

UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES



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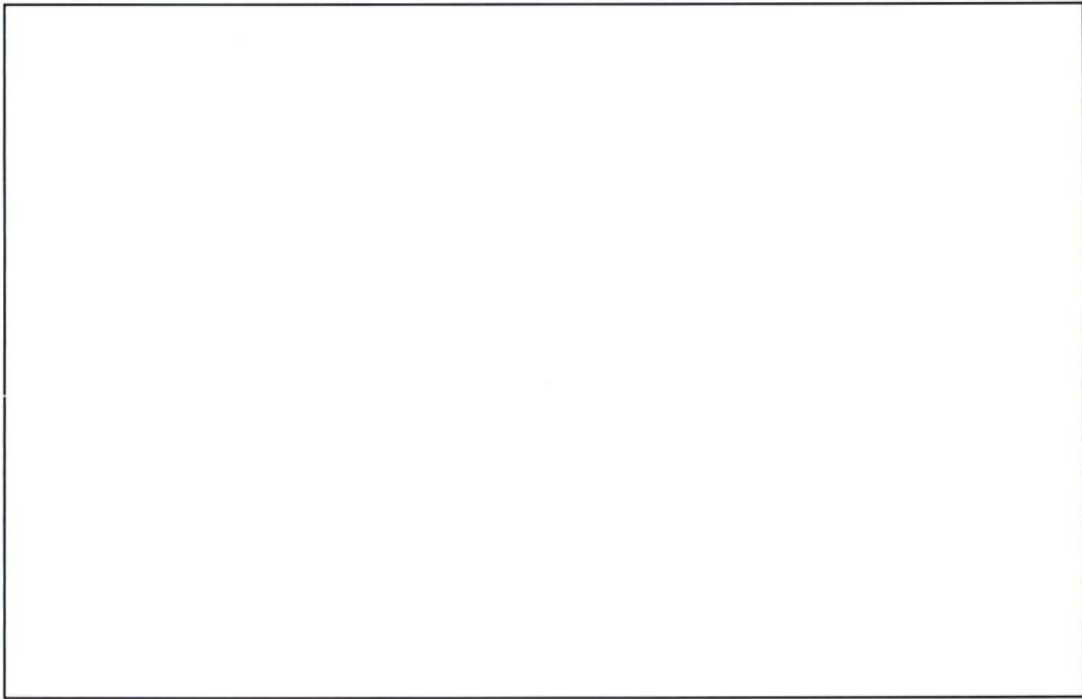
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)

PRACTICAL TRAINING REPORT
MUAR DISTRICT OFFICE (MDO)

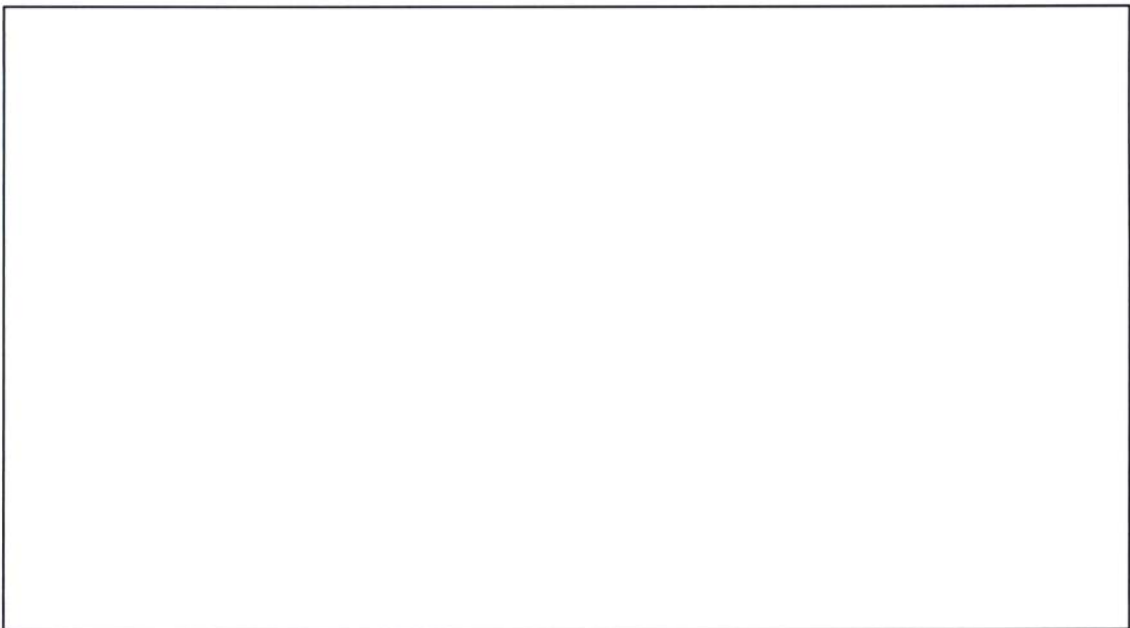
MUHAMMAD ASIF BIN ABDUL RAHMAN
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JANUARY 2016 – MARCH 2016

Supervisor's Comments

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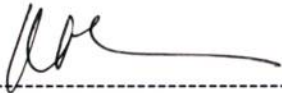
Moderator's Comments

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

Madam Nur Aida Binti Kipli,

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



(MADAM NUR AIDA BINTI KIPLI)

Date: 1 July 2016

Declaration

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

Signed



Name: Muhammad Asif Bin Abdul Rahman

Acknowledgement

Assalamualaikum w.b.t. First of all, Praise be God Almighty for giving me an opportunity to undergo my Internship Training at Muar District Office which is located at my hometown, Muar. By undergoing my practical training at my hometown, it has facilitated my working progress and I have got lots of experience by doing many things in the Administrative Department which is under the scope of my study for Degree level in Bachelor of Administrative Science (Hons.) at UiTM Samarahan, Sarawak. This kind of practical training has given me new experience working in office eventhough it just only takes 8 weeks.

I would like to thank to Mr. Fairuz Hidayat Merican Wan Merican because he had organized all the procedures and process for the intake of practical trainee from UiTM Samarahan, Sarawak.

Besides that, I would like to thank to all the staffs in Muar District Office, for giving me such a great and memorable opportunity to get involved in all three departments which are Management department, Physical Development Department and Society Development Department, especially the person who guide us during internship training who is Mr. Khairul Farhan Bin Zarkasi, Administrative Assistance (P/O) N22 HRMIS of Muar District Office.

Finally, I would like to thank to my research supervisor, for guiding me on how to make a proper design for the practical training report throughout Semester 6 besides giving me some motivation on how to be a good practical trainee before I undergo my practical training in Muar District Office (MDO).

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CHAPTER 1

INTRODUCTION

1.0 Introduction

In this subtopic, it is regarding on the introduction to the organization which accept me as a practical trainee. It includes the background of organization, organizational vision and mission, organizational objectives and other few sections.

1.1 Background of Organization

Organization can be defined as a unit of people who have capabilities to manage all the work process according to their duties in order to meet organizational goal. Structure of management determines the relationship between different activities and the members, responsibility, subdivides and assigned roles to carry out different duties. (Business Dictionary.com, n. da)

In Muar District Office, its building was built in year 1884. This building was manufactured by wood under the control of Dato' Bentara Luar, Dato' Mohd Salleh Bin Perang (Muar District Office, 2005a). This woody building has endured for 31 years until the year 1915 (Muar District Office, 2005b). The resident of British government had made a decision to replace the building with the new one and made it as Muar District Office which has existed until today (Muar District Office, 2005c). During World War 2, this kind of building had been conquered by Japanese army (Muar District Office, 2005d). Even, though its function had been fixed but the pattern of the administrative system was following the Japanese culture (Muar District Office,

2005e). After the end of World War, this building and the administration of Muar District, had been taken over by the British governance and State Government of Johor (Muar District Office, 2005f).

