



UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)

PRACTICAL TRAINING REPORT
PADAWAN MUNICIPAL COUNCIL

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[SEPTEMBER 2013-JANUARY 2014]

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

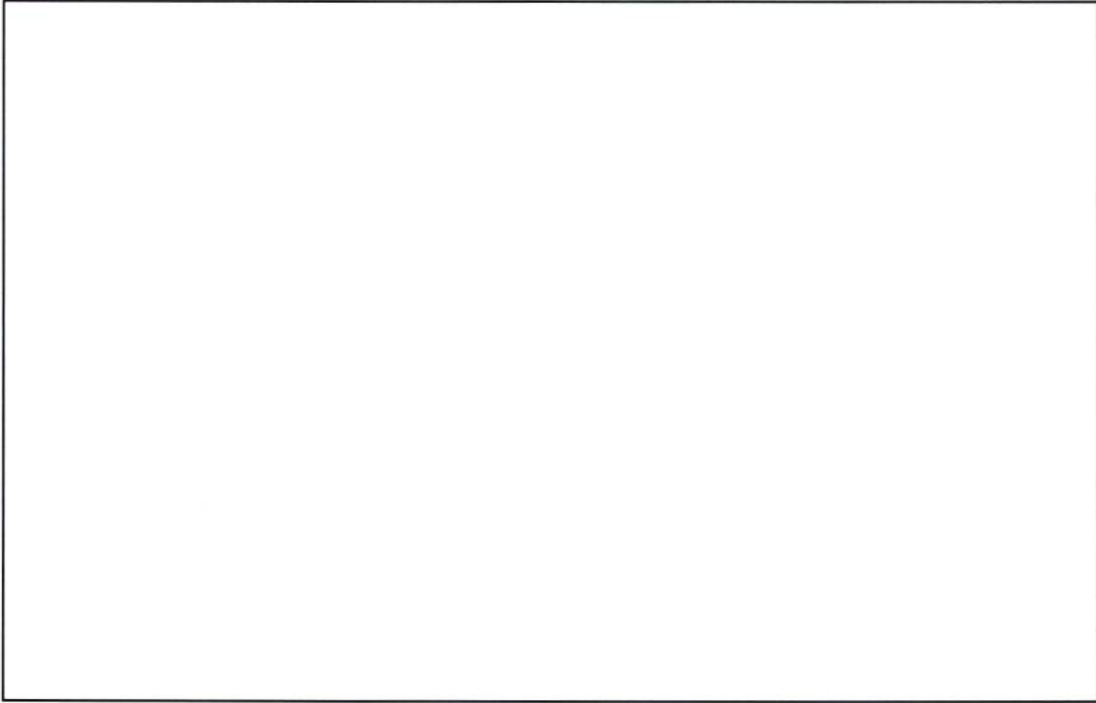
[Miss Sharon Pearl Henry Serub]

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

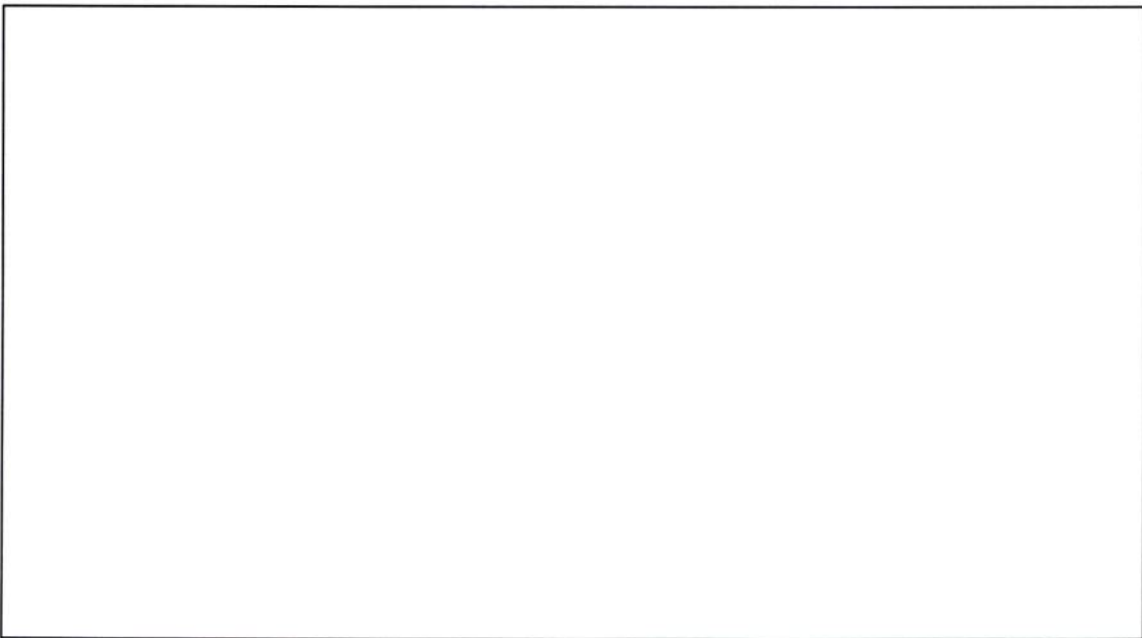
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Date:

Supervisor's Comments

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Moderator's Comments

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DECLARATION

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

Signed

A handwritten signature in blue ink, appearing to read 'Evelyn', is written over a horizontal line.

Name: Evelyn Anak Pirit

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Apart from that, my grateful thank also to Padawan Municipal Council (MPP) for allowing me to do my industrial training in their organization. The contribution and hard work from the staff during the 6 weeks was very valuable indeed. The task taught me a lot of new things; give me valuable preparation in my working life later. The projects and programs would be meaningless without the enthusiasm and cooperation from them. Madam Norhajah Binti Esapian my host supervisor has guide me in every tasks given to me. Not to forget, great appreciations go to the rest of Padawan Municipal Council staff that help me from time to time during the industrial training program. The whole program really brought us together to appreciate the meaningful, valuable team work and respect each other in everything that we do.

CHAPTER 1

ORGANIZATION PROFILE

1.0 INTRODUCTION

Students of Bachelor of Administrative Science (Hons) in UiTM Campus Samarahan are required to attend a practical training with organization chosen by the respective students. As a result, I have chosen Padawan Municipal Council also known as Majlis Perbandaran Padawan (MPP) as the organization to do my practical training from 22 July 2013 until 30 August 2013. To ensure every daily task and program that I have attended during practical training are recorded down in the log book have been provided. The log book must be signed by the supervisor in my organization.

1.1 INTRODUCTION TO PADAWAN MUNICIPAL COUNCIL

The Padawan Municipal Council formerly known as Kuching Rural District Council was formed at the end of 1956 under the provisions of the Local Authority Ordinance 1948, Chapter 117. The location of the council office is at Kota Padawan, 10th Mile, Jalan Penrissen, Kuching. The history of the appointment of the chairman is different. In 1957 to 1961, the chairman of the council was the District Officer; this was in the Era of Colonialism. Then, the chairman was elected during government election for the period of 1962 to 1981. Starting in November 1981 until present, the chairman is appointed.

In 40 years later, Kuching Rural District Council (KRDC) was elevated to a municipality, Padawan Municipal Council by the Chief Minister of Sarawak. The Chief Executive Officer and warrant holder of the council is the Municipal Secretary. The local Administration area are 1, 431. 82 sq. km. This covers mainly the out-skirts areas of Kuching City. In the sub-urban areas, housing developments are springing up rapidly. Houses of modern architecture can be easily seen as you drive around. Further up in the rural areas, traditional houses of the various ethnic groups are still standing. The estimated figure of population are 306, 000 which comprises of Bidayuh, Chinese, Malays and Iban. The main source of revenue is from assessment rates: RM15 million as at 1.1. 2006.

(Source: Padawan Municipal Council (Council of Profile), August 2013)



The Padawan Municipal Council Crest

The Padawan Municipal Council crest has a yellow star sitting on top of the shield with 2 black cats leaning on to both sides of the shield. Inside the shield is a blue mountain with a clear blue sky with a road leading to the mountain. Written above is the Council motto “CEKAP, BERSIH, MAKMUR”. There is a thin red band going round the shield and the name of a new name of the Council is written inside the Green Band at the bottom at the shield. The meaning for the symbols and colors in the Council’s crest are; yellow star; signifies light, hope and brilliant future, black cat; signifies good management and housekeeping, blue sky and mountain; signify tranquility and in harmony with nature, road; symbolizes development and growth, green band; signifies freshness, openness and purity and the red color signifies courage and strength.

The name of Padawan came about some 900 years or so, a very much respected village elder named Kinyau of the area then known as Sibanyai who discovered white beads in the area. These beads are known as Birawan to the Bidayuh. These beads have mystical power to heal any sickness and to bring peace, prosperity, good health and tranquility to the inhabitants of the area. The village elder had an eldest son named Padja. In memory of his son and the mystical beads, he renamed the area as PADAWAN- acronym for PANJA, his son and BIRAWAN, the mystical beads. Since then the area is called PADAWAN.

1.2 Vision

Towards an efficient, clean, safe and prosperous Padawan Municipality.

1.3 Padawan Municipal Council Mission

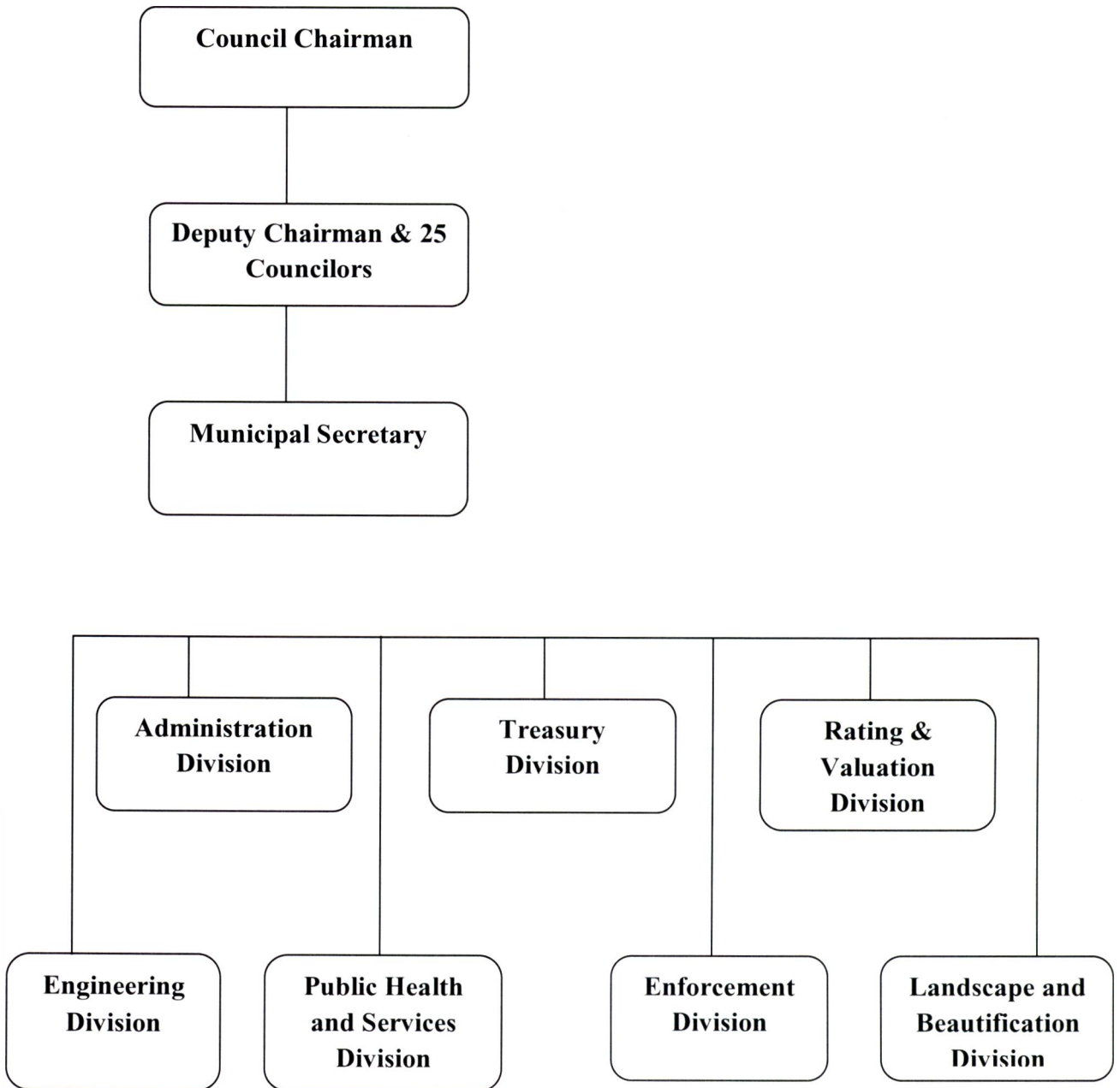
To enhance and sustain a good quality of life for its customers by providing, maintaining and upgrading infrastructure, amenities and facilities and rendering efficient, reliable and timely services.

1.4 Quality Policy

Majlis Perbandaran Padawan is committed to provide municipal services to the best of its abilities to enable its customers to enjoy a clean, beautiful environment and excellent quality of life. It will ensure that its customers' requirements are met through the implementation of MS ISO 9001 strive towards continuous improvement.

Source: Padawan Municipal Council (Council of Profile), 2013)

1.5 ORGANIZATION STRUCTURE



Source: Padawan Municipal Council (Organization Structure), 2013)

