first meeting was "*Mesyuarat Jawatankuasa Kewangan & Perkara Am*" and followed by "*Mesyuarat Jawatankuasa Taksiran & Cukai Harta*". After that, it was followed by "*Mesyuarat Jawatankuasa Pembangunan*" and "*Mesyuarat Jawatankuasa Lalulintas*". The second last meeting was "*Mesyuarat Jawatankuasa Pelesenan & Kesihatan*" and the last meeting was "*Mesyuarat Jawatankuasa Pelancongan*".



Picture 2.2.20: The President as the Chairman of the meeting



Picture 2.2.21: The attendance

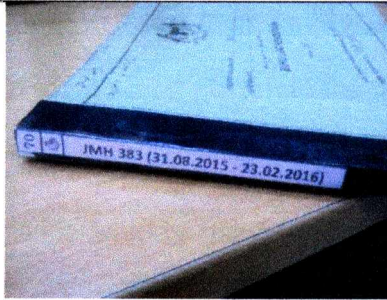


Picture 2.2.22: The meeting environment

6th week / 29th February

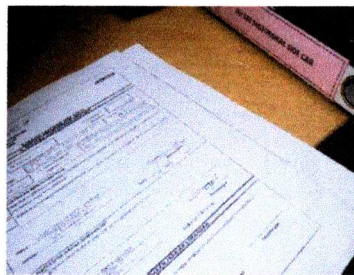
– 6th March 2016

- Just like the previous weeks, I still handled all those daily tasks from managing and delivery mails and invoices, picked up phone calls if the staffs were not there at the moment, delivered memos to departments, sending T4's forms and log book to Financial Department, write minutes on the front page of the files and MCs filing in the file room.
- Then, I helped a staff to make new labels for the transport's log books and draw column in the log books by following the sample given.



Picture 2.2.23: The new label

- Besides that, another staff also asked me to deliver a letter together with despatch book to the Financial Department which the receiver has to sign as the proof of document has been received.
- I help E.O updated file of *"Kerja-Kerja Menyelenggara dan Menjaga Landskap Kawasan MDP"* by inserted the *"Borang Laporan Siap Kerja"* and the agreements into the file.



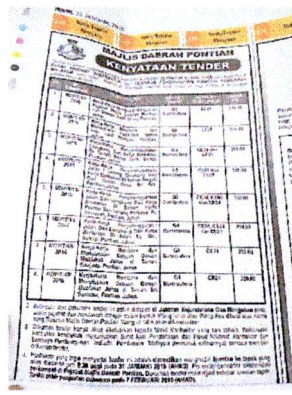
Picture 2.2.24: The form of "Borang Laporan Siap Kerja"

- There was a memo that I have to deliver and it was about *"Pengumpulan Maklumat Sistem Star Rating (SSR – PBT) Majlis Daerah Pontian."*

Before I distribute those memos, I have to make a copy of that memo then put it into the file No. 125 "Memo Antara Jabatan".

7th week / 7th – 13th
 March 2016

- Made a new file label by using Microsoft Excel
- One of the staff asked me to get a sign from Mr. Ahmad Kamal, the Pontian District Council's engineer for a Government Letter (G.L) because there was one of the employees need the G.L for hospital admission.
- I also helped CC to make some copies of tender and procedure of Johor's protocol regarding the district flags.



Picture 2.2.25: The advertisement of tender in local newspaper

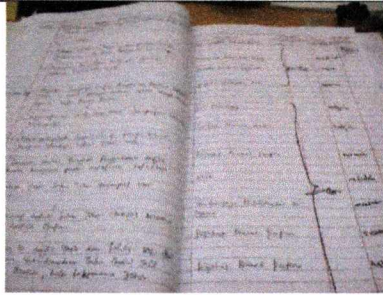
- I helped one of the staff made a mini-pocket for Dato' Randhir Singh's personal file to keep his

passport photo inside.

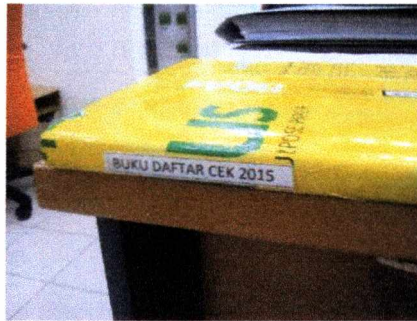
- One of the interns in my department has finished her training already and one of the staff was absent. Since I need to replace the absent staff, I have to distribute my department's letters to the staff and distribute any cheque received to the related departments. In the meantime, I still have to do my daily task where I in charged in managing all those incoming mails and invoices and running errands from other staffs like sending T4's form to the Financial Department.



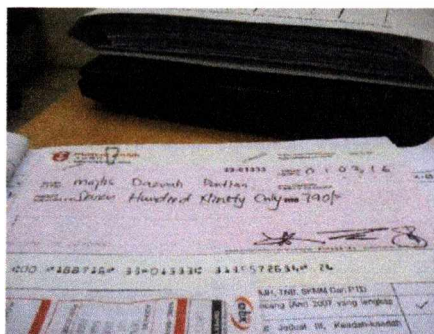
Picture 2.2.26: The mail record book for my department



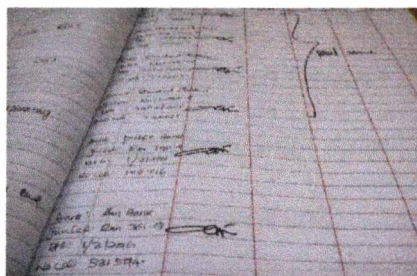
Picture 2.2.27: Inside the mail record book



Picture 2.2.28: The record book for any cheque received

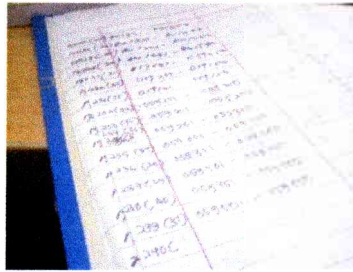


Picture 2.2.29: Example of cheque received

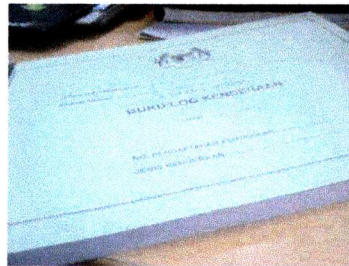


Picture 2.2.30: Inside the record book for cheque

- E.O asked me to attach stickers on the safety cones and torchlight.
- I helped C.C to do some records of registration numbers of "*Buku Log Kenderaan*" in "*Daftar Buku Log*", after I labelled the "*Buku Log Kenderaan*" with number.

