



**UNIVERSITI TEKNOLOGI MARA**  
**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES**

**PRACTICAL TRAINING REPORT (ADS 666)**

**SANDAKAN MUNICIPAL COUNCIL**

**PREPARED BY**

**LIZA BINTI GHAFFAR**

**2014802472**

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

Sharon Pearl Henry Serub

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

.....

(Sharon Pearl Henry Serub)

Date:

## **THE DECLARATION**

### **Declaration**

I hereby declare that the work contained in this practical report is original and my own except those duly identified and recognised. If I am later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed,

.....

Liza Binti Ghaffar

## **ACKNOWLEDGEMENT**

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Liza Binti Ghaffar

Bachelor of Administrative Science (Honours)

Faculty of Administrative Science & Policy Studies

Universiti Teknologi MARA, Campus Samarahan 2

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## **CHAPTER 1: INTRODUCTION OF THE ORGANIZATION**

### **1.1 Introduction**

This chapter will cover the important part of my Industrial Training which is the introduction of the organization that encompasses the organization background, their objectives, mission, vision, organization structure and the core business of the organization.

### **1.2 Background**

Local Authorities (LAs), which first appeared in Sandakan is the Sandakan SANITARY BOARD. Then this was replaced with PADANG TOWN BOARD (Sandakan Town Board) which was established on December 16, 1961 under the enforcement of the Local Government Ordinance, 1961. An Officer appointed under Section 69 of the Ordinance is leading the institute administration. Chairman of the Board is not a full-time employee of the Town Board or the Public Service. However, with the abolition of the office of Resident Sandakan on January 1, 1979, the chairmanship has been taken over by a former resident, an employee of the Public Service by post "Commissioner". COUNCIL PADANG was created after the merger of The Board of Sandakan Municipal and Rural District Council on January 1, 1982. Title "Commissioner" has been replaced by "President" and "Officer" to "Secretary". On January 1, 1984, OFFICE DISTRICT been repealed by the State and some of the tasks and responsibilities assumed by the Sandakan Municipal Council and former district officer became "Deputy President.

Sandakan Municipal Council administers an area of 875 square miles. For tax purposes, this area is divided into City - 46 square miles, Partial City - 56 square miles and lastly Rural and Marine -773 square miles. Sandakan Municipal Council has several committees with duties respectively as listed in the "Standing Orders" which are Finance and General Purposes Committee, Tender Board, Town Planning Committee, Public Health Committee, Building Plan Committee, Decking Committee City, Licensing Committee, Traffic Committee, Highways and Public Amenities Committee, Front Committee and Tax Appeal Tribunal. Full Council Meeting held once a month to receive the reports of the Committee and to make and amend policies, in accordance with the powers conferred on him.

### **1.3 Objectives**

- Help improve the lives of residents in the municipality of Sandakan
- Designing and developing a strategy to ensure the development of appropriate and regular municipal
- Sandakan municipality plans to make a natural environment clean and green
- Assisting State and Federal governments in the implementation of the National Development Policy

### **1.4 Visions**

Sandakan Municipal Council is to make self-reliant and to create an environment clean, beautiful, safe and prosperous and progressive.



## **1.5 Mission**

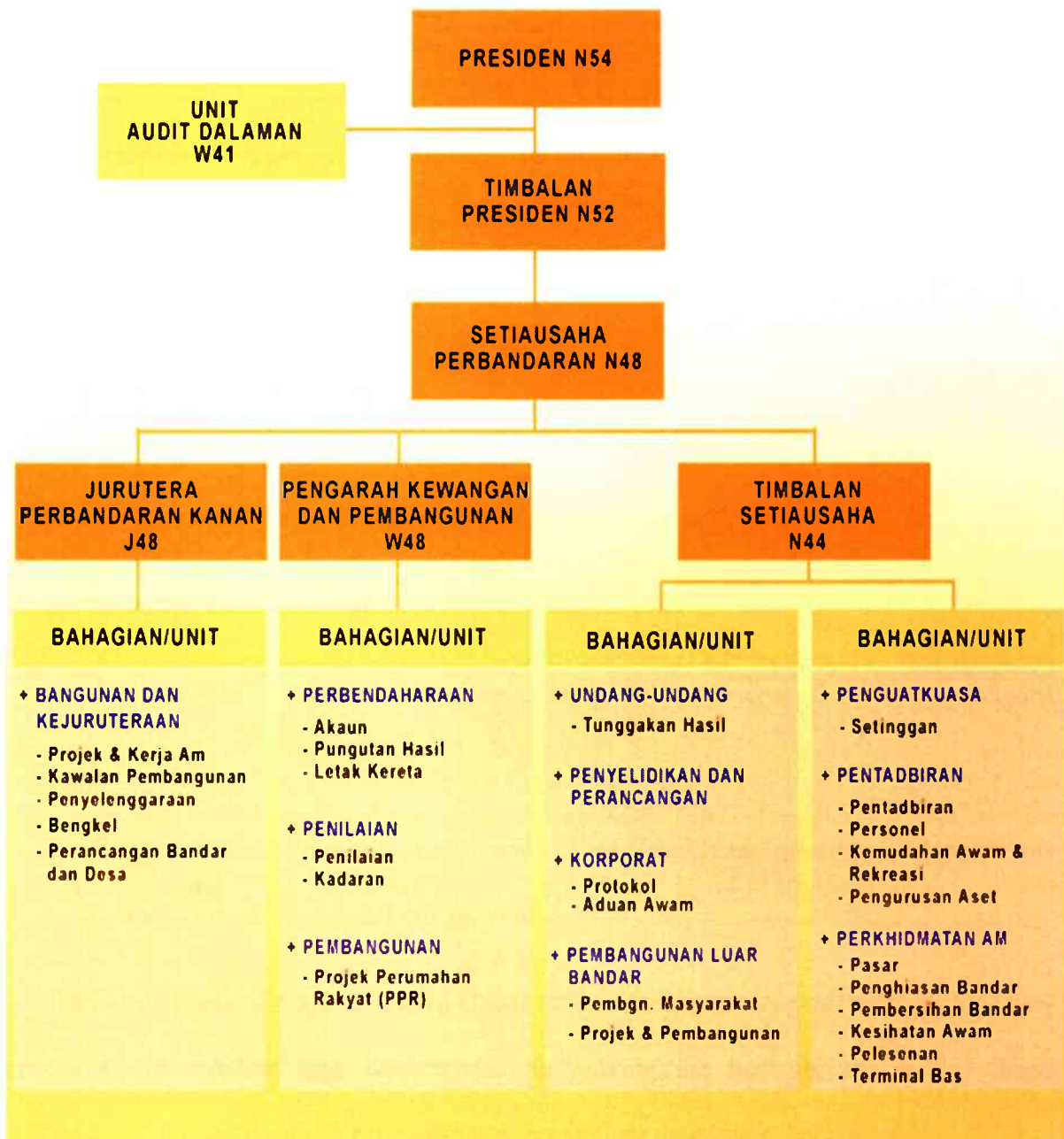
Ensuring sound management and excellent Council to strengthen the financial position to be able to be independent. The Council will continue to adopt the principles of eco-friendly administration, and information technology-based continuous development of science and adaptive to change to provide customer-focused services.