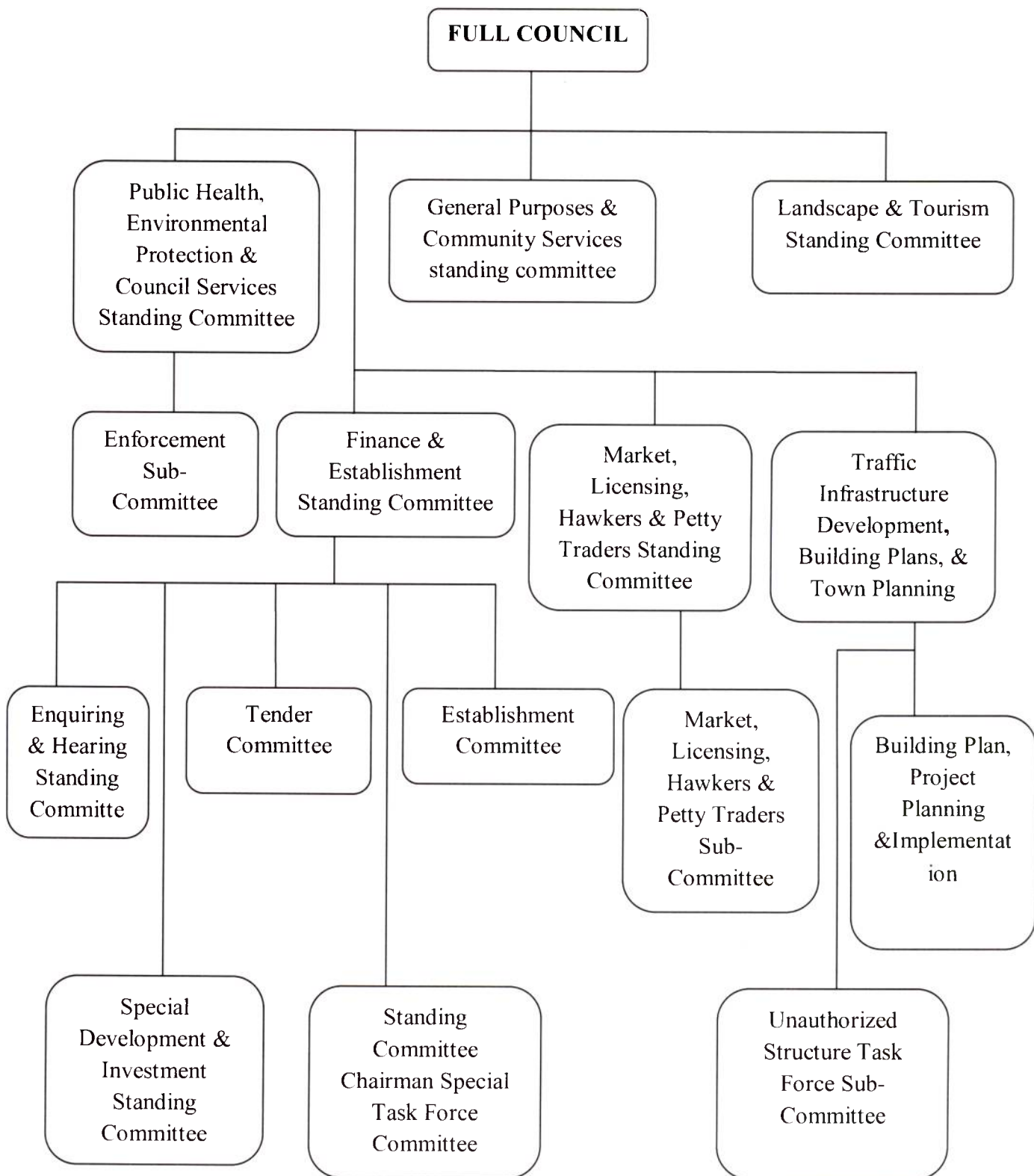
1.6 PADAWAN MUNICIPAL COUNCIL SECTION

Division	Type of Municipal Service	Type of customers
Administration	Mail Registry	<ul style="list-style-type: none"> • General Public • Ratepayers • Government Department/Agencies • Public Firms/ Companies • Non- Government Organizations
	Library Services	<ul style="list-style-type: none"> • General Publics • Pupils and students
	Customer Relations Management	<ul style="list-style-type: none"> • General Public • Ratepayers • Private Firms/ Companies • Non- Government Organizations • Press/Media • Stakeholders
	Community Development	<ul style="list-style-type: none"> • General Public • Ratepayers • Public Firms/ Companies • Non- Government Organizations • Stakeholders
Enforcement	Enforcement of Ordinances and By-laws	<ul style="list-style-type: none"> • General Public • Ratepayers/ Property Owners • Private Firms/ Companies • Non- Government Organizations • Government Department
	Processing application for advertisement permit	<ul style="list-style-type: none"> • Private Firms/Companies • Non- Government Organizations
Treasury	One stop Payment	<ul style="list-style-type: none"> • General Public • Ratepayers/ Property Owners
	Payment	<ul style="list-style-type: none"> • Private Firms/Companies
Rating and Valuation	Valuation or rateable holdings for rating purposes	<ul style="list-style-type: none"> • Ratepayers/ Property Owners
	Administration of rates	<ul style="list-style-type: none"> • Ratepayers/ Property Owners
Landscape	Maintenance of park/gardens	<ul style="list-style-type: none"> • General Public • Ratepayers/ Property Owners
	Tree Maintenance	<ul style="list-style-type: none"> • General Public • Ratepayers/ Property Owners

	Beautification of Municipality	<ul style="list-style-type: none"> • General Public • Ratepayers/ Property Owners
Public Health	Scavenging Service	<ul style="list-style-type: none"> • General Public • Ratepayers/ Property Owners
	Grass Cutting & Drain Clearing Service	<ul style="list-style-type: none"> • General Public • Ratepayers/ Property Owners
	Desludging Service	<ul style="list-style-type: none"> • General Public • Ratepayers/ Property Owners
	Vector Control	<ul style="list-style-type: none"> • Ratepayers/ Property Owners
	Management of Markets and Hawking Sites	<ul style="list-style-type: none"> • Hawkers
	Licensing	<ul style="list-style-type: none"> • Entrepreneurs/ Businessmen • General Public
	Town Sweeping and Cleanliness	<ul style="list-style-type: none"> • General Public • Ratepayers/ Property Owners
	General Public Health Services	<ul style="list-style-type: none"> • General Public • Ratepayers/ Property Owners
	Environmental Services	<ul style="list-style-type: none"> • General Public • Ratepayers/ Property Owners
Engineering	Provide, maintain and upgrade public infrastructure, facilities and amenities	<ul style="list-style-type: none"> • General Public • Ratepayers/ Property Owners
	Building Control	<ul style="list-style-type: none"> • General Public • Ratepayers/ Property Owners • Engineers • Architects • Housing Developers

Source: Padawan Municipal Council (Council of Profile), 2013)

1.7 COUNCILLORSHIP SYSTEM



Source: Padawan Municipal Council (Councillorship System), 2013)

1.8 COUNCIL'S POLICY MAKER

It comprise of the Municipal Chairman, Deputy Chairman and 25 Councilors Appointed by the Sarawak State Government.

Meeting Procedure

Finance and establishment standing committee

Terms of reference:

- General financial control
- Estimates of revenue and expenditure
- Rating and valuation matters
- Loans and investment
- Tenders
- Staff matters

Delegated Powers:

- Tender Committee
- Establishment Committee
- Enquiring and hearing Committee
- Special Development and Investment Committee
- Standing Committee Chairman Special Task Force Committee

General Purposes and Community Services Standing Committee

Terms of Reference:

- Legislation, By-Laws and Standing orders
- Recreational, Education, Cultural and Public Amenities (Including Library and Park)
- Any matters not within the purview of any other committees.
- Prepare conceptional plans of area approved for development t the Ministry.

Market, Licensing, Hawkers and Petty Traders Standing Committee

Terms of Reference:

- Licensing and control of hawkers stall holders, petty traders and five foot way trading.
- All matters related to markets, stall, fixed stand and five foot way.
- Licensing and control of sale of food, drinks and liquor.
- Any other licensing matters.

Delegated Power:

- Market, Licensing, Hawkers and petty traders sub-committee

Public Health, Environmental Protection and council services standing committee

Terms of Reference:

- Refuse/Sewerage disposal.
- Town cleansing and sanitation (including maintenance of public amenities).
- Maintenance of Council's drains roads verges, playgrounds and gardens.
- General Public Health matters.
- General regulations and enforcement of the Provision under the protection of Public Health Ordinance application to the Council.
- Environment Protection.

Delegated Powers:

- Enforcement Sub-Committee

Traffic, Infrastructure Development, Building Plans and Town Planning Standing Committee

Terms of Reference:

- Construction and maintenance of Council building, carriageway, bridges, culverts, retaining wall and footpaths.
- Construction of roads, footpaths, buildings, bridges, retaining walls, drains and grounds.
- Provision and maintenance of vehicles and plants.
- Provision and maintenance of street lighting and bus sheds.
- Regulations of traffic.
- Sitting, planning, control and allocation of parking areas for vehicles.
- The exercise of powers vested in the Council by the Road Traffic Ordinance and its subsidiary legislation.
- Naming of roads and erection of road names and signs.
- Approval of building and road plans.
- Unauthorized structures and issue of statutory notices
- Administration of Building By-Laws.
- Control of advertisements.
- Development proposals.

Delegated Power:

- Building Plans, Project Implementation and Development, Sub-Committee.
- Unauthorized structure Task Working sub-committee.

Landscape and Tourism Standing Committee

Terms of Reference:

- Study and propose areas of tourism potentials and submit proposals to the Ministry for consideration.
- Undertake development and maintenance of tourism facilities in the Council area.
- Plan and implement beautification, landscaping and tree planting projects.

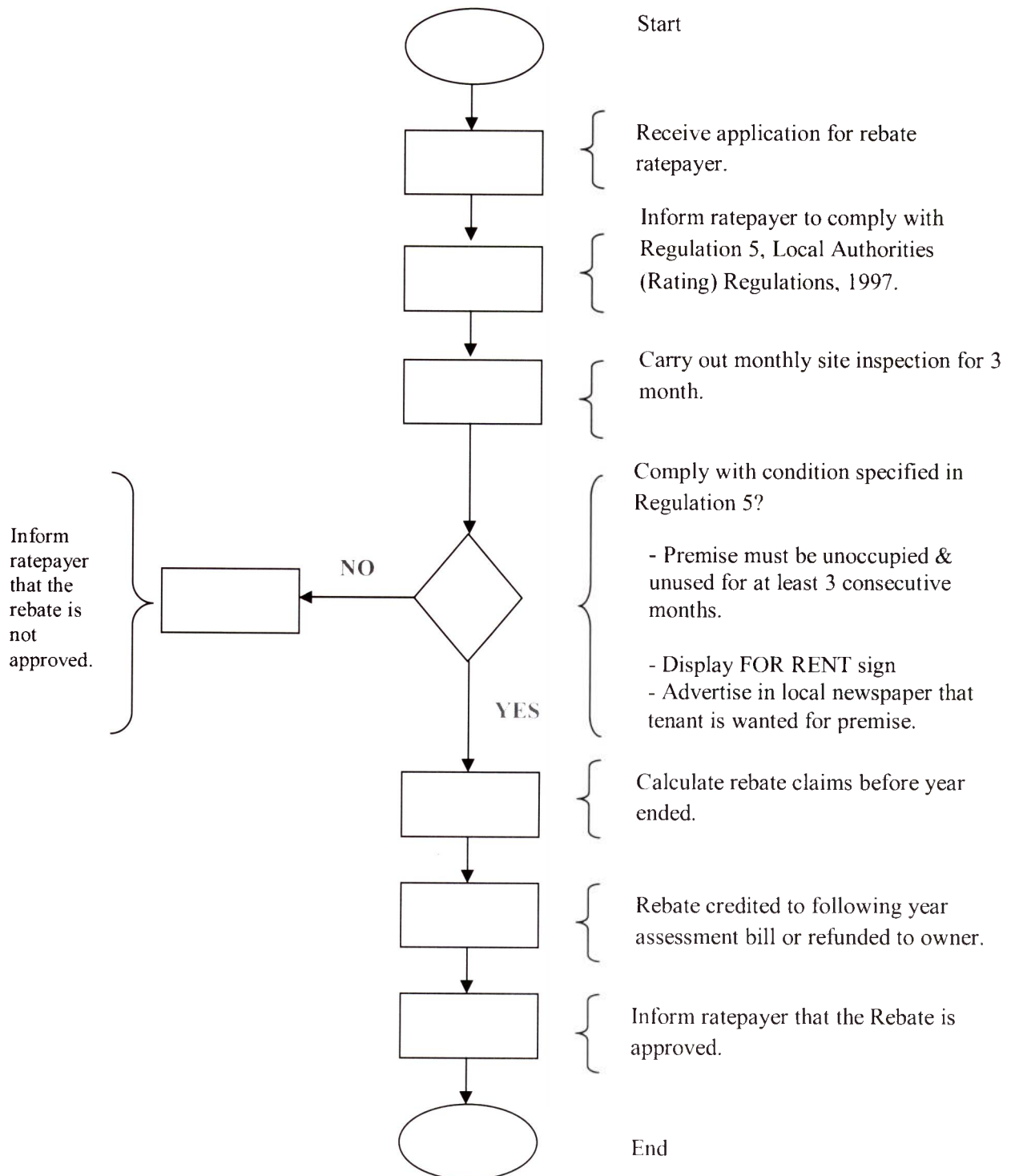
Council Meeting Procedures

- Standing Committee meets once in two months.
- Committee meets whenever the need arises.
- Sub-Committee meets when the need arises.
- Full Council meets at the end month as scheduled.
- All the meeting proceedings are recorded.