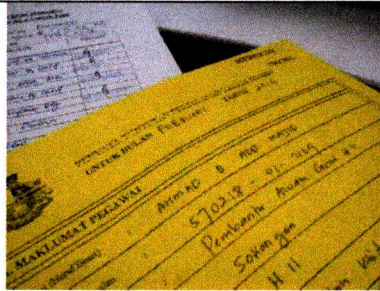


Picture 2.2.31: The labeled number has been recorded

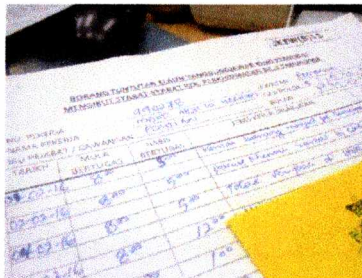


Picture 2.2.32: The new log book

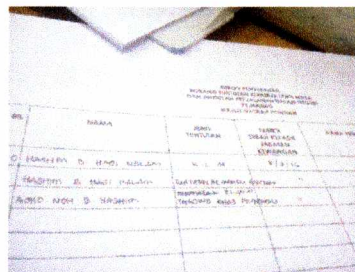
- I helped C.C to record information on "*Rekod Penyerahan Borang Tuntutan Bekerja Lebih Masa*" and "*Tuntutan Perjalanan dalam Negeri Pemandu Majlis Daerah Pontian*".



Picture 2.2.33: The allowances form

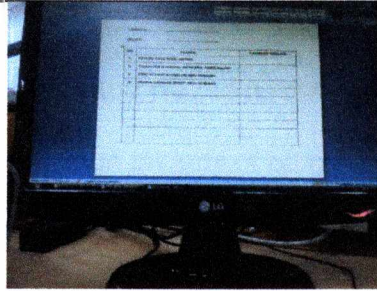


Picture 2.2.34: The record book for drivers' allowance



Picture 2.2.35: The record book for overtime

- I also have to key-in the employees' monthly salary of January and February into its own system in Microsoft Excel. I have to refer the salary in the bunch of payslips which prepared by the Financial Department.



Picture 2.2.39: The new name list in progress

- There was also a ceremony for the President on Thursday because he will be transferred to another agency which is “Perbadanan Pengangkutan Awam Johor (PPAJ)” on the next week



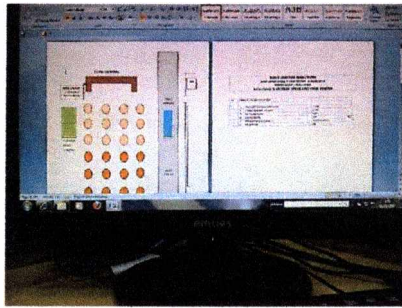
Picture 2.2.40: The administration staffs, interns and the President.

**8th week / 14th – 16th
March**

- Since I was going to end my internship on Wednesday, so there will be a replacement in my position. And she was from the Town Planning and Landscape Department. Her name was

Yana. So, we shared place to work and I taught her from scratch and we did all the tasks together.

- CC asked me to do layouts of official ceremony for *DYMM Sultan Johor's* birthday at Dewan Jubli Intan Sultan Ibrahim, Pontian.

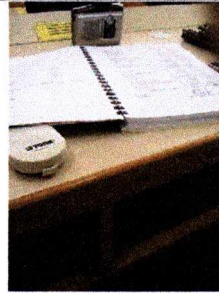


Picture 2.2.41: The layout for upcoming Sultan's birthday event

- I also got a chance to attend the "*Mesyuarat Jawatankuasa*" once again. As usual, I need to check for attendance and the staff added one more additional task which I have to handle the slides too.



Picture 2.2.42: During "Mesyuarat Jawatankuasa"



Picture 2.2.43: Taking attendance



Picture 2.2.44: The meeting environment

- I also managed to sort out the candidates' application for "Pembantu Penguatkuasa N17". I have to sort out the qualified candidates based on their *Bahasa Melayu's* SPM result.



Picture 2.2.45: Stamping on the application forms



Picture 2.2.46: Sorting out the application forms

- I helped one of the intern named Hadi by typed a name list of disqualified candidates by using Microsoft Excel
- I taught Yana how to record mails into the log book since the staff was absent.
- Before I ended my internship on Wednesday, I managed to do some task like key-in mails information in the system besides helped one of the staff by brought in a bunch of documents for "Taklimat Pengenalan YDP 2016".
- I distributed corporate attire of MDP according to the name list given, managed to do some MCs filing and sending T4's form to Financial Department.

Table 2.2.1: Schedule of Practical Training

CHAPTER 3

ANALYSIS

3.1 Area of Task

Since I have been posting at the management and service department for 2 months without rotating to any department, I choose to focus on the administration section to conduct further analysis on my tasks during the practical training. Although I have experienced in meetings too, but it would be more appropriate if I focus on my daily tasks which totally covered up all administration task. Furthermore, I only have experience in 3 meetings only and the scope was pretty small compared to administration scope. My practical training really did give impact on me especially in terms of knowledge and the relevancy of my course subjects. The internship enhanced me to understand more on how the local government running their administration to become more functional and able to serve people at their best.