Since the Malaysian Independence, this building has been possessed and administered by Johor State Government (Muar District Office, 2005g).

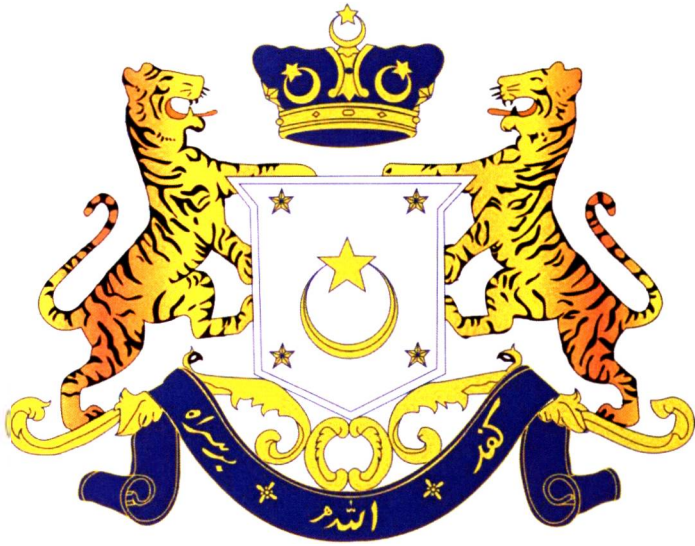


Figure 1.1.1: Logo of Muar District Office



Figure 1.1.2: Flag of Muar District in Johor State

1.2 Organizational Vision

Organizational vision can be defined as aspirational description which the organization would like to achieve whether it is short or long-term future (Business Dictionary.com, n. d). The vision should be measureable, feasible and predictable. It also acts as a guidance for the organization to implement future courses of action.

Muar District Office has its own vision which to become a Government Agency which can implement the development projects with more systematic and efficient aligning with the period given and to improve the socio-life of the people. (Muar District Office, 2005h).

1.3 Organizational Mission

Organizational mission can be defined as a written declaration statement for the organization's core purpose and its focus that remain unchanged over time (Business Dictionary.com, n. d). It can be served as a filter that will determine what is important from what is not. Besides that, it also will state which markets will be served and how, and showing to the entire organization regarding on the direction to achieve the organizational goal.

The mission of Muar District Office is to implement its role to become an effective government agency in planning, aligning and implementing the development of the Muar District based on its accountability to develop the district and as well to keep a good relationship with the people. (Muar District Office, 2005i).

1.4 Organizational Objectives

Organizational objectives can be defined as an overall goals, purpose and the mission which has been established by its management and communicated to all the employees (Business Dictionary.com, n. d). It is a long range intention for operating and its overall business which can provide useful guidance for the employees.

There are six organizational objectives of Muar District Office. Firstly, it is to help in office management and administration so that it will be efficient, well-organized and effective based on the financial, authority, administration and security (Muar District Office, 2005j).

Besides that, it is to supervise, give and synchronize all the services provided to the people by applying the concept of clean, efficient and accountable management. (Muar District Office, 2005k).

Thirdly, it is to inculcate the unity of people to ensure the safety, harmony and also the happiness of people. (Muar District Office, 2005l).

Fourthly, it is to improve the level of socio-economic of the people with more effective through the continuous development programs. (Muar District Office, 2005m).

Fifthly, its role is to make the community of people will be more progressive and educated through the community programs. (Muar District Office, 2005n).

Sixthly, it is to create the changing of behavior of the local people to achieve the happiness in life through their participation in development project. (Muar District Office, 2005o).

1.5 Duties for Upper-level Management

There are four related top-level officer which are District Officer, Assistance of District Officer, Executive Officer and Chief of Administrative Assistance.

They have their own role and responsibility which are firstly, they have to help the stakeholders which is known as a module owner in Human Resource Department. Besides that, it is to ensure that the agency data is verified and always be updated. The other tasks will be directed from time to time.

The authority has given to them to update the data for the employment in Human Resource Management Information System (HRMIS).

1.6 Role of Department

Muar District Office consists of three departments which are Administrative & Financial Department, Physical Development Department and Community Development Department. Each of these departments have its own significant roles.

1.6.1 Administrative & Financial Department

Objectives:

Administrative department has its own objectives. There are five objectives of administrative department.

Firstly, it is to ensure that the entire office administration will be going smoothly, efficient and manageable in terms of employment, service, administration and safety (Muar District Office, 2005p).

Secondly, it is to ensure that the system of administrative department will be going smoothly and always be updated entirely (Muar District Office, 2005q)

Thirdly, it is to ensure that the office and personnel affairs will always be updated (Muar District Office, 2005r).

Fourthly, its role as well is to ensure that the security of department is always in a maximum level. (Muar District Office, 2005s).

Fifthly, the hygiene, scenery and cheerfulness of the office always be monitored. (Muar District Office, 2005t).

1.6.2 Physical Development Department

There are two scopes of tasks in Physical Development Department in Muar District Office which are Development and Security.

1.6.2.1 Functions of Development:

The function of the physical development department is to plan the development projects through the district development plan (Muar District Office, 2005u).

Secondly, it is to plan, synchronize and implement the programs and activities for the development of the residents in rural areas (Muar District Office, 2005v).

1.6.2.2 Functions of Security:

The function of security is to be responsible for the safety of the district, to curb and protect from the threats of drugs and the subversive of the people who become radical.

Besides that, it has to arrange all the speeches regarding on the security aspects.

Thirdly, it has to manage all the matters regarding on the flood and other natural disaster.

1.6.3 Community Development Department

Objective:

The objective of the Community Development department is to establish a community in the rural area with more balanced and arranged with its residents, fixing and strengthening the moral values which will be inherited and at the same moment it will increase the productivity and able to be independent (Muar District Office, 2005w).

Besides that, the Chief of Sub-district is one of the person who plays important roles towards their sub-district in Muar area. At the same moment, they work and give community service to Muar District Office to manage all the matters regarding on the development of the sub-district as well as the citizens in Muar area. They are given some allowances and mileage fees (based on the capacity of engine for their own transport.