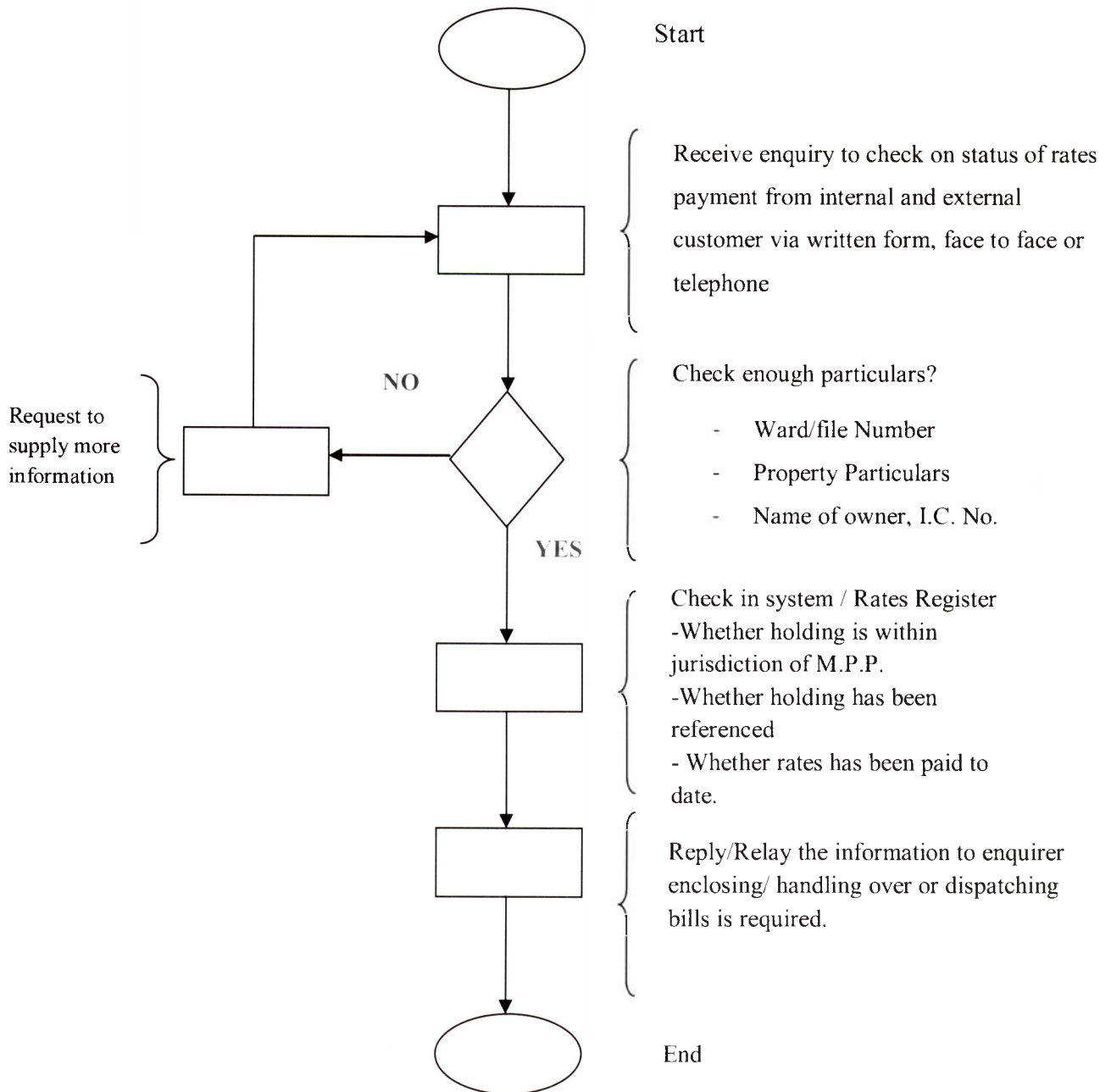
1.9 SERVICE FAQ

Core Processes Work Flow Chart

1.9.1 Flow chart for rebate application

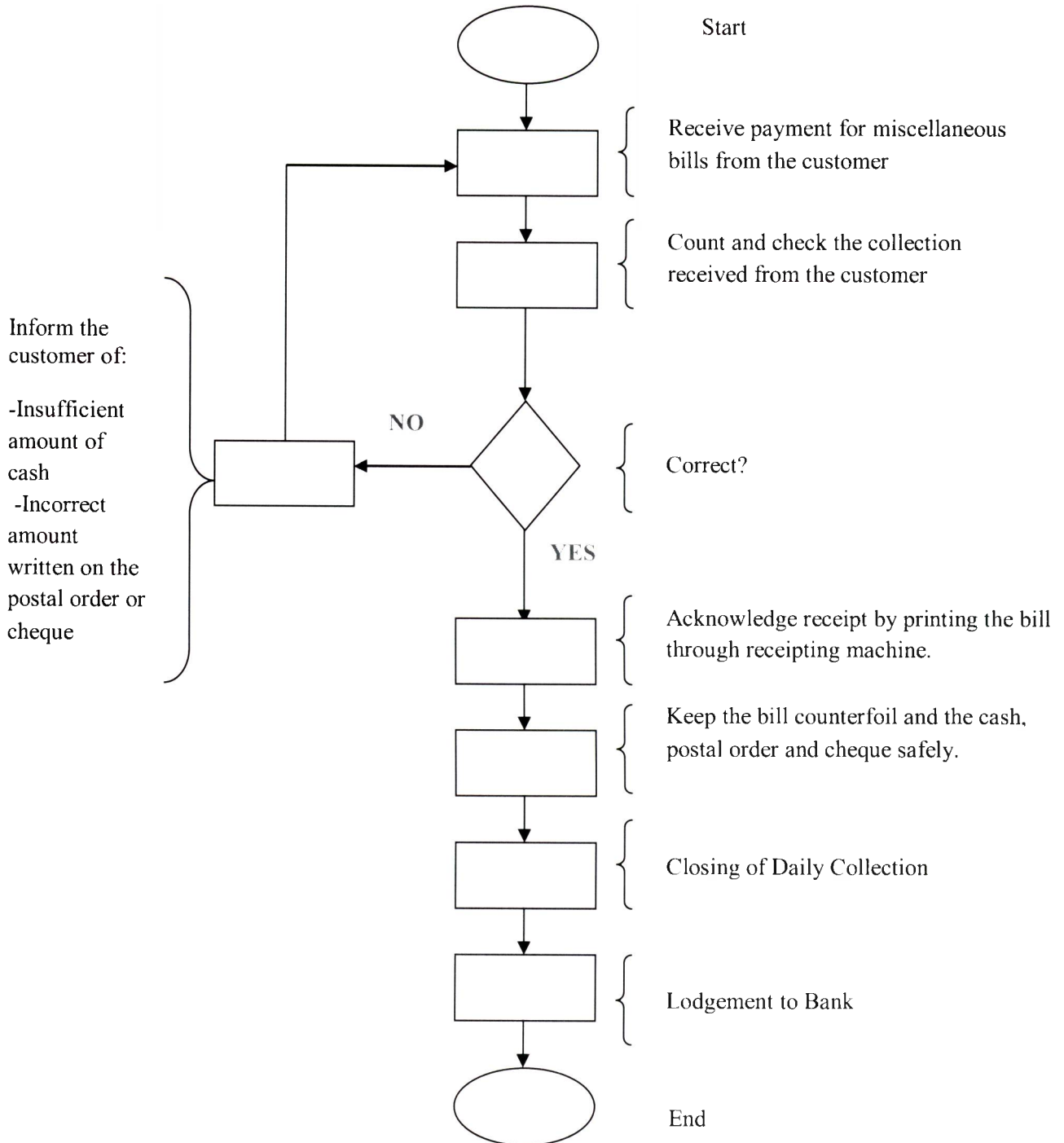


1.9.2 Flow chart for enquiry on rates payment status



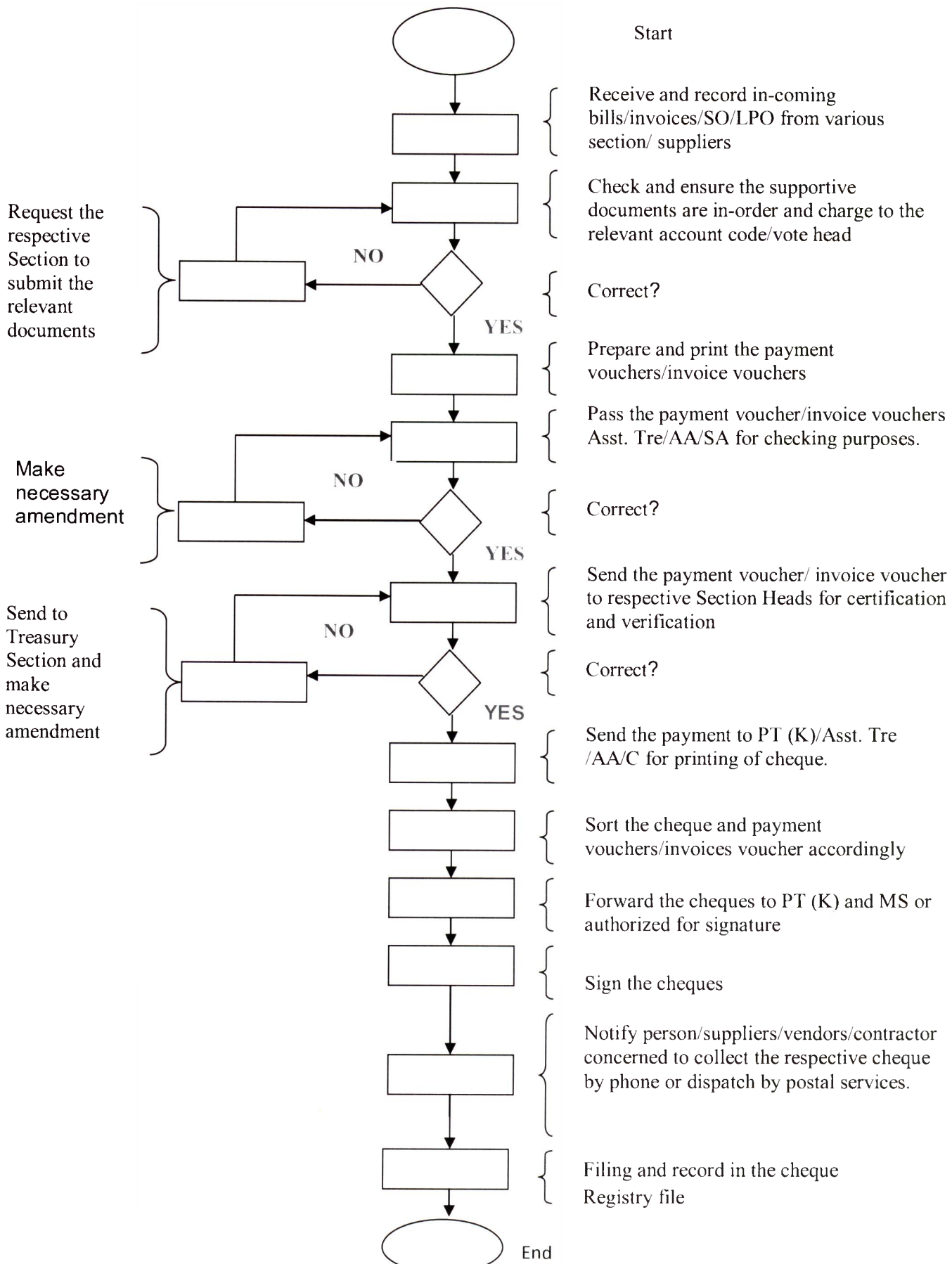
Source: Padawan Municipal Council (Core Processes Work Flow Chart)

1.9.3 Flow chart for receiving of bills payments at SBSS counter



(Source: Padawan Municipal Council (Core Processes Work Flow Chart), 2013)

1.9.4 Flow chart for processing payment



CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

The second chapter summarizes the entire daily task and programs assigned and have been done at Padawan Municipal Council (MPP). It explains the description of every job and tasks execute during the practical training. All of the tasks were recorded in the log book that has been provided by the faculty.

2.2 LOG BOOK SUMMARIZATION

2.1.1 FIRST WEEK: 22 JULY – 26 JULY 2013

On the first day I arrived at Padwan Municipal Council, I met the Human Resource Officer, Miss Chen Fui Lan. She makes the confirmation of my practical training status in their organization. She asked me to sign the attendance book, which all of the practical students are must do, in order to monitor our movement and attendance. The Capacity Building Graduates (CBG) students also must do so as long as we are under the Padawan Municipal Council's responsibilities. After checking my every personal information and the program that I am taken in the University, the Human Resource officer attached me one of the officers in Administration department, Madam NorhajahBintiEsapian. She is my supervisor in the organization. Even though there are about 13 practical students from various programs, universities and colleges, but we are assigned under different officers. There were not many tasks assigned to me on the first day, however my supervisor and Human Resource officer introduced me to every unit

and the staffs in the Administration and Human Resource department including their position, so that it will be easy for me to deal with them later especially for the officer with grade (N41 and above).

My first task was making minute sheet about the Padawan Municipal Council. I need to update the changes of information given. The minute sheet are refers to the Head of Department in Padawan Municipal Council. The contents of the minute sheets are about the Padawan Municipal Council profile such as; the profile started 1 January 2013 until today, the jurisdiction areas of Padawan Municipal Council, the current numbers of personnel, the annual income and expenditure, the current population in jurisdiction of Padawan Municipal Council. While for the customer profile 2013, it constructs the every division or department together with their roles and responsibilities. This is important in order to ensure every department's staffs know and are update with the new changes in their department. For example, the tourism section is new section in cooperation with landscape department. After completing my first task, I need to photostat the minute sheet about eight copies to the Head of department including the Secretary Council, Mr. Michael Saweng. Then I distribute and keep it in the department's boxes, so that easy for the responsible staff from each of the department collect and gives it to their head of department. Apart from that, I also need to make about 23 copies for the staffs under the Administration and Human Resource Department for their information and acknowledgement.

Another task were, record the in-coming mails. The in-coming mails are from various types of customers such as the ratepayers, general public, government department or agencies, public firms or companies and Non-Government Organizations. The important

information that I need to record are: the date mail received, type of the mails, senders, and the title of the mails. This is to ensure the customer can easily refer their mails feedback from our organization. The procedure to record the mails' information are, first I have received the mails directly from the customers who hand in their mails to the office, or by post their mails to post office, then the office boy will collect. Second step is to identify the type of the mails either private or general, if it is private, and the mails will be giving to the receiver of the mails directly. If it is general, I will record it and give it to Secretary Council for the next action.

Then, for the next day, the task that been assigned due to the 5S program been launched in the organization. I have been filing the file and documents from every seven departments that need to be kept and also from the ministry and other government department or agencies. The objective of the filing activities is to ensure the documents kept are recorded and updated in accordance with systematically classifying, right coding. Apart from that, when the other departments calls and ask for their latest reference number in their file section in our department (Administration and Human Resource Department).

On Wednesday, I have been asked to make, print and photostat invitation cards, and booklet using Microsoft publisher. The task is also monitored by my supervisor, Madam Norhajah and also one of practical students. The invitation cards are made in order to invite the VIP and other guest to attend Padawan Municipal Council's Commemoration Day 17th. There were about 120 invitation cards to guests such as Ketua Kampung, Penghulus, the councilors and also media such as Borneo Post. The event was held at MPP's parking park and the lobby, starting 8.30am until 10.45am. The VIP of the event was YB Dato Sri Wong Soon Koh (Menteri Kerajaan Tempatan dan Pembangunan

Komuniti dan Menteri Kewangan II). After that, I need to put the invitation cards in the envelopes in order to distribute it to the guest by the office boy. In the afternoon, we attended the knowledge sharing, topic on how to be confident. At councilors room and facilitate by the Public Relation officer. A lot of things that been gathered from the session. We shared the information and discuss the importance of confidence and what are the important things need to be concern as a speaker to attract our audience.

2.1.2 SECOND WEEK: 29 JULY – 2 AUGUST 2013

On my second week of my practical training, as usual I have been asked to continue recording the in-coming and also out-coming mails. During this week, I have received various types of mails such as application form like application on open their business, hawkers, stall and also apply for their permit and licenses. Apart from that, I also received the confirmation mails from the Government department or agencies and also company about the feedback mails. Other than that, there were also complaint mails from the public. There are several subjects of the complaints such as regarding nuisance in the place, stray dog, illegal dumping, illegal entertainment outlet, illegal hawking, illegal structure or workshop and many more. After recording the information of the mails, gave it to secretary council. When the mails have been checked by the secretary council on the *Borang Tindakan Kerja*, then I need to proceed to the next action which is recording the mails that have been signed by the secretary council. Then, I have to distribute it to the responsible department's boxes. For example, when the mails are regarding about nuisance matter, then I need to refer to the Enforcement Department to take further action.

On Tuesday, back to my usual task, this was recording, the in-coming mails. I am starting recording the mails at 8am until 12 pm. The procedure also the same, when the mails are urgent, I need to record it as urgent mails and need to be seen by the secretary council on that day also, especially regarding the invitation to attend courses or meeting. In the afternoon, I need to distribute the invitation for Padawan Municipal Council Commemoration Day for their acknowledgement. Even though they been informed before, but it is nice to give the invitation card since that will be a formal event.

The next day, I attended the Padawan Municipal Council Commemoration Day 17th at MPP's car park and lobby. The event started at 8.30 am until 10.45 am. The main function during the event was giving "Strata Title 5 Blok Bangunan MJC by YB Dato Sri Wong Soon Koh, Menteri Kerajaan Tempatan dan Pembangunan Komuniti dan Menteri Kewangan II. At 10.45 am, press conference at committee room. It was presented by YAB Dato Sri Wong Soon Koh, the Chairman council, Cr. Lo Khere Chiang, Deputy Chairman, other councilors and media. In the other hand, my supervisor, Madam Norhajah gives me the guideline to solve the customers' complaints through *Talikhidmat Complaint Management*. This online service allows me dealing with the public's cases, complaints or enquiries. The service is effective procedure because that the Administration Department and I also can easily send the cases to the responsible department. For example, the complaints received from the public about bad condition of the road in their place, thus I will record all the information of the complaints in the *Talikhidmat Complaint Management*. After that, I need to put the officer's name under their department. Lastly, I need to send it to the responsible officer. The cases should be taken an action not more than 3 days working days. 30 minutes before the end of office hours, I have been asked to filing the document from rating and valuation department. I

need to carefully check the reference number and coding number before I need to keep it into the file.

On Thursday, as usual check the in-coming cases received from the public through *TalikhidmatComplaint Management*. The cases are either in term of complaints, enquiries, and others. Today about eight cases received starting at 8 am to 10 am. Every two hours, I need to check the system, so that every cases received can be solve on time. In the afternoon, about four cases received. Therefore, I need to identify the types of the cases and to which department it refers to. The example of the case received today is enquiry about library operation hours. So, Administration department is responsible in this matter to give the feedback because library section is under administration duties. Others task that I assigned was, record the in-coming and out-coming mails. There are 57 mails received from various types of customer. I need to clearly check and identify the content of the mail, it is because to differentiate between general, urgent and private and confidential mails. Apart from that, when I received the cheque, income statement, invoice, I need to record it in the other book and gives it directly to treasury department without secretary council action. The third task I have done today was, dealing with staffs from other department such as from rating and valuation department, and enforcement. They gave me the copy of their document as our reference. Then, I need to keep it into the file in the file room. Before that, I need to identify the reference number and the coding of the document, so that the document are not misplace. At 3 pm the practical students attend the personal grooming class. This class is organized by Miss WenderineKhoo, Mary Kay Independent Beauty Consultant. Theme of this week is Full Make- up Session. She gives us the guideline how to put a suitable make-up depending on the function or

event we attend. The important part is the skill should be use to improve our make-up skills, even though it is simple and not heavy make-up. She focuses on the make-up use for working and interview session. It is more towards the preparation for interview for work in our future.