## **1.6 Client Charter**

OUR COMMITMENT;

- ❖ Always try to make the environment clean and green Sandakan
- ❖ To provide efficient, quality and timely delivery period
- ❖ Serving customers with friendly, courteous and willing to address complaints about Council services

## 1.7 Organization Structure



(Retrieved from <http://www.mps.sabah.gov.my/>)

## **1.8 Departments in the Sandakan Municipal Council**

During my internship, there are a few departments that I managed to join such as administration department, personnel department, treasury department and public relations department. Here are some introductions of the departments that I had been working in and to learn as much knowledge as I can. Firstly, is the Administration Department which is located on level three in the organization' building. The objective of this department includes:

- Ensure the work of the General Administration carried out smoothly.
- Ensure the file system and records maintained and organized.
- Ensure the service of members of the Council with regular progress.
- Ensuring the welfare of workers / staff council insurmountable.
- Ensuring recreational facilities properly maintained.
- Ensuring the affairs of training / courses for employees / workers processed properly.
- Ensure that the activities of the Division / Unit Council and government departments in Sandakan can be carried out smoothly.

This department also has their own Client Charter besides the organization itself as they committed to enhance their performance and giving the best for the public. Their commitment shown by conducting those practice in their department such as:

- 1) Distribute the files according to the priority actions by votes Senior Clerk after the letters / documents may be included in the files.
- 2) Send files within one (1) day to the officer for action.

- 3) Ensure stock stationery Council usability always subject to sufficient supplies provided by the supplier.
- 4) Send the documents will be made as follows:
  - a) Council Meeting Agenda - Period within two working days of receipt.
  - b) Minutes of meetings – Period within two working days of receipt.
  - c) Letters - The length of time a day of work after the reception.
  - d) Cards invitations - 50 cards a day of work after acceptance subject to the availability of vehicles and the traffic situation.
  - e) The Full Council - Period within two working days of receipt.
- 5) Prepares the presence of members of council meetings for payment of allowances to Members of the Council once every two months and submit to treasurer for payment.
- 6) Provides table of meeting attendance and the Conference Hall with the tools needed to be given prior notification requirement.
- 7) Processing of applications for leave employees and staff as follows: -
  - a) Annual leave ordinary - Half a day after the holidays is accepted subject to the form of leave forms must be submitted two weeks before the holiday.
  - b) Emergency leave - Instantly.
- 8) To coordinate official events involved a subject to be given sufficient time, the cooperation of the parties involved and the existing facilities.
- 9) Administration main building cleaning and Council office in the old district office building as follows: -
- 10) Sweeping the floor outside the office includes a foyer in the office and cleans the dust on the furniture, litter, watering the flowers and wash toiletries in every day work.

## 11) Recovery Services

- a) Wiping (mop) floor / clean (vacuum) and wash the carpet tile toilet wall at one (1) week.
- b) Wash the outside of the windows, the curtains (sun-blind), sweeping the porch outside of one (1) month.
  - If the level of senior clerk employee holiday in seniority who else will replace it.
  - If the file cannot be delivered within the time specified, the officer who asked to be notified.
  - If the supply of stationery cannot be given the information to be provided immediately.
  - Notification by telephone will be given if the agenda cannot be provided within the promised period.
  - Inform via phone will be given if the agenda and invitation cards cannot be issued within the promised period.
  - If the tools required cannot be provided, the information to be provided immediately.

Secondly, I then joined the Personnel Unit which is also located in the level three in the organization building. They also have their own Client Charter to show their commitment towards giving the service to the public:

### WE PROMISE:

- ❖ Verification process in office for Council staff within a week (working days) after

the results of the meeting obtained.

- ❖ Processing new appointment / promotion within a week (7) working days after approval is received from the Ministry of Local Government and Housing Sabah.
- ❖ Processing acting appointment / bear employee / staff will be available within a week (7) working days after approval is received from the Ministry of Local Government and Housing Sabah.
- ❖ Processing the letter answers / acceptance of resignation to the staff / employees of the Council who resigned in the last three (3) working days from the date notice of resignation is accepted.
- ❖ Processing the annual salary increment for employees / workers Council within a week (7) working days after receiving the decision of the secretariat.
- ❖ Processing applications for housing loans and kopeks officers / staff of the Council has been fully and regularly with the documents required within a week (7) days from the date of application.
- ❖ Submission of information staff member / employee in the service book and computer information systems (SM2) within three (3) days after the information / received files.
- ❖ Issuing notice of termination one year before staff / employee retires within three (3) working days.
- ❖ Provides application level of employee pension administration for employees / workers who are eligible and who had completed and regular with the required documents within seven (7) working days.
- ❖ Preparing documents for staff retirement / employee a decent six (6) months before they reach the age of 55, 56, 58 and 60 years within fourteen (14) working days.
- ❖ Complete documents required from staff / employees obtained a week before

application processing work done.

- ❖ Provides application for the pension numbers of members of the Accountant General in Kuala Lumpur when an employee / employee has been granted pensionable status within three (3) working days.
- ❖ Sign expert employees' provident fund for employees / new employees in the last three (3) working days.
- ❖ Take action on complaints of employees / workers on matters of pensions within fourteen (14) working days.

Thirdly is the Treasury department which is located on the ground floor of the Sandakan Municipal Council' building. The department is administered by the Treasurer (Accountant) with the help of four Head of Unit; each headed the Revenue Collection Unit, Unit Accounts Unit Expenses and Parking Unit. Basically, the Treasury is responsible for implementing policies and financial and accounting system Sandakan Municipal Council. Parking system management functions and revenue collection Council also included in the scope of Treasury Division.

The functions and objectives of the Treasury are implemented and realized through the Revenue Collections Unit, Accounts Unit, Unit Expenses and Parking Unit which includes the maintenance of accounts and investment council, operation all payments charged to the budget of the Council, quoted the Council's revenue and other receipts for the State and managing and operating the parking system Council.

Lastly, I ended my practical training with my last attachment in the Public Relations

department. This department is located on the second level of the building and it consists of two major activity :

- Manage and organize VVIP and VIP
- Prepare and manage vehicle for VVIP and VIP
- Prepare and manage cards invitations for events Party, State and Federal related
- Coordinating all public complaints



## **CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING**

### **2.1 Introduction**

This chapter will illustrate the work done throughout my practical training based on a weekly basis. The practical training duration is only eight weeks starting on 23 January 2017 and ended on 17 March 2017. During my practical training, I was given an opportunity to discover and be more enlighten about the organization whereby I could transfer to several departments found in that organization and learn as much as possible which I cannot found anywhere. The selected department includes in my job scope whereby I learned some basic activities that were performed in that department.

### **2.2 File Section on Week 1 until Week 3 (23 January 2017-10 February 2017)**

I report my present to the organization on the first day. The person who oversees the industrial training students and also act as my supervisor, Madam Ku Siu Weng, assigned me to the file section which is located in the administration department. After creating the 'thumb print' identification for the working hours, I was assisted to the file room. The supervisor on that files room, Madam Josie Loreta Sabinus, welcomed me to join them. My first task is being asked to retype or copy the hard materials of *Ekosistem Kondusif Sektor Awam (EKSA)* attachments into the computer using Microsoft Word. After I typed all items of *EKSA* into the documents, I submit the documents in the soft copy to allow Madam Josie to check it before printing it out. Starting my second week in the file room, I was asked to do the 'Minute Sheet' for files in that room. This minute sheet is just like the table of contents whereby the main purpose for them to make is to easier for searching the letter in future without checking the entire letter in one files. Each of the letters was filed based on the

numbering and the number will be written in front of the files with some of the description which is to differentiate it from other letter that may have the same topic.

