

UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY
STUDIES



PRACTICAL TRAINING REPORT
MAJLIS PERBANDARAN TAIPING

NOR ATHIRAH BINTI GHAZALI 2014523377

JULY 2017

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PREPARED BY:

NOR ATHIRAH BINTI GHAZALI 2014523377

PREPARED FOR:

SHARON PEARL ANAK HENRY SERUB

JULY 2017

**CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT
BY THE SUPERVISOR**

MRS. SHARON PEARL ANAK HENRY SERUB

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

Date:

ACKNOWLEDGEMENT

First and foremost, I would like to express my gratitude to Allah S.W.T for the blessing that have given to me in accomplishing this practical report.

I would also to express my acknowledgement to my Practical Training (ADS667) supervisor, Mrs. Sharon Pearl Anak Henry Serub for her encouragement, knowledge, guidance, advises and inspired me in completing the practical report especially guiding me in writing this report.

Besides that, I would like to thank my parents for all the advice, supporting me physically and mentally in finishing this report.

I would also like to thank the Majlis Perbandaran Taiping (MPT) staffs especially Administration department for providing me with a good environment and make me comfortable during my practical training there with them. With their cooperation and willingness, I can complete the report without much difficulty.

And not to be forgotten, I would like to express my gratitude to everyone that have contributed directly or indirectly in completing this practical report. As to my friends, thank you so much for helping me directly or indirectly during process of finishing this practical report.

DECLARATION

I hereby declare that the work contained in this practical training 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 me under the Academic Regulations of UiTM's.



NOR ATHIRAH BINTI GHAZALI

2014523377

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 INTRODUCTION

This chapter includes the background of the organization, organization objectives, policy, vision, mission, organization structure, core business, official logo and official flower of the organization.

1.1 BACKGROUND OF THE ORGANIZATION

Majlis Perbandaran Taiping (MPT) was established on 1 September 1979 by the local Government Act 1976 (Act 171). An area of MPT 186.46 km² is a combination of 8 local governments Management Board. This area includes urban and suburban areas.

The present administration area is 186.46 km² i.e. 18,646 hectares. 16.46 km² comprising 12 sub-districts, namely Assam Kumbang, Jebong, Tupai, Bandar Taiping, Pengkalan Aur, Simpang, Sungai Limau, Bukit Gantang, Trong, Sungai Tinggi, Batu Kurau and Kamunting.

About 111.47 km² is an area of operations that is; spaces provided services and imposed an annual assessment while 74.99 km control area is an area which is not given services but controlled development.

It was starting from a Sanitary Board in 1874 in order to provide cleaning services to the residents of Taiping. Then, the administration has been extended to the aspects of

development, tourism, planning, controls and law enforcement information and the preservation of the environment. At first, the role of MPT is planning by shaping the future development of council area and provides municipal services to meet the basic needs of the residents' council.

MPT will always be responsible in carrying out entrusted tasks efficiently and effectively. Thus, MPT always strive to provide and implement services with quality to achieve an excellent, and customer satisfaction.



Figure 1.1: Taiping City map



Figure 1.2: View of Taiping City

(Retrieved from <http://www.mptaiping.gov.my> on 6 April, 2017)

1.2 OBJECTIVES OF THE ORGANIZATION

The objectives of Majlis Perbandaran Taiping includes improving the quality of life through the municipal services and facilities and the best quality and play a role as government institutions in order to achieve the National Development Policy (NDP).

MPT is also controlling and planning of all development in the jurisdiction of the Taiping Municipal Council in accordance with Council policies. It is also to promote the development of social, physical, economic and land use development on a regular basis, efficient and economical.

Moreover, MPT want to prepare and implement infrastructure facilities, as well as maintain the perfect. And also to hold project landscape and beautification and maintenance of recreational facilities, public parks, which is to create an atmosphere of natural harmony. MPT can determine the management and administration of the departments of the Council ' with clean, efficient, effective and systematic.

Therefore, it is also creating good relations with other departments and agencies pertaining to Council. Always guaranteed while control and ensure hygiene and health in the Council area. Last objective is to prepare and conduct cooperation in social wellbeing and quality of life and sustainable.

1.3 ORGANIZATION POLICY

Quality policy of Majlis Perbandaran Taiping is to create a system of municipal service management and efficient, towards a harmonious population by providing adequate basic facilities and planned to achieve customer satisfaction and to make Taiping a better place to live. Quality management system (QMS) MPT implemented is based on the total quality practices continued based on the MS ISO 9001:2000 for the sake of excellence in MPT.

1.4 ORGANIZATION VISION AND MISSION

MPT have the vision to make the Taiping as a heritage tourist town viable, livable and sustainable by 2020. Their mission is to be credible proponent, competitive dynamics in municipal service delivery, development and tourism to customers through quality management and competent to the well-being and prosperity of society.

As the realization of the mission and vision which makes Taiping always viable through efficient, friendly and quality, MPT has strategy management and its administration in line with current needs.

1.5 ORGANIZATION STRUCTURE



Figure 1.3: Organization Structure of MPT

(Retrieved from <http://www.mptaiping.gov.my> on 6 April, 2017)

1.6 CORE BUSINESS OF THE ORGANIZATION

MPT has power autonomous financially and is an organization that provides services for local authorities in the town of Taiping and its operations. MPT practices 3 levels of administration and management.

First, Policy Making and Decision Making Council which consists of the Council comprises of the Yang Dipertua and 23 appointed Council Members as the local community representatives.

Second, Advisory and Technical Committee includes General Purposes Committee, Financial Management and Accounts Committee, Transportation and Traffic Committee, Sanitation, Licensing and Hawkers Committee, Beautifying, Recreation, Zoo and Tourism Committee, Hygiene and Town Services Committee, Project Development Committee, Opening Tender Committee, Planning and Development Control Committee, Tender Board, Appointment and Promotion Board, Disciplinary Board, Disposal Board and full meeting.

Last, Implementation Administration and Valuation which has entrusted 9 departments to implement and enforce the policies and decisions made by the council.

1.7 OFFICIAL LOGO



Figure 1.4: Official logo that represents the Majlis Perbandaran Taiping

(Retrieved from <http://www.mptaiping.gov.my> on 6 April, 2017)

Symbol of the MPT represent as has been allowed by Duli Yang Maha Mulia Paduka Seri Sultan Yusuff Izuddin Shah Ibni Almarhum Sultan Abdul Jalil, Main degrees of Crown country by the grace of the Sultan of Perak Darul Ridzuan and colony.

The crown represents the interests of the people of Taiping was once the capital of Perak. The Crown is described with the words "*Aman Selama-lamanya*" in common with the English word "Everlasting Peace".

Moreover, the shield represents tin bars and paddy, which carries the symbol of the history of the discovery of the earliest tin in Taiping as well as a symbol of economic strength of Majlis Perbandaran Taiping. The paddy gives the meaning of unity, harmony and cooperation of the Taiping Municipal Council with the locals.

The side shields represent as a symbol of side armor is supported at every turn by the Malayan Tiger and golden colored striped black whom it means a local authority that protects and helps locals. Each tiger support rubber son of one tree (*Havea Braziliensis*) the form of the original color. The whole symbol of the stand on the grassy space contains a paper slogan with the word "Taiping" (Tai-peng) that gives the meaning of "Peaceful Eternity" in Chinese.

1.8 OFFICIAL FLOWER OF THE ORGANIZATION

The official flower of MPT is the *Bunga Cempaka* and known as *Cempaka Kuning* with the scientific name of *Michellia Champaca* or *Cempaka Hutan* is a green and leafy trees and high, originated from Indomalaya. It is known for its strong and fragrant smell, as well as the yellow flowering. However it is planted is intended for logging as well as landscape trees in cities. Birds also adore their fruit from this tree.



Figure 1.5: Official Flower of MPT: *BUNGA CEMPAKA*

(Retrieved from <http://www.mptaiping.gov.my> on 6 April, 2017)

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

This chapter will describe the summary and report of weekly tasks assigned by host supervisor to me which extracted from the Log Book.

2.1 LOG BOOK SUMMARIZATION

2.1.1 WEEK 1 (23 JANUARY 2017 – 27 JANUARY 2017)

On the first day, I report on duty at *Jabatan Khidmat Pengurusan, Majlis Perbandaran Taiping*. I had been introduced myself and there was an explanation about the organization and their regulations by person in charged. They also introduced about 5S which they implemented in their daily work include sorting, setting in order, sweep, standardized and self-discipline. By following 5S concept, the work will be efficient and effective. Furthermore, we also had discussion on what understanding the concept of Malaysia, GST, government and community. I had been introduced to Encik Mohd Abdul Hafiz Bin Zahari (host-supervisor), Assistant Administrative Officer who's in charge on the practical training. I was assigned to *Jabatan Khidmat Pengurusan*.

I had been asked to sorting out in *Buku Perkhidmatan Kerajaan: Buku Perkhidmatan dan Cuti Bagi* for option of work leave. There was several work processes of sorting out. First, the *Buku Perkhidmatan Kerajaan* had been taken out from the drawer according to number. Second, sort out for worker's option of work leave. Then, separate for those who were already retired and kept at drawer "*Bersara*". Next, the information of option work

leave was given to Puan Norliza as assistant administration in human resources department for review. Last, the *Buku Perkhidmatan Kerajaan* will kept in the drawer safety back according to number and locked up.

Furthermore, I also did a calculation on “Gantian Cuti Rehat”. The purpose of calculation was to find out the total number of leave taken by workers. If the total number was negative, its mean that they were already exceeded taken their leave. After that, the total number of leave was given to Puan Norliza for review.

I was assisted by my senior internship mates, Cik Norhayati and Cik Syafiqah. They assist by brought me to all level of department in Majlis Perbandaran Taiping. I also learned how to use copy machine and fax document to other department and dispatch a letter to other department. Work process of dispatch letter was any letter must be recorded in dispatch book or *Buku Praktikal* which includes the date, title of letter and name of department before dispatch as evidence of receiving a letter. Then, dispatch the letter to others department. Next, get a signatures, name and date of individuals who received the letter for confirmation.

Furthermore, I did the faxed the documents to other department and assisted by my supervisor, Encik Hafiz. The work processes of fax transmission were place the document in the fax machine and enter the fax number of recipient. Then, wait until the document is completed in sending and make a telephone call to recipient for confirmation fax. Thus, confirmation had been received.

I also improved the quality of the fax form for the use of *Jabatan Khidmat Pengurusan*. Improved it by rename each file of fax forms with name of departments and their fax numbers by using Microsoft Words.

I also learned and improved my skill and knowledge on “how-to-use” by learning a system called *e-Kursus* assisted by my supervisor, Encik Hafiz. The *e-Kursus* is a system of recording the worker who involved seminar, training, conference, Pelajaran Jarak Jauh (PJJ), event and so on. Then, I updated the workers' information in the system of *e-Kursus* by referring to Anggota MPT-SSM in Microsoft Access.

The reflection that relate with what is learned in the classroom is the subject of Organizational Behavior. It is a study of human behavior in organizations. I learned that a multidisciplinary field devoted to understanding individual and group behavior, interpersonal processes, and organizational dynamics. I also learned and experience new thing, *e-Kursus* for the first time.