On Friday, I made a draft of tentative program for Majlis Ramah Tamah Aidilfitri. The event will be held at the end of August. Then I need to make it early since my supervisor still on leave. After completing the draft, I come back to my usual tasks which are record in-coming from the customers and out-coming mails from the secretary council. There are 20 mails received today. There are urgent and confidential mails, so I need to take immediate action towards these mails before proceed to record other general mails. Apart from that, I also check the in-coming cases via *Talikhidmat Complaint Management* using the internet. There are only four cases received, and then I need to bring it to the responsible department that refers. In the afternoon, I help to photostat the document of staff in Administration department for Human Resource reference. It is about their application of leaves. At 3 pm, all the practical students attending Knowledge Sharing Session. This course is only for the practical students who practical at Padawan Municipal Council. The course held in Councilors' room. Topic for this week is Leadership Skills. This topic presented by the first group. However, we as the audience for this week must gives a comment, opinion and also sharing and discussing with each other about topic is about. The knowledge sharing held every Friday and it is organize by Mr. Abdul Razak Bin Awang Bini, the Public Relation officer. The objective of this session is to improve our communication skill and confident to give a speech in front of the audiences and it will be applied during our working environment later. Besides that, it helps to expand our knowledge because we are sharing what skills we have and the information gather.

2.1.3 THIRD WEEK: 5 AUGUST- 9 AUGUST 2013

First task for today is doing the SPSS version 16. This task is under Human Resource Department, Miss Chen Fui Lan. Since Administration and Human Resource Department are one roof, then the HR officer let me to learn SPSS even though I have been learned it for our research subject. The reason use SPSS is to make a test towards courses that been attended by the Padawan Municipal Council attended before starting in year 2012. I have used correlation, which assumes; related pairs, scale of measurement, normality, linearity, and homoscedasticity. Second task is record the in-coming mails from the customers as usual. I have also kept the document inside the file in file room from the tourism and enforcement department. In addition, I also check the *Talikhidmat Complaint Management* as usual started at 8 am. When completing read and identify the cases, then I need to record in-coming mails from the customers and out-coming mails from the Secretary Council.

On Tuesday, Human Resource officer assigned me to fax the letter to Chief Minister Department. Then need to be stamp the letter that been fax as the evidence. After that, I check again the cases in *Talikhidmat Complaint Management*. There are seven cases received today. Mostly refers to the Enforcement department. Then, I need to connect with the responsible officer and department to solve the cases. At 3 pm we have knowledge sharing session. It suppose to be held on Friday, but on that day is Hari Raya, therefore we need to make it earlier. For the topic of knowledge sharing this week is about team work, which presented by our group. We have divided our part. We presented present it with mostly display the pictures and less word and also we only speak orally.

Every each members will be given five minutes to talk and the audience been given an authority to comment us and calculate our mistakes during our presentation, either based on slides show, soft skills, confidence level, and the vocabulary pause, and repeating the same words. This is to make us more alert and well-prepared during the presentation especially for the working environment. The slides must be professional band corporate presentation so that it will not distract audiences' attention during we give a speech.

2.1.4 FOURTH WEEK: 12 AUGUST- 16 AUGUST 2013

Today I have been assigned to search for the circular regarding the salary scale and laws for public sector employees. This task been assigned by Mr. Davis Herold under Human Resource Department. After successfully searching, then I need to print it out and make a copy for each of the circular in order to keep it in the file under circular in the file room. Apart from that, I need to keep the document given by the Rating & Valuation and Enforcement department. Even though I have been received a various type of document, however I need to be careful and double check it the reference number for the file because sometimes, the staff that gave the document for me, sometimes they are do not know the type of the document it is, because they only sent follow the instruction from their officers.

On Tuesday, I received phone calls from Rating & Valuation Department. The officer, Miss Ita Ling asked for their latest reference number for their document PEN3A/4) in the file room. Then I need to go to file room and checked for it. After found the latest number, and then I called her for the confirmation. Besides that, I have been opportunity to check the grammar mistakes on the slide presentation of *Anugerah Kaunter Cemerlang* and the Balanced Scorecard. This presentation will be present by the Deputy Secretary

council, Madam Elizabeth Loh. However, she gave the trust to me to check it for her. Apart from that, my daily task almost every day are record the in-coming mails. There are 26 mails received from the customers. After that, check the customer complaints via *Talikhidmat Complaint Management*. There are only few cases received from the public.

The next day, I continue to record the in-coming and out-coming mails from the customer and from deputy secretary council's, Madam Elizabeth Loh, since the secretary council is outstation. Then I need to wait for her instruction based on *borang Tindakan Kerja*, to the next procedures. When I do not have many works, I have learned to bind the book after been printed out and Photostat. After that, check the customers' complaints through *Talikhidmat Complaint Management*. This is my daily task, since my supervisor still on leave for Raya. At the afternoon, I do the filing. I have done the filing the document into the file at the file room. I will keep the document into the specific files. So that, every minute sheet, circulars, mails that kept inside the files are arranged properly and systematic. In the other hand, this is to avoid any mistaken, loses and easy for the employees in every section contact and dealing with me regarding the document reference number.

On Thursday, I have been assigned a task by Miss Chen, the Human Resource officer. The task is doing the SPSS. It was using to test the normality, linearity, the relations between one aspects, causes, and impacts during the courses held and attended by the officer in Padawan Municipal Council. Basically, there is likert question which been chosen by the officer as the respondent that have been attended the courses. Then I will make the comparison between one reason and another in order to make the assumption at the end of the comparison as the hypothesis of the test. Besides that, check the *Talikhidmat Complaint Management*. I started my daily checking at 8 am until 4 pm.

Every 2 hours I need to check it in order to meet the customer satisfaction. Then I need to send the cases to the responsible department and the responsible officer will take action towards that matter.

Last day of the week, I still doing the same task which are record the in-coming mails and out-coming mails. About 20 mails been received from the various type of customers to be registered. The out-coming mails are received from the secretary council and from the deputy secretary council. Then I need to check the pending cases sent by the customers. After that, I have been asked to do filing task in the file room. The Engineering department sent their document to me and asked me to filing it for their reference later. At the afternoon, we are attending knowledge sharing session. The topic on this week is positive attitude in the workplace. We have discussed and sharing what we know about it. This session if facilitate by Mr. Abdul Razak Bin Awang Bini. The topics covered, 5W and 1H, for instance, what is positive attitude, when, where to apply who should apply and why need to apply. We also discussed the impacts of positive and negative attitudes especially in the workplace. This session is to encourage us to develop and monitor our attitude in anywhere. Because we must respect ourselves and others before we wait for peoples' respect on us. The good attitude will shows who we are and build others first impression especially when it is regarding the relationship between employees and employers in the organization.

2.1.5 FIFTH WEEK: 19 AUGUST- 23 AUGUST 2013

On Monday, as usual, I will check the *Talikhidmat Complaint Management* for every 2 hours. There are only two cases received today. After that, I need to record and registered the in-coming mails from the customers. There are 30 mails been received from various types of customers like general public, ratepayers, company, Non-Government Organization and other firms.

On Tuesday, been asked by my supervisor to Photostat urgent mails and then distribute it to each of the department in Padawan Municipal Council. Apart from that, I have been attending the press release. The guest attended was Cr. Lo Khere Chiang, The chairman of Padawan Municipal Council, Cr. Hashim Yap, the Deputy Chairman and Medias. It is regarding the state level rat control program. The launching of state level rat control program will be on 24 August 2013 by YAB Dr. Jerip Susil, Menteri Muda Kesihatan Negeri Sarawak. The launching site will be at Mini Town Square, Kota Sentosa.

The participants being invited to the functions are from various government agencies, NGO's, Persatuan Peniaga Kota Sentosa, hawkers from the market and night market centres, members of the local community, community leaders and councilors. Various activities to be implemented during the launching such as *gotong-royong* (cleaning campaign), rat catching competition, exhibition on danger of leptospirosis and control of rats by the State Health Department and pest control companies. The council will also organize cleaning campaign at localities with cases of leptospirosis at BatuKawa New Town Ship, PULAPOL, Matang, Kota Sentosa, Kota Padawan and Penrissen. All the eateries (food shops), market and stall operators and shop keepers will be monitored and

reminded to keep their premises clean and avoid indiscriminate dumping of food waste into public drains. For the rat catching competition, it will be in two categories, for the markets and among the public. Each live rate caught will be paid RM1.00. The winner of each category will be given trophy. The rate caught can be handed over to the collection centre (at the backstage on Mini Townsquare, Kota Sentosa) from 7 am to 9.15 am for those participating in the competition. The public still can hand over the rate and be paid RM1.00 per rat after 9.15 am. The public are encouraging participating in this competition in this competition in order to eradicate rat population.

The purpose of this campaign is to create awareness among the public of the health hazards pose by the rats which could cause leptospirosis and other diseases. There are some information get about leptospirosis (rat urine) cases such as there are 257 cases of leptospirosis with 14 fatalities this year. 35 cases were being reported in Kuching Division. The public are also being reminded that rats can also spread other diseases such as plague, typhus, and worm infections.

The next day continuing registered the in-coming mails from the public. There is same procedures need to be concern on like the other days before. After completing the registered the mails, then I need to make the invitation card, posters, and booklets for Majlis Ramah Tamah Aidilfitri 2013. This is my project cooperation with my supervisor. However, I only make the draft first before proceed since we are not yet conducted meeting regarding this event.

On Thursday, I have been attending the meeting for set up the committee members for the Majlis Ramah Tamah Aidilfitri 2013. The meeting held in meeting room. While the agenda been discussed are; discussing about the preparation, setting the committee members budget sponsorship and other related matters. The meeting handles by Cr. Hashim Yap. It also attended by the head of department. After meeting, I continue to edit and proceed to make the invitation card, posters, booklet with the unique theme for this Hari Raya which is "*Perayaan Kita, Cara Kita*".

Another day, my task is check the *Talikhidmat Complaint Management*. About five cases received from the customers. Mostly the cases are under responsible of engineering and enforcement. Then I need to link with the responsible department to solve the cases. Then, I have been asked to fax the letters to the Head of Department for the government agencies such as JabatanPelajaran, JabatanImigresen, AgensiDadahKebangsaan, JabatanPerpaduanNegara . The letter is about the invitation for them to attend meeting in Padawan Municipal Council about '*NKRA Bandar Selamat*'.

2.1.6 SIXTH WEEK: 26 AUGUST-30 AUGUST 2013

My task for the first day of my final week is attending NKRA Bandar Selamat.

There are the Head of government department come. The meeting about the procedure, planning of NKRA to ensure the town are in safe condition and the alternative been discussed to decrease the crime rate. For example, improve the landscape and beautification so that it will not distract the environment with unplanned growth of tree will encourage the crime occurs. Apart from that, the responsible government agencies will responsible to search the potential places in the town as a black spot area. NKRA will allocated some of allocation to help that black spot such as in term of build the road border to decrease snatch, thief as a crime at pathway. For this year, there will only one black spot should be reported in each jurisdiction of Padawan Municipal Council, Kuching South City Hall, and Kuching North City Hall. The objectives of the program are to avoid fear feeling of public using in pathway, to decrease crime rate, to ensure town or council area are safe and clean also to educate public aware with environment condition.

On Tuesday, then MPP make farewell party to us, the practical students that will finish their practical on August including me and another 9 students from UNIMAS, Universiti Malaysia Sabah, and Universiti Utara Malaysia. Each of us needs to give a brief speech in front of the guest. After that, I need to register the in-coming and out-coming mails from the customer and the secretary council. Before that, I need to identify the type of the mails, to who it focus on before been recorded and registered. The expectation of customers on this matter is acknowledgement of receipt of mails, application and documents.

On Wednesday, Remark and registered the in-coming and out-coming mails. Then I need to distribute the invitation card to the practical students to invite them to the Majlis Ramah Tamah Aidilfitri. Then I advertised the poster in every department just for their additional information in order to invite all the staff. Every section will be given one poster put at their section or department.

On Thursday, I have been asked to fax the letter and the course notice to the Jabatan Kerajaan Tempatan dan Pembangunan Komuniti regarding invitation to attend the course. This task is under Human Resource Department. After completed identify almost 100 VIP that will invited to the Majlis Ramah Tamah Aidilfitri, I asked the office boy to send it to the VIP's address. Besides that, my supervisor assigned me to prepare and calculate the *Talikhidmat Complaint Management* cases based on the section in the council from month May and June. First, need to identify the amount or total cases complaint for every each section. Then, need to calculate the cases been solved an unsolved. After that, I have been calculate the percentage of the cases been solved more than 3 days. Then, make the description about the situation depending on the percentage that I got.

My last day, I have been assigned to be a Personal Assistant to the Secretary Council, since his PA is on leave. I have been arranged his meeting schedule. Then when the customer wants to make an appointment with him, I need to ask from him first before make any decision. Apart from that, I also make a phone call the head department, when been asked by the secretary council when he wants to meet them in his office. Besides that, I also check the *Talikhidmat Complaint Management*. All the procedures need to be taken if I want to complete the cases information and send it to the responsible department and officer.

CHAPTER 3

ANALYSIS

3.0 INTRODUCTION

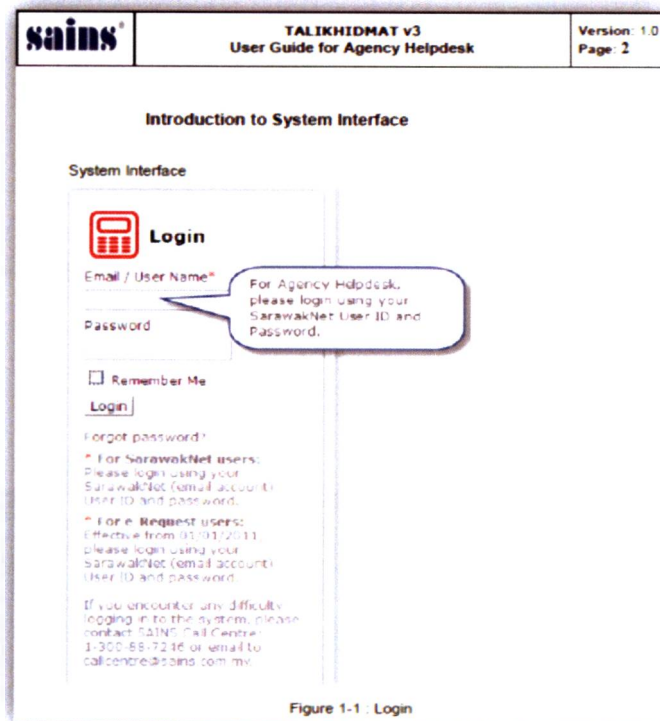
This chapter will analyze the practical training report. This analysis is specifically focusing on the area of the task as covered on the practical training logbook. This chapter also reflects the definition of concept of the specific area of the practical training. Demonstration of practical training and theoretical aspects as how students relates all aspects learned in the classroom at the organization, and how students transform knowledge gained in the organization in reinforce understanding on the concepts learned in the classroom will be explained and describe further.

3.1 TASK ANALYSIS

During my practical training, there are many tasks and jobs given to me in Administration and Human Resource Department. I have been exploring a lot of new things in the organization especially the working culture with effective and efficient management. Before joined to this working environment, I have been more exposed to the theoretical and classroom study only. However, when I was on practical training, I realized the working culture is quite different with theoretical in the classroom. The theoretical part in the classroom can be applied in the working culture, basically the attitude, the organizational behavior and the skill that been studied in theoretical part only. While I was on practical training, there are two main tasks that had been assigned to

me which are; Registry in-coming and out-coming mails from the customers and the Secretary Council. The second main task is handling *Talikhidmat Complaint Management (Online Base)*. These tasks are under Administration Department. However, I will only explain handling *Talikhidmat Complaint Management (Online Base)*. *Talikhidmat Complaint Management* is a service which includes the account for activity which is defined as failing to sign-in to the service for an extended period of time. Apart from that, the services is involves of parties; the customers as the complainers and sent the cases of complaint and enquiries to the second party who is the supervisors who handles the *Talikhidmat Complaint Management (Online Base)*. A supervisor also plays the role as the medium between customers and the responsible officer. While the responsible officer plays their role by responding to the cases brought to them, find the solution and apply for the solution before asking their department to take an action towards the cases of complaints. Below in this *Talikhidmat Complaint Management (Online Base)*. When the particular are not completed by the customer, it may affect the supervisor responsible to detect the information need to be concern on in the case of customer's complaint.