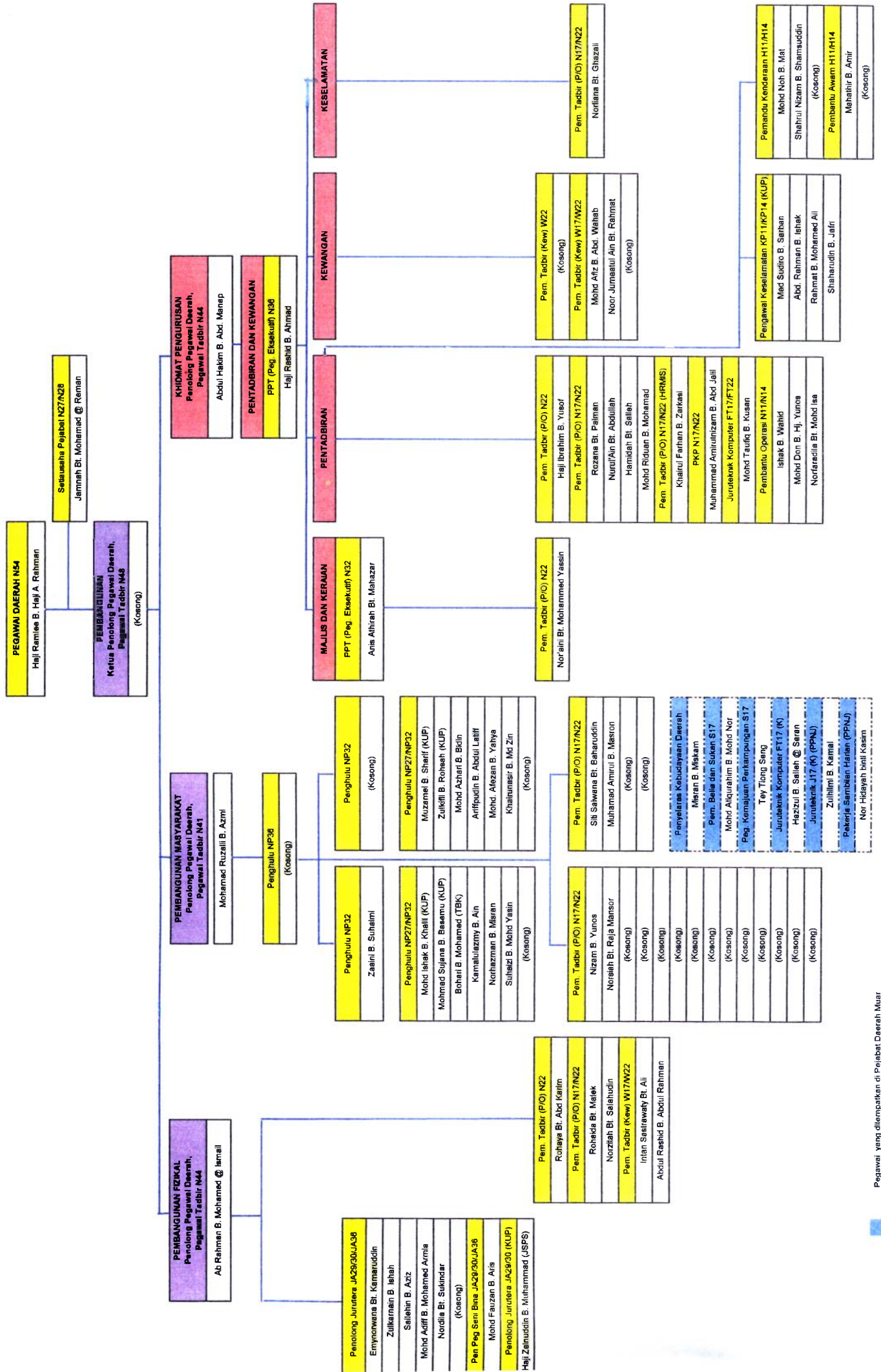
E-kasih Scheme which will be provided to the citizens in any sub-district in Muar area who has lower income rate per year and this kind of scheme may facilitate the living cost and reduce the burden of the rural people in Muar. This kind of scheme should be approved by Chief of Sub-district at the first phase and then be checked by Assistance of District Officer in Community Development Department, and at the final phase it must be validated by Muar District Officer. Then, it will be kindly distributed to the individual who has made the enrollment. The aid can be in terms of financial and as well as the basic necessity for the individual to survive.

FIGURE 1.7

Organizational Chart of Muar District Office

*Source: Muar District Office. (2015).
Physical Development Department.
Muar, Malaysia: Author. (Original
work published 2015).*

CARTA ORGANISASI PEJABAT DAERAH MUAR



1.8 Working Process

1.8.1: Management of Personal Record:

There are nine working processes in Muar District Office. The first one is referring to the Human Resource Information System (HRMIS) Application as a reference for the Data Module.

Secondly, there will be the opening of the HRMIS website which are [http//10.144.2.203](http://10.144.2.203).

Thirdly, the information of the personal data should be filled by the officers themselves.

Fourthly, ID User has been existed which is involving all the employees and staff of the Muar District Office. Fifthly, personal record management has been done by the employees themselves.

Sixthly, the staff of Muar District Office should update their personal information record.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

In this chapter, we have to extract all the contents that we had written on the log book during our practical training with more systematic and easy to be read and understood. It includes the description of tasks executed during our practical training within 2 months.

2.1 Schedule of weekly task:

2.1.1 Week 1 (20/1/16 - 28/1/16)

On the first day of my practical training, I had been absorbed to the Administrative and Financial Department. Mr. Khairul Farhan Bin Zarkasi, the Administrative Assistance for Muar District Office who was in charged for assisting the practical trainees during the period of internship training. He had introduced us to all the staffs of Muar District Office began from lower management to the top management, by following the bureaucracy system or red-tape which was under the philosophy of Max Weber. He had justified all the three departments involve which are Department of Administrative and Financial, Department of Physical Development and also Department of Community Development.

After that, we joined the mini-interview session with the Assistance of District Officer from all those 3 departments which are Mr. Abdul Rahman Bin Mohamad from Physical Development Department, Mr Abd. Akim Bin Abd. Manap from

Administrative and Financial Department and also Mr. Muhamad Ruzaili Bin Azmi from Community Development Department.

Besides that, we have been informed regarding on the two special events which will be organized and assisted by Muar District Office which were Majlis Perujian Tilawah Al-Quran Peringkat Negeri Johor 2016 and also Sukan Johor Muar 2016.

I also had been assigned to store all the records regarding on the services made by the employees in the Human Resource Management Information System (HRMIS) and I had been assisted by Madam Rozana Bt. Paiman, Administrative Assistance (P/O) N17/N22 to key in all the data for Muar District Office Service Record. The contents of the recording was regarding on the Best Service Performance (Anugerah Perkhidmatan Cemerlang), which is an award given to the employees at public sector. The award given to the employee at public sector. The purpose is to increase efficiency to store data in a database using Microsoft Excel Software.

I also assisted Madam Noraini Binti Mohammed Yassin to list down all the letters sent or posted between Muar District Office and the applicants regarding on the licensing for their business of selling liquor within Muar District area. The purpose for this task is to enable the staff to distinguish which letter was being sent by the applicants or posted by Muar District Office itself. This will facilitate the working process of the Muar District Office to undergo the approval process which the process should follow the bureaucracy system and this will take time to complete the application.

We as the Internship Trainee had met Muar District Officer, Tuan Haji Ramlee Bin Haji Abdul Rahman to introduce our University besides doing the job training such as conducting the meeting, delegation of task and the event management.

Besides that, in this week also I had assisted Madam Noraini regarding on the letters for liquor licensing. I had sorted all the file documents before being submitted to District Officer for approval.

Within this week, I also had attended the meeting which was held at the meeting room of Muar District Office led by District Officer, Tuan Haji Ramlee Bin Haji Abdul Rahman. The content of the meeting was all regarding on the Majlis Perujian Tilawah Al-Quran Peringkat Negeri Johor 2016. During the meeting, all the members were revising the previous same program. Then, the invitation of people for the religious program should be discussed and estimated. Besides that, the members of meeting also emphasized on the distribution of invitation cards to avoid wastage. Majority of members suggested that the enforcement on distribution of the invitation cards should be done in early February. Furthermore, they also focused on the props or facilities which should be provided during that event. This is under the responsibility of Jabatan Kerja Raya (JKR). Their role is to ensure that all the facilities will be provided with the exact required number that has been stated on the event planner.