2.1.2 WEEK 2 (31 JANUARY 2017 – 3 FEBRUARY 2017)

During this week, the trainee is off on Monday because of Public Holiday Chinese New year. On Tuesday, I dispatched the letter and *Memo antara Jabatan* to the others departments. Work processes of dispatch letter which any letter must be recorded in dispatch book or *Buku Praktikal* includes the date, title of letter and name of department before dispatch as evidence of receiving a letter. Then, dispatch the letter to others department. Next, get a signatures, name and date of individuals who received the letter for confirmation.

Furthermore, I was assigned to do a recording the list of name internship student attendance for January. I sorted out names of who are late or failed to record their working time out. Then, identify their offense by referring *Buku Kehadiran Praktikal*. The action will be taken by Encik Hafiz as supervisor of internship who is responsible for discipline. I also did the fax transmission of document to other department and make a telephone to recipient for confirmation after sending. The purpose is to avoid some who may did not receive it.

Moreover, I also organized and updated the file which contains a document of any courses, briefings and seminar that being held and preparing a feedback form or known as *Borang Penilaian* for participants who are involved. First, the course or seminar was conducted. Then, I prepared and distributed the *Borang Penilaian* for participants. *Borang penilaian* will be collected back after 1 month of courses conducted. Thus, *Borang Penilaian* will be kept in the file for future referred or audit purpose.

The reflection that is related with what was learned in the classroom is the subject of Organizational Behavior. It is a study of human behavior in organizations. I learned that a multidisciplinary field devoted to understanding individual and group behavior, interpersonal processes, and organizational dynamics.

2.1.3 WEEK 3 (6 FEBRUARY 2017 – 9 FEBRUARY 2017)

During this week, I was organizing and updating the file for the courses, seminar and briefings. It contains a document of any courses, briefings and seminar. The files that I organized were *Kursus Pemantapan Penguatkuasa, Taklimat Keselamatan dan Kesihatan, and Kursus Kumpulan Inovatif dan Kreatif*. I prepared a feedback form or known as *Borang Penilaian* for participants who are involved. The *Borang penilaian* will be collected after 1 month of courses conducted and will be kept in the file for audit purpose. This works takes 2 days to complete it.

Next, I prepared internship student's card for those who report duty on their first day of practical training at *Majlis Perbandaran Taiping*. I received information and passport sized photos from the new students. Then, make an identity card and then kept it in *Buku Penerimaan Pelajar Praktikal* after getting approval or confirmation from Encik Sufi and Puan Noreha. Lastly, I distributed the card to the new students.

I also dispatched the letter and *Memo antara Jabatan* to the others departments. Work processes of dispatch letter was any letter must be recorded in dispatch book or *Buku Praktikal* which includes the date, title of letter and name of department before dispatch

as evidence of receiving a letter. Then, dispatch the letter to others department. Next, get a signatures, name and date of individuals who received the letter for confirmation.

Moreover, I also improved and organized the the *Borang Soal Selidik* of all departments. Each year the organization will distribute this form to see their workers satisfaction. *Borang Soal Selidik* will be recorded into *Laporan Kajian Kepuasan Bekerja 2016*.

I also recorded the students who are qualified and not qualified to attend practical training in Majlis Perbandaran Taiping and organizing the letters which will be sending. This letter will be send to Puan Faridah who responsible for any letter or document comes in and out.

The reflection that relate with learned in classroom is subject of service management and administration. It is a study of disciplinary action, documentation and file management.

2.1.4 WEEK 4 (13 FEBRUARY 2017 – 17 FEBRUARY 2017)

During this week, I a faxed documents to other department and assisted by my supervisor, Encik Hafiz. The work processes of fax transmission by placing the document in the fax machine and enter the fax number of recipient. Then, wait until the document is completed in sending and make a telephone call to recipient for confirmation fax. Thus, confirmation had been received. I was always reminded by my supervisor, Encik Hafiz to make sure that confirmation received after fax transmission to avoid some who may did not receive it due to malfunction.

I also organized and improved the *Borang Soal Selidik* for the department of *Penguatkuasa, Jurutera* and *Khidmat Pengurusan*. This *Borang Soal Selidik* will be recorded into *Laporan Kajian Kepuasan Bekerja 2016*. The purpose of this form is to see the worker's satisfaction and an environment of work in the organization.

Furthermore, I was assigned to be a facilitator by managing a *Kursus Memo dan Surat Berkualiti* for two days. My responsible was taking an attendance of participants from all departments. I also assisting speaker from *Institut Tadbir Negara (INTAN)* and do any preparation during speech. On the first day, the participants learned on how to write a proper letter. They also know what is and how to use *Surat Timbul*. On second day, each group will present their written letter in front of their speaker. They also learned to write a *Memo* which has two types *Borang* and *Terbuka*.

I also prepared and organized certificates to be awarded for students who already completed or their internship. On their last day of their practical training, a certificate will be awarded to them.

The reflection that is related with what was learned in the classroom is the subject of *Organizational Behavior*. It is a study of human behavior in organizations. I learned that a multidisciplinary field devoted to understanding individual and group behavior, interpersonal processes, and organizational dynamics. Also, it is also related with the subject of *Public Relations (PRO458)* which manage an event.

2.1.5 WEEK 5 (20 FEBRUARY 2017 – 25 FEBRUARY 2017)

During this week, I did an improvement and organized the *Borang Soal Selidik* department of *Kewangan, Perkhidmatan dan Kesihatan* and *Bahagian Hal Ehwal Komuniti dan Sosial*. This *Borang Soal Selidik* will be recorded into *Laporan Kajian Kepuasan Bekerja 2016*.

I also learned how to do minutes of meeting in details by Puan Emma, secretariat of YDP. I also dispatched the letter and *Memo antara Jabatan* to the others departments. Work processes of dispatch letter is any letter must be recorded in dispatch book or *Buku Praktikal* which includes the date, title of letter and name of department before dispatch as evidence of receiving a letter. Then, dispatch the letter to others department. Next, get a signatures, name and date of individuals who received the letter for confirmation.

Moreover, I also was updating the information in the system, *e-Kursus*. Every courses, seminars and briefing that were held will be recorded or key in the data into *e-Kursus* system. The purpose was to record data into participant's individual achievement for an evaluation of *Laporan Nilai Prestasi Tahunan (LNPT)*.

I also managed and set up the Corporate Event as committee and meeting of discussing preparations for celebration *Hari Landskap Negara 2017 (HLN2017)* such as set up the venue, preparing food and drinks and clear the venue once its end.

On Friday, I was involved a large event which a launched project of *Perjanjian Persefahaman (MOU) Bas Elektrik*. This project collaborated with the private sector

JICA, PUES Corporation and Oriental Consultants Global Co., Ltd for utilizing their Japanese technologies. The goal for this project was to support solving the concerned development issues in counterpart countries by using Japanese private sector technologies. The objective was to verify the usefulness of Japanese products and technologies through actual installation and operation of products. The durations of implementation will take around two years.

I also had come to work on Saturday. I learned how to update the data into *HRMIS* system. *HRMIS* is an application of Human Resources Managing Information System. This system keep all information of workers includes their profile, achievement, salaries, leave and performance. The work processes includes received *Buku Rekod Perkhidmatan* and access *HRMIS* by entering their Identification worker. Then, checked whether the data synchronization of the data with *Buku Rekod Perkhidmatan*. Lastly, report to Puan Norliza, an assistant administration in human resources department for reviewing and action was taken.

The reflection that is related with what was learned in the classroom is the subject of Organizational Behavior (ADM501). It is a study of human behavior in organizations. I learned that a multidisciplinary field devoted to understanding individual and group behavior, interpersonal processes, and organizational dynamics. Also, it is related with the subject of Public Relations (PRO458) which manage an event and subject of management information system which I apply it when updating *e-Kursus*. Also, it is

related with subject of Public Relations (PRO458) which manage an event. I also learned new experiences which the preparation of meeting that I do not learned in classroom.

2.1.6 WEEK 6 (27 FEBRUARY 2017 – 4 MAC 2017)

During this week, I set up and attended the meeting discussing preparations for celebration the *Hari Lanskap Negara 2017* (HLN2017) and *Mesyuarat Penuh Bulanan Majlis Perbandaran Taiping* such as setting up the venue, preparing food and drinks and clear the venue once its end. For meeting of HLN2017 was continued from previous meeting which discussed their preparation. However, for *Mesyuarat Penuh Bulanan Majlis Perbandaran Taiping* is held every month where all departments will forward their issue.

I also prepared the access card for the staffs of *Majlis Perbandaran Taiping*. The purpose of this access card is for parking lot which only staff of the organization can park their car within *Majlis Perbandaran Taiping*. The work of processes of access card includes created the cover according the data received, checked whether it is synchronize with the data access card and then distributed it to all staff upon completion of it.

I did a fax transmission document to others department and others agency. The work processes of fax transmission by placing the document in the fax machine and enter the fax number of recipient. Then, wait until the document is completed in sending and make a telephone call to recipient for confirmation fax. Thus, confirmation had been received. I always reminded that to make sure that confirmation received after fax transmission to avoid some did not receive it due to malfunction.

Furthermore, I updated the information in the system, *e-Kursus*. Every courses, seminars and briefing that were held will be recorded or key in the data into *e-Kursus* system. The purpose is to record data into participant's individual achievement for evaluation of *Laporan Nilaiian Prestasi Tahunan (LNPT)*. The work of processes includes received the form of *Memo antara Jabatan* and access *the e-Kursus* system. Then, key in the data which contain title event that attend, date, and number of participants and so on. Lastly, stamp the form as action had been taken.

I also dispatched the letter and *Memo antara Jabatan* to the others departments. Work processes of dispatch letter was any letter must be recorded in dispatch book or *Buku Praktikal* which includes the date, title of letter and name of department before dispatch as evidence of receiving a letter. Then, dispatch the letter to others department. Next, get a signatures, name and date of individuals who received the letter for confirmation.

I was assigned to do a recording the list of name internship student attendance for February. I was sorting out name of who are late or not recorded their working time out. Then, identify their offense by referring *Buku Kehadiran Praktikal*. The action will be taken by Encik Hafiz as supervisor of internship who is responsible for discipline.

Moreover, I organized and updated the file for the next courses, seminar and briefings. It is contains a document of any courses, briefings and seminar. I was preparing a feedback form or known as *Borang Penilaian* for participants who are involved. The *Borang penilaian* will be collected after 1 month of courses conducted and will be kept in the file for audit purpose.

On Saturday, I had to come into the office update the data into *HRMIS* system. *HRMIS* is an application of Human Resources Managing Information System. This system keep all information of workers includes their profile, achievement, salaries, leave and performance. The work processes includes received *Buku Rekod Perkhidmatan* and access *HRMIS* by entering their Identification worker. Then, checked whether the data synchronization of the data with *Buku Rekod Perkhidmatan*. Lastly, report to Puan Norliza, an assistant administration in human resources department for reviewing and action was taken. I also updated and recorded worker's service record regarding with their leave. This will cover one year leave that have been taken in 2016 including *Cuti Rehat, Cuti Tanpa Rekod* and *Cuti Sakit*.

The reflection that relate with learned in classroom is subject of Public Relations (PRO458) which manage an event and subject of management information system which I apply it when updating *e-Kursus*. I also learned new experienced which the preparation of meeting that I do not learned in classroom. The administration subject also reflects with duty of documentation and file management. It also relate with subject of human resources management where an organizations all perform HR functions that relate to the recruitment, selection, training, and management of their workforces.