3.2 PROCEDURES TO FILL AND SOLVE CASES OF COMPLAINT BY USING THE TALIKHIDMAT COMPLAINT MANAGEMENT BY THE CUSTOMER AND SUPERVISOR



1) Log in to the system as the supervisor with private ID and Username

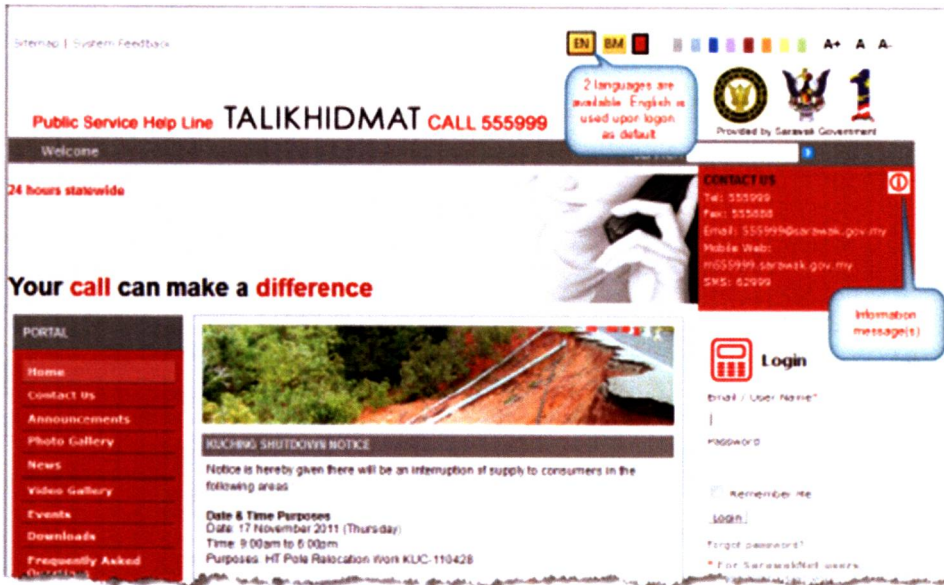


Figure 1-2 : Languages available



Figure 1-3 : Functions screen

2) Click the To Do column to check the number of received cases.

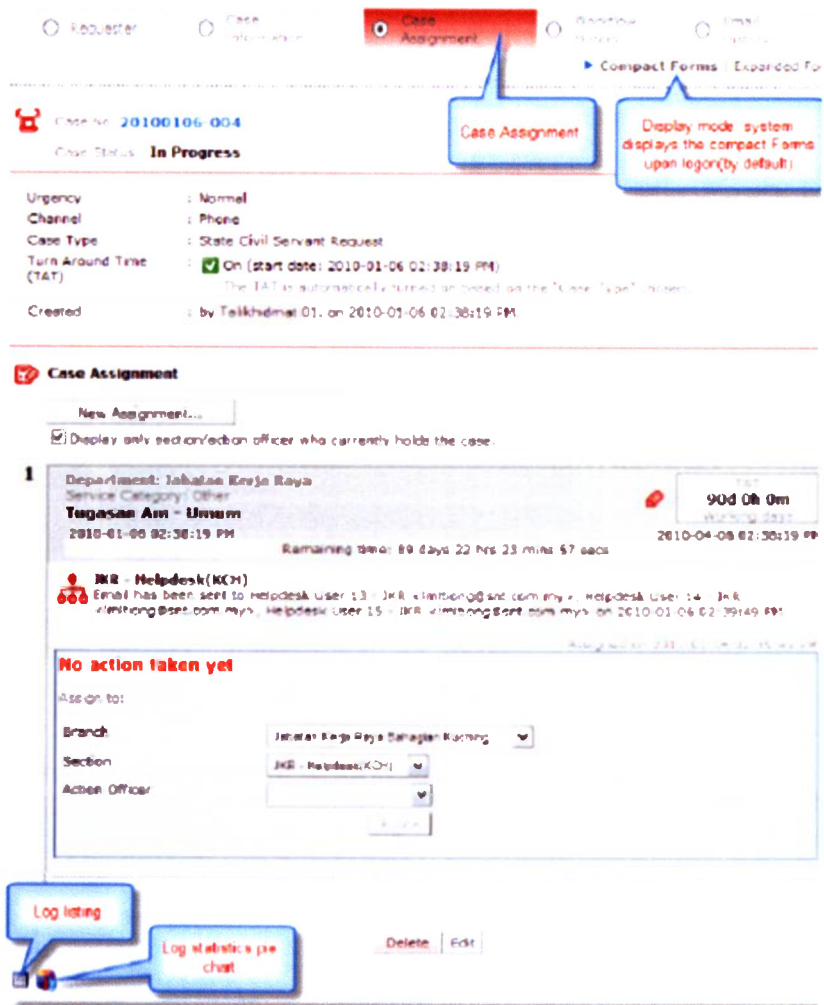


Figure 1-6 : Case information screen

1. Compact Forms will show case details according to Tab selected.
2. Expanded From will show all case details in 1 view.

3) Case Information Screen

1. Help Desk officers can log on using their own IDs and passwords.

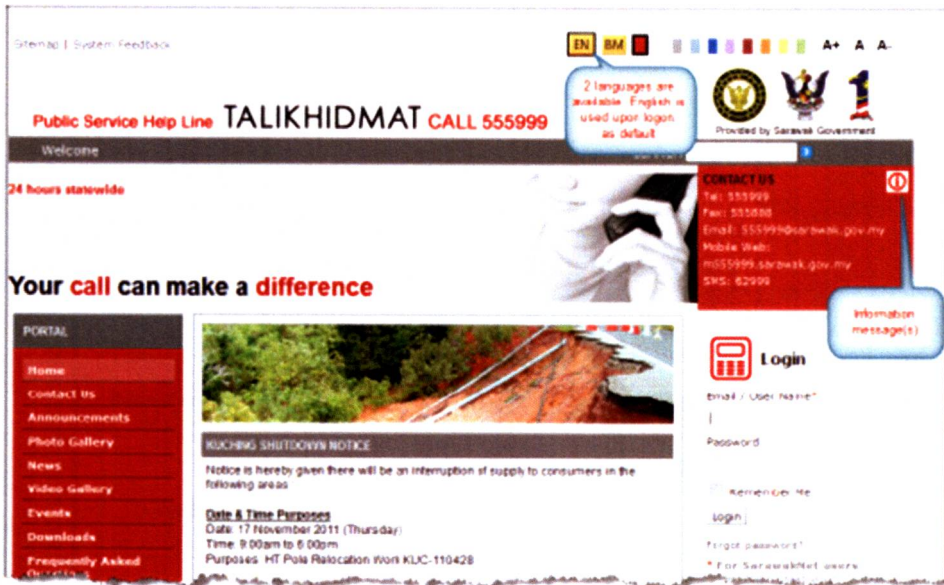


Figure 1-7 : TALIKHIDMAT logon screen

2. Click on the **Add new case** link on the left menu to add a new case.

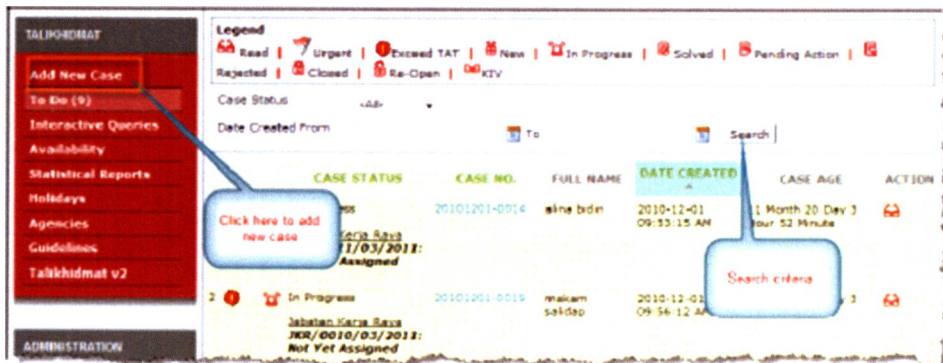


Figure 1-8 : Help Desk user screen

4) To add the new case (if any)

General Requester Case Information Case Assignment Status Case History

Compact Forms [Expanded]

Case No.
Case Status: **New**

Urgency: Normal
Media:
Source:

Case Classification: Mark as CLASSIFIED case

Turn Around Time (TAT): On
The TAT is automatically turned on based on the 'Source' chosen.

TAT Start: Immediately when the case is created
 Schedule

Requester

Short Name:
Full Name:
I.C. (New)/Passport No.:
I.C. (Old):
Email:
Country: Malaysia
State: Sarawak
Division:
District:
Floor:

Address:

CLID No.:
Handphone No.:
Notify requester on the case status via SMS:
 Yes No
Tel. No.:
Fax No.:

Compact Forms as default form

Turn Around Time (TAT) - time frame for agency to respond

Requester detail

Figure 1-9 : Add new case (part 1)

5) Fill the required personal (complainer) information details

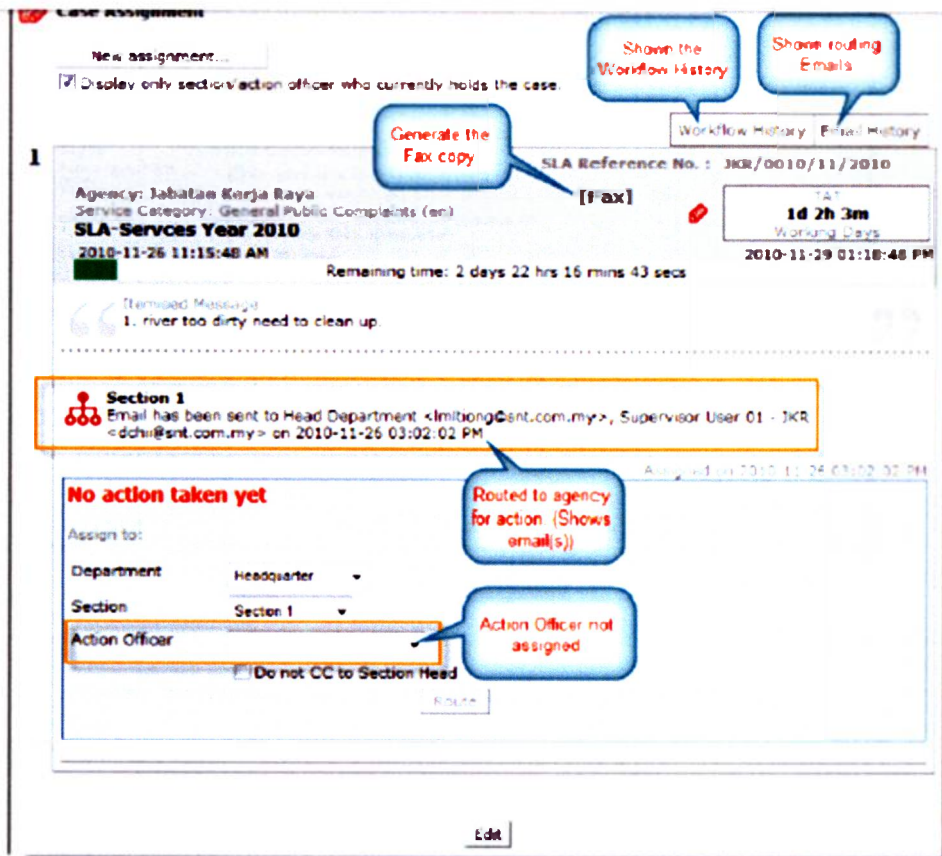


Figure 1-17 : Case is assigned

1.3. How to change a case TAT type?

	CASE STATUS	CASE NO.	FILE NAME	DATE CREATED	CASE AGE	ACTION
1	In Progress	20100116-001	bla bla bla	2010-01-16 01:36:21 PM	40 Year 11 Month 9 Day 9 hour 19 Minute	
2	In Progress	20100401-010	JulieJone	2010-04-01 09:00:40 PM	40 Year 11 Month 9 Day 9 hour 19 Minute	
3	In Progress	20101126-0001	John Ak Bond	2010-11-26 11:15:40 AM	40 Year 11 Month 9 Day 9 hour 19 Minute	

Page 1 of 1

Figure 1-18 : Case listing screen

1. Select the case by double clicking on the selected record from the case listing.
2. Click on the **Case Assignment** (Figure 1-19).



Figure 1-19 : Edit the Case Assignment

3. Re-select the Message, Category, Service Category, Piagam Pelanggan and TAT.

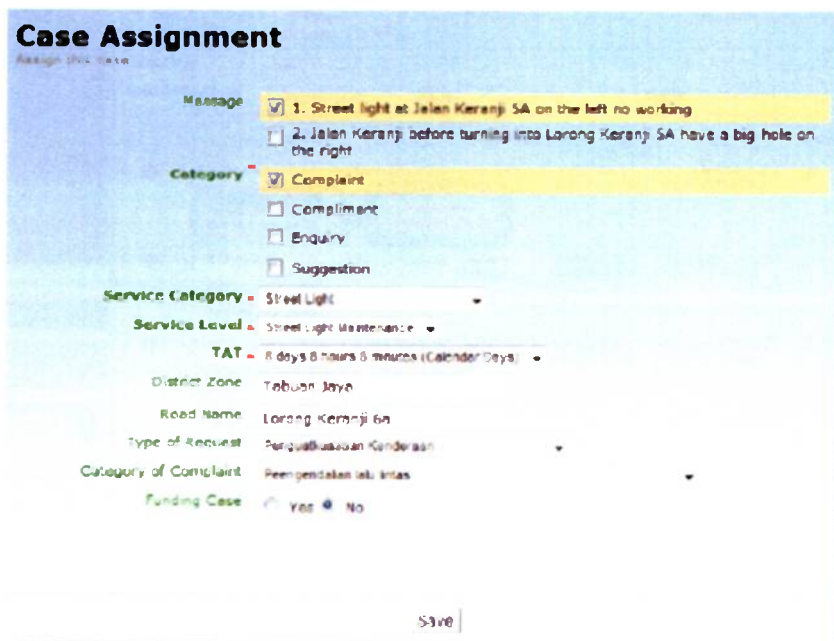


Figure 2-1 : Case Assignment

4. Click on the **Save** button to save record, once amendment is done.

8) Case Assignment (Choose the right option)

SUPERVISOR BY AGENCY



Figure 1-2 : Languages available

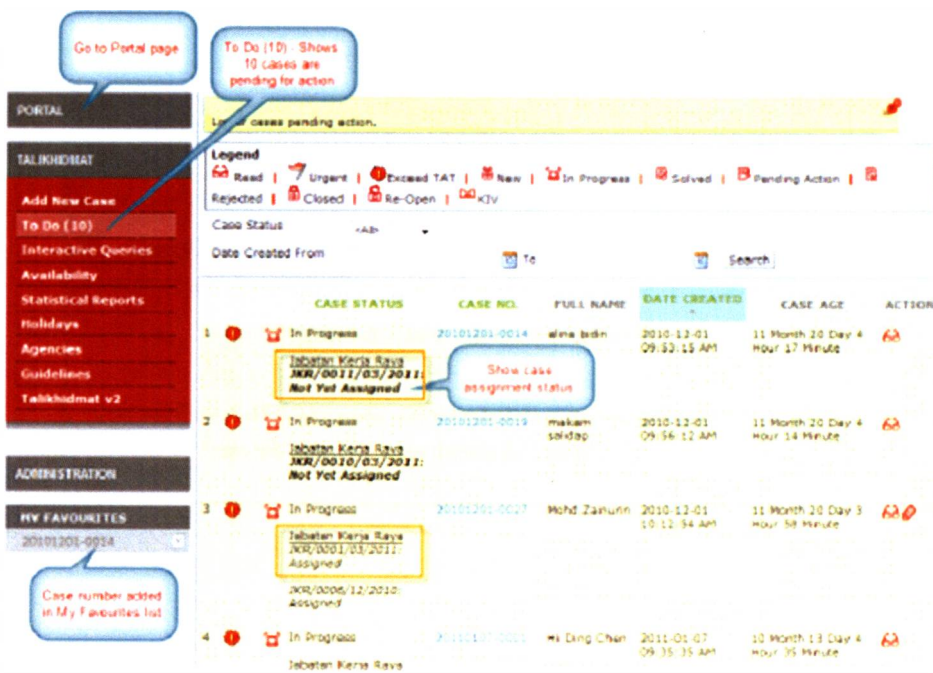


Figure 1-3 : Functions screen (Agency Help Desk)

Requester Case Assignment Workflow history Email history

Compact Forms Expanded Form

Case No: **20100106-004**
Case Status: **In Progress**

Urgency: Normal
Channel: Phone
Case Type: State Civil Servant Request
Turn Around Time (TAT): On (start date: 2010-01-06 02:38:19 PM)
(The TAT is automatically turned on based on the Case Type.)
Created: by Talkhdmat.01 on 2010-01-06 02:38:19 PM

Case Assignment

New Assignment...