The first file I did the 'Minute Sheet' for is the file name *Cooperation MPS with Industrial Training* whereby the file contains all the letters regarding students that have been undergoing their training there. Secondly, I did the minute sheet for the file name *Complaints of Public* and there were various types of complaints that was reported and those complaints was solved. And after that for the next weeks in the file room, I continued doing minute sheet for several files such as *Privatization of Roads Maintenance, Appointment of Sandakan Municipal Council members for the year January 2017 until December 2018*, and the file name *Request for Copy of Business Licence*.

On my last day at the file section, I was taught to use the '*Sistem Pengurusan Dokumen Elektronik*' or SPDE. Any letters sent into the file room need to be recorded into the system before putting the letter into the file. The reason is to make any future reference easier where the staff only need to enter the letter name and the reference number file will be identified.

### **Reflections Week 1 until Week 3**

Throughout three weeks at the file section, I could learn about how the filing system in that organization works which are mostly linked with what I have learned in Management of Information System (CSC408) subject. The organization slowly adopts the application of information system in their filing system whereby they make use of it to making the filing activities more convenient for the internal and external customers. Besides that, the organization I chosen is the local government for Sandakan and I have acquired knowledge

about how the local government is responsible for and how they gain the revenue to implement the development activities at the local level. This knowledge gained through the course of Public Administration that has been taken in my first semester. In short, it was a good knowledge as I could understand how the filing system plays an essential role for the organization as they managed all the letters or documents that related of organization.

### **2.3 Personnel Department on Week 4 (13 February 2017-17 February 2017)**

Starting the week of the first month, I was transferred to the Personnel Department or also known as the Human Resource Department. Madam Premah showed me around the whole department for me to get know the staff. After that, I was given a task by Miss Noryatija to do the 'Minute Sheet' for the employees' file such as file name Rakis bin Rabi, Johanshah bin Agta, Mohd Sofian bin Awang Basrih, Amran bin Yatim, Maulaha bin Handi, Mansah bin Majid, Mohd Japar bin Abidin, Mohd Roslan bin Balauuee, and Tarli bin Awang. I also carry out task like extracting the selected documents from the employees' files such as photocopy of employees' identity card, the letter of appointment, the verification of position and so forth. After that, I needed to make copies for those documents and put them together and hand it to the staff responsible.

### **Reflections Week 4**

I was only able to stay in the personnel file room and did not managed to see how the other staff are doing their work. Even though I was not able to see the whole view of how the human resource management in this organization as I have learned through Human Resource Management (HRM) course, I was able to understand a little about the human resource management of this organization such as the breakdown of the types of employees whereby the staff are divided into two which is the staff that works within the organization and the ones that works at the facilities or business plant of the organization through the minute sheet that been updated.

## **2.4 Treasury Department on Week 5 (20 February 2017-24 February 2-17)**

I was given an opportunity to learn something from the other department besides the administration which is the Treasury Department. On the first day, I managed to learn to key in data for cheque and payable through the online system. Besides that, I also key in data for invoices and Local Purchase Order (LPO). The second day started when I have been asked to check data on summary of account statement of road lamp electricity bills for the month of January 2017. I need to ensure the data is correctly written based on invoices and electricity bills issued by Sabah Electricity Sdn. Bhd. The checking process involves looking at the invoice number, GST and the amount payable. My third day begin as I was asked to send some letters to the Vice President Office, Vice Secretary office and to the Public Relations department. Besides that, I was also asked to go to the administration department to take the streamyx contact list from Madam Aisyah.

On Thursday, I was instructed to calculate the sum of water bills of the whole area that were under the Sandakan Municipal Council. I also need to rearrange the sequence of electricity bills that have been recorded before putting it into files. And for the last day, I was asked to collect vouchers from the Secretary office. Other than that, I helped to stamp all the general payable bills as requested by the staff.

### **Reflections Week 5**

At Treasury department, I could some works but those works were not linked directly with what I learned during the Accounting courses. The staff also did not give many works because they were too busy with their own works.

## **2.5 Information Technology Department on Week 6 (27 and 28 February 2017)**

Starting the week 6 in the Information Technology Department; I only get to spend two days there. On the first day, I was requested to send cable to the kiosk at the counter service. On the second day, I was asked to type the 'Agenda Majlis' by Madam Kelly and then printed it out. After that, as usual the letter need to be hand out to Administration department to enable them to distribute it to the selected people. Besides that, I could learn to set up projector for the meeting purpose at the *Bakungan Hall*.

### **Reflections Week 6**

Even though I have taken Management Information System (CSC) course, what this department required the practical students to do is not something that I have learned thoroughly which is creating website for the certain council services. They decided to give some errands for the two days. What I learned is some department in the organization required the students to utilize their knowledge whereas the other department just needed extra manpower from the interns.

## **2.6 Protocol Department on Week 6 until Week 8 (1 March 2017-17 March 2017)**

I was attached to the Protocol department on day three of Week 6 because they requested for additional support. My first task was to make car sticker for the group of Prime Minister's personal to pick them from the airport. And I also need to make calls to several people including the Very Important Person (VIPs) to get their confirmation on joining the people in the airport to welcome the PM or attending the opening ceremony by the PM at the *Projek Perumahan Rakyat* (PPR) Taman Batu Sapi. On Thursday, I was requested to fax out the invitation for the meeting held by SMC to several agencies in Sandakan. I also continued making calls for the guests' confirmation of the PM visits to Sandakan. It is taking some time as some of them did not answer the call. The last day of week 6 started as I was asked to send the letter to administration department for them to be distribute to the selected guest. I also need to collect the letter from the President office.

On my first day in the second week with this department, I was asked to check several bills of event to ensure each of it have been signed by the authorised person. If not, I need to write how many pages that needs to be signed in each document of bills. The second day I was taught how to record the public complaints using the Microsoft Word and print it out. After that, to make one copy to put into the file and write the details on the book of daily public complaints.

On the third day, I was unable to go for work because of medical reason and have informed my supervisor earlier. The next day, I needed to make car stickers for the Deputy Prime Minister (DPM) visit to Sandakan. I also need to go to the administration department and make a copy of a few letters regarding the DPM visit on 12 March 2017. I also made calls to get the confirmation on MPS request for the car service from several agencies in Sandakan such as the *Jabatan Kerja Raya* (JKR). On the last day, I was asked to make a checklist of cars used for the DPM visit to Sandakan.

Starting my last week at MPS, I was instructed to edit the '*Minit Mesyuarat Jawatankuasa Aduan Awam Bil 3/2017*'. On the second day, I also edited the '*Minit Mesyuarat Pesta Kaamatan 2017*' (see Appendix F) . On Wednesday, I was requested to send the file to Vice Secretary Office and help to fax out letter to '*Agensi AntiDadah Kebangsaan*' (AADK). The next day, I was asked to send the letter to Vice Secretary Office and I was also given an opportunity to join the meeting regarding the 'Kaamatan' festive at Dewan Persidangan, MPS. I end my training and was asked to write and record the public complaints.