2.1.7 WEEK 7 (6 MAC 2017 – 10 MAC 2017)

During this week, I updated the data into *HRMIS* system. *HRMIS* is an application of Human Resources Managing Information System. This system keep all information of workers includes their profile, achievement, salaries, leave and performance.

Furthermore, I also updated and recorded the worker's service record regarding with their leave. This will cover one year leave that have been taken in 2016 including *Cuti Rehat*, *Cuti Tanpa Rekod* and *Cuti Sakit*. The work processes includes received book of *Cuti Rehat & Kiraan Jam* and identify the worker by searching their *Buku Rekod Perkhidmatan*. Next, record their leave into *Buku Rekod Perkhidmatan* and calculating their leave day's numbers. Then, check whether its synchronize the data with *Buku Rekod Perkhidmatan*. Lastly, stamp the book and send it to Tuan Haji Ahmad Shariffuddin, a director of management services for signing as action has been taken. This work takes two days to complete it.

I also dispatched the letter and *Memo antara Jabatan* to the others departments. Work processes of dispatch letter was any letter must be recorded in dispatch book or *Buku Praktikal* which includes the date, title of letter and name of department before dispatch as evidence of receiving a letter. Then, dispatch the letter to others department. Next, get a signatures, name and date of individuals who received the letter for confirmation.

Moreover, I faxed documents for *Hari Landskap Negara 2017 (HLN2017)* to other agencies such as *Jabatan Landskap Negara*, *Pejabat Pertanian*, *SUK Negeri Perak* and so on. The work processes of fax transmission by placing the document in the fax machine and enter the fax number of recipient. Then, wait until the document is

completed in sending and make a telephone call to recipient for confirmation fax. Thus, confirmation had been received. I always reminded by my supervisor, Encik Hafiz to make sure that confirmation received after fax transmission to avoid some did not receive it due to malfunction.

The reflection that relate with learned in classroom is subject of Public Relations (PRO458) which manage an event and subject of management information system which I apply it when updating *e-Kursus*. The administration subject also reflects with duty of documentation and file management. It also relate with subject of human resources management where an organizations all perform HR functions that relate to the recruitment, selection, training, and management of their workforces.

2.1.8 WEEK 8 (13 MAC 2017 – 17 MAC 2017)

During this week, I continued a fax transmission document of *Hari Landskap Negara 2017* (HLN2017) to other agencies on Monday. The work processes of fax transmission by placing the document in the fax machine and enter the fax number of recipient. Then, wait until the document is completed in sending and make a telephone call to recipient for confirmation fax. Thus, confirmation had been received.

I also dispatched the letter and *Memo antara Jabatan* to the others departments. Work processes of dispatch letter was any letter must be recorded in dispatch book or *Buku Praktikal* which includes the date, title of letter and name of department before dispatch as evidence of receiving a letter. Then, dispatch the letter to others department. Next, get a signatures, name and date of individuals who received the letter for confirmation.

Furthermore, I recorded and updated the data into *HRMIS* system. *HRMIS* is an application of Human Resources Managing Information System. This system keep all information of workers includes their profile, achievement, salaries, leave and performance. The work processes includes received *Buku Rekod Perkhidmatan* and access *HRMIS* by entering their Identification worker. Then, checked whether the data synchronization of the data with *Buku Rekod Perkhidmatan*. Lastly, report to Puan Norliza, an assistant administration in human resources department for reviewing and action was taken.

Moreover, I also organized and recorded quotation form or tender while watched by observers opening quotation. The works processes include receiving a letter that contains quotation and organize it according to number of quotation and price from lowest price to

highest price. Then, fill in the name of contractor, their offer price and period of time to finish it into the form of quotation or tender. Next, quotation form manage by Encik Azmy Jaafar as Department Officer signing to confirmation and observers of opening quotation will signing the quotation form as action has been taken.

Lastly, I prepared the letter of *Majlis Perasmian Hari Landskap Negara 2017* for VIP and all head of all departments which was held on 2 April 2017 at Taman Tasik *Kamunting*.

The reflection that is related with what was learned in the classroom is the subject of Public Relations (PRO458) which manage an event and subject of management information system which I apply it when updating *e-Kursus*. The administration subject also reflects with duty of documentation and file management. It also relate with subject of human resources management where an organizations all perform HR functions that relate to the recruitment, selection, training, and management of their workforces. I also learned a new thing which is tender or quotation forms that are not related to any subject that I learned in the classroom.

CHAPTER 3

ANALYSIS

3.0 INTRODUCTION

This chapter will discuss on the analysis of the practical training. It begins with task analysis which focuses on one area of tasks that the trainee did the most during the practical training. Then, it will cover in term of definition of filing and recording, and application of office administration function with student personal experience during training.

3.1 TASK ANALYSIS

Throughout the practical training, I have been exposed to multi-various task that needed me to cope with a lot of new situation. I was attached to the Administrative and Human Resource departments in Majlis Perbandaran Taiping (MPT). Since MPT is mainly providing services rather than product, there are a lot of tasks related to the Administration and Human Resource.

Moreover, during my practical training, I was assigned to do a variety of work such as photostating and faxing letter, delivering the letter to other departments, filing and handle meeting and an event. The task I do most is file management. The file management activity that will be in charge by the Administrative department and all the files regarding to arrange the file which is consist of all the documents, record them into the system and

put those files into the box with label and sent them out into the store. This process has taught me to make the clearer and better understanding in order to the office administration.

3.2 DEFINITION OF CONCEPT

3.2.1 FILING

According to Oxford English Dictionary, filing is the action of placing papers in consecutive order for preservation and reference. Harding (1985) defined filing as the basis of record-keeping; it entails the processing, arranging and storing of records so that they can be located when required. It is also the storing of letters, records, carbon copies and documents in folders, binders, drawers and cabinets which designed for the purpose. A filing system is a device where documents can safely keep in methodical manner so that they can be referred quickly and easily. This filing can be stored letters and documents in a systematic way so that they may be retrieved at a future for reference purposes. According to George Terry (n.d.) defined filing as the placing of papers in acceptable containers according to some predetermined arrangement so that any paper can be located quickly and conveniently, when required.

One of the most important administrative systems to establish and maintain is an efficient filing system. Good quality of filing system will make office's works efficiency. The good filing system should possess these qualities in term of indexing, proper classification, ease of location, economy, elasticity, accessibility, safety, facility, simplicity and adequacy (Jain, 2007). The good filing system in an office is really needed because if the organizational documents are kept in one place, it will be much easier for

staff to find documents and information they need. Furthermore, it can reduce the chances of misfiling by applying filing system. Also, it is a good idea to number files so that people can easily find and replace them quickly. Index system is if there are a large number of files, the filing system should be supplemented by a well-designed index system. It will help in quick location of files. It will depend on the number of files and the system of their classification (Jain, 2007). A filing system can be set up in filing cabinets, using different drawers for different categories of document, or in box files kept on shelves. The important point is that they are all kept in one or two designated areas and that the files are updated regularly. It should be encouraged that to do their own routine filing by each member of staff. Hence everyone needs to understand the system that is being used.

There are four main ways to set up a filing system (Thomas, 2005), which are:

1. Filing by date
2. Filing by number
3. Filing by topic or subject
4. Filing by alphabetical order

3.2.1.1 Filing by date

Filing by date can be explain by documents are filed in date order. For example, October 1, 1998 would go before December 12, 1998. Documents from 1990 precede those from 1995. Some people prefer to put the oldest documents at the back and the newest in the front. This is called reverse chronological order.

3.2.1.2 Filing by number

Meanwhile, filing by number can be discuss on the documents or files are given a number and then filed in numerical order. Low numbers usually come before the high numbers. Numbers can be reference numbers on documents, or numbers of files.

3.2.1.3 Filing by topic or subject

Filing by topic or subject can be defined as the documents are grouped by their content, category or heading and subheading. For example, all correspondence is grouped together in one file and the financial receipts are placed in another file.

3.2.1.4 Filing by alphabetical order

Last but not least, filing by alphabetical order will construct as items are filed in order by the first letter of their title. The documents starting with A go first, followed by those starting with B, and so on until Z. If two documents start with the same letter, then put them in order by the second letter.

For Majlis Perbandaran Taiping (MPT), they have one big room in the office to keep all those documents and files that were been used and to be referred to when they have to with a security where they need access by card to enter that room. When I am updating and recording workers service record regarding with their leaves, I had been filing by number and filing by date which are according to the older to latest, and according to its sequence. Thus, I kept all those materials into that room and put it in the right section. Personally, for me, it really helps me in order to separate them and keep them by just referring to the label. The person in charge to this room is normally who is in the General

Clerk position and it is high security because it need to access by card to enter. Thus, the information of employee is kept safe.

3.2.2 RECORDING

Records defined as the informational documents utilized by an organization to carry out its functions (Zane, 2007). They also include tangible which written, pictorial or otherwise as evidence of the organization. Records contains of letters, circulars, reports, deeds of agreements, invoices, vouchers, pictures, graphs, books of accounts, and minutes of meeting. It is importance to keep this various types of records because of limitations of human mind (Zane, 2007). Human memory cannot be relied upon because it may forget certain important things.

Furthermore, Zane (2007) stated that there are several types of records. First, a correspondence records which includes letter, notices, memoranda and circulars that being received or sent by the organization. Second, accounting records include the accounts that relates with sales, purchase, manufacturing, stock and many other things. Also, includes evidencing various accounting transactions such as vouchers and invoices. Third, legal records are records that maintained to serve as proofs in legal proceedings and to be maintained under various statutes such as Income Tax Act and The Companies Act. Fourth, personnel records include record that relating to the personnel of organization, personal histories, performance records, labour turnover records and accident data. Lastly, the records relating to the activities of the enterprise which are not

covered by others type of records is called as miscellaneous records. For instances, records about advertising campaign, improvements of product and marketing research.

In MPT, when I am doing the file management task, I have been asked to record and updating all the information first into the *e-Kursus* system before the files finally been kept into the box with labelled. The information that I have been recording are such as a seminar or courses, staffs' service record regarding their leave and quotation form.

3.3 APPLICATION ON OFFICE ADMINISTRATIVE

Based on my experiences as a trainee in Majlis Perbandaran Taiping (MPT), I have learnt so many things and help me practically understand what I have studied in the university during my degree semester one until semester five. Since I have been asked to rotate duty in Administrative and Human Resource department in MPT, I have found that each of the department have to give fully concerned by all the staffs since the function of MPT is vital. During the period of two months I have been there as a trainee, one of the task that let me gave fully responsibility and focus is managing the file which under Administrative unit. This is because I have to arrange, recording and updating the files and they were from all the seminar, courses or briefings that being held that have been managed during the previous year which is 2016 and also current year 2017. Encik Mohd Abd Hafiz binti Zahari, an Administrative Assistants, who are is in charge for those files and projects asked me to arrange, record and updated all the files which numbered about 1000 files. The process was beginning with file management which is separate the files into the numbering order, continued by recording and finally, the files will kept in safely Administrative and Human Resource department.

3.3.1 File Management

For this task, I have begun with the file management process which is to separate the files according to its numbering order. This is because the number of the files is referring to the date. This means the smaller the number of the file, the older the date of the project. So, I have to separate and arrange them from the file number MPT.KP/14/20 JLD.1 (70) to MPT.KP/14/20 JLD.1 (71). This activity might helped the process to get easier in continue with the next stage of the process. Moreover, this activity also helps me in order to know which files project was missing or misplace. Thus, if the file was missing, I have to ask for the staffs in the administrative unit whether the file is with them or is in use.