Besides that, they also had discussed regarding on the budget allocation which should be collected from all the government agencies especially Muar District Office itself. The security aspect during the program also had been discussed during meeting. The other issue that had been discussed was the changing for the period of time, preparation for the VIP house, arrangement of food and others.

Within this week, I also became a customer service to replace the duty of Mr. Amirulnizam Bin Abd. Jalil, Customer Service Officer N17/N22 by picking up any incoming calls from public or other organization including the private company due to

any affairs that they should deal with Muar District Office. Besides that, I had learnt how to transfer the call to the other internal departments.

2.1.2 Week 2 (31/1/2016 – 4/2/2016)

In this week, I had done the filing for the forms regarding on the donation made by public and private organization towards Maulidur Rasul Celebration which would be held at Muar Royal City. The organizations including the Head of Police Department, Cooperative Committee of Malaysia, Sultan Abu Bakar Girl School (SABGS) and others which they contributed some of their money towards this celebration by paying it to Muar District Office whether it can be paid directly by cash money or cheque.

As a corporate organization, Muar District Office has its responsibility to give feedback to the by sending formal letter with receipt of payment. I had filled all the form and attach together with the receipt of payment for the donation.

Within this week, I also had been assigned to get in-charge in Customer Service Department. From this task, I need to treat the public and can enhance my communication and soft-skills on how to give precise information so that the public would the situation. Furthermore, I became a telephone operator at Customer Service Department. All the incoming and outgoing call to the other department within the organization. Mr. Amirulnizam, the permanent staff who is the Customer Service Officer had taught me on how to handle the calls and also the public.

I also assisted Tuan Haji Rashid, Assistance of District Officer for Muar District Office to read for him regarding on all the entrepreneur's names who run for business of selling liquor including the status of approval, full name, address and so forth.

He as well had explain us the type of management available in organization which has five types of management which are Human Resource Management, Financial Management, Lean Management, Asset Management and also Physical Management.

Within this week, I also had arranged all the letters and attach together with the receipt regarding on the donation made by government and private agencies for the Maulidur Rasul Celebration in 2015.

Then, I went to post office to take all the letters sent to Muar District Office. I distributed the letters to Assistance of District Officers in all three departments and also the staff who is in charge for Sukan Johor Muar 2016.

I had amended all the draft for Sukan Johor Muar 2016 which had been prepared by Madam Nurul' Ain Binti Abdullah in the previous meeting. Besides that, I had added the content of the presentation slide for Majlis Perujian Tilawah Al-Quran Peringkat Negeri Johor 2016. The draft is very useful for those who involve in meeting and it also can be called as Minute of Meeting.

2.1.3 Week 3 (7/2/16 – 11/2/16)

I had edited a few names which should be provided on the list of the government organization. We had to send fax of our formal letter with the list name as an attachment to the government organization regarding on Sukan Johor Muar 2016.

I had made phone calls to the other government organization to ensure that the list name of the organization involved in the launching event for 'Majlis Perujian Tilawah Al-Quran Peringkat Negeri Johor 2016.

On the next day, around 9.30 a. m, I made calls to the attendees for the Majlis Perujian Tilawah Al-Quran Peringkat Negeri Johor 2016. I had made an observation on how the Muar District Office made a confirmation for the attendees regarding on the Al-Quran Recitation for Johor State event

2.1.4 Week 4 (14/2/2016 – 18/2/2016)

In this week, I arranged files for the approval of the liquor application to the Muar District by stacking the files as the list of approval.

I also attended the meeting for Sukan Johor Muar 2016 which will be held from 13 March to 16 March 2016. The launching of the event were emphasized in the meeting as it will be officiated by YAB Deputy of Prime Minister of Malaysia, Datuk Seri Zahid Hamidi.

Within this week, I also made phone calls to attendees for Majlis Perujian Tilawah Al-Quran for the confirmation of attendance due to the importance of upcoming meeting that would be held.

Furthermore, we also met the Executive Officer, N36, Tuan Haji Rashid B. Ahmad, the person who is responsible to check our daily report and validate it. He had consulted all of us as the Internship Trainees of MDO regarding on our daily report. This kind of consultation had motivated us to be professional in our future career especially our aim to be Diplomatic Administrative Officer. Therefore, we had realized the importance to be proactive during Internship Training by carrying out several of tasks efficiently and with high productivity.

Within the same day, I attended the meeting regarding on Majlis Perujian Tilawah Al-Quran Peringkat Negeri Johor 2016. The meeting was held at the meeting room of Muar District office.

On the next day at 9.00 a. m, I assisted Madam Noraini Binti Mohammed Yassin to list down all the incoming and outgoing letters by using red and blue pen respectively. Eventhough it is manually done by written-handed, it still become effective for the staff to distinguish the process of incoming and outgoing letter.

On the same day around 10.00 a. m, I assisted Mr. Nizam Bin Yunos, one of the staff from Community Development Department to create a table for the departments who involve and have their responsibility during Sukan Johor Muar 2016. The table contained the name of the government agency and also the scope of their task during that event. This is to enable the staff to ensure that all departments have different roles to play.

In the same week, I also assisted Madam Noraini Binti Mohd Yassin, Administrative Assistance (P/O) N22, regarding on letters for the 'Chinese Opera' show which is one of the cultural event carried out by Chinese people.

Within the same day, I had filled all the staff names for the yearly wages into a formatted letters. This is to synchronize the process of wage rising for the staff of Muar District Office. This is how the public organization manage its remuneration process for their employees.

On the next day at 8.00 a. m, I made confirmation calls to the head of department regarding on Majlis Perujian Tilawah Al-Quran Peringkat Negeri Johor which would be held on 22th February 2016 until 24th February 2016.

Then, I assisted Madam Noraini Bt Mohammed Yassin regarding on letters for the licensing of selling liquor within Muar District area. I had made an observation on how the application of selling liquor made by the entrepreneurs to the Muar District Office.

2.1.5 Week 5 (21/2/2016 – 25/2/2016)

I assisted Madam Hamidah Binti Salleh to verify the name of the list for the BRIM Voucher. This is to ensure that all the names were the people who had been approved by the government to get the BRIM of RM 250. The Muar District Office took the responsibility to distribute the BRIM instead of Lembaga Hasil Dalam Negeri (LHDN) to those people who had not stated their address. This kind of distribution was made to those people who mostly stay in rural areas.

On the next day, my partner and I were assigned to get the mineral waters directly from the factory in Ulu Tiram, Johor for the consumption during Majlis Perujian Tilawah Al-Quran 2016.

The mineral waters had been allocated to the house of Assistance of District Officer (ADO) from Community Development Department and also the house of Muar District Officer (DO).

This was my first time to do the work out of the office and this is one of memorable opportunity during my Internship Training.

Within the same week, I assisted Madam Nurul' Ain Binti Abdullah to distribute letters to the assigned departments through faxing. This was for the Sukan Johor Muar 2016. I had gained lots of information regarding on the departments involved and what

kind of role they need to play during the games. This made me realized how importance the process of distribution to broadcast the information.

On the next day, I had replaced Mr. Amirulnizam to receive incoming calls from public due to any matters in the Customer Service Department.

From this task, I had truly understood the significance of receiving phone calls and I had learnt on how to be polite when treat the public.

I assisted Madam Nurul' Ain Binti Abdullah to distribute and fax all the documents required to various government agency department.\

Besides that, I also distribute the documents to all the head of sub-districts. From this task, I had made an observation on how Muar District Office make a connection to the Head of Sub-Districts regarding on any matters or special events.