### **Reflections on Week 7 and 8**

I could learn new knowledge in this department especially on improving my communication skills whereby I met new people and serve them. Other than face-to-face communication, I do make many calls to certain people and this reduces my nervousness when talking to someone in a higher position such as the Very Important Person (VIPs). I also serve the public that make complaints and record it. It was a great experience for to be use in future.



## **CHAPTER 3: ANALYSIS OF JOB**

### **3.1 Introduction**

This chapter is about the analysis of practical training which refers to detailed examination of the task covered in the Practical Training Log Book. Thus, the chosen task will reflect the definition of the concept, demonstration of practical and theoretical aspects that are related to all the concepts taught in the classroom with real task at the workplace. Based on my schedule of practical working experience and tasks of job descriptions given under Chapter 2, it shows that during my internship I had been given many types of tasks and I decided to choose one of the areas called the public relations (PR). I have learned many things about public relations when I was at the Protocol Section which was also located in the Public Relations Department.

### **3.2 Definition of Public Relations**

PR is a leadership and management function that helps achieve organizational objectives, define philosophy and facilitate organizational change (Lattimore et. al: 2009). Public relations are a strategic communication process that builds mutually beneficial relationships between organizations and their publics. This definition focuses on the basic concept of public relations whereby as a communication process, one that is strategic in nature and emphasizing 'mutually beneficial relationship'. Public relations role is helping to bring together organizations and individuals with their key stakeholders and it is referring to public.

As a management function, public relations also encompass the following such as anticipating, analysing and interpreting public opinion, attitudes and issues that might impact, for good or ill, the organization and plans of the organization. Another is act as counselling

management at all levels in the organization regarding policy decisions, courses of action and communication, considering their public ramifications and the organization's social or citizenship responsibilities. Public relations also research, conduct and evaluate on a continuing basis, programs of action and communication to achieve the informed public understanding necessary to the success of an organization's aims. These may include marketing, financial or fund raising.

### **3.3 Theories in Public Relations**

There are few theories of persuasive and social influences which are social exchange, diffusion, social learning, and elaborated likelihood model.

#### **➤ Social Exchange Theory**

Social exchange theory uses the economic metaphor of costs and benefits to predict behaviour. It assumes that individuals and groups choose strategies based on perceived rewards and costs. This theory, developed by John Thibaut and Harold Kelley (2002), applies to many fields of study, including interpersonal communication, public relations, and theories of organizations. Social exchange theory asserts that people factor in the consequences of their behaviours before acting. In general, people want to keep their costs low and their rewards high. Get-rich-quick schemes have been using this principle for a long time. In the public relations, we use this theory for example when we want people to respond to a survey. Remember, we want to keep costs to potential respondents low and perceived rewards high. To ensure that happen, we need to do several things such as keep the instructions simple, keep the survey short, if mailing is required, provide a prepaid return envelope, if returning by fax, use an 800 number, avoid open-ended, complex, and personal questions. And to increase the rewards for the respondent we need to make the survey interesting, emphasize that the person is being “consulted” for his or her thoughts and that her or his ideas are important, tell respondents how the results will be used, presumably to contribute to something worthwhile or offer an opportunity for a tangible reward, for example, a copy of the results or a chance to win something of value.

### ➤ **Diffusion Theory**

Diffusion theory is another way to look at how people process and accept information. Diffusion theory says that people adopt an idea only after going through the following five discrete steps or stages which is firstly is *Awareness*. The individual has been exposed to the idea. Secondly, *Interest*. The idea must arouse the individual. Next is *Evaluation*. The individual must consider the idea as potentially useful. After that is *Trial*. The individual tries out the idea on others. And lastly is *Adoption*. This represents final acceptance of the idea after having successfully passed through the four earlier stages. This theory is useful for explaining how we reach major decision and not just acts of impulse. We know from testing this model that mass media are important in the first two stages; personal contacts are important for the next two.

### ➤ **Social Learning Theory**

Social learning theory attempts to explain and predict behaviours by looking at another way receiver's process information. This theory helps us understand that personal example and mass media can be important to receivers acquiring new behaviour's. Social psychologist Albert Bandura (2003) says that we can learn new behaviours merely by observing others. When we see behaviour that interests us, we note whether that behaviour seems to be rewarding the actor. These rewards can be external, as in praise, or internal, as in "it looks cool." Bandura says that we vicariously try out the behaviour in our minds. If we agree that the behaviour is potentially useful to us, it can lie dormant for extended periods until we need it. The likelihood that a specific behaviour will occur is determined by the expected consequences from performing that behaviour. The more positive and rewarding the consequences, the more likely the behaviour will occur. Knowing this, public relations people

can anticipate that new or inexperienced employees will model the behaviour of more experienced employees, particularly if that behaviour is rewarded. If a company recognizes with achievement awards the employees who are willing to give their best efforts to satisfy customers, then you can predict that those wanting to get ahead will model those behaviours.

### **3.4 Theories of Mass Communication**

Three popular theories that apply especially to the mass media are uses and gratifications theory, framing theory, and agenda setting theory.

#### **➤ Uses and Gratifications Theory**

It is important to remember that not everyone regularly reads the daily paper, watches the 6 o'clock news, checks a Facebook page, or listens to talk radio. Papers, TV, and radio are called mass media, but each person chooses how and when to use mass media. Similarly, you should not presume that employees uniformly read internal publications or view company videos. Even a note in every pay envelope could go straight into the wastebasket. Uses and gratifications theory asserts that people are active users of media and select how they will use it. Researchers have found that people use media in the following ways such as entertainment, to scan the environment for items important to them personally, as a diversion, as a substitute for personal relationships, as a check on personal identity and values. For public relations practitioners, this means that not everyone will see or hear the bad news about a company or product. It also means you cannot count on people seeing or hearing the good news. Just because a message is available in some medium does not mean that people attend to it and remember it. Public relations practitioners should expect that messages in the mass media will be shaped, selected, and interpreted in multiple ways if these messages are seen or heard at all.

### ➤ **Framing Theory**

Mass media scholars such as Entman suggest that the messages and information sent to audiences carry with them a pre-existing set of meanings or frames. Entman (2002) defined framing as an active process of drawing out dominant themes from content. These meanings come from the cultural and social groupings in which we live and work. For example, the U.S. culture includes a deeply held belief in individualism. This belief shows up in mass media stories all the time like stories of individuals overcoming difficulties or excelling at sports, for example. We read these stories framed by “individual behaviour” so often that “individual effort” has shaped the way that we communicate about our society. A pre-existing interpretation or frame that audiences instantly know and accept is very useful to communicators. Common devices used in media and public relations stories are “catchphrases, depictions, metaphors, exemplars, and visual images.” As public relations advocates for organizations, we seek to get our frames adopted by our publics. In fact, theorists suggest that if we want to communicate successfully with one another, we are bound to use common frames as a necessary condition to be understood.

### ➤ **Agenda Setting Theory**

Bernard Cohen (1996) noted that although the media cannot tell people what to think, they are stunningly successful in telling them what to think about. This was an interesting idea but not widely accepted in 1963. This talking and thinking can lead to information seeking and processing, following the situational theory of publics, but only if other conditions are met. That’s a crucial point for public relations practitioners to remember when their organization is taking a beating in the press. People may be talking about you, but it does not necessarily mean that strong opinions about your organization will be changed. You will need to do some research before you can draw such a conclusion. Public relations practitioners attempt to

influence the media agenda by providing news items for public consumption. To accomplish this, they identify subjects that editors and news directors consider news, localize their messages, and help media representatives cover the story.