3.2 Theoretical and Its Application on Job Scope

Table 3.2.1: Theoretical and Application on Job Scope

Subjects	Theoretical	Application on Job Scope
<p>Human Resource Management (ADM 551)</p>	<p>General:</p> <p>Process of managing human talents (skill, knowledge, abilities and experiences) to achieve an organization's objectives (Snell and Bohlander, 2013).</p> <p>i) Job enrichment:</p> <p>Job enrichment is enhancing job by adding more meaningful tasks and duties to make the work more satisfying and rewarding through increasing the autonomy and responsibility of employees (Mathis and</p>	<p>Pontian District Council has managed their human talents according to the merits and qualifications in order to achieve its objectives such as provided good infrastructures for the public in Pontian district.</p> <p>I was the only person who need to in charge in mails, so my practical training would be pretty dull if I got to do one type of work only. So, the staff had given me variety of tasks which made me feel more satisfied and able to unlock the new achievement, such as</p>

	<p>Jackson, 2006)</p> <p>ii) Selection</p> <p>According to Mathis and Jackson (2006), there are 9 steps in selection process:</p> <ol style="list-style-type: none"> a. Applicant job interest b. Pre-employment screening c. Application form d. Test and interview e. Additional interview (optional) f. Background investigation g. Conditional job offer h. Medical exam i. Job placement <p>iii) Training</p> <p>Training is the process of acquiring knowledge, developing competencies and skills, and adopting</p>	<p>involved in several meetings and Councillors' appointment.</p> <p>Based on my practical training, I involved in the third step; application form. The staff asked me to sort out the application form for "<i>Pembantu Penguatkuasa N17</i>". There were 2 categories of form; the qualified and disqualified. They were considered to be qualified candidates to go to the next stage if their result in <i>Bahasa Melayu</i> during SPM is C and above.</p> <p>During my attachment at Pontian District Council, I received few letters from <i>Institut Tadbiran Awam</i></p>
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	<p>behaviors that improve performance in current jobs (Mathis and Jackson, 2006). Training can be conducted in 2 methods; on the job and off the job training. On the job training is a training that carries out at the job place while off the job training is training that carries out outside the job place.</p>	<p><i>Negara (INTAN)</i> where they asked the administration to send the chose staffs to go to the short courses. Since INTAN is located at outside of Pontian District Council, it can be considered as off the job training.</p>
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<p>Introduction of Public Administration (ADS 404)</p>	<p>General:</p> <p>Bureaucracy is one of the components in public administration. According to Ibrahim and Nawi (2007), there are a few characteristics under the Bureaucratic Model by Max Weber.</p> <p>i) Specialized roles:</p> <p>The administrator should specialize in his or her roles or job scopes. This is to ensure the efficiency and effectiveness especially in allocating resources which may include financial and human resources.</p>	<p>Pontian District Council is a governmental agency where they imposed “red-tape” in their administration and management in delivering services to public.</p> <p>On my first day of practical training, I have been located at mail position on management and service department (administration) whereby my daily task is to manage any incoming mails and invoices then went to distribute the mails to other departments after those letters have been reviewed by the President. So, if there is any party wanted to know the mail status either they are employees or</p>
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	<p>ii) Recruitment based on merit:</p> <p>Every personnel-to-be must be selected based on their qualifications and experience. Thus, it can be achieved through open and free competition where everyone can apply for the job of their choice and be selected according to their merit.</p>	<p>outsiders, i have to check the mail records in my computer. Since I was the only person who in charged in mail position, there was no redundancy of tasks and indirectly I have prevented resources wastage from happened.</p> <p>My supervisor told me that I have been selected to do posting in her department because of my course (Bachelor in Administrative Science and Policy Studies) is related to the department and her department. She also informed that for those who are apply practical training in Pontian District Council will be screening first based on their</p>
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		<p>course (course-matching). For example, I have friends which undergo training at Pontian District Council too but they were placed at Town Planning and Landscape department because they were from landscape management course.</p>
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CHAPTER 4

RECOMMENDATION

4.1 SWOT Analysis

The purpose of SWOT analysis is to identify any strengths, weaknesses, opportunities and threats of an organization. From the analysis, the organization will be aware of the weaknesses and threats may face by them and hence, come out with strategies in order to overcome all those hassles. This is to ensure effectiveness and efficiency in delivering service to the society in the case of Pontian District Council.

No.	SWOT	Explanation
1.	Strength	<p><i>Systematic and stable organization administration</i></p> <p>The main strength of an organization is on its employees or workforces. This is because the employees is the group of people who has the responsibility to run the organization and to achieve the organization's vision, mission and objectives. Pontian District Council has its own administration system. It has been divided into few departments according to their functions and services so the process will be run smoothly. Every personnel has understood their own job description and specification so there will be no confusion or doubled-tasks.</p>

2.	Weakness	<p><i>Exceed number of practical student</i></p> <p>This is another weakness of Pontian District Council.</p> <p>During my practical training, I witnessed the administration received almost 20 practical students at one time.</p> <p>However, some of the department got more than 3 students and it makes the student got less experience and variety of tasks since the tasks have been divided among them. Besides that, the allocation of practical allowance had to stop temporarily due to exceed number of students attachment in Pontian District Council which made the students less motivated to go to office.</p>
3.	Opportunity	<p><i>Official website upgraded</i></p> <p>E-Government is one of the 7 flagships of MSC and the purpose of establishment of e-government is to ease the public and public servants in their business. Pontian District Council always upgraded their official website, either changing the interface become more user-friendly or additional information regarding latest news in Pontian or the administration. For example, the official website has changed its interface and adding new information due to the arrival of new President of Pontian District Council on March 2016.</p>

4.	Threat	<p><i>Attitude of public servants</i></p> <p>During my practical training, I witnessed many employees involved in disciplinary actions regarding their attitudes; come late to workplace and absenteeism for example. If there is nothing can put a halt on this problem, it will become threat to the Pontian District Council. The procedure will be affected if the authorized person is absent for too long or without reasonable excuses. Thus, the organization cannot run their business smoothly and the development of Pontian will be slower than other districts. The image of Pontian District Council as a local authority also will be affected because of negative impression from society and upper level of administration (State Authority) towards the administration.</p>
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Table 4.1.1: SWOT analysis on Pontian District Council

4.2 Recommendation

Based on the SWOT analysis table above, I came out with few recommendations to overcome the weakness and threat of Pontian District Council.