Display only section/section officer who currently holds the case.

1

Department: Jabatan Kerja Raya
Service Category: Other
Tugasan Am - Umum
2010-01-06 02:38:19 PM Remaining time: 89 days 22 hrs 23 mins 57 secs 2010-04-06 02:38:19 PM

JKR - Helpdesk (KCH)
Email has been sent to helpdesk. User: 13 - JKR - k@nibong00 and company. Helpdesk user: 14 - JKR - k@nibong00 and company. Helpdesk user: 15 - JKR - k@nibong00 and company on 2010-01-06 02:38:19 PM

No action taken yet

Assign to:

Branch:

Section:

Action Officer:

Case Assignment
Display mode: system displays the Compact Forms upon login (by default)

Figure 1-6 : Case information screen

1. Compact Forms will show case details according to Tab selected
2. Expanded Form will show all case details in 1 view

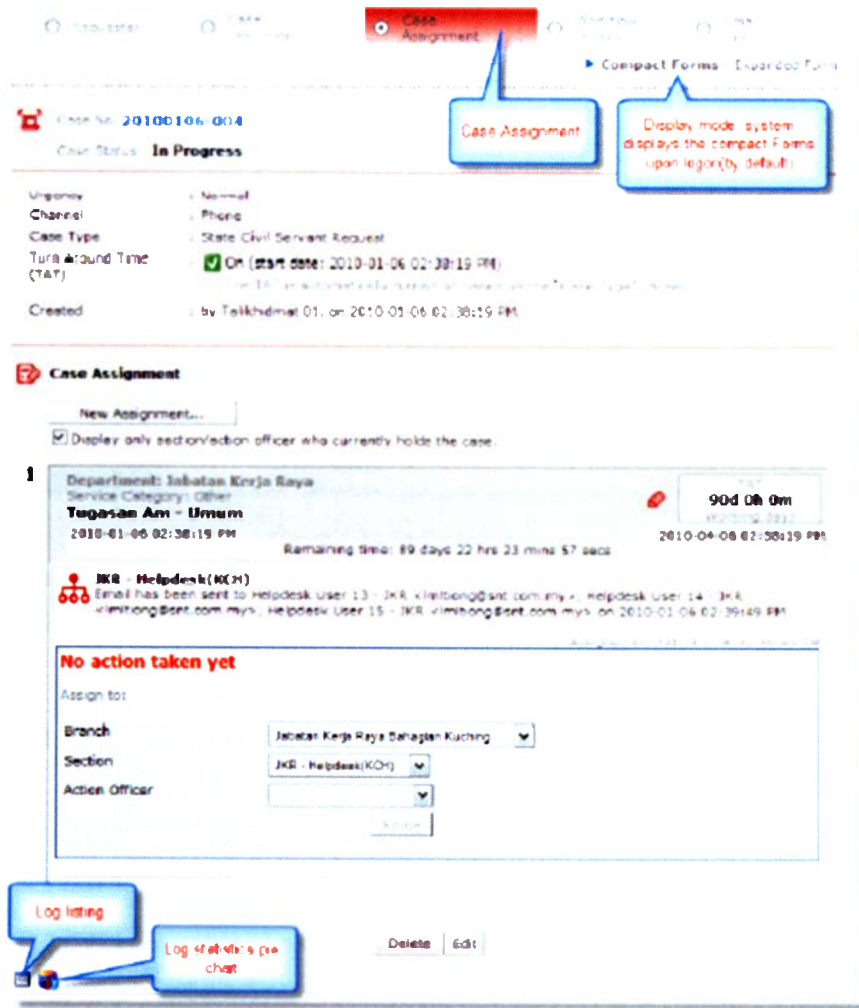


Figure 1-6 : Case information screen

1. Compact Forms will show case details according to Tab selected.
2. Expanded Form will show all case details in 1 view.

Figure 1-7 : To Do listing

1. Double click on the case as in the above screen.

Case Assignment

Display only section/action officer who currently holds the case

Figure 1-8 : Assign to Action Officer

2. Select the **Department/Section** from the drop down list.
3. Select the **Action Officer** from the drop down list.
4. Click on the **Route** button to assign to the selected action officer.

1.2. How to search a case?



Figure 1-9 : Help Desk search screen

1. Click on the **Interactive Queries** left menu under TALIKHIDMAT.
2. Select the search criteria and click on the **Search** button to do searching.

Note:

Criteria are provided for selection to narrow down the search result(s).

(Source: Padawan Municipal Council (Public Service Help Line Talikhidmat), 2013)

3.3 TALIKHIDMAT COMPLAINT MANAGEMENT REPORT

MAY- JUNE 2013

Pengerusi

Jawatankuasa Hal Ehwal Umum Dan Pembangunan Masyarakat
Majlis Perbandaran Padawan

Pengerusi Jawatankuasa,

Saya kemukakan laporan talikhidmat untuk bulan May hingga Jun 2013 sepertimana butiran di bawah.

Analysis of Complaints Received and Resolved in May 2013 by Division

Division	No. Of Complaints Received	No. Of Complaints Solved	Percentage of Complaints Solved (%)
Engineering	93	46	49.46
Landscape	2	0	0
Enforcement	9	5	55.55
Public Health	38	30	78.94
Rating & Valuation	2	2	100
Administration	48	23	47.91
Treasury	0	0	0
*Others (Not relevant)	0	0	0
Total	192	106	55.20

Summary of Complaints are solved within 3 Days from May 2013)

Section	Solved 1 day	Solved >1 day & ≤3 days	Solved >3 days	Unsolved SLA	Total	Total Solved ≤3 days
Administration	0	0	23	25	48	0
Enforcement	0	0	5	4	9	0
Engineering	30	0	16	47	93	30
Landscape	0	0	0	2	2	0
Public Health and Services	0	0	30	8	38	0
Rating and Valuation	2	0	0	0	2	2
TALIKHIDMAT Admin	0	0	0	0	0	0
Treasury	0	0	0	0	0	0
Total	32	0	74	86	192	32

*Complaints not relevant to MPP

*Total complaints received from May to June 2013 = 32 cases.

Analysis of Complaints Received and Resolved in June 2013 by Division

Division	No. Of Complaints Received	No. Of Complaints Solved	Percentage of Complaints Solved (%)
Engineering	90	32	45.28
Landscape	4	0	0
Enforcement	9	6	66.66
Public Health	37	31	83.78
Rating & Valuation	1	1	100
Administration	53	24	45.28
Treasury	0	0	0
*Others (Not relevant)	0	0	0
Total	194	94	48.45

Summary of Complaints are solved within 3 Days from June 2013)

Section	Solved 1 day	Solved >1 day & ≤3 days	Solved >3 days	Unsolved SLA	Total	Total Solved ≤3 days
Administration	0	0	23	25	48	0
Enforcement	0	0	5	4	9	0
Engineering	30	0	16	47	93	30
Landscape	0	0	0	2	2	0
Public Health and Services	0	0	30	8	38	0
Rating and Valuation	2	0	0	0	2	2
TALIKHIDMAT Admin	0	0	0	0	0	0
Treasury	0	0	0	0	0	0
Total	32	0	86	192	192	32

Types of Request/ Complaints	No. of Request/ Complaints		Total
	May	June	
ADM-Not Relevant	0	0	0
ADM-Others	0	0	0
ENG- Building Plan	0	0	0
ENG- Defective Drain*	7	13	20
ENG- Defective Street Lighting*	6	15	21
ENG- Drainage/ Flash Flood*	1	5	6
ENG- Dusty/ Muddy Roads	0	3	3
ENG-Illegal Extension*	5	1	6
ENG- Land Slide*	0	0	0
ENG- Maintenance of Roads/ Footpath/ Manholes*	70	65	135
ENG- Occupation Permit	0	0	0
ENG- Road Infrastructure Request	70	1	71
ENG- Traffic Control*	4	6	10
LAN- Grass cutting in Landscaped Areas	0	0	0
LAN-Maintenance of Landscaped Areas and Parks*	0	0	0
LAN- Miscellaneous Complaint on Landscaped/ Parks*	0	0	0
LAN- Tree Trimming/ Cutting*	0	0	0
PGK-Abandoned Vehicles	0	3	3
PGK- Application for Advertisement Permit	0	0	0
PGK- Illegal Dumping	0	0	0
PGK- Illegal Entertainment Outlet	0	1	1
PGK- Illegal Hawking	2	4	6
PGK-Illegal Structure/ Workshop	0	0	0
PGK-Miscellaneous Complaint on Enforcement matters	0	5	5
PGK-Nuisance (Noise)	0	4	4
PGK- Nuisance (Smell)	0	8	8
PGK- Obstruction of Footway	0	0	0
PGK- Trading without valid License/ Expired License	0	0	0
PGK- Unauthorised/ Expired Advertisement	0	0	0
PH- Animal Carcass	0	8	8
PH- Drain Clearing	12	0	12
PH- Grass cutting	3	0	3
PH- Grass cutting and Drain Clearing	0	6	6
PH-Illegal Dumping	2	3	5
PH-Licensing of Hawkers	0	0	0
PH-Licensing of Premises	0	0	0
PH-Nuisance*	2	9	11
PH- Rank Vegetation	0	0	0
PH- Scavenging Service	5	0	5
PH- Sewerage & Desludging	0	0	0
Ph- Stray Dog	12	11	23
PH- Sweeping	0	0	0
PH- Vector Control	0	0	0

RV- House Numbering	0	0	0
RV- Non-receipt of assessment rate bills	1	0	1
RV-Request for referencing	0	2	2
TRY- Counter Services	0	0	0
XYZ- Others	3	0	3
<i>Not Available</i>	57	18	75
Total	192	194	386

1. Management of complaints (May- June 2013)

	May			June			Total no. of complaints
	Total of complaints	solved	% solved	Total of complaints	solved	% solved	
Administration	48	23	47.91	53	24	45.28	101
Enforcement	9	5	55.55	9	6	66.66	18
Engineering	93	46	49.46	90	32	35.55	183
Landscaped	2	0	0	4	0	0	6
Public Health&services	38	30	78.94	37	31	83.78	75
Rating and Valuation	2	2	100	1	1	100	3
Treasury	0	0	0	0	0	0	0
Tourism	0	0	0	0	0	0	0
Total	192	106	55.20	194	94	48.45	386
Achievement	200 out of 386 complaints were solved (51.81%)						

2. Analysis of Request/ Complaints (May-June 2013)

*No Technical Complaints=209

Percentage of technical Complaints= $209/386= 54.14\%$

3. Complaints are solved within 3 Days from May- June 2013

Section	Solved 1 day	Solved>1 Day and <=3 days	Solved>3 days	Unsolved SLA	Total	Total Solved <= 3 days
Administration	3	0	44	54	101	3
Enforcement	0	0	11	7	18	0
Engineering	53	0	25	105	183	53
Landscaped	0	0	0	6	6	0
Public Health and Services	0	0	61	14	75	0
Rating and Valuation	3	0	0	0	3	3
Treasury	0	0	0	0	0	0
Tourism	0	0	0	0	0	0
Total	59	0	141	186	386	59

The percentage of complaints solved within 3 days for month of May-June 2013 was 15.28%

3.4 SUBJECT RELATED

Based on what I have studied before, I choose to focus on the subject of Principles of Service Marketing Management (ADM570) and Public Relations (PRO458) Since it is mostly related to my scope during the practical training, I apply most of service encounter skills in my task and it helps me indirectly to improve my skill especially for the soft skills when directly dealing with the customers and the responsible officer and the skills of manage and handling the problems of the customers. My observation towards the service made me the importance of dealing with customers face-to-face and dealing with them through online base.

3.5 THEORETICAL

3.5.1 SERVICE MANAGEMENT

Service is an act or performance offered by one party to another party. The performance is intangible, but may involve use of physical evidence. For example in this *Talikhidmat Complaint Management (Online Base)*, it is intangible, but it can be shows the physical evidence such as the information given by the customers to my supervisor and I. Apart from that, the pictures taken as the evidence to the officer to solve the cases also the physical evidence(Chew, 2009)

3.5.2 THE INVOLVEMENT OF CUSTOMER IN SERVICE PROCESS

The involvement of customers in service is very important in order to measure the level of quality and performance in the service process provided to the customers. There are four types of service process; first is people processing. It is the tangible act done by the customer and the other parties such as going to the council to make a direct complaint

or any enquiries to the organizations. Second tangible acts is possession processing which is not dealing with the customer directly but it deals with activities such as, the cleaner cleaning the building in the organization. However for the intangible acts, first is mental stimulus processing. This action is usually the process between two or more parties such as the employee needing the counseling service from the counselor in the organization for any problems he or she have. The last one is information processing such as processing the mails of the customers in the organization.

3.5.3 MANAGING SERVICE ENCOUNTERS

There are two ways to managing service encounters in Service Management;

1) Managing Service Encounter-1

The service encounter is a period of time during which customer interact directly with a service. While, the moment of truth, it defining points in service delivery where customers interact with employees or the equipment. The critical incident is specific encounters that result in especially satisfying or dissatisfying outcomes for either customers or service employees.