### **3.5 Roles of Public Relations**

Four major public relations roles describe much of the practice. The roles include as the communication facilitator, expert prescriber, communication technician, and problem-solving facilitator.

#### **3.5.1 Communication facilitators**

Communication facilitators serve as liaisons, interpreters, and mediators between an organization and its public. They maintain two-way communication and facilitate exchange by removing barriers in relationships and by keeping channels of communication open. They are acting as information sources and the official contacts between organization and their publics. They referee interactions, establish discussion agendas, summarize and restate views, call for reactions, and help participants diagnose and correct conditions interfering with communication relationships. Communication facilitators occupy boundary-spanning roles and serve as links between organization and publics. They operate under the assumptions that effective two-way communication improves the quality of decisions that organizations and publics make about policies, procedures, and actions of mutual interest

#### **3.5.2 Expert Prescriber**

Expert prescriber sees by the publics as the authority on public problems and solutions. Practitioners operating as expert prescriber define the problem, develop the program, and take full responsibility for its implementation. The expert prescriber role seduces practitioners because it is personally gratifying to be viewed as the authority on what needs to be done and how it should be done. It seduces employers and clients because they want to feel sure that

public relations are being handled by an expert. They also erroneously assume that they will no longer have to be involved once the expert is on the job. Limited participation by key top managers, however, means that their relevant knowledge does not get factored into the problem-solving process. Public relations become compartmentalized and isolated from the mainstream of the enterprise.

However, there also drawbacks whereas the expert prescriber role is called for in crisis situations and periodically throughout any program whereby in the long run it hinders the diffusion of public relations thinking throughout the organization. It also leads to the greatest dissatisfaction with practitioners, because they are held solely accountable for program results even though they had little or no control over critical parts of the situation and the factors that led to public relations problems in the first place.

### **3.5.3 Communication technician**

Most practitioners enter the field as communication technicians. Entry-level job descriptions typically list communication and journalistic skills as requirements. Communications typically list communication and journalistic skills as requirements. Communication technicians are hired to write and edit employee newsletters, to write news releases and feature stories, to develop Web site content, and to deal with media contacts. Practitioners in this role usually are not present when management defines problems and selects solutions. They are brought in later to produce the communications and implement the program, sometimes without full knowledge of either the original motivation or the intended results. Even though they were not present during the discussions about a new policy or management decision, they are the ones given the job of explaining it to employees and to the press.

### **3.5.4 Problem-solving facilitator**

This means, the practitioners collaborate with the other managers to define and solve problems. They become part of the strategic planning team. Collaboration and consultation begin with the first question and continue until the final program evaluation. Problem-solving practitioners help other managers and the organization apply to public relations the same management step-by-step process used for solving other organizational problems. Line managers play a crucial part in analyzing problem situations, as they are the ones most knowledgeable of and most intimately involved with the organization's policies, products, procedures, and actions. They also the ones with the power to make needed changes. As a result, they must participate in the evolutionary thinking and strategic planning behind strategic planning process, they understand program motivations and objectives, they support strategic and tactical decisions, and they are committed to making the changes and providing the resources needed to achieve program goals. Problem-solving facilitators get invited to the management team because they have demonstrated their skill and value in helping other managers avoid and solve problems. As a result, a public relations thinking is factored into management decision making (Caywood, 2012).

### **3.6 Work Assignments**

Some describe public relations work by listing the specialized parts of the function such as media relations, investor relations, community relations, employee relations, government relations, and so forth. Such labels do not describe the many activities and diverse assignments in the day-to-day practice. There are ten categories summarize what public relations specialists do at work:

#### **3.6.1 Writing and editing**

Composing print and broadcast news releases, feature stories, newsletters to employees and external stakeholders, correspondence, Web site and other online media messages, shareholder and annual reports, speeches, brochures, video and slide-show scripts, trade publication articles, institutional advertisements, and product and technical collateral materials.

#### **3.6.2 Media relations and placement**

Contacting news media, magazines, Sunday supplements, freelance writers, and trade publications with the intent of getting them to publish or broadcast news and features about or originated by an organization. Responding to media requests for information, verification of stories, and access to authoritative sources.

### **3.6.3 Research**

Gathering information about public opinion, trends, emerging issues, political climate and legislation, media coverage, special-interest groups, and other concerns related to an organization's stakeholders. Search up the Internet, online services, and electronic government databases. Design program research, conducting surveys, and hiring research firms.

### **3.6.4 Management and Administration**

Planning on collaboration with other managers in terms of determine needs, establish priorities, define publics, set goals and objectives, and develop strategy and tactics. Besides that, administering personnel, budget, and program schedules.

### **3.6.5 Counselling**

Advise top management on the social, political and regulatory environments. Moreover, consulting with the management team on how to avoid or respond to crises. They also work with the key decision makers to devise strategies for managing or responding to critical and sensitive issues.

### **3.6.6 Special events**

Arrange and manage news conferences, conventions, open houses, ribbon cuttings and grand openings, anniversary celebrations, fund raising events, visiting dignitaries, contests, award programs, and other special observances.

### **3.6.7 Speaking**

Appear before groups, coach others for speaking assignments, and managing a speakers' bureau to provide platforms for the organization before important audiences.

### **3.6.8 Production**

Create communications using multimedia knowledge and skills, including art, typography, photography, and layout and computer desktop publishing. Besides that, do audio and video recording and editing and preparing audio-visuals presentations.

### **3.6.9 Training**

Preparing executives and other designated spokespersons to deal with media and to make other public appearances. Instruct others in the organization to improve writing and communication skills. Help to introduce changes in organizational culture, policy, structure and process.

### **3.6.10 Contact**

Serve as liaison with media, community, and other internal and external groups. Communicate, negotiate and manage conflict with stakeholders. Moreover, responsible for meet and host the visitors.

### **3.7 Application of Public Relations at Sandakan Municipal Council**

Throughout my time at the Public Relations Department, I managed to learn more about the real practice of public relations as I have learned during my course Public Relations (PRO480). Protocol sections commonly deal with the formal tasks that involve the people outside the organization. It is compulsory for any events that involve the council to go through the protocol intervention to ensure there is proper and formal events management. Overall, the protocol sections manage and organize VVIP and VIP, prepare and manage vehicles for VVIP and VIP, and prepare and manage cards and invitations for events Party, State and Federal related.

The employees in this department consist of the head of department and four other staff that have their own duties and responsibilities. The head of department will decentralize the work to his subordinate and provides the guidance for them to perform the tasks well. When I was there, the staffs were always giving the opportunity for me to get used by asking me to do the certain tasks but with the supervision of them. For example, they ask me to make calls to the VVIP representative to get their confirmation about the attendance to events that were organized by the council. They will teach us how to introduce yourself, use the right tone and only reply to the questions that I know whenever making those calls. This department highlights the importance of keeping the good impression for others because it will help the council to maintain the good relationship with the outsiders. This is because the Public Relations department is where the external customers are able to gain information about the organization.

Besides the protocol section, there is also another section called the public complaint. Here, the public grievances will be documented to enable the council to take the appropriate measures. A public complaint encompasses the scope of the council responsibility regarding their services to the public such as the road maintenance, drainage system, public peace,

street lights and more. However, public complaints need to fulfil several requirements before the council act on it such as the complaints should within the organization jurisdictions. In short, they need to coordinate all the public complaints and give their best services to the public. Most importantly, they need to promptly respond to the public complaints to avoid the repeated complaints from the public. These two sections played important roles because they attend the public needs and demands. They need to keep delivering the good services to the public and maintain the good image of the organization.