2.1.6 Week 6 (28/2/2016 – 3/3/2016)

In this week, I had replaced the position of Mr. Amirulnizam Bin Abd Jalil, a customer service officer regarding on the meeting which would be held on the next day.

Besides that, I also became a receptionist to treat the people who come to Muar District Office and I had learnt on how to use good language other than be polite and friendly to them.

Furthermore, the task of making an outgoing calls trained us to convey clear information besides using the language that the other people can understand by having two way communication.

Within the same week, I assisted Mr. Afiz Bin Abd. Wahab to make copies for the Audit Accountability and Integrity Report 2015 which is needed for the payment process.

Then, I distributed all the copies of documents to all staffs involved in the list of distribution.

This kind of task gave me new experience regarding on the Auditing process made by Muar District Office. On the next day, I had been transferred to the Personal Assistance of District Officer Room to assist Mr. Mahathir Bin Amir, Public Assistance H11.

However, I still assisted Mr. Nizam Bin Yunos from Community Development Department to prepare a schedule regarding on the security aspects that should be emphasized by the government agency that involve. Each government agency had to monitor the safety for the type of game that under their control.

For the Sukan Johor Muar 2016 Games, I had been assigned by Muar District Office to manage the Secretariat Room throughout the event went on. Some of the tasks were providing facilities and equipment for the Secretariat Room so that the Secretariat of Sukan Johor Muar 2016 could use the room in comfortable condition.

Within the same week, I assisted Mr. Mahathir Bin Amir, Public Assistance H11 of Muar District Office to decorate the Secretariat Room such as skirting and pasting the relevant pamphlets.

2.1.7 Week 7 (6/3/2016 – 10/3/2016)

On this week, I still assisted Mr. Mahathir to make preparation for the Secretariat Room for Sukan Johor Muar 2016 such as arranging tables and chairs, as well as pasting the relevant pamphlets against the walls. Besides that, I also assisted him to make preparation in the dining hall for the tea time of tomorrow meeting. This had increased my enthusiasm towards the decoration work.

Besides that, I also assisted Mr. Amirul Bin Masron, Administrative Assistance N17 from Physical Development Department to find files with the serial number /51. It is regarding on the tender received by Muar District Office. This is because Muar District Office has the responsibility to give financial provision for the development of Muar District. They opened the tender for the development project to any contractors who interested to give cooperation in condition that Muar District Office should select the contractor who had given the minimum price. This is because to minimize the cost in order to avoid wastage by using public fund.

I also assisted Chief of Sub-District, Mr. Suhaizi in preparing the registration form for athlete from Muar District for the Sukan Johor Muar 2016. There were 8 games all together for the sports event. Some of them were Canoe, Badminton, Sepak Takraw, Petanque and Pencak Silat. I had to prepare the registration form for each games and I had key-in all the names, address, sex and others of the athlete for each games.

From this task, I can upgrade my skills in storing information for the participants who join this kind of historical sports games.

2.1.8 Week 8 (13/3/2016 – 16/3/2016)

In the launching event for Sukan Johor Muar 2016 on 13th March 2016 started at 8 p.m which was held at Sultan Ibrahim Stadium, Muar, Johor, I got the experience and felt really satisfied to give cooperation with the staff of Muar District Office during the sports event.

Within this final week of my practical training at Muar District Office, I had assisted Mr. Mohd Taufiq Bin Kusan to manage the Secretariat Room for Sukan Johor Muar 2016. Besides that, I was assigned to act on behalf of Muar District Office staffs to monitor the Secretariat Room when all the secretariats from Majlis Sukan Negeri Johor (MSNJ) who utilized that room for their work on updating the result of the games which involve all the districts within Johor State including Johor Bahru.

Within this week, I also assisted Miss Nurliyana Binti Ghazali, Administrative Assistance of Security, to make a photocopy regarding on the letters for 'Mesyuarat Penyelarasan Penutupan Sukan Johor Muar 2016'.

From this task, I felt enlightened because I got the chance to give cooperation with the staff to distribute the letters to the internal staff who involved in the meeting.

On my final day of doing the practical training at Muar District office, I met Tuan Haji Rashid for the final meeting and marking my daily practical training report.

Besides that, he as well had given me some advices to be excellent in my education and also be a good employee in the future. He wanted me to be better from time to time.

Due to his advices to me, I felt grateful because I had done my practical training successfully on the dateline given by UiTM Samarahan, Sarawak.

CHAPTER 3

ANALYSIS

3.0 Introduction

In this chapter, it is an analysis of training which specifically focuses on one area of specific task as covered in the practical handbook. This chapter also reflects the definition of concept and some theoretical aspects whereby all the students should relate all the concept learnt in classroom to the workplace.

Regarding on my Internship Training at Muar District Office (MDO), I had applied and related the theory of communication as well as the decision making theory in my daily tasks and some observations that I made. I had emphasized some related topics for each scope of theory that I had learnt during my second year Degree in Administrative Science (Hons.) at UiTM Samarahan, Sarawak.

3.1 Communication

Based on what I have learnt in the Organization Behavior course when I was in Semester 3, communication is one of the aspect that plays significant roles within the organization and I had made an observation towards the process of communication which occurred during my Internship Training. This is because communication is a medium of interaction between two parties to get into a conversation. In my Practical Training Report, I will emphasize on the definition of communication, type of communication, process of communication, and also ethics in communication.

3.1.1 Definition of Communication

Communication is a process whereby the information is exchanged between two parties through a kind of symbol, signs and behavior (Bauer and Erdogan, n. da). By having miscommunication, it may causes interruption over the workflow by causing delays and interpersonal strife. (Bauer and Erdogan, n. db).

3.1.2 Type of Communication

From what I have learnt in semester 3 for the course of Organizational Behavior, There are two types of communication which has been highlighted and being utilized during my practical training. There are Verbal Communication and Written Communication

3.1.2.1 Verbal Communication

Verbal communication occurs when the two parties get into conversation via phone or face to face communication and it is done orally (Bauer and Erdogan, n. dc). Within this situation, the message is being conveyed by the sender to the receiver. For example, the manager is directing the employee to buy the cartridges via the phone conversation.

Within the scope of verbal communication, Storytelling is one of the effective way which it serves as an important organizational function. It helps to inculcate the values and construct common meaning among the individuals within the organization (Bauer and Erdogan, n. dd). Besides that, it is one of the motivation tools for the employees whenever they perform their tasks. Storytelling also an indicator to build up

the commitment of employees towards their assigned tasks besides demonstrating how the tasks are being performed within an organization (Bauer and Erdogan, n. de).

Regarding on the verbal communication, high stakes communication plays important roles especially in the business organization. It requires more planning, reflection and skills than normal day-to-day interaction in working. For example, an individual who needs to present the content and any matters regarding on his or her business should convey the information with high stakes communication. They need to undergo a research as the preparation tool for them to present their business to the venture capitalist successfully (Bauer and Erdogan, n. df).

3.1.2.2 Written Communication

Written communication can be known as Printed Message. Some examples of written communication are memos, proposals, training manuals and operating policies (Bauer and Erdogan, n. dg). Printing materials are the tools used for written communication. One other tool used for written communication is the writing that appear on the screen. For examples the duty roaster and others. Example of situation that uses the written communication is when the department send the official letter to other government agency department regarding on any affairs that need cooperation among both agencies.

One advantage by having written communication other than verbal communication is it can be read by many people. It is known as 'one-to-many' communication and opposed to one-to-one communication (Bauer and Erdogan, n. dh). Apart from that, written communication can be constructed over a long period of time

and it can be collaborated by multiple people through contributing their own ideas respectively which will make a better decision compared to one-to-one communication (Bauer and Erdogan, n. di).