2) MANAGING SERVICE ENCOUNTERS-2

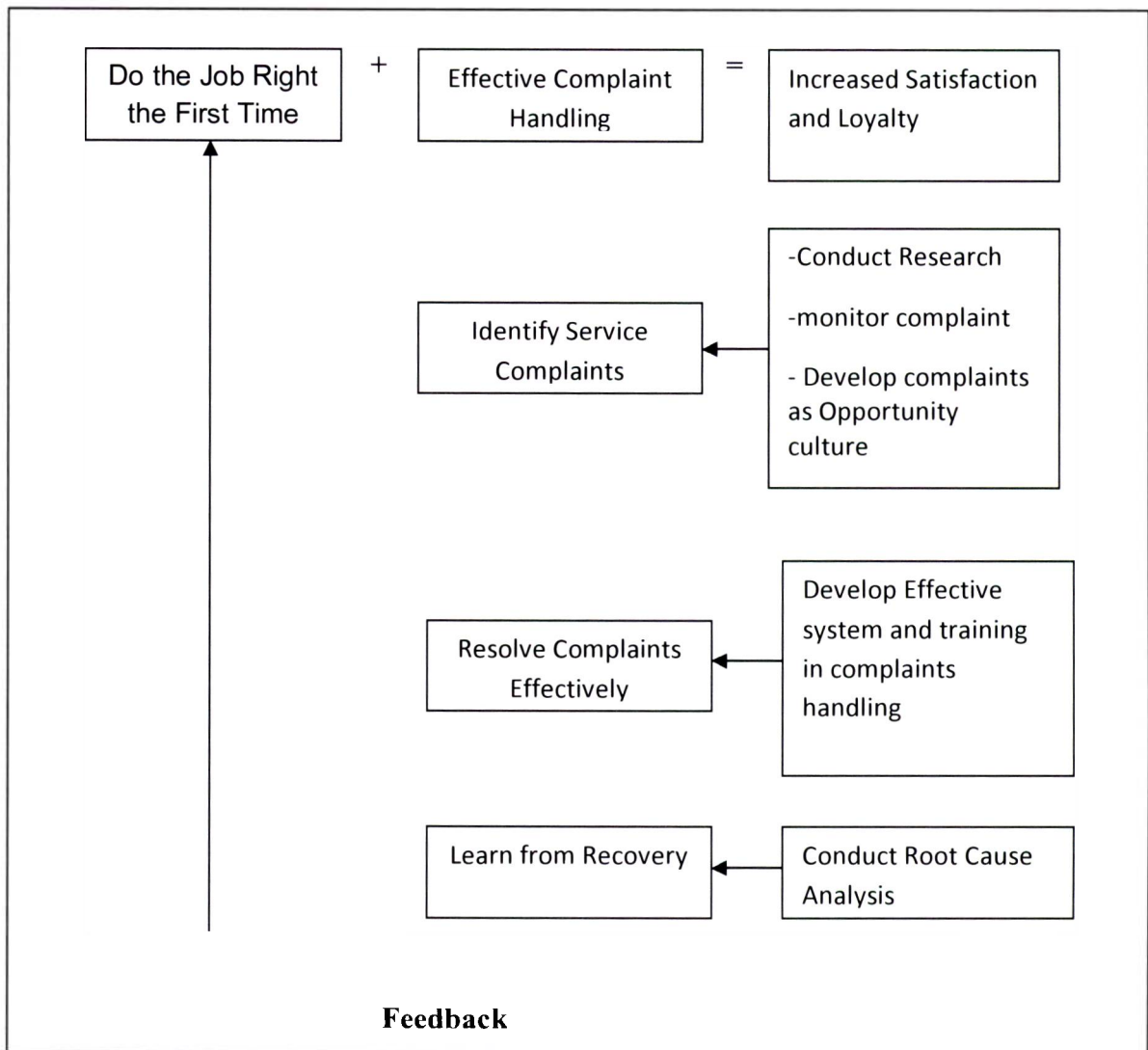
In this managing service encounters-2, the service success often rests on performance of junior contact personnel. Apart from that, it must be train, the coach provided and the role model desired behavior. Thoughtless or badly behaved customers can cause problems for service personnel and other customers. The last is, there must be educating customers, clarify what is expected manage behavior.

3.5.4 COMPLAINT HANDLING AND SERVICE RECOVERY

Employees serving customers face-to face by phone, intermediaries acting for original supplier, managers contacted by customers at head or the regional office, complaints cards mailed or placed in special box and also complaints passed to the company by third-party recipients such as;

- ✦ Consumers advocates
- ✦ Trade organizations
- ✦ Legislative agencies
- ✦ Other customers

3.5.5 COMPONENTS OF AN EFFECTIVE RECOVERY SYSTEM



Source: Essential of Services Marketing (Chew, 2009)

3.6 PUBLIC RELATIONS

Public Relation can be defined as leadership and management function that can help to achieve the organizational objectives, define the philosophy and facilitate organizational change.(ElizabethL.Toh, 2009). It communicates with all relevant internal and external publics to develop positive relationship and create consistency between organizational goals and societal expectations.

3.6.1 PUBLIC RELATIONS ROLES

Public Relations are important to help as a role and medium between one to another party. The excellent communication skills are highly needed in the field. These are following basic skill as public relations practitioners must have;

- ✚ Expert prescriber
- ✚ Communication facilitator
- ✚ Problem-Solving Facilitator

1. EXPERT PRESCRIBER

The agent to the public, practitioner of public relation must able to give explanation either verbally or non-verbal to convince the public of the practitioner action or words.(ElizabethL.Toh, 2009). Relate with my practical training in *Talikhidmat Complaint Management (Online Base)*, the officer under my supervision able to explain and convince during meeting regarding the *Talikhidmat Complaint Management*. This situation also taught me independent to identify and calculate the percentage of unsolved and solved cases starting from May to June.

2. COMMUNICATOR FACILITATOR

Facilitator is a person who willing to manage an effective channel to ensure the activities is working according to plan. This important person will supervise and monitor the environment time for time either internally or externally or even both of them. (ElizabethL.Toh, 2009) This person must have the knowledge in almost expect communication channel in order to share with other peoples. Apart from that, they must be expert in using technology advancement, be a good listener and confident to speech or voice out. By related for my practical training; I have been a communicator facilitator, by monitoring and supervising the condition of the *Talikhidmat Complaint Management (Online Base)*. Whenever I need further information and curious with any unexpected things exist, I will directly voice it out to the Head of officer handling this system, Mr. Ng. I also used suitable knowledge and communication in communicating with this upper management in delivery information.

3. PROBLEM –SOLVING FACILITATOR

This person is responsible to be a middle person in solving the problem raised. Generally, public relations practitioners equipped with great communication skill and mind as their expertise. I was able to relate to it during my practical training, when the calculation of the percentage forthe month of May until June. Therefore, I know my expertise in this area of *Talikhidmat Complaint Management*, because I managed to complete it in a few hours.

CHAPTER 4

RECOMMENDATIONS

4.1 INTRODUCTION

In this chapter, it will focus on the strength and weaknesses of the job or the tasks assigned during training as discussed in chapter 3. Apart from that, it required students to provide solution and recommendations for the improvement of the organization.

As I have been attached at Padawan Municipal Council (MPP), I have learnt a lot about the strength and weaknesses of the organization. Back to chapter three, I have discussed the practices of service management, public complaint and public relations related with my chosen task which is *Talikhidmat Complaint Management service (Online Base)* in Padawan Municipal Council (MPP). During my practical training, I found the practice of public relation; service management and public complaint have the strengths and weaknesses. Therefore, I will discuss further the strength and weaknesses of these elements' practices in Padawan Municipal Council and also the possible solution and improvement of these elements by using a chosen analysis to solve the problems occurred in the using of *Talikhidmat Complaint Management (Online Base)* to ensure I will be able to identify the advantages and disadvantages of the task.

4.2 STRENGTHS OF *TALIKHIDMAT COMPLAINT MANAGEMENT*

The first strength of the *Talikhidmat Complaint Management (Online Base)* is because it is more effective to the customer to make their complaint to the Padawan Municipal Council (MPP). In other words, it may reduce cost of the customers. The customers no longer go to the Council directly to make their complaint especially for them who are staying far from the Council for example, those staying at upper Padawan, since they do not have a good road condition for travel on. Therefore, the customers can directly dealing with the supervisor in charge the *Talikhidmat Complaint Management* and it can save their time.

Besides that, the supervisor and the responsible officer handling this service are able to see the situation or the real condition of complaining cases in the customers' area. In the *Talikhidmat Complaint Management*, the customer may attach the pictures as the evidence of the cases in their places. For instance, if the customer complaint about problem in their places, such as uneven road, illegal dumping in their areas, they will take the pictures and attached it in the cases column in *Talikhidmat Complaint Management*. So, it may make the responsible department solve the problems and take action. This also saves them time without going to that place in order to see the cases in that place.

Last but not least, the service is able to encourage the responsible officer to respond, and allowed the customer know the progression of their action towards the cases. As been required in the policy of this service, the cases of customers must be responded not in more than three working days. This is because to fulfill the customer satisfaction, and the organization performance and reputation. When the cases are still in progress, thus the responsible officer in that department must inform to that customer in that *Talikhidmat*. The customer can also update through the *Talikhidmat Complaint Management*.

4.3 WEAKNESSES OF TALIKHIDMAT COMPLAINT MANAGEMENT

There are several weaknesses of *Talikhidmat Complaint Management* in practicing in Padawan Municipal Council. The weaknesses of the system may affect the department and also the organization performance and influence the customer's satisfaction as well. The first weakness is inconsistent internet coverage in the organization. This problem usually occurred when there is sudden disturbance of electricity. Then, the computer unable to detect the internet coverage and it may take a few hours to recover. Therefore, it is difficult for me to update the cases received from the customers in every two hours. As a result, the cases of compliant sent by the customers will be pending and it just can be identify, when the internet coverage were recovered. However, to update the system, there is only one general computer to be used and that computer also use by other students, Capacity Building Graduates who want to print their task, and it takes time for me to update the *Talikhidmat Complaint Management*.

Apart from that, number of the supervisor may create the problemstowards*Talikhidmat Complaint Management*. This problem occurred when therewill be unexpected or emergency leave taken by the supervisor. Since, there is only one supervisor in charge and handling this service. For example, this issue can be seen in the reality life, when the supervisor in charge of the service was on leave for ten days during in-coming Hari Raya celebration. Even though I have been assigned to handle the service, but the problem may arise when there no other staff is been trained to handling the system. As a result, there will be many pending compliant cases received by the customers that has notsolved by the responsible officer and department, due to the supervisor on leave and no one can take over her task.

Besides that, there was slow action taken by the officer towards the cases. It showed that, the officer did not give her or his response immediately to the customer's complaints. This incident often occurred in the organization by the officers. For instance, after the supervisor who had sent the cases of complaints to the responsible action, however the responsible officer did not give an immediate action towards the cases. This is because they are sometimes not discipline and lack commitment towards their task assigned and also the work ethic in them are still low. Therefore, the cases will pending for several days and it automatically set as unsolved cases after three working days. This action gives bad impact to the customers when the customer still realize their complaints are still not been take n action of by the organization. As a result, it will disturb the reputation and image of the organization, just because of the attitude of the officer who did not take an action and inform the customers about the progress of their work.

4.4 SOLUTIONS/ FUTURE RECOMMENDATION

Based on my observation since six weeks I have practical training in Padawan Municipal Council, there are few things that have to be improved by this organization towards the *Talikhidmat Complaint Management (Online Base)* service. Firstly, the Padawan Municipal Council should provide efficient internet coverage to the organization especially by providing it to the supervisor that handle this service. This is because; there is weak internet coverage especially when after a sudden electricity cut or disturbance. However, the organization must control and monitor every movement of the employees when the using of internet coverage in the organization are very wide, because it may cause to miscommunication, doing other things such as online for network application for personal reason. Therefore, it may affect the work performance of the employees and decrease the quality of their work.

My second recommendation is, the organization must organize the course to the staffs in this service. This is because, to encourage and exposed them to handle this service. So that, there will be more staffs able to use this system and dealing with the customer through this medium. By having a lot of staff who are able to use this service system, then the number of pending and unread cases of complaint can be decreased. For example, when one of the officers is still on leave, then the other staff can supervise the system to update the customer's complaints and any enquiries. Then still can take over the task every two hours in order to avoid work overload having by them. Therefore, the number of supervisor who handles this system must be increased to maintain the quality of the service to the customers.

Finally, the work attitude of the officer must be improved. The officer must act fast than before to ensure they are able to solve the complaints brought by the customers. Due to the incident the numbers of pending cases keep increasing, and then the officer must realize that their roles to make the transformation towards the organization should be smooth. Apart from that, the officer must inform the customers through the service regarding their cases are still in progress, or been solved or it will takes a few weeks or months to fix it due to several inconvenience and problems raised. This respond is very important to meet the customers satisfaction and concern on the service provided to the customers are meeting their expectations and they will be happy and satisfied with the service provided by the Padawan Municipal Council. Before that, the officer must understand the problems from the customers, because sometimes the problems might disturb their quality of life.

CHAPTER 5

CONCLUSION

5.1 INTRODUCTION

In Chapter 1, it discusses about the history, background, population, area under jurisdiction Padawan Municipal Council (MPP), vision, and mission of the Padawan Municipal Council. This council is located in mile 10th Kota Padawan, Kuching. The areas under jurisdiction of Padawan Municipal Council are KotaPadawan, Kota Sentosa, Matang area, and BatuKawa New Township area. Padawan Municipal Council has an area of 1,431.81 sq. km. The populations are about 322,513 people. This council practices the councillorship system, which consist of several task and their duties. The chairman of this system is cr. Lo Khere Chiang and 26 other councilors. The seven departments in the council play their own roles in cooperate with other department based on specific services and system so that they are able to connect and link with each other.

5.2 SCHEDULE OF PRACTICAL TRAINING

In chapter 2, I have discussed the summary on the schedule of my practical training in Padawan Municipal Council weekly. Before starting my task in the organization, basically, I get to know more about the council closer. This is the summary during my practical training at MPP.

❖ **FIRST WEEK: 22 JULY-26 JULY 2013**

On the first day I reached into the organization, I need to make a report to Administration and Human Resource department for my confirmation of the practical training status in Padawan Municipal Council. I have been attached under Administration and Human Resource department by Human Resource Officer, Miss Chen FuiLan. She asked me to be under the supervision of Madam Norhajah Binti Esapian. Besides me, there are 13 students who are also having their practical training in the organization. On my first week, there are no challenging task been assigned to me, but my supervisor teach on how to use the system and with who I am supposed to deal with. My task during the first week relates with principles of Management (PAD160) which I have take my during diploma studies. This is because, the task such as preparation of minute sheet, and public speaking, realized me that the task must be follows the procedure, checking to avoid any mistakes and many more. However, for the public speaking for the first week, made me realized the meaning of management and the elements of management; Planning what we going to present, Organizing the program of public speaking even though by helping other students, Leading the team members and Controlling them, by given their part to be presented.

❖ **SECOND WEEK: 29 JULY- 2 AUGUST 2013**

On my second week of the practical training, I gained a lot of information from the organization operation and the core works in the every each of the department. I have been assigned by Madam NorhajahEsapian to record in-coming mails from the customer and the out-coming mails from the Secretary Council. Apart from that, I have learned to make invitation card and booklet by using Microsoft Publisher. This task, I have relate to my previous subject which been taken during diploma in Public Administration

and Computer Science. My supervisor also gives me trust to handle the *Talikhidmat Complaint Management*, (online base). However, she gave me guidance to solve the cases of the customer by following procedures. This procedure must be concern on because the customer's complaint or cases need to be settling at least not more than three days of working day.

❖ **THIRD WEEK: 5 AUGUST-7 AUGUST 2013**

On the third week of my practical training, majority of the Muslim staff are in holiday since Hari Raya Celebration will be celebrated on Thursday. As usual, register the in-coming mails from the customers and out-coming mails from the Secretary Council, Mr. Michael Saweng or the Deputy of Secretary Council, Madam Elizabeth Loh. Besides that, I have checked the *Talikhidmat Complaint Management* (online base). Since there are not many tasks needed to be done, thus Human Resource Officer, Miss Chen FuiLan assigned me a task which is make a SPSS test towards the courses been attended by the Padawan Municipal Council's staffs starting from year 2102. I used the SPSS 16.0 version. I have used correlation analysis to make a test by identifying the relationship between a group with another groups. This task, I can relate it with our current subject which is Applied Research Project (ADS555). There are 5 levels of the staff satisfaction towards the courses they have been attended such as follows:

- i. Level 1 (Most Satisfactory)
- ii. Level 2 (Satisfactory)
- iii. Level 3 (Moderate)
- iv. Level 4 (Unsatisfactory)
- v. Level 5 (Most Unsatisfactory)

Therefore, I need to make a description of satisfaction level of the staff towards the quality and the knowledge gaining from the courses they attended. Based on the description that I have made, the Human Resource Department will take an action and improve the quality of the courses in the future.