The first issue is regarding on exceed number of practical students. My suggestion in order to overcome this issue is minimize the quota of practical students. Although having practical students around will ease the burden of current employees, but it come along with problems too. Hence, the administration have to less their practical student intake in order to give as much experiences and variety of tasks as they could to the students, especially for the students who happened to have no working experience at all. Besides that, the administration supposed to care more on the student welfare by providing allowance, even for a little amount only. This is because not every student came from well-financially family and somehow, no allowance will make the student become demotivated to undergo the training. Another recommendation can be done by the administration is to delegate the tasks equally and tasks worthy to the practical students. Somehow the student could not have their opinion to be heard because they have to handle petty matters such as photocopying documents all day long rather than doing their related course-task such as auditing and strategic planning.

Regarding the employee's disciplinary issue, there is not much recommendation could be provided. This is because the disciplinary actions is authorized by the law and definitely will have procedures to be followed if the administration wants to amend or repeal the law. However, the administration could implement another initiative such as giving special incentives (vacation package, special dinner treat, etc.) for those who are

problematic before in order to maintain their good attitude and triggered the problematic employees to become better employees.

CHAPTER 5

CONCLUSION

Chapter 1 can be summarized as the introduction or background of Pontian District Council which covered topics on history, vision, mission, objectives, logo, organizational chart and their core business. I found those things are new to me and really helpful especially to understand what is Pontian District Council all about.

Meanwhile for the Chapter 2, I emphasized on what are the daily tasks I ever encountered or experience during the practical training. Luckily, I managed to have job enrichment whereby I able to have experienced on variety of tasks given by the staff. Those experiences were really gave me a very deep thought about working under pressure especially during the time I had to replace 2 persons but in the meantime I still have to do my own tasks like handling all those incoming mails and running errands if required by the staffs.

On the other side, Chapter 3 is such an insightful topic because I have to reflect all those tasks I ever experienced during the practical training with the subject I have learnt before this. And surprisingly I managed to relate my daily tasks with those subjects like Human Resource Management.

For the Chapter 4, it is a topic which focused on the weaknesses and threats in Pontian District Council which could be detected through the SWOT analysis. From the analysis, I managed to give a few suggestions or recommendation for Pontian District Council in order to become a better local authority in the future.

In a nutshell, practical training is a process or method which can build and help the students to get additional knowledge and good experience about the working environment and its reality. Experiences cannot be gained without an opportunity and I did not miss any opportunity that comes to me. I get a lot of experiences from the task given from dealing the letters to the attended meeting. On the other side, I also manage to increase my interpersonal skills in term of communication and soft skills. Besides that, I also was given an opportunity to meet many people from different background and met such a humble person which is the President. It was very interesting where I can polish my communication skill with the upper level of management. Finally, I finished my practical training successfully in Pontian District Council within the time given (20th January – 16th March 2016) and I really hope I can apply what I have learnt in Pontian District Council in my future career.

CHAPTER 6

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Ibrahim, J. C. H., & Nawi, N. F. (2007), *Principles of Public Administration: An Introduction*, Karisma Publication.

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Snell, S. A., & Bohlander, G. W. (2013), *Managing Human Resources*, 16th ed. Cengage Learning



UNIVERSITI TEKNOLOGI MARA SARAWAK

**PRACTICAL TRAINING
LOG BOOK**

1. Student's name: HAFIJAH BT RAZALI
2. Date & Place of Birth: 17/10/1994 (HOSPITAL SULTANAH AMINAH)
3. UITM No.: 2013659246
4. Program: AM228 (ADMINISTRATIVE SCIENCE)
5. Year: 3 Part: 5
6. Home address: 246-1, LORONG PERMAI, JLN. PT. MESJID,
82000, PONTIAN, JOHOR.
7. Address during practical training: 246-1, LORONG PERMAI, JLN. PT. MESJID,
82000, PONTIAN, JOHOR.
8. Place of training: MAGLIS DAERAH PONTIAN
9. Name of Supervisor in-charge: PN. NOOR ARNIZA BT KAMARUDIN
10. Duration of training : From : 20/1/16 to 16/3/16