During my training, there has been demonstration done by a few villagers when they complained about the continuous electricity failure in their village. It caused a lot of inconvenience for the villagers to run their daily life as usual. They claimed that they already complained many times to the council but the problem remains unsolved. They decided to show their dissatisfaction by held demonstration at the council building to gain the attention from the intended parties to help solving their problems as soon as possible.

At that time, council try to give the best solution for solving that problem by reviewing the main problems or the main causes. At last, the problem on why the villagers did not get the electricity supply is because there are arrears payments and minor misunderstanding. Then, the council contacted the respective people's representative to ask for some help regarding the issue. Luckily, the people's representative gives a hand to solve the problems by issuing some financial assistance to cover the arrears. After some time, the council explained clearly to the villagers to not worry about their problem anymore because it is in the process to be solved within the two or three days. The villagers then thank the council for being able to assist them and provide relief for their concerns. Here, the council given an opportunity to clear their image among the villagers by solving the problem. It is important to ensure the good relationship between the public is maintained for gaining the confidence from them that the council are giving their best to serve the public.



## **CHAPTER 4: STRENGTH AND WEAKNESSES OF THE ORGANIZATION**

### **4.1 Introduction**

This chapter will highlight and discuss several strengths and weaknesses found in the organization throughout the practical training. The strength and weaknesses encompasses the job or the tasks that have been given, the working environment and the organization itself. Thus, this chapter also give some recommendations to the organization to improve the areas that need to be corrected to achieve the effectiveness and efficiency.

### **4.2 Strengths of Public Relations**

The first strength of public relations in this organization is the staffs or an employee consists of those who experienced one. The organization public relations are handled smoothly by the experienced employees. When they get the assignments on the last minute, they handled it with full concentration and in organized way. To illustrate, when the Prime Minister make a visit to Sandakan, the Public Relations department is the one who play the crucial role in managing the event's needs, They only get two weeks to make the preparations to ensure the visit of PM are running smoothly. From the preparation to welcome the PM at the airport until the events ended, the Public Relations maintains good progress to make sure the main objectives of the visit are achieved. The staffs working overtime to complete the preparation such as ensuring the invitation to all VVIPs, VIP, agencies and respective people are delivered and their presence confirmation are made to enable the other department could get the overall views on the people who going to attend the event.

The second strength is the public relations department shows high level of commitment whereby they will ensure to attend the public complaints within reasonable time. Whenever complaints recorded, they will process and refer to the respective unit that held responsible to solve the issue complaint. This attitude could help the organization to maintain their good image with the public as they get the trust to solve the problems. Throughout the period in this department, there is no complaints that been made twice by the public after they made it on the first time. Furthermore, the department also helps the complainants to make the complaints on the online based which is through email and application of 'Whatsapp'. Hence, the complainants can minimize the time and cost of making complaints without need go to the organization building and this helps the organization to deliver efficient services to the public. The functional areas in the organization work together to addressed the complaints as they own their discretions and jurisdiction. The cooperative culture has enabled the public relations to do their work to keep and sustain the good image of the organization

### 4.3 Weaknesses of Public Relations

The first weakness of Public Relations is they did not hold the meeting for the evaluation process after organizing the events. The evaluation is one of the crucial processes that need to be performing in order to be continuous improved. However, based on my observation, they did not have the evaluation system whereas after the event finished, they back to do their routine jobs. The head of department did not ask the team for the evaluation meeting to get their suggestions or complaints after finished the certain event. It is likely lead to them be less efficient in performing their task as they going to repeat the same mistakes in the next event.

Secondly, I was found out that there are certain employees that did not interested on the team culture whereby they prefer to do their job individually rather than cooperate with another. They feel like taking blame for what they did are more acceptable than being in collective situation whereby if there is something happen because of someone in the team then they face the same consequences. For me, working in the team is more favourable because the brain and hand to do one job is easier than working on it alone. And the individualism is not something that can benefits the whole organization because there is no unity among the employees. They tend to see the personal achievement in the priority than the achievement of organization goals as main interest. To illustrate, taking my experience in the Public Relations department during the time whereby there are few events that need to be handle on the same and need a total commitment from the staffs, I discover the individualism practice. This seen when the head of department require the staffs to solve certain issue regarding the invitation of VVIP but there is no one who come forward to help instead pointing one another to solve that issue. For me, it is necessary to cooperate solving that problems rather than giving someone to solve it alone. Cooperation can make the works

easier and the same time help to build strong relationships to enhance the understanding among the staff.

#### 4.4 Recommendations

There are few recommendations for the improvement in the Public Relations department such as building the team culture for better cooperation among employees and recruit additional employee. Team culture basically adopted from the Japanese culture exhibit the good result rather than the individualism. This culture helps to nurture the spirit of cooperation and collective responsibility among the team members. As for the Public Relations whereas the cooperation is crucial element for the success tasks because the tasks of other people may affect the other and their level of dependency is high. Team culture also emphasis the clear responsibilities which avoid the employee from making the mistakes or redundant tasks. By practicing the team culture, the level of cooperation may be good as the other employee realized their doing are important to the success of other employee doing. Hence, they will able to works as a team and everyone will exert their effort to the fullest. This will help the department to achieve the efficiency and effectiveness in any events that they organized.

Besides that, the department also can recruit additional employee to increase the number of support. Currently, this department only have seven staffs include one head of department. In the normal routine, the number of employees may be seen as enough to cover all the tasks. But in the event out of routine such as big event involve the substantial numbers of people, the current number of staffs cannot cope to do all the tasks. This can lead to ineffectiveness of the department as they cannot match the number of human resources needed with the demand of an assignment. The department should ensure their capabilities to organize the event are enough to show their commitment and get the trust from the external customers that give their trust to this department. This need could be addressed if the department have proper evaluation system in their activities.

## **CHAPTER 5: CONCLUSION**

### **5.1 Introduction**

This chapter will discuss the highlight topic that been stated in each chapter in this report. In the chapter one it is mainly give the brief knowledge about the organization where the students doing the intern session. While chapter two elaborate all tasks that have been performed throughout the training and chapter three analyse one area of job or task. Lastly, chapter four focuses on the strength and weaknesses that student able to capture to give some recommendations to improve certain areas in the organization.

### **5.2 Chapter one**

In the chapter one, I have explained the background of the whereby in that chapter I have include the background of the organization, objectives, vision and mission, client charter, organization structure, and lastly is departments in the organization. Sandakan Municipal Council act as local government that responsible to govern the territory of Sandakan by provides the services that the local needs and accountable for the development programmes in that territory. In short, I able to understand on how the Sandakan Municipal Council performed their roles as the local government by observed their working nature and conditions.

### **5.3 Chapter two**

In chapter two, I discussed the schedule during my practical training and my entire daily task during the internship period. Based on the log book, I have learned many things and gained various new knowledge throughout doing that tasks given. Besides that, I was given an opportunity to transfer from another departments to the other and this also enhance my communication and social skills as I able to greet and meet new people in different departments. The experience gain through this entire internship was valuable and hoped that I will able to use it for the future to enter the real working nature.