Hence, during this activity, I also checked whether the documents in each file are complete or incomplete. I have to ask the staff who in charge in this file whether any improvement that need to make. This is because in each of the project files have to include all the information about the company and the tenders, the courses or seminars and also about the information of the projects, while when the audit activity is held, it may cause issues when the documents are incomplete. Furthermore, during this activity, I have to ensure there were no unused materials or unrelated documents in each of the project files included.

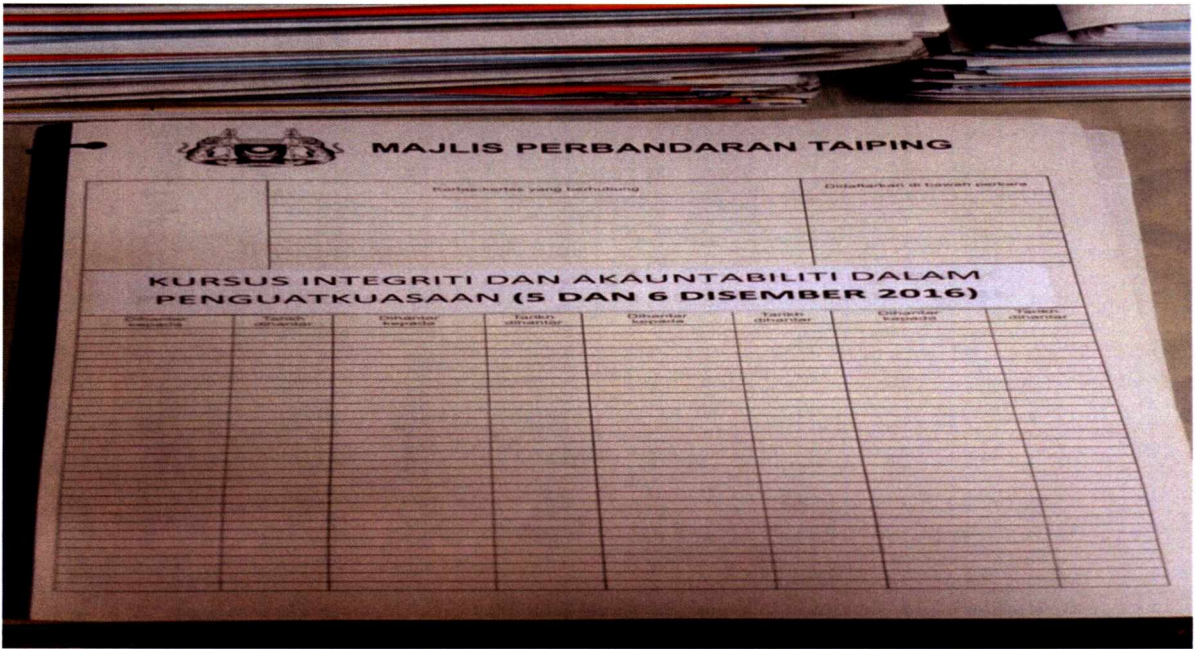


Figure 3.1: The files that have to separate according to its sequences by number.

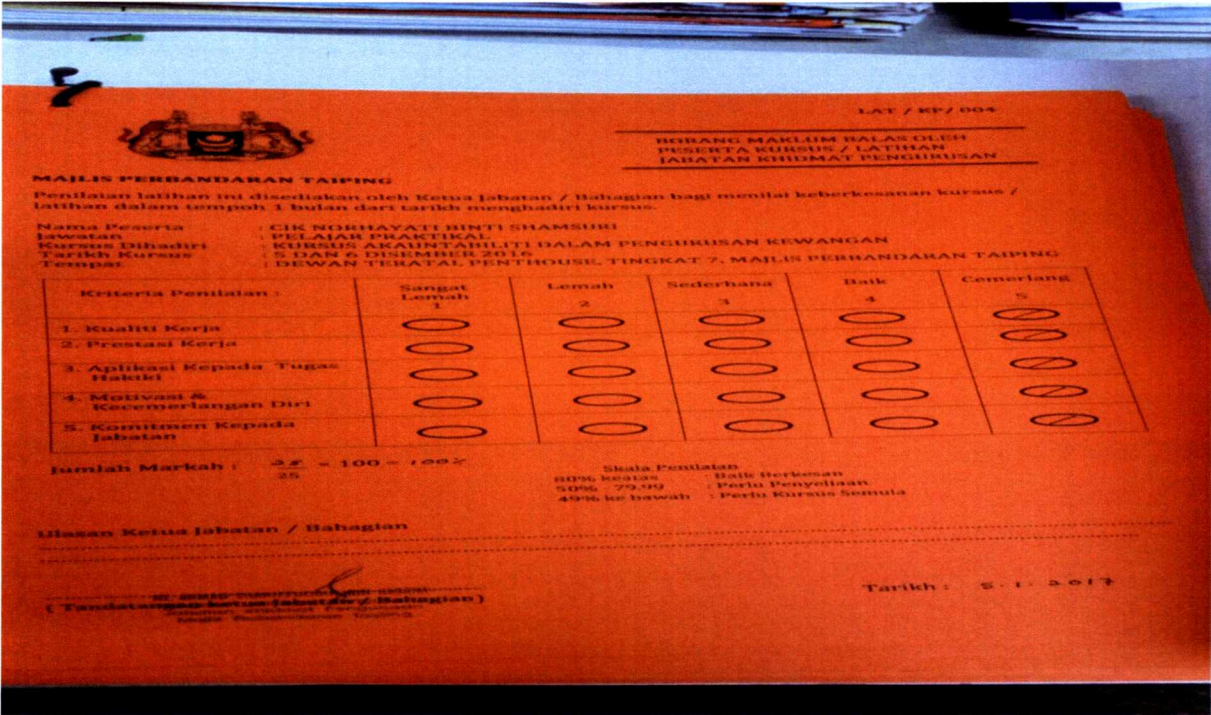



Figure 3.2: The example of the document that must include in the project files.


**SENARAI NAMA KEHADIRAN PESERTA
 KURSUS INTEGRITI DAN AKAUNTABILITI DALAM PENGUATKUASAAN,
 MAJLIS PERBANDARAN TAIPING**

PADA : 5 DAN 6 DISEMBER 2016 (ISIN DAN SELASA)
JAM : 8.30 PAGI HINGGA 5.00 PETANG
TEMPAT : HOTEL TAIPING PERDANA

BIL.	NAMA	JABATAN	TANDATANGAN			
			5 DISEMBER 2016		6 DISEMBER 2016	
			8.30 PAGI	2.30 PETANG	8.30 PAGI	2.30 PETANG
1.	TUAN HAJI MOHAMAD YUSOF B. DARUS	PENGUATKUASA				
2.	ENCIK ABDUL MAJID B. SAID					
3.	ENCIK MOHAMMED HANAFI B. ZAKARIA					
4.	ENCIK MOHD. KHIR B. KHALIT					
5.	ENCIK ABDUL RAZAK B. KASSIM					
6.	ENCIK AHMAD NAJIB B. USULUDDIN					
7.	ENCIK AZIZOL B. ISHAK					

Figure 3.3: The example of the document that must include in the project files.

LAT / KP / 003

**BORANG MAKLUM BALAS OLEH
 PESERTA KURSUS / LATIHAN
 JABATAN KHIDMAT PENGUKUSAN**

MAJLIS PERBANDARAN TAIPING
 Kursus Dihadiri : KURSUS INTEGRITI DAN AKAUNTABILITI DALAM PENGUATKUASAAN
 Tarikh Kursus : 5 DAN 6 DISEMBER 2016
 Tempat Kursus : HOTEL TAIPING PERDANA

KRITERIA PENILAIAN	Pantauan Calon (Tandakan (✓) pada mana - mana yang berkenaan				
	Sangat Lemah 1	Lemah 2	Sederhana 3	Baik 4	Cemerlang 5
A. Peningkatan Kesedaran / Latihan					
1.	Adakah objektif kursus / latihan yang dihadiri mencapai matlamat ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Isi kandungan kursus adalah relevan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Metodologi yang digunakan dalam kursus adalah bermutu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	Nota yang diberikan adalah terkini dan berkesan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	Tempat mana kursus adalah bermutu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	Terdapat peringkas pergetahuan dan kemahiran mengenai menghadiri kursus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
KRITERIA PENILAIAN	Pantauan Calon (Tandakan (✓) pada mana - mana yang berkenaan				
	Sangat Lemah 1	Lemah 2	Sederhana 3	Baik 4	Cemerlang 5
B. Peningkatan Pengedaran Kesedaran					
1.	Kemudahan prosedur latihan / kelas / seminar adalah baik	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Maklumat dan maklumat yang disediakan adalah bermutu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Kemudahan pengedaran yang disediakan adalah baik	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	Kemudahan ICT dan semua keperluan maklumat adalah memuaskan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	Urusan semua urusan menjalankan tugas dengan baik	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Figure 3.4: The example of the document that must include in the project files.

3.3.2 Recording

The second activity is recording the information of the seminar, courses and briefing. This includes the name of the company, the date of the courses, the address of courses being held, the title of the courses and the name of participants who are involved. All this information has to be recorded into the system which it called *e-Kursus*. The *e-Kursus* is a system created by MPT where any seminars, courses and briefing that were being held will be recorded into it. The purpose is to record data into participants' individual achievement for evaluation LNPT (*Laporan Nilaiian Prestasi Tahunan*). This activity is to make it easier for staff to be referred to. It is important because we have to record the information without any wrong into a system. Thus, by recording in *e-Kursus* system, it can avoid misconduct and to avoid wrong information when staffs have to refer to system and file later on. During this activity, Encik Mohd Abd Hafiz Bin Zahari had assisted me since I am strictly reminded to not make any mistakes to fill and record all those information.

During this activity, when I have found that there is incomplete information, I have to report the issue to Encik Mohd Abd Hafiz Bin Zahari so then he will help in order to get the information and complete the files.