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

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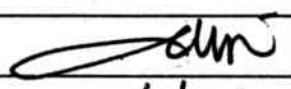
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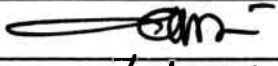
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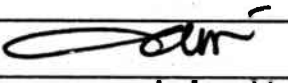
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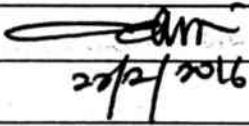
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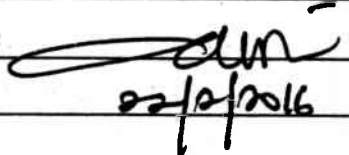
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
20 th January 2016	<p>I've been placed in JEP (Jabatan Uredan Pengerusi). My first task was to categorize the letters according to departments. It only can be done after the letters have been decided by the YOP. Then, I distribute the letters and they have to sign a form after receive their letters. After that, the P.A taught me how to do data recording of the mails. Firstly, I have to do numbering on the top of the letters. After that, I stamped the letters with box-shaped stamp which contains a few things including name of departments and date received. However, I have to differentiate dates as follow: (Before 12 noon, it supposed to be the current date but if I received the letters after 12 noon, it have to be stamped with tomorrow's date. Actually, it is depends on the P.A's considerations. Then, I stamp key-in the date of the letters like subject, and reference number. Finally, the ^{short} file contain letters will be handed to YOP before ^{or later} 12 noon ^{at least} or 12 noon, but only if the P.A satisfied with the details. For invoice that has not been decided by the Secretary, I just have to stamp on the invoice with box-shaped stamp without any dates or numbering and stamp stamp ^{stamp} stamp ^{stamp} the invoices into Secretary's file. If the invoice</p>	<p style="text-align: right;">  22/2/2016 </p>

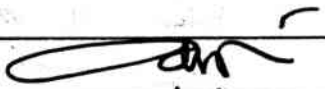
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
	<p>has been out from YDP's room, I have to do a few steps before distribute it to the deputnets. First, I will do numbering on the top of the first page of Invoice, then key-in the details into the computer with the file 'Rekod Invois'.</p> <p>Only then I will stamp the invoice with received date before distribute it to other departments. Besides that, I also learnt how to find the files using file system software which located on the desktop. Other than that, I also learnt how to record memo with helps from the staff. I've been told that if the memo was received from other departments, it has to be written with red pen and if the memos were received from my current department (eg: JKP), I have to write it with blue pen. I have to jot down the sender and receiver with particular subject, depends on the memos. In addition, I also learnt about front desk which emphasizes on customer and employees' relationship. I've been introduced by P.A where to get the forms and stationery needed. For example, I met a few customers that need vacancy form and been asked a few things about the vacancy like requirement and payment.</p>	<p style="text-align: right;">  22/2/2016 </p>

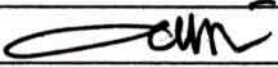
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
26 th January 2016	<p>I ^{start} doing my work a bit early around 7:40 am. I key-ed in the subject, sender and reference number as usual in Microsoft Word. Today, I got a chance to file a few invoices after a few days being untouched. After I got those invoice, I just stamped it on that invoice without stamping the date too. That was the step or procedure I have to follow if I would like to do invoice filing. After the invoices has been returned, only then I will stamp the date and prepare a form named "Rekod Invois". The form must have the date of the released invoice and 7 columns which are numbering, subject, supplier, reference number, invoice price in Ringgit Malaysia (RM), the receivers' stamp, signature and date. Then, I will hand over the invoices to the involved parties (eg: finance Department, Landscape & Town Planning Department, etc). Another task that I have chance to do is I helped ce in preparing layout for Chap Goh Meh event with DMM Sultan Johor on this upcoming</p>	<p style="text-align: right;">  22/2/2016 </p>

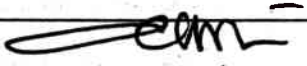
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28 th January 2016	<p>As usual, I recorded all those information of past letters into the Microsoft Word before distribute it to other departments. Then, I stamped it with box-shaped stamp with stipulated date before handed it to YDP for signature to be printed. Besides that, I have been asked by Kate one of the staff to help her tidy up the meeting room since the meeting room will be used for 3 meetings in a row for tomorrow. She asked me to put tags on every seat according to the sequences. There were councillors' names, head of departments for every departments in Majlis Daerah Pontian and others position as well like the District Engineer. Then, when I came back to office, CC has appoint me to take care of the slides for Chap Goh Meh's preparation meeting.</p>	 20/1/2016

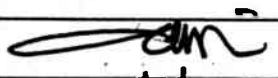
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
31 st January 2016	<p>Today I got to attend a meeting and the it was about the preparation for Chap Goh Meh event on this upcoming February. What makes it become more interesting is the event will be joined by the DYMM Sultan Johor besides Tiong Hwa people and tourists. Actually, I have been appointed to control the Power Point slide show for the meeting, however it has been replaced by Ika from ICT Department since I have to jot down the meeting minute with Kal Ain. Things that I managed to jot down:</p> <ul style="list-style-type: none"> a) the main stage have to be re-locate b) the event supposed to have minimum capacity 3000 pax. c) the old tents have to be replaced by new tent d) the cultural performance will be taken care by the Pontian District Office. e) Throw out all the illegal signboard f) SW Corp is responsible to do cleaning works. g) PDPM will be responsible to handle traffic during the event h) Flower decoration, tables and tents will be handle by Majlis Daerah Pontian. 	


DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
	<p>After the meeting, I continue my usual task which is handling all the letters received by Majlis Daerah Pontian. I will do numbering (must tally with the one in Microsoft Word System), then stamped it using the box-shaped stamp with proper date. After I finish the task, I continue doing for the invoices, same process as those letters, only without the date. Then, I sent both files to YDP</p>	
1st February 2016	<p>There were a few things I got to learn today. One of them is I learnt how to fax. It was super easy and only less than 5 steps. I just have to push the Fax button on the menu, push the number "9" then insert the fax number, then put the document on the tray. The info supposed to face the tray and push the start button. I also learnt about the rules and regulations of the storage room. There are only certain things that the stocks could be taken without filling a form like the white file. A bunch of A4</p>	


DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
1 st February 2016	<p>There was^{were} a few new things I got learnt today papers, printer inks and others should could only be taken if the form has been filled by the staff only, not the interns. As usual, I will stamp the letters before it will be handed to YDP to be minuted. There was was a staff from Engineering Department asking for a letter with last year's date. I tried to find through the system. Unfortunately, it wasn't there. I also start to memorize a few codes for filing (eg: Invoice Record : 400). And I also have been asked to file insert AG's employee's MCs in their file.</p>	 22/2/2016.
2 nd February 2016	<p>Today is kinda usual. Sending those letters after its been minuted by YDP to the departments. Besides that, I also have invoices to be send and it must be sent to the responsibility person (eg: CC = any invoice about preparation). Besides that, I'm also found few related books to my local Government subject. One of them is "Garis Panduan Menamai Syarikat, Bangunan, Kerasan Perumahan, Tempat Awam & Jalan.</p>	



DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>Some Some buildings could be named like Monara Unggul, Banyuwangi Dangan Lesfari etc. While for the roads, it would be like Jalan Semiman and Jalan Adiputera.</p> <p>I also have been asked to distribute memos for departments. Then, on a staff also asked me if I could help her to do photocopy of employees' overtime in 11 copies, if I am not mistaken. Then, I've been asked to find "Unit Mesyuarat Sulan" for MBP's Sports club then photocopy it.</p>	
3 rd February 2016	<p>Since I've been placed in "Mel" position, it's my job to stamp the letters then distribute to other departments. There were a few tasks been given by CC that I have to accomplish. One of them is I have to record employees' overtime and allowances for travelling besides replacement allowances. Those things have to be recorded in "Rekod Penyerahan Borang Tunjangan Behanja Lebih Masa & Tunjangan Perjalanan dalam negeri penanda Majlis Daerah Pontian". For example, if the it was about employees'</p>	<p> 20/2/2016</p>


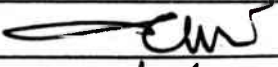
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
	<p>overtime, it has been recorded in a form "JKEW (B) II". Other than that, I also have been asked to distribute memos to other departments besides filing those employees' Mcs in their file.</p>	
4 th February 2016	<p>I start my day with key in all the letters' information and stamped it with the stipulate date to be mimfected by the YDP. Then, while waiting for the letters from YDP, I did some filing the Mcs, as usual. I also wrote minufes for memos, like the one before with red pens if the memos from other departments and blue pen if the memos from my department (Administration @ Jabatan Khidmat Pengurusan). Then, I asked CC to give a few tasks to kill my time, so he decided to give task on sticking the fuel receipt on the proper page. For example, if the the fuel receipt is from JQS 550, if the receipt has to be sticking on the JQS 550's pages.</p>	<p> 22/2/2016</p>



DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
7 th February 2016	<p>As usual, I stamped the letters and records the information in Microsoft Word before hand if to YDP to be mimuted. So, while waiting for YDP to accomplish the letters, Miss Suzana asked me to do an organization chart for KIK competition. There were 8 groups representing major departments in Majelis Daerah Pontian (Jabatan Khidmat Pengurusan, Jabatan Keuangan, Jabatan Pembangunan Masyarakat, Jabatan Pelantikan etc.) After that, I helped her distributing the memos and a book entitled " Delana Strategik " for every department. So I asked for Mr. Norismadi's help to carry around and distribute the books since the books are quite heavy to be carry by a girl like me.</p>	<p> 22/2/2016</p>



DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
10 th February 2016	<p>As usual, I sent those letters received to the departments after I stamped the letters with box-shaped stamp and stipulated date. I also helping other staff by send any T4's form with the books for record to financial department. Besides that, I helped to pick up the phone call if the staff unable to pick up the call. If the phone call was from other outside of MDP, I supposed to jot down their names, phone number, company's name and purpose why they called before. For example, I got a phone call from "Perbadanan Rengasjempur Aman Johor". The The person who called make the phone call was Mr. Muhammad Afiq, tathan and he asked for Cik Suzana. He because he wanted to discuss more on the procedure of ^{planning} throwing event of transport inspection, collaboration with Puspaleom.</p>	 10/2/2016



DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
11 th February 2016	<p>There were nothing much to do for today. I just do some MC's filing in the file room, sent those letters to and invoices to departments after those 2 things been minuted by YDP and pickup the phone call if the staff are unable unable to pick up the call. Then, I helped some of them photocopied a few documents like service invoice from Nissan (service maintenance service) to and put the copy one to their own file (labelled with their plate number)</p>	 15/3/2016
14 th February 2016	<p>I have a few new task today. First, I have to insert a file to Today, CC asked me to check for record labelling and then, asked me to replace with new one. So, I type all those plat numbers for labelling and attached it to the its page given. Then, Kale Normal asked me to write minute on the first page about minute paper "Kerjasama Minut". I confime with the</p>	

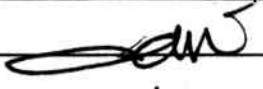

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
<p>number 75 with red pen because the letters of "Pemberian Award Granjian Cufi Bekah" to from was from Set Pejabat Sepansaha Kerajaan Johor (SUKS). After that, Kate Ann asked me to help her photocopied the document "Surat Pelantikan Jawatan dan Tawaran Pengesahan Jawatan, then put it into their personal file, the green label one. And, I also sending letters to department besides the invoices.</p>	 15/3/2016	
15 th February 2016	<p>^{did} I have different tasks to do today. First, CC asked me to record fuel purchasing into the its special log book. Then, I have to paste the receipts into its special book log book. Besides that, I am also do sending those letters to departments because it is my daily task and one of the staff asked for ^{to} help for for my help to write minute on her file. Then, I helped her put MCs into their MCs file according to their names.</p>	 15/3/2016