3.1.3 The Role of Ethics in Communication

Ethics play important roles when we communicate to each other. Within the organization, we have to be polite when we are serving the customer or public (Public Organization).

When we are having external communication which is the interaction between employees and the people outside the organization, we need d to deliver the message clearly to the customer or public regarding on any matters so that the customer who act as a receiver will understand what we are trying to convey besides behave politely by using good language.

This will encourage the customers' satisfaction and giving a good perception towards the customer when they deal with that public or business organization. Furthermore, it also will increase the customer loyalty towards that organization when they had been treated well by the employees.

Therefore, ethical behavior should be inculcated among the staff of the organization. This is to avoid the people outside the organization become demoralized, less confident and less loyal towards the organization.

3.2 Meeting Procedures

The formal meeting should be arranged according to the association's rules. The members of meeting should know what type of meeting that is being held, the location, date and time of the meeting (Government of Western Australia, n.da).

Besides that, the notice of the meeting is to inform the members when and where the meeting will be. For the agenda, it is regarding on what topic or issue that will be discussed. Usually, the agenda is attached together with the notice in the form of formal letter which will be produced by the organization itself. This is to ensure that all the required person will attend the meeting for brainstorming and decision making. The minimum time to send the notice is according to the rules of association itself. (Government of Western Australia, n.db).

A formal meeting should have a person who become a chairman which will lead the entire process of the meeting. They are responsible to control the meeting procedures. Some of other task that they should perform are making sure the paper notice will be given besides listing all the items need to be covered, and facilitating discussion (Government of Western Australia, n.dc).

Besides that, in order to make rational and ethical decision, the chairman should let the members to give their ideas and opinion and end up by voting which ideas will win the majority vote by the members of the meeting. Some of the voting methods are by show of hands and also voice note. Then, a rational decision which will satisfy all the members of meeting will be made by the Chairman.

3.3 Project Management

Introduction

A project can be defined as an effort to accomplish a certain objective through a set of interrelated task and the effective utilization of resources.

3.3.1 Role of Project Manager

Project manager has the responsibility to ensure that the customer will satisfied that the work scope can be completed in a quality manner, within budget and on time. Some other responsibilities of project manager are providing leadership in planning, organizing, and controlling the work effort. Besides that, they also coordinate the activities of various team members. In planning, they will clearly define the objective of the event that they want to create and at the same time, they communicate with the project teams to gain feedbacks, opinion and ideas to make the event become well-implemented in future. In organizing, they involve securing the suitable resources to perform the work. In this scope, the project manager should arrange the task and decide whether they should hire subcontractors and consultant or not. In controlling, the project manager should always be alert when there are some changes occur and they have to take necessary action to ensure the constant circumstances before and after change.

To be a project leader, they ought to inculcate some skills which are required for the success of the project. Some of the skills are strong leadership ability, ability to develop people, excellent in communication skills, good interpersonal skills and ability to handle stress.

3.3.2 *Project Life Cycle*

There are three phases in the project life cycle which are Initiating Phase, Planning Phase, Performing Phase and Closing Phase.

For Initiating phase, it is the first phase of project life cycle and it is to identify the problem, need and opportunity. Besides that, this phase as well will develop the project charter which includes the Rationale, Project objectives, expected benefits and general requirement and condition.

For the Planning Phase, it is the second phase and showing how the scope of project will be accomplished. Furthermore, it also plan the work and work the plan. This phase also has provided resources to work the plan.

For Performing Phase, it is to accomplish the project objectives whereby the project manager leads and the project team completes the project.

Lastly, the Closing Phase is the final phase whereby it will collect and make final payments. Furthermore, it will recognize and evaluate the staff besides conducting post project evaluation, document lesson learned, archive project documents and also record lesson learned.

3.3.3 *Planning the Project*

The concept of planning the project are by clearly defining the project objective, preparing a project scope document, understanding the importance of planning for quality, creating work breakdown structure, assigning responsibility for work elements, defining specific activities and creating a network diagram. Regarding on the establishing project objective, the project leader should establish what is to be

accomplished by implementing the project. Project objectives include the expected benefits from the project implementation, date required to be completed, budget and primary project end product or deliverable.

The project leader also should define the scope of the project which includes the items contained in the project charter, RFP and proposal. Furthermore, they should establish common understanding of scope with the stakeholders. Project scope documents will be used before implementing the project as it has stated the customer requirements, statement of work and so forth.

Regarding on the project quality, the project leader should emphasize on the quality of project. This is to ensure that the customer requirements and expectation will be met. The project quality includes the project specification and standards for design, testing, safety, construction and so forth.

Besides that, the Work Breakdown structure should be created once the project scope document has been agreed and well-prepared. This is all about the deliverable-oriented hierarchical decomposition of the project work into work packages, or activity grouping that produce the project deliverable.

Next, assigning responsibility should be undergone to designate the responsible individual who will perform the specific task.

Furthermore, the project leader as well has to define the activities such as the responsible resources need for each activity and also comprehensive activity list.

The next step is by creating a network diagram. A network diagram is a drawing of activities for a project. This is to facilitate all the project phase. It emphasizes on the logical sequence displayed in boxes and connected by arrows to indicate the dependents

relationships. The network diagram also will show how the project performed from the beginning until the end.

3.3.4 Project Scheduling

The initial step in scheduling is to estimate on how long for each activity will take. Besides that, it as well has to determine the person who is responsible for performing the activity.

Regarding on the project start and finish, it is necessary to select an estimated start time and a required completion time for the overall project. The project schedule includes the earliest times (or dates) at which the activity can start and finish based on the project estimated start time (or date).

3.3.5 Cost Planning and Performance

The cost planning and performance includes the items consider when estimating cost, preparing a baseline budget, cumulating actual costs, determining the earned value of work performed, analyzing cost performance, forecasting project cost at completion, controlling project costs and managing cash flow.

The estimation of the project cost starts with the proposal. The content of the proposal includes the cost section consists of labor, materials, subcontractors and consultant, equipment and facilities rental, and travel.

The project budgeting involves two steps which are the first one is the project cost estimate is allocated to the various work packages in the project Work Breakdown

Structure (WBS). Secondly, the budget for each work package will be distributed over the duration of the work package.

There are some ways to reduce costs of activities which are by substituting the less expensive materials, assigning a person with greater expertise to perform or help with the activity, reducing the scope or requirements and increasing productivity through improved methods or technology.

Regarding on the management of cash flow, the project team should ensure that sufficient payments are received from the customer in time for the team to cover the costs of performing the project.

3.4 Application of Theories to the Practices in Muar District Office (MDO)

Since I had undergone my practical training, I had made some observations and few practices regarding on the four scopes of theories which are theory of communication, theory of meeting process and also the project management theory.

During my practical training at Muar District Office (MDO), I had applied the theory of communication. There are two types of communication that I had applied which are verbal communication and written communication. Regarding on verbal communication, it was being used during my tasks when I was assisting the permanent staff to type the documents, faxing and other tasks. It occurred when I had to listen all their instructions on how to undergo the task properly. The information which had been conveyed by the staff was one of the verbal communication process as it involves the interaction between two parties who are the sender and the receiver of the verbal information. Besides that, regarding on the written communication, I had made an observation and practicing it while I had been assigned to type the official letter with the header of Muar District Office logo and address. The official letter needed to be sent to the other government agencies such as Muar Royal Police Department, Muar Custom Royal Department and others regarding on any events or meetings that involve the department. That was one of the written communication between Muar District Office and also the other department. All the official letters sent by Muar District Office will be kept by the other agencies for some period of time as their reference. Regarding on the ethics in communication, I had applied it when I had been assigned in the customer service department. This had taught me to become polite when communicate with public through phone calls or face-to-face communication. I had used the proper

language which would be well-understood by the public during the two-way communication.