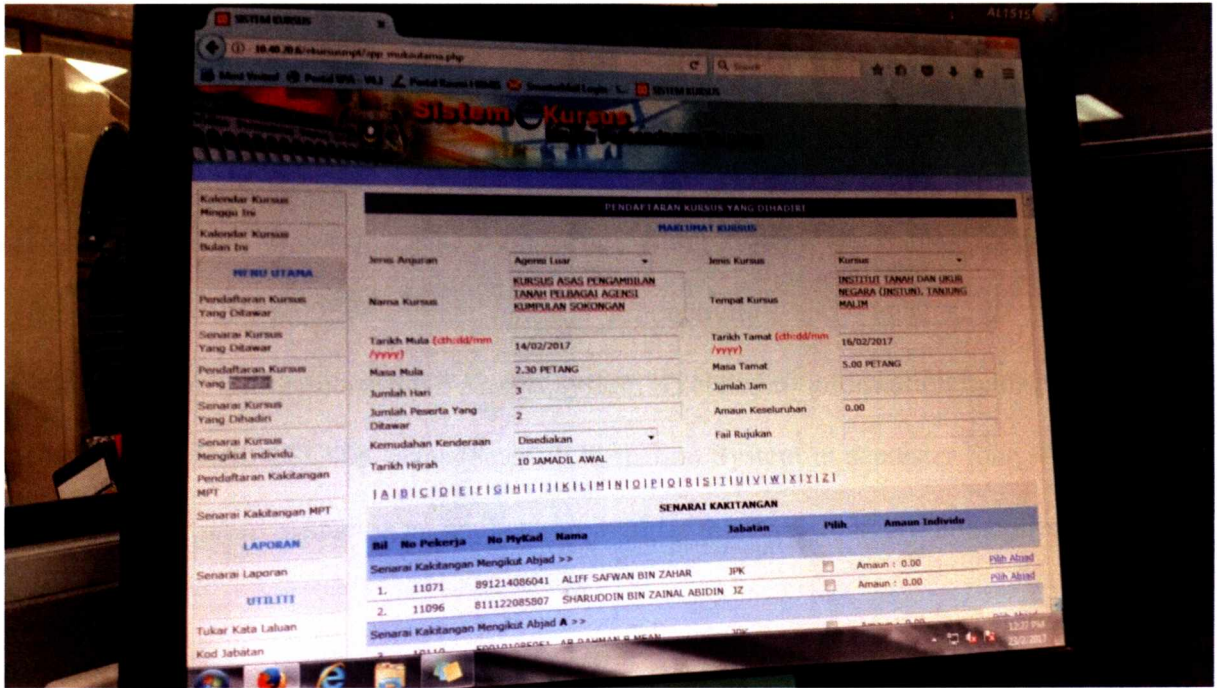


Figure 3.5: The example of the *e-Kursus* system to be recorded regarding the information of the courses.

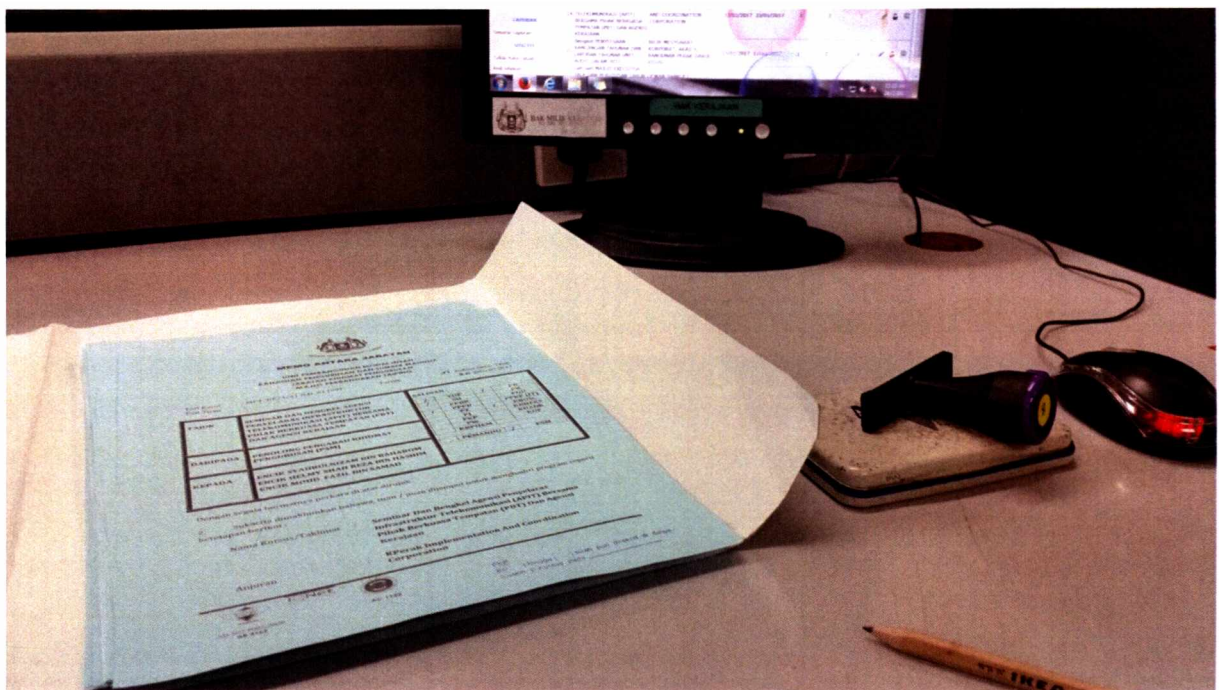


Figure 3.6: During the recording activity.

From what I had done during my practical training at Majlis Perbandaran Taiping (MPT) is that the use of filing system is related to quality of management theory which I learn ADM510 Quality Management in semester 3. A systematic filing system is one of quality management in 5S. This is because by applying filing system, the management of an organization will improve effectiveness, productivity and increasing service competitiveness. Furthermore, the *e-Kursus* system is related to information management theory which I learn CSC408 Management Information System in semester four. This is because the *e-Kursus* system is an application used by the staff to record and collect the information.

CHAPTER 4

RECOMMENDATIONS

4.0 INTRODUCTION

This chapter will highlight the strengths and weaknesses of the organization that I used during practical training. In this chapter also requires me to provide recommendations for improvement of the organization's performance and system as well.

4.1 STRENGTH AND WEAKNESSES

This analysis is been conducted especially to examine the strength and weaknesses of the task practice under the SWOT analysis principals. From my personal experiences, direct and indirectly, involvement as the trainee in Majlis Perbandaran Taiping (MPT) have given me opportunity to gain a lot of new information. From my observation, there are several strengths and weaknesses that can be seen in the procedures of the department programme and activities especially which involved the staff.

4.1.1 STRENGTHS OF THE ACTIVITY

Majlis Perbandaran Taiping (MPT) is basically providing the services towards the publics and to serve the people who come along to the MPT. MPT also covers the planning and controlling the development, including approving the Layout Plan, Site Plan and Restructuring Planning Plan; permit Application and issuing Certificate of Fitness for

Occupation, licensing and controlling business premises, temporary permits, hawkers and advertisements licenses. So, every departments and units in MPT are inter-related for example the Administrative and Human Recourse department. This is because for Administrative and Human Recourse department, they are focusing in giving assistance for staffs by providing them training to improve their performance, and any issues that relates with staff's services and performance. This will clearly show that both departments are having the same purpose which is to serve the staff. By this example in the Administrative Unit, I have addressed several strengths as the trainee who is doing the task under this department.

4.1.1.1 Classification of Filing System

Firstly, during my task in order to do arrangement of file management activity, I have found that the classification of filing system that they use is filing by number and date. Any staff can find needed document as long as they know the number of file. This is to ensure that staff does not wrongly keep documents in the file. The document that I arrange was organized and easy to find. The file was arranged to older to latest, and according to its sequence. This is also minimize time when I want to find the location of file by knowing the number of file.

4.1.1.2 Accessibility and Security of Filing System

Secondly, the filing system in MPT is designed in such a way easily available whenever required. I can require information in time which I can refer the relevant papers and documents very quickly. Moreover, in order to get information it must pass through

general clerk whom I need to access by card to enter. Thus, it is high security and the documents are kept safe without disturbing the existing order of files.

4.1.2 WEAKNESSES OF THE ACTIVITY

Just like other organization, Majlis Perbandaran Taiping (MPT) also has their own limitation during performing their task. There are several limitations that a trainee had identified throughout practical training period.

4.1.2.1 Misplace of the Documents

The first weakness is that some of the documents that has been recorded and be kept were missing because during the process of the project file preparation, it involves more than three staff include the previous trainee. When this activity was prepared, it caused misplaced and missing documents in certain place and this issue has affected my time period in completing the task. This is because during the recording of the information and the tenders, I have to re-print the documents regarding the projects. So, it had caused the delay for the other projects file to be recorded.

4.1.2.2 Storage of Filing

The second weakness that I experienced while doing the task of filing system is the storage room in the department were poorly managed because there is not enough cabinet to store all the files. Most of the cabinets available are only able to store about six to eight

files according to thickness of the files. Thus, the files that cannot fit into the cabinet will be placed on the meeting room or on the desk available in the room.

4.2 RECOMMENDATIONS

In order to solve and reduce weaknesses, there are three recommendations that I can provide for Majlis Perbandaran Taiping (MPT) such as filing system need to be improved, appoint one person for managing the filing system and Head of the Administrative and Human Resource must check and update the files. The explanation of the recommendations is as follows. Once the organization is aware about the weaknesses faced by them, they must come out with strategies in order to overcome.

4.2.1 IMPROVE THE FILING SYSTEM

The suggestion for Majlis Perbandaran Taiping (MPT) is to improve the filing system. Their filing system need to be organized more efficient since they have a lot of confidential information to be keep. Furthermore, well maintenance in the filing management will help their filing system going smooth. So that the entire document are well protected and available went needed.

4.2.2 APPOINT ONE PERSON FOR MANAGING THE FILING SYSTEM

The second recommendation is that appoint one person who responsible for maintaining the filing system by checking who has which files and remind them to return it. They need to record files or documents that people borrowed. So, they can use a file-out card in

a filing cabinet. The card is same size as files and can put into it. On the file-out card, written information of the file's borrower, name of file or document, date they borrowed and returned it. The other staff can know who take files and can keep track of files. Thus, it can avoid the files or document being misplaced or missing.

4.2.3 HEAD OF THE ADMINISTRATIVE AND HUMAN RESOURCE MUST CHECK AND UPDATE THE FILES

The last recommendation is that Head of the Administrative and Human Resource department must check and update the files once every three months. This is to ensure that all the information in the files was kept up to date and any changes to ensure no mistake and misunderstanding with other parties.

CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

This chapter will conclude about each of the chapter that I have explained before this. During the eight weeks of my practical training at the Majlis Perbandaran Taiping (MPT) is a very precious and great experiences I gained a lot of information, knowledge, and experiences that may be unavailable at any organization. I was able experience the real working that I cannot gain in the classroom and even at the campus. It is such as amazing and great opportunity I had while doing practical training and working with all staff at the administrative and Human Resource department in a short period of time in Majlis Perbandaran Taiping (MPT).

5.1 CONCLUSION

In chapter one, I had explained about the organizational background of Majlis Perbandaran Taiping (MPT). I also had identified their objectives, policy, vision, mission of the organization. I also know about the organizational structure such as the hierarchy from lower until upper level of management. Also, I know their core business, official logo and official flower of the organization. I am well informed about the background of this organization. So, it can enhance my knowledge after having a practical training in Majlis Perbandaran Taiping (MPT).

In Chapter Two, described the summary and report of weekly tasks assigned by host supervisor to me which extracted from the Log Book. This chapter explained about the tasks and job that I did during the eight weeks of the internship programmed. The tasks given to the trainee were consistent as the guidance provided by the faculty. The task mainly related to the scope of administration. I was also able to apply what I have learned in the classroom and might relate the theory within the practice. Therefore, it is valuable experience that trainee can get through an internship programmed.

In chapter three, I have discussed on the analysis of the practical training. I explained the task analysis which focuses on one area of tasks that I did the most during practical training. It specifically focuses on one area of task as covered in the practical training handbook. It also should reflect definition of concept, application of office administration function with my personal experience during training.

In chapter four, I have discussed will highlight the strengths and weaknesses of the organization that I used during practical training. Then, I had make recommendations based on in SWOT analysis. The recommendation helps the improvements in activities after the process of identification of mistakes and corrective action that can be taken in order to be better in the future. Hence, I can enhance the knowledge on how to handle the task that I did the most during her two months of practical training.