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16 th Feb. 2016	<p>Today, I did few different tasks.</p> <p>Firstly, I made new files for the Councillors, plus with 2 new Councillors "Dato' Roshdir Singh" and "Lee Ching Kong". There were few words printed in green paper then I have to cut it and paste it as by following past example from the previous file.</p> <p>Secondly, I did some MCs filing into their MC files in file room. Then I wrote some minutes in for the file "Berbagai - Bagai (No. 135)". File "Berbagai - Bagai" is consists of many types of letters. from the quotation of room room services in a resort to application of using transportation from outside such as taxis or different agencies such as Majlis Sulkan Negeri Johor.</p>	 15/3/2016
17 th Feb. 2016	<p>Firstly, I have to re-do the Councillors file because CC said it does not have to be replace with with new files. So, I have to pull the sticker back. I also help to take care of the confer the P.A and another staff</p>	 15/3/2016


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	<p>unavailable. Usually, I will help to stamp the letter with "Tenma" stamp and the letter will will be key-in to my "Mel" system. Besides that, if any person want to vacancy form, I will handle vacancy form in the counter if the customer want to have approve it. Then, I also do not ^{did not} forget my daily task which is key-in information of letters to system, stamp, send to YDP to be reviewed and distribute it to the departments. Some goes to invoices too. Other than that, I helped an intern preparing phone book directory using Microsoft Excel.</p>	<p> 15/3/2016</p>
18 th Feb. 2016	<p>There was were nothing much to do for today. I just do my daily task which is in charge of in-out of letters (receive, numbering, stamp, send to YDP, distribute). Then, I helped cc to attach names of Councillors on the top left of letter appointment letters. Besides that, I helped staffs here photocopied of their documents with required numbers.</p>	<p> 15/3/2016</p>


DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
21 th February 2016	<p>Today, I helped Kale An sent memos to other departments. The memo The title was "Maklum Balas Keperluan Tasika Untuk Analisa - Analisa Staff ditubuhkan di PBT atau kawasan yang berhampiran".</p> <p>Then, I wrote minutes for the file no. 125 (Memo Antara Jabatan) with red and blue coloured pen. I also manage to the do MC filing with help from Yaya, another intern in the file room. Then, I also didn't forget to manage the letters, from the starts from received letters and fill the delivery of letters to required departments after been minuted by YDP.</p>	 15/3/2016
22 th Feb. 2016	<p>As usual, I will handle all those incoming mails and invoices log by key-in information into the system, stamping, numbering before hand it to YDP to be minuted. Then, I also helped some of the staffs staffs fixed their important documents to other agencies. I also helping staff made copies for documents besides helping the helping customer at the service counter.</p>	 15/3/2016

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
23 th Feb. 2016	<p>I got a bunch of MCs need to ^{be inserted} 7/6/2016 into their files and I asked Yaya to help me. Besides that, I also write minutes on the memo file no. 125 "Memo Ambua Jabatan" and handling all those mails and invoices. Then, I also pick up the phone call if the staff unavailible besides helping staff made copies of document using photocopy machine.</p>	 15/3/2016
24 th February 2016	<p>It was for the first time I join a meeting of Jawafankuasa and the meeting was kinda big since the meeting also involved "ex-officio" which is representatives from other agencies like JKR, SW Corp etc. I got to take I have to take attendance of Councillors for 6 times because those meetings got different members to attend. The first meeting was "Mesyuarat Jawafankuasa Keuangan & Perkara Am Majlis Daerah Pontian". Second, "Mesyuarat Jawafankuasa Tawaran & Cukai Tanah". Third, "Mesyuarat Jawafankuasa Pembangunan Majlis Daerah Pontian". Fourth, "Mesyuarat Jawafankuasa</p>	 15/3/2016


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	<p> Lalulintas MDP "Fifth", "Mesynarat Jawatankuasa Pelesenan & Keahlian MDP" and the 1st/2nd/3rd last one was "Mesynarat Jawatankuasa Pelancongan". The duration of the meeting was about 15-30 minutes and the meetings were start from 10.00 a.m till 1.00 p.m. 10.00/11.00 After lunch hour, I distribute those letters to the departments, as usual. Some goes to invoices too. </p>	 15/3/2016
25 th Feb. 2016	<p> The morning starts with al-Quran recital in Dewan Jubli Intan and it took about 30-45 minutes. Then, I went to the office and start to do my daily task which is managing the all receive those received letters and key-in all those information required into the system. However, since the working hours for Thursday is quite short, the letters and invoices have to distribute on the next week. Besides that, I also photocopied few documents from the staff and pick up the phone call if the staff unavailable. </p>	 15/3/2016



DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
28 th Feb. 2016	<p>Since all those invoices and letters could not be be distributed to departments on last Thursday, I continue to the task. Besides that, I also sent exemption letter to the chosen staff because they have to attend Maulidul Rasul celebration by Puspamita. However, today is a day where I have to deliver invoices and letters twice.</p> <p>Other than that, I wrote minute for "Berbagi - bagon" (NO.125) in front of those letters or flyers.</p>	 15/3/2016
29 th February 2016	<p>Nothing much to do today. As usual, I will receive all letters from outside and key-in the information after I did done the numbering and stamping.</p> <p>Same goes with invoices. Then, I helped one of the staff to file all Mcs in the file room. Besides that, I helped cc photocopied some of urgent documents. I also helped of sending memos to other department and sending T4's log book to Financial Department.</p>	 15/3/2016

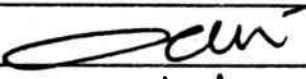
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
1 st March 2016	<p>Today is the first day of March, so I have to open a new file for letters recording title "Mac 2016". My very first task for today was delivered an invoice invoice to En. Kasman from Engineering and Building Department.</p> <p>I also have to send T4's log book and forms to Financial Department.</p> <p>Then, I help Kak Ain photocopied a bunch of letters and forms "Pengesahan KWSP" and put the copies one to into their "fail Perkhidmatan", the green one.</p> <p>There were 3 employees namely; Halim, Anuar and Azizan. Then, I continue to do my daily task; received letters and key-in the information required (number, subject, reference-no, sender).</p> <p>Besides that, I also helped Kak Ain and draw a line in "Buku log" in kenderaan T4's log book and labelling the new label replace the label on the transport's log book with the new one.</p>	 15/3/2016