❖ **FOURTH WEEK: 12 AUGUST- 16 AUGUST 2013**

Meanwhile, on the fourth week of my practical training, my supervisor asked me to printing; record the in-coming mails from the customers and out-coming mails from the Secretary Council. Apart from that, I have been asked to make filing in the filing room. For the filing task, I am able to relate as a systematically classifying, coding arranging and placing records in storage and facilitating their quick and easy retrieval when requested by the user. The importance of filing system are; to ensure there will be quick document searching especially regarding with staffs' personal documents for unexpected cases will occurred. Besides that, I have also checked the *Talikhidmat Complaint Management*. It must be checked starting at 8 am, 10 am, 2 pm and 4pm. Thus, every 2 hours need to be checked for the responds to the customers. The deputy of secretary council also asked me to check the grammar mistakes on the slide presentation on *AnugerahKaunterCemerlang*. On every Thursday, as a practical training student, we need to attend the personal grooming session conducted by Miss Wenderine Khoo, as the Mary Kay product Independent Consultant and on Friday; we need to attend the knowledge sharing session which is public speaking and sharing about the topic we discuss on that day.

❖ **FIFTH WEEK: 19 AUGUST-23 AUGUST 2013**

On the fifth week, my focus is about my attending the press release launch at Committee Hall, Padawan Municipal Council. The press attended by the media, the Padawan Municipal Council's Chairman, Cr. Lo Khere Chiang, and Vice Chairman, Cr. Tuan Haji Hashim Yap. It is all about the event need to be run to eradicate the number of rat's populations, bring the awareness to the public about the dangerous of rat's affection to human's health. Besides that, I have also made the invitation cards, booklet, and tentative program for *Majlis Ramah Tamah*. I have also attended the meeting of *Majlis Ramah Tamah Aidilfitri*. The relations of press release that I have been attended with theory public relations which is relate with the three stages of public relations development; rhetoricians, press a gentry and journalistic or publicity tradition which also including the involvement of the media and other parties attended in the press release made by the Chairman of Padawan Municipal Council.

❖ **SIXTH WEEK: 26 AUGUST- 30 AUGUST 2013**

During my final week, I have been assigned to handle and be a secretariat of the meeting. The meeting is regarding *NKRA Bandar Selamat*. All head of the government department and agencies are invited to come to that meeting. It is about the focus on the specific area that been suspected as a dangerous places to the public in Kuching area. Thus, several action and precautions need to be taken to reduce the crime rate in our city especially. Apart from that, I have been asked by my supervisor to calculate the percentage and total number of cases in *Talikhidmat Complaint Management*. It is based on percentage of unsolved problems within after 3 days of working hours and vice versa. This task, I was able to relate with business mathematics that been studied during my Diploma. The last task on my last day is, being a personal assistant to the Secretary

Council; Mr Michael Saweng due to his PA is on sick leave. I was able to relate the task with the management subject, which I need to receive and follows the instruction from the Secretary Council before taking any action, for example any appointment with the client, I need to ask him first, before making any decision.

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APPENDICES

ATURCARA MAJLIS HARI ULANG TAHUN KE 17 MAJLIS PERBANDARAN PADAWAN 2013

- 8.30 pagi Ketibaan Ahli-ahli Majlis, Ketua– KetuaBahagian, Kakitangan MPP dan Para Jemputan
- 8.45 pagi Ketibaan Yang Berbahagia, Cr. Ir. Lo Khere Chiang, Pengerusi Majlis Perbandaran Padawan
- 8.55 pagi Ketibaan Tetamu Kehormat YB Dato Sri Wong Soon Koh, Menteri KerajaanTempatan dan Pembangunan Komuniti dan Menteri Kewangan II
- Kawalan Kehormat diikuti dengan nyanyian Lagu Kebangsaan ‘Negaraku’ dan ‘Ibu Pertiwiku’ oleh Kumpulan Koir MPP
- Bacaan Doa Selamat
- Upacara Menaikkan Bendera MPP diiringi dengan nyanyian Lagu MPP oleh Kumpulan Koir MPP
- Ucapan Aluan Pengerusi Pengelola, Cr.Anthony Ramanair
- Ucapan oleh Yang Berbahagia Cr. Ir. Lo Khere Chiang, Pengerusi Majlis Perbandaran Padawan
- Ucapan oleh Tetamu Kehormat Yang Berhormat Dato Sri Wong Soon Koh, Menteri KerajaanTempatandan Pembangunan Komuniti dan Menteri Kewangan II
- Bacaan Ikrar yang diketuai oleh Hjh. Norhalimah Hj.Mohd.Hamni serta Ketua-Ketua Bahagian
- Upacara Pemotongan Kek Ulang TahunKe 17 Majlis Perbandaran Padawan
- Penyerahan Kajian Semula Pelan Strategik 2013 dan Balanced Score Card MPP kepada YB Dato Sri Wong Soon Koh, Menteri Kerajaan Tempatan dan Pembangunan Komuniti dan Menteri Kewangan II oleh Setiausaha Perbandaran MPP
- Penyerahan*Strata Title* 5 Blok Bangunan MJC olehYB Dato Sri Wong Soon Koh, Menteri KerajaanTempatandan Pembangunan Komuniti dan Menteri Kewangan II kepada wakil MJC Property Owners Association
- Penyampaian Cenderahati kepada YB Dato Sri Wong Soon Koh, Menteri Kerajaan Tempatan dan Pembangunan Komuniti dan Menteri Kewangan II
- Sesi Bergambar Ahli-Ahli Majlis dan Ketua Bahagian MPP bersama YB Dato Sri Wong Soon Koh, Menteri KerajaanTempatandanPembangunan Komuniti dan Menteri Kewangan II
- 10.30 pagi Jamuan
- 10.45 pagi Sesi Pembentangan dan Dialog bersama YB Dato Sri Wong Soon Koh, Menteri KerajaanTempatandan Pembangunan Komuniti dan Menteri Kewangan II
- Bersurai.

MAJLIS RAMAH TAMAH AIDILFITRI

MAJLIS RAMAH TAMAH AIDILFITRI 2013

"Perayaan Kita, Cara Kita"

Tarikh: 4 September 2013

Masa: 10.00 pagi- 2.00 petang

Tempat: Kantin, MPP

Aturcara

- 10.00pagi - Ketibaan para jemputan
- 10.15pagi - Ketibaan Pengerusi iMajlis
- Bacaan Doa oleh Encik Japar Bin Ham
 - Ucapan aluan dari Pengerusi Pengelola oleh Tuan Haji Mohd. Hashim Yap
 - Ucapan oleh tetamu kehormat Pengerusi MPP, Cr. Lo Khere Chiang
 - Simbolik Pelancaran
 - Jamuan bermula
 - Hiburan
 - ❖ Bergendang
 - ❖ Karaoke
- 2.00 petang - Bersurai

Majlis Ramah Tamah Aidilfitri 2013

“Perayaan Kita, Cara Kita”

Tarikh: 4 September 2013 (Rabu)

Masa: 10:00 pagi-2:00 petang

Tempat: Kantin, MPP

Pakaian: Baju Melayu/ Batik

Baju Kurung/ Kebaya

Aturcara

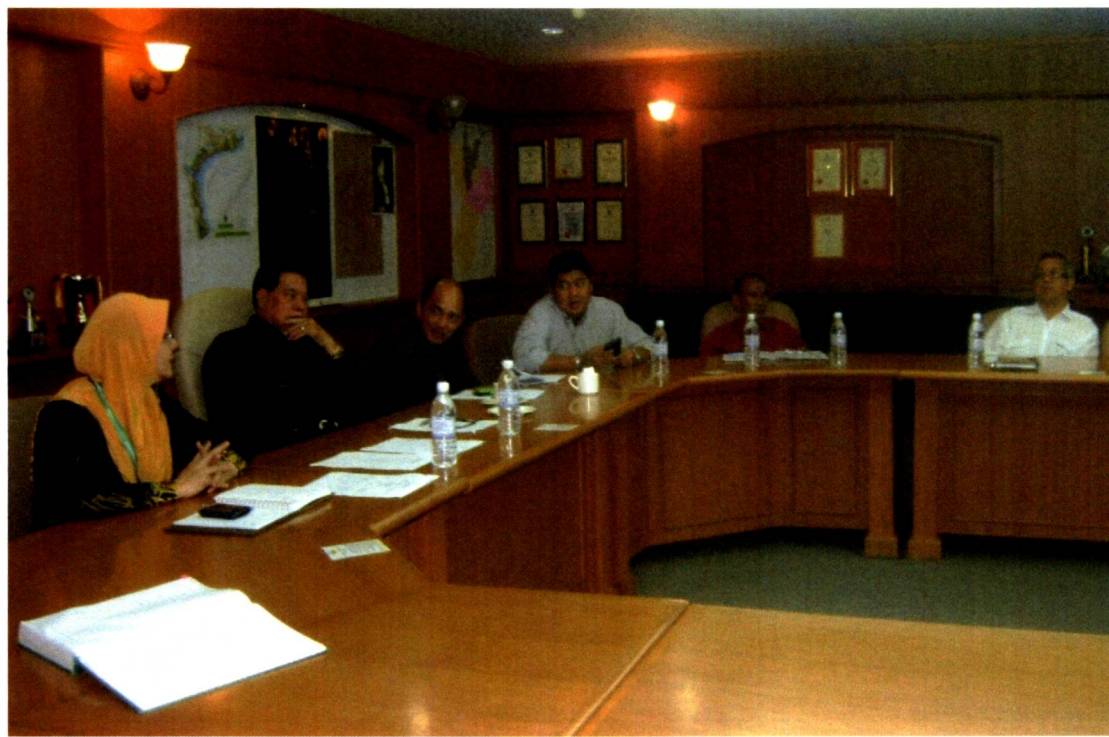
- 10.00 pagi** - Ketibaan para jemputan
- 10.15pagi** - Ketibaan Pengerusi MPP
- Bacaan doa oleh Encik Japar Bin Ham
 - Ucapan aluan dari Pengerusi Pengelola oleh Tuan Hj. Mohd. Hashim Yap
 - Ucapan oleh tetamu kehormat Pengerusi MPP, Cr. Lo Khere Chiang
 - Simbolik Pelancaran
 - Jamuan bermula
 - Hiburan
 - ❖ Bergendang
 - ❖ Karaoke
- 2:00 petang** - Bersurai



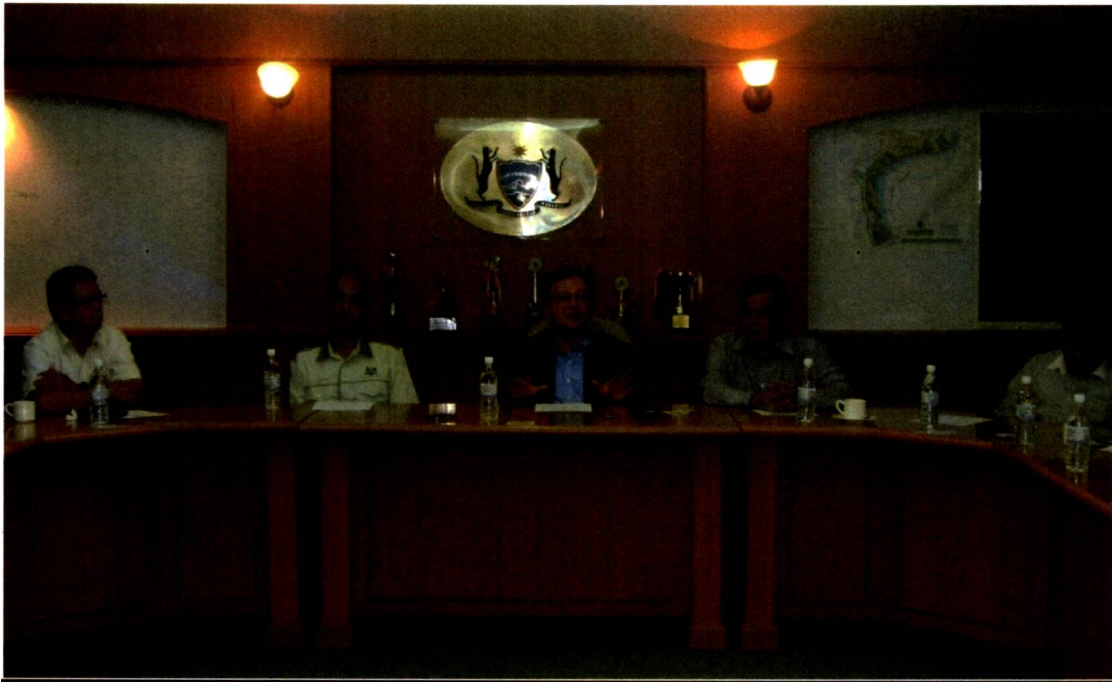
Semua Warga MPP, CBG, Dan Pelajar Latihan Industri

Dijemput Hadir Bagi Memeriahkan Majlis.

MEETING ON HARI RAYA AIDILFITRI CELEBRATION



PRESS RELEASE ON
STATE LEVEL RAT CONTROL PROGRAMME

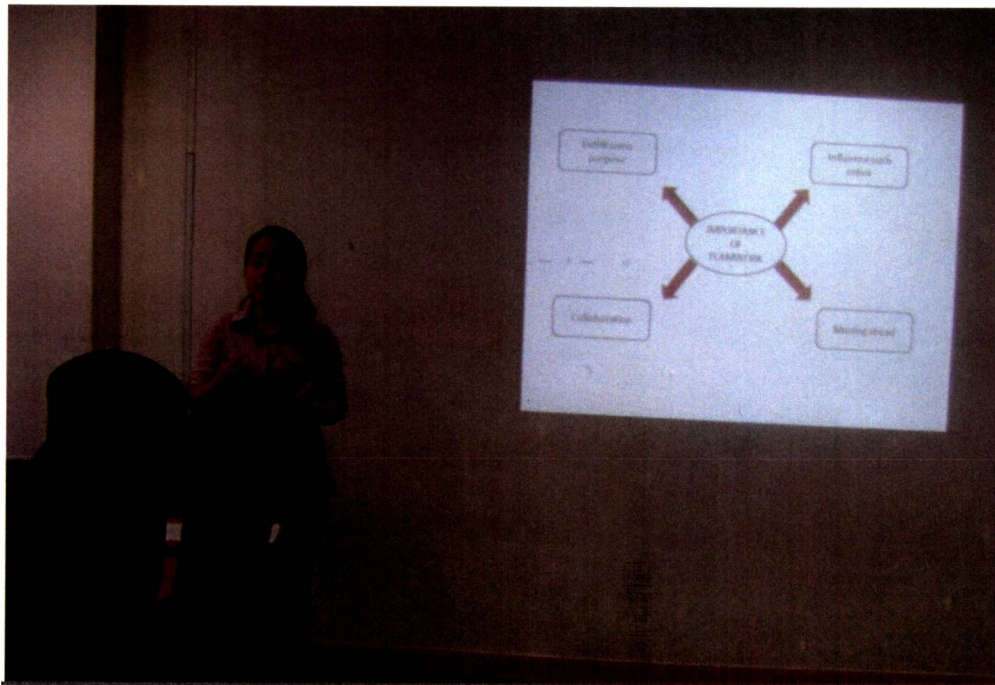


OFFICIATED THE NEW MODEL OF STREET LIGHTING BY CR. LO KHERE
CHIANG
AT 10 MILE, KOTA PADAWAN



KNOWLEDGE SHARING SESSION & PUBLIC SPEAKING

AT COUNCILLORS ROOM



PERSONAL GROOMING SESSION
BY MARY KAY INDEPENDENT CONSULTANT



NKRA BANDAR SELAMAT MEETING



PADAWAN FAIR

16 AUGUST- 15 SEPTEMBER 2013

AT BATU KAWA NEW TOWNSHIP