I also had made an observation and also practice the theory of meeting process in Muar District Office. Based on the distribution of the information regarding on the upcoming meeting that will be held at the Meeting Room of Muar District Office, it had stated all the date, time, venue and also the attachment of the list of members involved in meeting. Mostly were the head of departments from each government agency will attend the meeting as the representatives. The information usually in the form of the official letter made by Muar District Office or via phone calls. Besides that, I also made the minute for meeting after it was held. Regarding on my observation during meeting process, I got the experience on how the chairman of the meeting, Muar District Officer who act as a leader to make decision after the brainstorming process among the members of meeting. The leader should evaluate all the ideas and opinion conveyed by the members and jump into one single conclusion as a rational decision. Besides that, I also had known on how to get the majority vote from the members of meeting regarding on the ideas before making the decision.

Within the scope of the project management, I had applied the theory in the two events which are Majlis Perujian Tilawah Al-Quran Peringkat Negeri Johor and also Sukan Johor Muar 2016. For the two events, theory of project management had been applied. Regarding on the role of project leader, Muar District Officer had become a leader and I had made an observation on how he handled those two events. Muar District Officer had delegated the authority to the departments who need to get involved for the specific area of task. For instance Jabatan Kerja Raya (JKR) needed to prepare

all the facilities such as the equipments of the venue and others. Besides that, in controlling the process of the implementation of the event, the Muar District Officer was always updating the progress of the event such as the budget allocation, the facilities, reception session for DYMM Sultan Ibrahim Ibni Almarhum Sultan Iskandar and others. He needed to know all the progress of the event. Regarding on the Sukan Johor Muar 2016, the responsibility had been given fully to Muar District Office as Muar became a host for this event on this year. Hence, there were lots of discussion such as having meetings for the synchronizing of the team members, tasks and the flow of the program. This was related to the Project Management Life Cycle whereby all the initial phase, planning phase, performing phase and closing phase had been done by Muar District Office and all the government agencies. Besides that, the Muar District Officer with the agreement among members of meeting had hired the private consultant which his from GE Consultancy Company to assist for launching event of Sukan Johor Muar 2016.

Regarding on the scheduling of the project, I had assisted Mr. Nizam Bin Yunos to arrange the schedule for the agencies who involve for each games in the security aspects during Sukan Johor Muar 2016. The Muar District Officer and all the teams of Muar District Office had made the arrangement of the game schedule by having cooperation with the Majlis Sukan Negeri Johor (MSNJ) for what kind of games will be the first to start on the next day after the launching had been done by Head of Ministers of Johor State, Datuk Seri Khalid Bin Nordin.

Regarding on the cost planning and performance, it had been applied and I had known the certain process of planning the cost during the progress of the two events

especially the Sukan Johor Muar 2016. The cost to implement the events had been studied by all the agencies and led by Muar District Officer during meeting. For instance the entrance fees from each contingent which were from the secondary schools within the Muar area such as Convent Girl School, Sultan Abu Bakar Girl School (SABGS) and SMK Dato' Sri Amar Diraja Muar.

Those all theories had been applied during my Internship Training and I had observed on how the theories were being applied in the real working environment.

CHAPTER 4

RECOMMENDATION

4.0 Introduction

In this subtopic, it has emphasized on the strengths and weaknesses of the job and tasks during the internship training. Besides that, some recommendations have been provided to solve the solution.

4.1 Strength

Within the scope of task regarding on sending fax to all departments involve for upcoming meeting, this kind of task is quite effective as we have listed all the names of department involve for external distribution regarding on the next meeting. After faxing, around 2 or 3 hours later, the customer service of Muar District Office will call back to make confirmation of the document faxing. It is to ensure that all the notices have been delivered to the related departments so that they will acknowledge regarding on the next meeting that they need to join. Furthermore, as a practical trainee, I have learnt on how to make a phone calls with proper language which usually used by the customer service officer in the government agency to comfort the listeners which are among the public or the staff from other government or private agency. Through faxing, I have learnt the steps on how to fax document through modern technology fax machine which usually used by the staff in this government agency.

As I had been assigned to become customer service to treat the public in the counter service, I had learnt on how to communicate or deal with public if they come to

our departments regarding on any public affairs such as asking for approval from Muar District Officer regarding on the renovation of the orphanage home and others. I learnt to be polite and not to use any harsh words when dealing with public and try the best to guide them if they ask several questions such as how is the flow of the approval process when they need to follow the bureaucracy system.

Besides that, the most effective task that I have been assigned was during the two big events that I have to assist which are Majlis Perujian Tilawah Al-Quran Peringkat Negeri Johor and also Sukan Johor Muar 2016. This is because Muar District Office had given me a meaningful and memorable experience as a Internship Trainee. It was quite new for me when handling those two events. I had been assigned to manage the Secretariat Room for the sports event and cooperate with all the staff of Muar District Office, Pejabat Agama Islam Muar and other few departments to provide doorgifts for the Quran Recitation Programme.

4.2 Weaknesses

There are few weaknesses in some tasks that I had been assigned during my practical training in Muar District Office.

Firstly, I need to do the same task within 3, 4 days which are to assist Madam Noraini Bt Md. Yassin on how to manage the process of licensing for the same entrepreneur who are selling the liquor. I need to distinguish the incoming and outgoing letter sent by the entrepreneur or extracted by Muar District Office. This kind of repetitive task for a few days will not make a variety of job scope on my Internship Training. At the same time, I had not been given opportunity to carry out some other

different task to enhance my skills such as assisting the Financial Administrative Assistance to manage the financial account of Muar District Office. This will lead me to be unproductive while undergoing my practical training due to making the same tasks almost 3, 4 days.

Besides that, the tasks that I had been assigned was not synchronized with the practical schedule training provided by Muar District Office because I did not fully dome all the tasks provided on the schedule. Some of the tasks which are not related to my job scope was I have to decorate the Dining Hall for the upcoming meeting rather than taking a meeting minute for that meeting. This kind of task was not relevant and not effective to me as a Practical Trainee in Degree of Administrative Science.

4.3 Solution/ Recommendation

Due to some weaknesses in a certain task, there will be a few recommendation to overcome all the weaknesses.

Firstly, Muar District Office should provide several of tasks to their Internship Trainee especially those who are taking the Degree Level. Besides that, they have to ensure that all the tasks given are according to the job scope arranged by the university. They have to make proper study on how to delegate tasks to the Internship Trainees so that they coincidentally help the fresh graduates to be efficient in their office work. For example, they should not give the tasks which are not related to the job scope such as making a decoration for the Secretariat Room and instead, they can replace the task by giving the practical trainees the opportunity to utilize their cognitive skills on how to manage the Secretariat Room to be efficient in using it. Cognitive skill is really

important for the Internship Trainees who are taking Diploma and Degree especially in the Administration field. They have to ensure that all the tasks given are synchronized with the job scope set by the university.