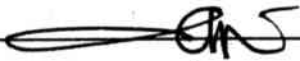
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
2nd March 2016	<p>As usual, I will key-in all the information required (subject, sender and reference number) into system for mails and invoices. Besides that, I also have to put my eyes on the counter if entertain any customers who came to the counter. I also did photocopy of few documents required by the staff. Other than that, I send memos and return letters to departments.</p>	
3rd March 2016	<p>Today is Since today is Thursday, the morning session was start with al-Quran recital in Dewan Juthi Infan. After 45 minutes that, I went up to the office can and continue my daily routine which is in charge of in and out of mails and invoices. All those mails I managed to release the mails earlier but except for the invoices because of fine was running out. However, there were no or urgent mails (eg: meetings on the next Sunday, etc.). I also help to write minutes on the file of KKK 'Kumpulan Inovasi & Kreatif'.</p>	 15/3/2016

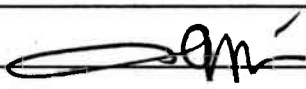
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
	besides sending forms and log book of T4 to financial Department.	
6 th March 2016	<p>I helped Kate to delivering letter and if does come with despatch book, which the receiver have to sign as the proof of received documents. Then, I went to financial Department again and asked to one of the staff about "Borang SA". Besides that, I helped labelling books for transport, keep an eye eye of the counter, pick up the phone call and helping Cik Suzana updating the file "Keaja-Keaja Menjelenggaran dan Menjaga Landskap Kawasan MDP" by insert the form "Borang Lap Borang Laporan Siap Kerja" and those agreements into the file.</p> <p>After that, I also can distribute the memos about "Pengumpulan Maklumat Sistem Star Rating (SSR - PBT) Majlis Daerah Pontian. Then, put before I distribute the memo, I have to make some copies and the original one have to put into file No. 125 "Memo Akhbar Antara Jabatan".</p>	<p>_____ 17/3/2016</p>

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7 th March 2016	<p>I have learn new Labelling file was a new experience for me, indeed. Vale Nomah taught me to do see and it was really easy, because there were some templates for labeling in my computer. I just need to have to type the new register number and the subject. Then, just print it out. I also did not forget to do my daily task, managing the in and out of mails and notices. I also help CC made some copies for few documents like "Seberhargas" and Protokol of Johor's flag. Besides that, I also ask for Ms. for a signature from MDP's engineer, Ms. Mr. Ahmad Kanak for a Government Letter (GL). because there was an employee need GL for hospital admission. Then, I helped one of the staff made a mini-pocket for to Dato' Randeir Singh's file (a Counillor) to keep his passport pictures inside of the file.</p>	 15/3/2016

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
	that, I also helped the staffs by sending those T4's form and its log book to financial Department.	
9 th March 2016	I continue yesterday's task; key-in the monthly the salary for February and January. I also the manage the daily task which is key in the information of mails and invoices, stamping those mails and invoices before send it to YDP to be minifed. Then, I helped staffs delivered some memos to the departments besides sending T4's form to financial Department. Then, after I send the copies of memo, I put the original one into file No. 125 "Memo Antara Jabatan".	 15/3/2016
10 th March 2016	Since today is Thursday, the working hours is shorter than usual. The morning session starts with Al-Quran recitals and there was a ceremony for Yang Di Rempah because he will be transferred into another agency. Then, I continue with my daily task which	 15/3/2016

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	<p>Is stamping the letters with date, numbering, & key in the informations into system, send to those letters and invoices to YDP to be minuted, and grouping the letters before distribute those mails to departments. However, I could not send all invoices because of the Is running out. I also help one of the staff made new list name for their registration in "Mesyuarat Jawatankuasa" for the Councillors.</p>	
13 th March 2016	<p>Since I will end my inter internship on Wednesday, so there will be new some person to fill the my position. And the person is Yana, from Landscape Department. I have taught her how from A-Z about my department and the job description. First, I teach she learn how to do the stamping and numbering. Then, I show her where to find files through file system, or searching for mails received. Then we went to deliver all mails and invoices to and distribute to the</p>	<p> 15/3/2016</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
<p>departments. Later, we we have to distribute 4 different memos to the mentioned department in the memos. Besides that, CC also ask me to do 2 layouts for official ceremony for DYMM Sultan Johor's birthday at Dewan Jati Layan, Pontian. I have to do the layouts using Microsoft Word and print it out the so the layout could be discussed in the next meeting.</p>	 15/3/2016	
14 th March 2016	<p>I've been assigned to get attendance from Councilors and handle all the procedures for "Mesyuarat Jawatankuasa". The meeting was quite short than the previous one. Besides that, I also did the MCs filing in the file room. Since Yana is here with me, I helped her doing the daily task which is managing the the incoming mails and invoices. I still help her do the stamping, key-in and even distributing the mails and invoices to departments.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
15 th March 2016	<p>Today I managed to sort out the candidates application for "Pembantu Penghafidhasa NIF". I have to sort out which one is qualified and disquali disqualified candidates by referred to their BM/IS/SP Bahasa Melayu result on SPM. Then, I helped Hadi made the name list of disqualified candidates in Microsoft Excel. Besides that, I also helped staff sending invoice to Financial Department besides doing my daily task which is the handling mail's incoming mails and invoices. Later, I taught Yana how to the register mails into the log book since the appointed staff are were not available at that moment.</p>	
16 th March 2016	<p>Today is my last day for internship. I start with stamping the mails and invoices. Then, I key-in all the information required before helping one of the staff bring in the bunch of slides show for "Tahlimat Pengenal'an YDP 2016" today. After that, I helped one of the staff distribute computer to staff MOP to "Bajn Korpomat".</p>	