To conclude, during my eight weeks of practical training at Majlis Perbandaran Taiping (MPT), I gained a lot of knowledge, information and experience at Administrative department. I learnt new things every day that I cannot gained in the classroom. This includes how to handle the customer, how to communicate with the public and answer all

their questions regarding certain issue related to our department. It teaches me on how to face the real challenges in a working environment and issues that might occur during work.

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APPENDICES



Attending the meeting of discussion preparations for celebration *Hari Landskap Negara 2017* (HLN2017).



Attending the meeting of discussion preparations for celebration *Hari Landskap Negara 2017* (HLN2017).



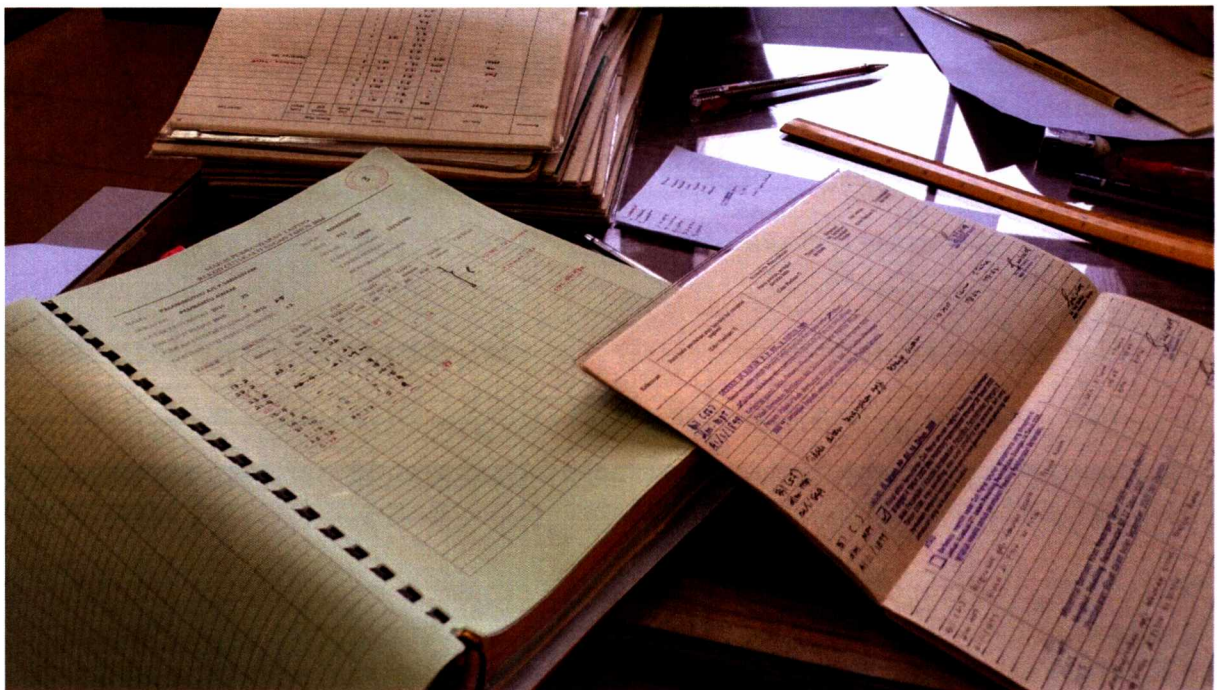
One of seminar of *Kursus Memo dan Surat Berkualiti* at Penthouse, Level 7 at Majlis Perbandaran Taiping.



One of the group which working together to finish their assignment of *Kursus Memo dan Surat Berkualiti* given by instructor from INTAN.



Corporate Event which held every year at Majlis Perbandaran Taiping.



Recording service record and calculating regarding with staff leave.



An event of launched project Perjanjian Persefahaman (MOU) Bas Elektrik collaborated with Japanese private sector JICA, PUES Corporation and Oriental Consultants Global Co., Ltd.



YBhg. Datuk Haji Mohd Ariffin with Japanese private sector in Perjanjian Persefahaman (MOU) Bas Elektrik at Majlis Perbandaran Taiping.



Attending the meeting Mesyuarat Penuh Bulanan Majlis Perbandaran Taiping.



YBhg. Datuk Haji Mohd Ariffin, a mayor of Taiping has being interviewed by journalist from various local newspaper.



Last day of practical training, YBhg. Datuk Haji Mohd Ariffin gave certificate and gift for completing my practical training at Majlis Perbandaran Taiping.

B. J/Kuasa Pelaksana peringkat pelbagai agensi

AJK & Tugas	Agensi	Cadangan / Tindakan
<p>1.0 Persiapan Tempat</p> <p>1.1 Persediaan tapak secara keseluruhan 1.2 Penyediaan fasiliti & utiliti majlis sambutan 1.3 Penyediaan input sokongan</p>	<p>JLN – P/K MP Taiping JKR Daerah LMS (jika berkaitan) – Shah Arifin 0195119331 TNB Taiping (optional) – Kiren A/L Subramaniam 013-5151075 Kirens@tnb.com.my</p>	<p>MPT masih dalam proses memperincikan anggaran perbelanjaan HLN2017 dan berusaha menghantarnya secepat mungkin.</p>
<p>2.0 Jemputan & Protokol</p> <p>2.1 Pengeluaran surat jemputan 2.2 Pengesahan kehadiran 2.3 Protokol sepanjang majlis</p> <p>Nota1: Sasaran kehadiran perasmian 1000 orang</p> <p>Nota2: Dicapang jemputan juga dipanjangkan kepada senarai dibawah: Pejabat Khidmat DUN Kamunting Jemputan juga Pejabat UMNO Bahagian Taiping Pejabat Perhubungan UMNO Negeri Perak Pejabat MCA Bahagian Taiping Pejabat MIC Bahagian Taiping Pejabat MyPPP Bahagian Taiping</p>	<p>JLN – P/D Unit Protokol, BKP KPKT BKB KPKT Bahagian Protokol SUK Perak – Mohd. Salji Amar (BKT) 05-2095833 salji@perak.gov.my MP Taiping JPN</p>	<p>1. Wakil MPT mencadangkan tidak perlu menjemput senarai seperti Nota2 dan MPT akan menguruskan urusan jemputan di Taiping.</p>
<p>3.0 Seranta & Promosi</p> <p>3.1 Pengurusan hebahan, promosi, liputan media, PC dll</p>	<p>JLN – P/K & BTM (videoman, website & twitter) UKK KPKT Radio JKT MP Taiping Jabatan Penyiaran Perak – Zazmie Zain (RTM Perak) 012-6671570 Jabatan Penerangan Perak – Dasuki Dahaban 05-8072882</p>	<p>1. Jabatan Penyiaran Perak memaklumkan hebahan di radio boleh diadakan. Manakala bagi penyiaran di slot iklan RTM boleh terus berhubung dengan RTM Angkasapuri KL dan tertakluk pada bayaran.</p>
<p>4.0 Pelaksanaan Aktiviti</p> <p>4.1 Menjemput peserta aktiviti 4.2 Melaksana perolehan berkaitan</p>	<p>JLN – P/S BOMBA MP Taiping Jab. Kebudayaan dan</p>	<p>1. MPT mencadangkan slot ceramah agama diadakan pada hari sabtu menggantikan slot persembahan kebudayaan.</p>

<p>(waran)</p> <p>4.3 Melaksana aktiviti & hadiah pertandingan</p> <p>4.4 Pengurusan sijil penghargaan & mock-up cheque untuk Rakan Taman</p>	<p>Kesenian Negara, Perak Perak – Norfairus Alias 018-9589049 & 05-2537001 norfairus@jkkn.gov.my Pej. Pendidikan Daerah Taiping – Khairul Anuar Bin Khalid 05-8084119 ppdlms@moe.gov.my Pej. Belia & Sukan Larut Matang – Kamaruddin Abdul Hamid 05-8036003 Pej. Kesihatan Daerah Kolej Komuniti Taiping Kolej Islam Perak</p>	<p>2. Jab. Kebudayaan dan Kesenian Negara, Perak Perak memaklumkan pihaknya boleh menyediakan persembahan namun memerlukan maklumat lanjut berkaitan status persembahan kerana jika memerlukan khidmat persembahan professional akan memerlukan kos tambahan.</p>
<p>5.0 Bengkel & Klinik (slot Rakan Taman, input daripada MPSJ, MP Jasin dan MP Kulim)</p> <p>5.1 Menjemput peserta (penginapan jika berkaitan)</p> <p>5.2 Menjemput penceramah (penginapan jika berkaitan)</p> <p>5.3 Melaksana perolehan berkaitan</p> <p>5.4 Melaksana klinik reka bentuk dan bengkel awam</p> <p>5.5 Pengurusan hadiah, honorarium dan sijil penghargaan</p>	<p>JLN - (P/M) MP Taiping ILAM</p>	
<p>6.0 Pameran, Jualan Produk, F&B (dijemput oleh MP Taiping)</p> <p>6.1 Menjemput peserta pameran</p> <p>6.2 Menjemput peserta jualan produk dan F&B (Food truck dan Azam Bandar)</p> <p>6.3 Pengurusan sijil penghargaan</p> <p><u>Cadangan Peserta Pameran:</u></p> <ol style="list-style-type: none"> 1. JLN 2. MP Taiping 3. BOMBA 4. SWCorp 5. Rakan Taman mewakili negeri Johor, Melaka, N. Sembilan, Perak, Kedah, Terengganu, Pahang, Sabah, Sarawak 6. Jab. Kesihatan 7. Jab. Belia dan Sukan 8. Jab. Pembangunan Wanita - PEWANI 9. ILAM 10. SUK Perak 11. MP Subang Jaya – urban farming program 	<p>JLN – P/I MP Taiping</p>	<ol style="list-style-type: none"> 1. Wakil MPT tidak bersetuju dengan cadangan mewujudkan booth kutipan bayaran bil setempat. 2. MPT mencadangkan Zoo Taiping, Taman Botani Taiping dan Projek Perumahan Rakyat (PPR) sebagai peserta pameran.