### **5.4 Chapter three**

In chapter three, I have analysed one main scope of the internship tasks which primarily focused on the Public Relations practice in the organization. I choose this scope as the Public Relations department was the one that allow me to gain more experience through doing the tasks given that I am new with and enhance my skills such as communication and interpersonal skills. In Public Relations department, it basically consists of two section which is Protocol and Public Complaint and there two section contains different scope of tasks but heavily focused on the public-oriented system as they serve the public demands and needs. Public Relations department also play role as the connecting instruments for the organization and their customer which includes the external and internal customer. In that chapter, I have discussed the definition, theories in public relations, theories of mass communication, roles of public relations practitioners, work assignments that daily performed and explain how the public relations in that organization based on my observation.

## **5.5 Chapter four**

In chapter four, there is little strength, weaknesses and recommendations stated where each of it based on the observation throughout the time spent in that department. The strength of the public relations in the organization is the employees are experienced and that helps the organization to perform the public relations practice in effective and efficient manner and responsiveness of public complaints. However, there are certain weaknesses spotted in the public relations of organization such as no evaluation process for improvement purposes and absence of team culture in the working environment of the department. And lastly, the recommendations such as creating the team culture among the staffs and add the number of employees to cope with the current needs of the department.



## **5.6 Overall Conclusion**

To conclude, the practical training held by the Faculty of Administrative Science and Policy Studies for the student of Bachelor in Administrative Science programs open the opportunity for the students to gain prior experience before entering the real working life. As for me, the working experience gained throughout the limited period which is only eight weeks gave me new experience regarding the organization.

Other than that, practical training experience allows me to enhance the soft skills especially the communication and interpersonal skills. It is important to have these skills because nowadays the competition among the fresh graduated is high and by possessing these skill and hopefully it would increase the opportunity to get the job over the rest.

Lastly, practical training program should be continuously done by the Universiti Teknologi Mara (UiTM) for the students of Bachelor of Administrative Science (AM228) programs to enhance the quality and marketable of the UiTM students in the future.

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## APPENDICES



**Appendix A: Doing 'Minute Sheet' at File Room**



**Appendix B: Key in data in 'SPDE'**



**Appendix C: Searching staff files at Personnel Room**



**Appendix D: Write the letters to request car service**

**from respective agencies.**



**Appendix E: Record the public complaints into specified book.**

MINIT MESYUARAT  
JAWATANKUASA INDUK PERAYAAN PESTA KAAMATAN  
PERINGKAT DAERAH SANDAKAN TAHUN 2017

Tarikh : 16 Februari 2017 (Hari Khamis)  
Masa : 10.30 pagi  
Tempat : Dewan Persidangan, Tingkat 1,  
Wisma Perbandaran Sandakan

**HADIR**

Encik Peter Stephen Ampadu	- Pengarah Kewangan & Pembangunan/Mempengerusi
ASP. Jinggo Ak Punan	- PDRM, Sandakan
PKPAB. Mohd Razali Ahmad	- BOMBA Sandakan
Encik Horatio Nelson Janing	- Jabatan Laut
Encik William F. Sipaji	- Pengurus Kompleks Sukan Sandakan
Encik Azrul Jonilus Gosmin	- Pengurus LKNS Cawangan Sandakan
Puan Nelly Undih	- b.p Pengarah Jabatan Perhutanan Sabah
Encik Callixtus Fedilis	- BOMBA Sandakan
Encik Rustam Mamin	- BOMBA Sandakan
Encik Oliver L. Madani	- Jabatan Perhutanan Wilayah
Encik Herman Soibun	- Koperasi Pembangunan Desa
Encik Hussin Buangkan	- Jabatan Kerja Raya
Encik Michael Ibau	- Jabatan Pertanian Sandakan
Encik Herman Soibun	- Koperasi Pembangunan Desa Sandakan
Puan Safinah Yusop	- Muzium Warisan Sandakan
Encik Winches Maximillian Samuel	- Sandakan Electricity Sdn Bhd
Encik Chen Kui Vui	- UPPM N44 Karamunting
Encik Peter Jr Naintin	- Persatuan Kebudayaan & Kebajikan Kadazan
Puan Nur Asmah Pang	- PUSPANITA Daerah Sandakan
Encik Elron Edika M.Sator	- Penolong Setiausaha (PLB)
Cik Norshahiera Mohd Helik	- Pegawai Teknologi Maklumat
Encik Sairin Abd Rahman	- Penolong Pegawai Penguatkuasa, MPS
Puan Faridah Salan	- b.p Pegawai Perancang Bandar & Desa, MPS
Encik Peter Joiton	- Unit Kesihatan Awam, MPS
Encik Kevin Athanasius	- b.p Penolong Setiausaha (P)
Encik Azme Ismail	- b.p Ketua Merinyu Perbandaran
Puan Irene Johnny	- Bahagian Korporat / Urusetia

**TIDAK HADIR (DENGAN MAAF)**

Timbalan Presiden, MPS.  
Jurutera Jabatan Air Bahagian,  
Pegawai Kementerian Belia dan Sukan, Bahagian Sandakan,  
Presiden Sandakan Golf & Country Club,

Pegawai Perhubungan Khas, P.185, Batu Sapi,  
Pemimpin Kemajuan Rakyat N. 42 Sungai Sibuga,  
Pemimpin Kemajuan Rakyat N. 43 Sekong,  
Pemimpin Kemajuan Rakyat N. 45 Tanjung Papat

**JKPPK 1/1/2017: UCAPAN ALU-ALUAN PENERUSI**

Pengerusi memulakan mesyuarat dengan mengalu-alukan kedatangan semua yang hadir. Beliau turut menyampaikan salam maaf daripada YBhg Datuk Presiden MPS kerana tidak dapat mempengerusikan mesyuarat ini disebabkan beliau mempunyai tugas rasmi lain pada ketika ini.

**JKPPK 2/1/2017: MEMBINCANGKAN PERSEDIAAN SAMBUTAN PERAYAAN PESTA KAAMATAN PERINGKAT DAERAH SANDAKAN TAHUN 2017**

Mesyuarat mengesyorkan agar persediaan sambutan perayaan Pesta Kaamatan Peringkat Daerah Sandakan Tahun 2017 dibincang seperti berikut:



(2.1) **PEMBENTUKAN JAWATANKUASA INDUK PESTA KAAMATAN PERINGKAT DAERAH SANDAKAN TAHUN 2017**

Mesyuarat bersetuju agar pembentukan Jawatankuasa Induk Pesta Kaamatan Peringkat Daerah Sandakan Tahun 2017 seperti berikut:

Pengerusi	: YBhg. Datuk Ir. James Wong
Timbalan Pengerusi	: Tn Hj. Mohd Hamsan Hj. Awg Supain
Setiausaha	: Encik Johny Ronggitom
Bendahari	: Encik Peter Stephen Ampadu
Penolong Setiausaha	: Puan Irene Johnny
Perhubungan Awam	: akan dibincang semasa mesyuarat akan datang
Ahli-Ahli Jawatankuasa	: Semua Pengerusi yang dilantik

(2.2) **PELANTIKAN PENERUSI-PENERUSI JAWATANKUASA KECIL PERAYAAN PESTA KAAMATAN PERINGKAT DAERAH SANDAKAN TAHUN 2017**

Mesyuarat bersetuju agar Pelantikan Penerusi Jawatankuasa Kerja Pesta Kaamatan Peringkat Daerah Sandakan Tahun 2017 seperti berikut:

BIL	SENARAI JAWATANKUASA KECIL	PENERUSI
1.	Kewangan & Pengiklanan	YBhg. Datuk Ir. James Wong
2.	Pertandingan Golf	Tn Hj. Mohd Hamsan Hj. Ag Supain
3.	Pertandingan Unduk Ngadau	Puan Vianny Gimbad Puan Faridah Giau  Puan Vianny Gimbad memaklumkan untuk menarik diri sebagai Penerusi Unduk Ngadau pada tahun ini disebabkan beliau ingin memberi tumpuan majlis Perkahwinan anak perempuannya yang akan berlangsung di dua kawasan.  Oleh itu, beliau mencadangkan Puan Valeria Linggok dan Stephanie Rose Kenteh sebagai pengganti beliau.  Penerusi memaklumkan agar beliau membincangkan perkara ini kepada Presiden MPS.
4.	Pertandingan Sugandoi	Encik Horatio Nelson Janing
5.	Pameran & Sukan Tradisi	Puan Safinah Yusop
6.	Sukan Tradisi Mipulos	Penguasa Jabatan Bomba Cawangan Sandakan
7.	Pakaian Tradisional Kanak-Kanak	Encik Suhaidi Supu



8.	Pertandingan Minuman Dan Makanan Tradisi	Encik Oliver L. Madani  Mesyuarat mengesyorkan agar PKKKS mengambil bahagian / dilibatkan dalam acara ini.
9.	Pameran Hasil-Hasil Pertanian	Mesyuarat mengesyorkan agar acara ini dibatalkan memandangkan respon terhadap jumlah pengunjung tidak memberangsangkan.
10.	Jemputan Dan Sambutan	Bahagian Perhubungan Awam MPS
11.	Kecemasan	Pengarah HDOKS  Mesyuarat pada dasarnya dimaklumkan bahawa pihak HDOK tidak dapat menyediakan perkhidmatan tersebut disebabkan masalah yang berlaku seperti ketiadaan penyediaan bilik kecemasan dan kebajikan makan dan minum.  Walau bagaimanapun, setelah satu keputusan telah dapat dicapai iaitu pihak Dewan akan menyediakan ruang khas Bilik Kecemasan dan keperluan lain maka pihak Hospital telah bersetuju untuk menawarkan kembali bantuan kecemasan pada hari tersebut.
12.	Penyediaan dan Pemasangan Kain Rentang	Encik Peter Joiton
13.	Buku Atur Cara	Puan Norshahiera Mohd Helik
14.	Publisiti	Puan Annisah Md. Yunos
15.	Gimik Perasmian	Encik Michael Ibau
16.	Pengurusan Pentas	Encik Azrul Jonilus Gosmin Encik Elron Edika M.Sator
17.	Hadiah Dan Cenderamata	Encik Joster Philip
18.	Hiasan Dewan / Tirai Latar Pentas	Encik Alfred Golimas
19.	Jamuan VVIP dan Petugas	Encik Johny Ronggitom
20.	Persembahan (Muzik Tradisi / Tarian Kebudayaan)	Encik Azrul Jonilus Gosmin  Mesyuarat mengesyorkan agar PKKKS mengambil bahagian / dilibatkan dalam acara ini.

(2.3) **PENGISIAN ACARA-ACARA SAMBUTAN PERAYAAN PESTA KAAMATAN PERINGKAT DAERAH SANDAKAN TAHUN 2017**

Mesyuarat mengesyorkan agar pengisian acara-acara sambutan perayaan adalah seperti berikut:-

- (a) Pertandingan Unduk Ngadau (Ratu Cantik)
- (b) Malam Sodop Unduk Ngadau
- (c) Pertandingan Nyanyian (Sugandoi)
- (d) Pertandingan Mipulos (Gusti Lengan)
- (e) Persembahan Musik dan Tarian Tradisi
- (f) Persembahan Nyanyian oleh Jemputan Artis Sabah
- (g) Pertandingan Fesyen Pakaian Tradisi Kanak-Kanak
- (h) Pertandingan Golf Amal
- (i) Pertandingan Makanan Dan Minuman Tradisi
- (j) Pameran dan Sukan Tradisi

(2.4) **TARIKH, MASA DAN TEMPAT ACARA**

Mesyuarat mengesyorkan agar Sambutan Perayaan Pesta Kaamatan Peringkat Daerah Sandakan Tahun 2017 diadakan pada 14 Mei 2017 bersamaan Hari Ahad, bermula pukul 8.00 pagi hingga 4.30 petang, bertempat di Dewan Masyarakat Sandakan.

Mesyuarat bersetuju memilih tarikh tersebut disebabkan tidak terdapat pertembungan yang berlaku dengan mana-mana daerah yang merayakannya dan hari Ahad merupakan cuti hujung minggu yang membolehkan warga Sandakan untuk datang beramai-ramai merayakan bersama perayaan ini.

**HAL-HAL LAIN**

JKPPK 3/1/2017:

**MENERIMA LAPORAN PENERUSI-PENERUSI JAWATANKUASA KECIL**

Pengerusi memaklumkan kepada semua Pengerusi Kecil agar membentuk Jawatankuasa dan mengemukakan laporan persediaan termasuk anggaran perbelanjaan masing-masing semasa mesyuarat akan datang.

**Makluman: Semua Pengerusi Jawatankuasa Kecil**

JKPPK 4/1/2017:

**PERHUBUNGAN MELALUI WATSAPP**

Mesyuarat mengesyorkan agar Urusetia menyediakan Group Whatsapp bagi memudahkan semua ahli dapat berhubung dan berbincang mengenai persiapan sambutan Perayaan Pesta Kaamatan Sandakan.

**Tindakan: Urusetia**

JKPPK 5/1/2017:

**GENSET**

Pihak SESB memohon agar satu petak kawasan disediakan untuk meletakkan Genset pada hari tersebut.

**Tindakan: Urusetia**

**PENANGGUHAN MESYUARAT**

Pengerusi menangguhkan mesyuarat pada pukul 11.30 pagi dengan ucapan terima kasih atas kehadiran semua.

Minit disemak / disahkan oleh:

**ENCIK PETER STEPHEN AMPADU**  
 Pengarah Kewangan dan Pembangunan  
 b.p Presiden  
 Majlis Perbandaran Sandakan  
 Merangkap Bendahari Perayaan Pesta Kaamatan  
 Peringkat Daerah Sandakan 2017

Minit disediakan oleh:

**PUAN IRENE JOHNNY**  
 Bahagian Korporat,  
 Majlis Perbandaran Sandakan  
 Merangkap Penolong Setiausaha Perayaan Pesta Kaamatan  
 Peringkat Daerah Sandakan 2017

s.k : YBhg Datuk Ir. James Wong  
 Presiden Majlis Perbandaran Sandakan  
 Merangkap Pengerusi Jawatankuasa Induk Pesta Kaamatan Peringkat Daerah  
 Sandakan Tahun 2017

: Urus Setia Induk Jawatankuasa Induk Perayaan Pesta Kaamatan  
 Peringkat Negeri Sabah 2017,  
 Kementerian Pembangunan Infrastruktur, Tingkat 7, Bangunan KPI, Jalan Sembulan,  
 Peti Surat 2036, 88999 Kota Kinabalu.