<p>12. Jabatan Perumahan Negara 13. Jabatan Kerajaan Tempatan 14. RadioJKT</p> <p><u>Cadangan Jualan Produk:</u></p> <ol style="list-style-type: none"> 1. Nurseri 2. Peralatan permainan & senamriang 3. Aquascape 4. Pemaju perumahan 5. Produk binaan 6. Peralatan dan input pertanian <p><u>F&B</u> Food trucks dan Azam Bandar</p>		
<p>7.0 Perasmian Majlis</p> <p>7.1 Mengurus perjalanan Majlis Perasmian meliputi:</p> <ul style="list-style-type: none"> ➤ Pengacara majlis ➤ Pembaca doa ➤ Aktiviti atas pentas ➤ Gimmick pelancaran ➤ Cenderahati ➤ Penanaman pokok VVIP ➤ PC 	<p>JLN – P/N UKK KPKT MP Taiping Jabatan Penerangan – Dasuki Dahaban 05-8072882 Pejabat Agama Islam Daerah Taiping – Muqriz Hidayat 012-4142131</p>	<ol style="list-style-type: none"> 1. Jabatan Penerangan memaklumkan pihaknya boleh menyediakan Pengacara Majlis dan melibatkan sedikit pembayaran. 2. MPT mencadangkan gimik perasmian menggunakan persembahan kanak-kanak pra-sekolah yang memakai kostum sayur-sayuran sebagai simbolik kepada aktiviti Kebun Komuniti Gerakan Rakan Taman dan diikuti dengan tarian.
<p>8.0 Jamuan & Kewangan</p> <p>8.1 Mengurus hal-ehwal jamuan dan makanan HLN2017</p> <p>8.2 Mengurus hal-ehwal waran peruntukan, proses perolehan, perlantikan kontraktor/pembekal dan pembayaran</p>	<p>JLN – P/U Bahagian Kerajaan Tempatan SUK Perak Mohd. Salji Amar (BKT) 05-2095833 salji@perak.gov.my MP Taiping – Hj. Yussrizan Jammuddin (Jab. Kewangan) 019-5604729 yusjama177@yahoo.com</p>	<ol style="list-style-type: none"> 1. JLN memaklumkan bahawa dewasa ini, YB Menteri tidak berapa selesa dengan konsep jamuan dome dan mencadangkan menggunakan konsep buffet sahaja.
<p>9.0 Keselamatan</p> <p>9.1 Pengurusan lalu lintas</p> <p>9.2 Pengurusan kecemasan</p> <p>9.3 Pengurusan keselamatan tapak</p>	<p>JLN – P/K MP Taiping – Mohd Khir Khat (Penguatkuasa) 0111-4599099 PDRM - Insp. Nik Muhammad Hafiz Nik Mansor (Ketua Polis Kamunting) 017-9362687 nikmdhafiz@rmp.gov.my BOMBA RELA (optional)</p>	



MAJLIS PERBANDARAN TAIPING

Taiping Bandar Warisan

Jalan Taming Sari,
34000 Taiping,
Perak Darul Ridzuan

No. Tel. : 05-808 0777
No. Faks : 05-805 3000 (Pejabat Yang Dipertua)
: 05-806 8957 (Jabatan Khidmat Pengurusan)
E-mail : mpt@mptaiping.gov.my
Laman Web : www.mptaiping.gov.my

Ruj. Tuan : 100-UiTMKS (FSPPP
/14/1)

Ruj. Kami : MPT/KP/3/10/1
JLD.23 (94)

7 Safar 1438
7 November 2016

Penyelaras Latihan Industri,
Fakulti Sains Pentadbiran Pengajian Polisi,
Universiti Teknologi MARA Sarawak,
Kampus Samarahan 2,
94300 Kota Samarahan

Tuan/Puan,

PERMOHONAN PENEMPATAN LATIHAN INDUSTRI.

Dengan segala hormatnya perkara di atas di rujuk.

2. Sukacita dimaklumkan bahawa, pihak majlis **bersetuju** untuk menerima pelajar daripada institusi tuan/puan untuk menjalani latihan industri di Majlis Perbandaran Taiping.

3. Butir-butir pelajar :

Nama : **NOR ATHIRAH BINTI GHAZALI**
No. Kad Pengenalan / : **930517085846 / 2014523377**
No. Matrik
Kursus : **SARJANA MUDA PENTADBIRAN**
Penempatan : **JABATAN KHIDMAT PENGURUSAN**
Tempoh : **23 JANUARI HINGGA 17 MAC 2017**
Tarikh/Masa : **23 JANUARI 2017 / 8.00 PAGI**
Tempat Lapor Diri : **JABATAN KHIDMAT PENGURUSAN**
Lain-Lain : **TIDAK DISEDIAKAN**
Kemudahan/ Elaun



Sekian, dimaklumkan, terima kasih.

**“BERKHIDMAT UNTUK NEGARA”
“MPT CEMERLANG SEPANJANG MASA”**

Saya yang menurut perintah,



**(HAJAH NOREHA BINTI BEDU)
Penolong Pengarah Khidmat Pengurusan (PSM),**

b.p Yang Dipertua,
Mailis Perbandaran Taiping.

 :latihanamali@mptaiping.gov.my

HNB/mss - surat

“INOVASI DIDEPANI, VISI DIREALISASI”



VERIFICATION SURVEY FOR MIDDLE-SIZED EV BUS SYSTEM FOR PROMOTION OF ENVIRONMENTAL FRIENDLY TRANSPORT SYSTEM IN MALAYSIA, TAIPING

**VERIFICATION SURVEY WITH THE PRIVATE SECTOR FOR UTILIZING JAPANESE
TECHNOLOGIES**

Feb 2017

**PUES Corporation
Oriental Consultants Global Co., Ltd.**

OUTLINE OF THE VERIFICATION SURVEY FUNDED BY JICA

➤ **Overall goal**

To support solving the concerned development issues in counterpart countries by using Japanese private sector technologies.

➤ **Project Objective**

- ⊗ To verify the usefulness of selected Japanese products and technologies through actual installation and operation of products.

➤ **Project Site**

Taiping, Perak State, Malaysia

➤ **Counterpart**

Taiping Municipal Council

➤ **Duration**

Sep 2016 – Sep 2018 (Around 2 years)

ADVANTAGE OF MIDDLE-SIDED EV BUS FOR TAIPING, MALAYSIA

Converged Development Issues

- Harmony between Economic Development and Environmental Preservation
- High Value-added Economy (Promotion of Taiping as Eco-city)
- Human Resource Development for Promotion of Green Technology and Public Transportation



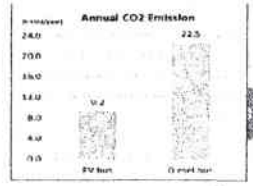
Proposed Products/Technologies



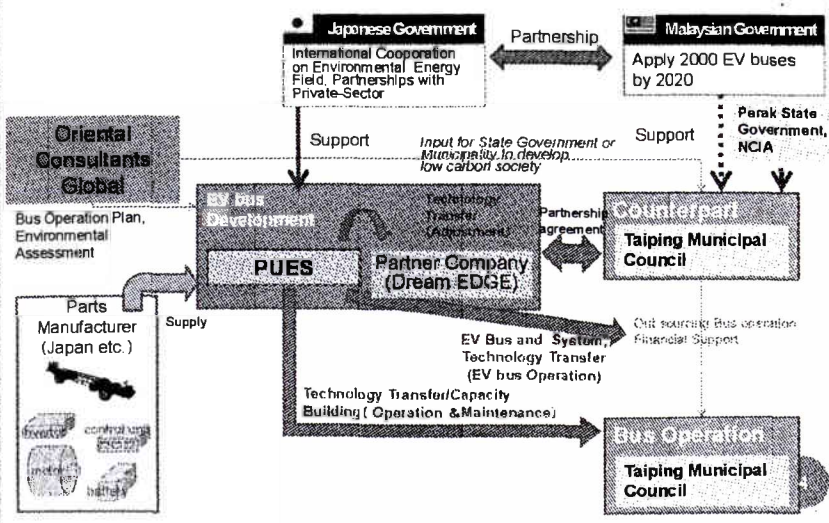
- Mid-sized EV bus with high quality and low price
- Superior environmental performance
 - High efficiency, high performance and high reliability utilizing Japanese EV Technologies
 - Price competitiveness
 - High versatility of the compact-sized buses (9m, 60 passengers)

Expected Impacts

- Reduction of energy consumption and CO2 emission, and air pollutant emissions.
- The Spread of Japanese Advanced Technologies for the ASEAN Countries from Malaysia
- Technology Transfer for the Local Manufacturers for promotion of Green technology

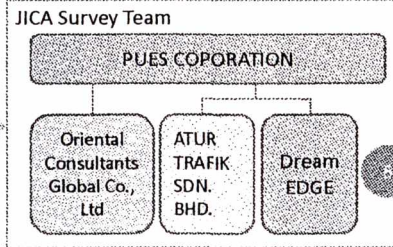
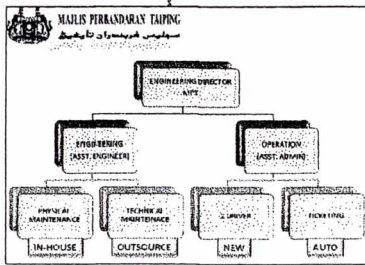
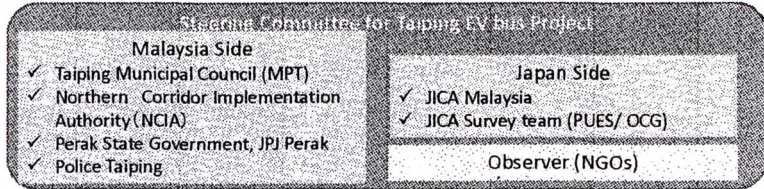


PROJECT IMPLEMENTATION STRUCTURE (1)

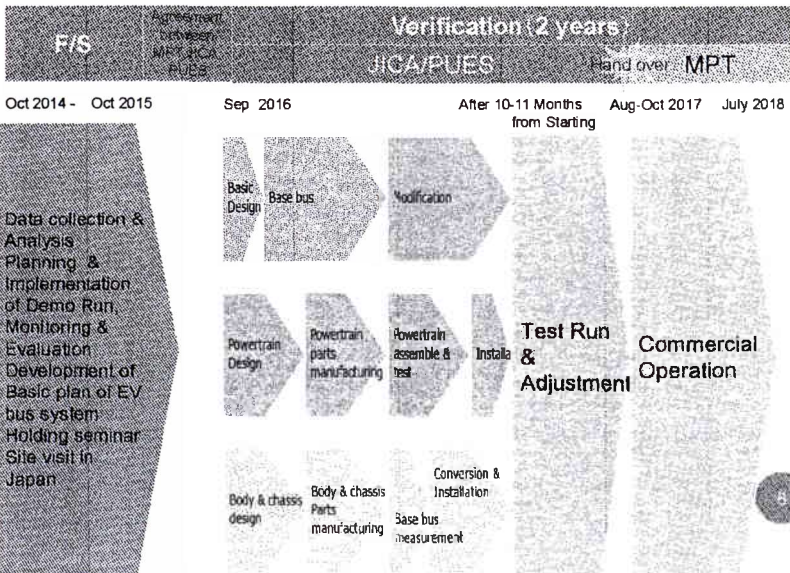


PROJECT IMPLEMENTATION STRUCTURE (2)

- Steering Committee which consists of the following organization is established. Project work plan and its progress will be confirmed in this committee.



PROJECT SCHEDULE



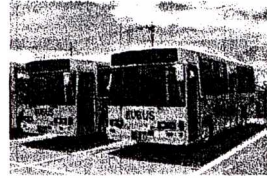
PROPOSED EV BUS SYSTEM

Proposed Facilities

9m EV bus and Quick Charger (50kW)

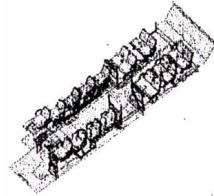
Proposed Route to be installed

Taiping Heritage Trail (11.5 km)



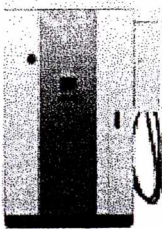
Specification of Proposed EV bus

Length x Width x Height	8,990×2,315×2,990 mm
Vehicle Weight	7,890kg
Capacity	Seats27 + Driver1 +Stand32 ^(*)
GVW	11,190kg (Simulated value) ^(x)
Range	70 km (around 1 hour charge)
Charger	ON BOARD Charger, CHAdeMO QC
Battery	Japanese Li Ion battery 60kWh ^(K)



(*)Calculated and simulated values. The detail must be determined.

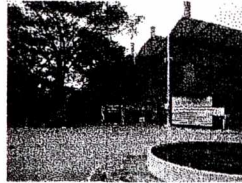
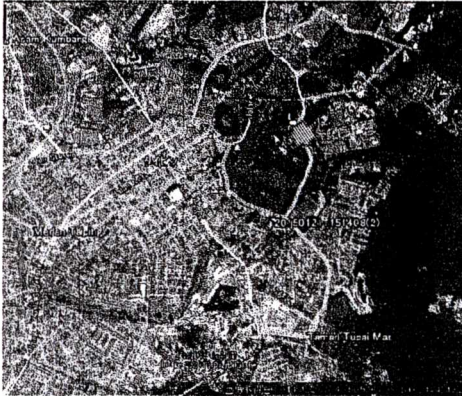
EV BUS QUICK CHARGER



OUTPUT POWER	50kW
INPUT	3φAC440V (50Hz/60Hz)
OUTPUT VOLTAGE	DC50~500V
MAXIMUM CURRENT	max 75A
EFFICIENCY	> 90%
WEIGHT	310kg
DIMENSION	1080W×1695H×460D

OPERATION ROUTE AND CHARGING POINT

- **Route:** Taiping Heritage Trail
- **Charging point (one):** Taiping Zoo



Zoo Taiping



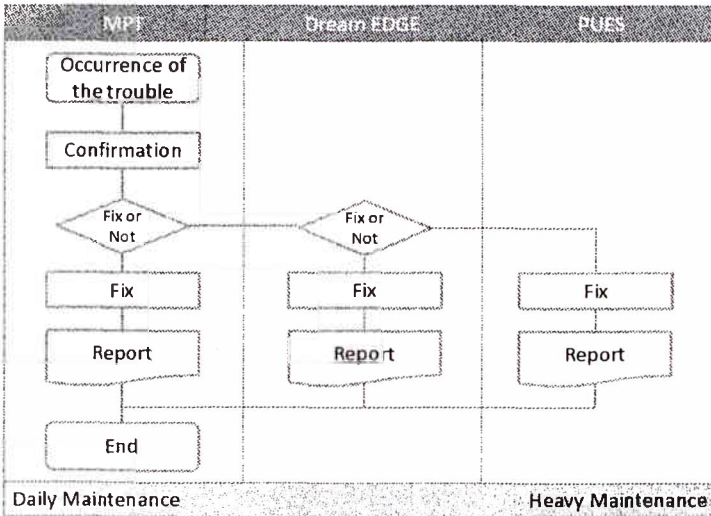
OPERATION PLAN FOR TAIPING HERITAGE TRAIL

- Operation time and frequency should be coordinated with Rapid Kamunting. (The route of Taiping town route operated by Rapid is very similar to Taiping Heritage Trail.)

Existing line & Taiping Heritage Trail			Operation ↔ Charging ↔											
Route Number	Bus No.	km	6:00	6:30	7:00	7:30	8:00	8:30	9:00	9:30	10:00	10:30	11:00	11:30
Every 30 mins	Bus-1	10		6:30		7:00		7:30		8:00		8:30		9:00
	Bus-2	10			7:00		7:30		8:00		8:30		9:00	
	Bus-3	10				7:30		8:00		8:30		9:00		9:30
	EV-Bus													
Every 20 mins	Bus-1			6:30		7:30		8:30		9:30		10:30		11:30
	Bus-2			6:50		7:50		8:50		9:50		10:50		11:50
	Bus-3			7:10		8:10		9:10		10:10		11:10		12:10
	EV-Bus													
Every 20 mins	Bus-1			6:30		7:30		8:30		9:30		10:30		11:30
	Bus-2			6:50		7:50		8:50		9:50		10:50		11:50
	Bus-3			7:10		8:10		9:10		10:10		11:10		12:10
	EV-Bus													



MAINTENANCE FOR EV BUS SYSTEM



COST OF EV BUS SYSTEM

Initial cost

Items	Amount (RM)	Remarks
New EV bus	1.8 Million	New model in Malaysia
Retrofitted EV bus	1.3 Million	Converted from Diesel bus New Diesel bus RM600,000/bus
Quick Charger	0.17 Million	

Operation and Maintenance cost

Items	Amount (RM/year)	Remarks
Regular maintenance work	24,000	
Electricity	9,135	24,150 km/year (300days*7times/day) 0.435 RM/kWh
Insurance	54,000	Fully covered, 3 rd party risk and facilities (3000 RM for 3 rd party risk only)
Driver's wage	48,000	4,000 RM/month *12
Total/bus	135,135	40,000 users/ year + Advertising 3RM/user

PROPOSED PROJECT SCHEDULE AND ACTIVITIES 1

Activity 1: EV bus Manufacturing, Demonstration and Evaluation

2016-2017

- 1-1 Discussion with related agencies on EV bus System
- 1-2 Site visit and EV bus system planning for Taiping Heritage Trail
- 1-3 Design and manufacturing of middle- sized EV bus
- 1-4 EV bus operation planning for EV bus Demonstration

2017-2018

- 1-5 Planning of the monitoring activities for EV bus Demonstration
- 1-6 Setting EV bus system up to Taiping Heritage Trail
JICA will hand over the facilities prepared by the JICA Survey Team immediately after delivery and installation of the Product to MPT.
- 1-7 Implementation of EV bus demonstration
- 1-8 Monitoring and data collection of EV bus demonstration
- 1-9 Analysis of collected data on EV bus demonstration
- 1-10 Evaluation of the Demonstration (Environmental effect)
- 1-11 Evaluation of the Demonstration (Cost effect)



PROPOSED PROJECT SCHEDULE AND ACTIVITIES 2

Activity 2: Establishment of Implementation Structure for EV bus System Operation and Maintenance

2016-2017

- 2-1 Planning of implementation structure for EV bus system operation and maintenance
- 2-2 Development of the Manual for EV bus operation
- 2-3 Implementation of Training for MPT Officer
- 2-4 Implementation of Training for EV bus related Industry
- 2-5 Implementation of Training in Japan

Trainees: 3 person

Duration: Around 1 week (June-August 2017)

Purpose:

- ✓ To see the development of EV bus at PJES factory in Japan.
- ✓ To see the bus operation system. (e.g, EV bus, city bus, tourism bus, etc...)



PROPOSED PROJECT SCHEDULE AND ACTIVITIES 3

Activity 3: Establishment of Business Plan for EV bus System and Promotion Activities

2016-2018

- 3-1 Data collection and marketing for EV bus business
- 3-2 Interview Survey for Residents and Visitors (Before demonstration)
- 3-3 Interview Survey for Residents and Visitors (After demonstration)
- 3-4 Implementation of EV bus trial events for local authorities and bus operators
- 3-5 Implementation of Environmental Education for Residents and School
- 3-6 Participation/ exhibition in green technology-related events
- 3-7 Establishment of business model on EV bus system in Taiping City
- 3-8 Recommendation to related agencies for promotion of middle-sized EV bus system
- 3-9 Development of business plan for EV bus business



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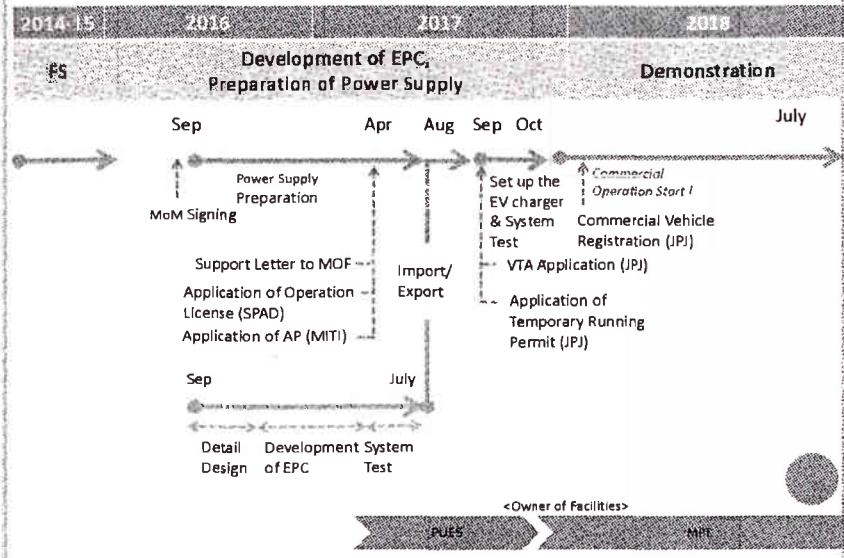
PROJECT BUDGET AND WORK ALLOCATION

○ JICA Budget for Verification : JPY 100 Million(≒RM 3.3 Million)

Phase	Action	Japan side	Malaysia side
Design, Manufacturing & Construction	Detail design	Execution	
	Manufacturing	(1 EV bus and 1 charger)	
	Transportation	Execution	Consignee
	Custom Clearance	Apply	
	Tax exemption	Apply	Support (Letter to MOF)
	License	VTA application	Bus operation license
	Installation & Construction	System Installation	Power supply at Charging point
	Training	Trainer and Program	Trainee and venue
Demonstration and Verification		Data collection & analysis	Driver
		Periodical Maintenance	Electricity
			Daily Maintenance
			Data collection insurance
Post Demonstration			Continue Operation

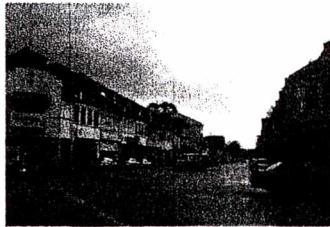
PROJECT SCHEDULE 2017

→ Workin Malaysia
→ Workin Japan



ITEMS TO BE IMPLEMENTED BY MPT

- Establishment of Bus operation organization
- Application for Taiping Heritage Trail operation (License of bus operation service for residents and visitors) (Apr)
 - * SPAD will evaluate a candidate operator. (There are some conditions for bus service operator.)
 - * Bus operator has to present passenger demand of the proposed route and its business plan, etc...
- Support for EV bus importation from Japan (Apr - July)
 - * Support letter to MOF for GST exemption at importation.
 - * MPT will be consignee of EV bus.
- Power supply for EV bus charger (by August)
- Preparation of insurance (3rd party risk and bus)
- Monitoring the EV bus operation
 - * Passenger number
 - * Revenue and cost
 - * Weather data



THANK YOU FOR YOUR ATTENTION



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DISCUSSION

20

Verification Survey with the Private Sector for Disseminating Japanese Technologies
For
Middle-sized EV Bus System For Promotion of Environmental
Friendly Transport in Malaysia

1st Steering Committee Meeting

Draft

Date: Monday, November 21st, 2016

Time:

Venue:

Chairperson: Dato' Haji Abd. Rahim Bin.Md. Aniff, President of Taiping Municipal Council

Participant: (To be confirmed)

MPT

Perak State Government

NCIA

JICA Malaysia

JICA Survey team (PUES, OCG, Atur Trafik, DreamEDGE)

Program:

1. Opening Address by chairman
2. Self-Introduction of participants
3. Presentation of Taiping Heritage Train Project (MPT) ✓
4. Presentation of JICA Project (PUES) ✓
 - Introduction of JICA Project
 - Introduction of proposed EV bus system
 - Project schedule
 - Work allocation (Confirmation of MOU)
5. Discussion
6. Closing Address by chairman

MOU exchange and Photo session (* Other day with Press)