Furthermore, repetitive tasks are not effective to those who are undergoing the Internship Training because they are not being exposed by variety of tasks such as Financing, Administration, Accounting and others which are useful for them to have experiences on that particular skills. If they are being assigned with the same tasks almost every day, they will gain limited skills and unable to broaden the skills especially for the cognitive skills that they have learnt in their educational institution. Therefore, Muar District Office should assign variety of tasks to their Internship Trainee so that they will be efficient and high productivity in terms of working with any government and private agencies out there when they have accomplished their education in the tertiary level.

The next recommendation is Muar District Office should give chances to their trainees to contribute some ideas that might solve the issues which they are facing. They need to listen to the feedback from the youth generation at a certain time. If some of the ideas are very useful and give long-term benefits towards their organization, they can utilize it for the sake of the organization. Especially when the trainees involve in meeting, they need to prepare one suggestion or feedback slot for the trainees to convey some of their ideas and opinions which related to the issues happened.

CHAPTER 5

SUMMARY OF DISCUSSION & CONCLUSION

5.0 Introduction

In this chapter, there are compilation of summary of Chapter 1 until Chapter 5 of the Internship Training Report at my Practical Training Workplace which are Muar District Office (MDO). Chapter 1 is about the Introduction to The Organization, which describes all the background, vision, mission and others. Chapter 2 is all about the extraction of daily task which I had undergone during my practical training. Chapter 3 is regarding on the application of theories that I have learnt in University to the workplace. Chapter 4 is all about the descriptions on the strength and weaknesses of the task and a few recommendation that I need to contribute as a practical trainee. Finally, Chapter 5 is all about the summary of all the chapters that I had included in my Practical Training Report.

5.1 Summary of Chapter 1

Within this chapter, it is all about the introduction to the organization. It includes the background or history of the organization, vision, mission, organizational chart and others. The objective of this chapter is to let us recognize the organization deeper and gain a fully understanding on the job scope of the organization and why it is established. There are few reasons why this organization need to be established in each districts of Johor State. This is because every government agency have their significant role to contribute to the welfare of the public. When we have studied all the vision, mission and

objective of this organization, we will know the reason of each task that we undergo. Hence, we will know what we do, for what the task is done, and to whom the task is completed and other several reasons. By having complete information regarding on the workplace that we undergo our Internship Training, we are getting closer to the organization and become efficient for each task that we undergo.

5.2 Summary of Chapter 2

Within the worldwide, those who are undergoing their Internship Training regardless throughout 2 months, 3 months or even 6 months, they have to prepare a Log Book as their tools or device for them to record all the task given to them whether they are writing based on daily or weekly task.

In this chapter, we had extracted all the records from the Log Book provided to us to justify all the tasks assigned to us. We were recording all the tasks from our first day of Internship Training which was on 20th January 2016 until the last day which was on 16th March 2016. Besides that, we had justified the benefits for each task that we had undergone.

From this chapter, we successfully prove that we had undergone our practical training within a particular time required by our educational institution which is 2 months. From the extracted records, we can make some analysis which scope of tasks that we had carried out.

5.3 Summary of Chapter 3

In this chapter, it has shown on how the theories that we had learnt in our university to be applied in the real working environment. Regarding on my practical training, I emphasized on some theories of communication, meeting process and project management. Since I completely undergo my practical training, I successfully utilize some of those theories in the real working environment. In terms of communication, I applied it when I had been assigned to replace the customer service officer to make phone calls and greet the public as our 'Number One' customer. I had related the meeting process theory into the meeting that had been carried out in the Meeting Room of Muar District Office in almost every week. Some of the project management theories had been applied when I was assigned to give cooperation during the two events which are Majlis Perujian Tilawah Al-Quran Peringkat Negeri Johor and Sukan Johor Muar 2016.

This chapter has shown us the effectiveness of the theories that we had learnt in universities when it was applied in a real working environment. Hence, we should make some analysis on the relation between the theories and how it is being practiced. This coincidentally will give us some experiences to utilize all those theories when we are being employed in future.

5.4 Summary of Chapter 4

In this chapter, it is all about the justification on the strength and the weaknesses of the assigned job or tasks. Besides that, we have provided some suggestions to overcome the weaknesses which arise on the assigned job.

By providing some suggestions regarding on the tasks that we had undergone during practical training, we can coincidentally help the government to identify which tasks should be developed or altered especially for the practical trainee to carry out that task besides helping the organization to be efficient in its services.

Through several suggestions, it may help to improve some weaknesses which appear during the internship training.

5.5 Summary of Chapter 5

In Chapter 5, there are all about the summary for each chapter 1 until 5. It highlighted about the objectives and benefits of each chapter as it plays important roles to describe all about the organization and providing some particular slot for suggestions and comments towards the organization so that it may help for the improvement of the organization in terms of many aspects such as service delivery, delegation of tasks towards Internship Trainee and others.

It is more highlighting on the importance of each chapter so that the reader of this practical training report will understand the Internship Training at Muar District Office (MDO).

5.6 Conclusion

Based on the Internship Training Report of my practical training at Muar District Office, I had discovered the background of the organization, the daily tasks from the beginning until the end of my practical training, how the theories that I had learnt in UiTM Sarawak were applied at the workplace, the strength and weaknesses regarding on some tasks assigned to me, and a few recommendations that need to be justified in order to overcome all the weaknesses arised throughout the period of my practical training.

All the discussion that I had made up in this report might be useful to all next practical trainees of Muar District Office and the organization itself. As a government agency, there are few weaknesses that Muar District Office should overcome in order for them to remain efficient and gain positive feedbacks from public who deal with them for certain affairs. They need to consider their customers and attitude of the internal staffs based on the psychological and management aspects, in terms of the way they set up their stated goals and implement some strategies to achieve that desired goals.

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APPENDIX 1:

*Certification given by
Muar District Office
(MDO)*



Sijil Penghargaan

Dengan ini disahkan bahawa

**MUHAMMAD ASIF BIN ABDUL RAHMAN
(No. K/P : 930904-01-5549)**

Telah menjalani dengan jayanya

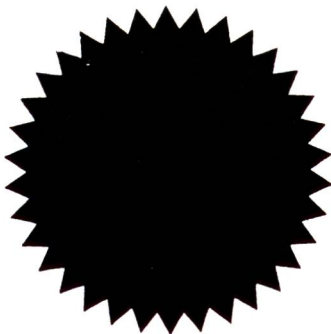
**LATIHAN INDUSTRI
DI PEJABAT DAERAH MUAR**

Dari

20 Januari 2016

hingga

16 Mac 2016



**HAJI RAMLEE BIN HAJI A. RAHMAN
PEGAWAI DAERAH
MUAR**



Sijil Penghargaan

*Merakamkan Ucapan Setinggi-Tinggi
Penghargaan Dan Terima Kasih*

Kepada

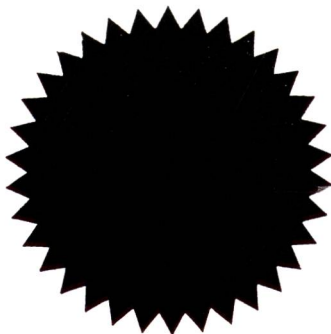
MUHAMMAD ASIF BIN ABDUL RAHMAN

*Atas Kerjasama dan Penglibatan Cemerlang
Di dalam Menjayakan Majlis*

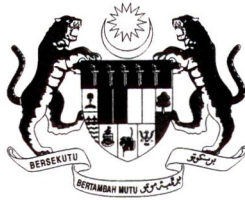
**TILAWAH AL-QURAN PERINGKAT NEGERI JOHOR
TAHUN 1437H / 2016M**

Pada 22, 23 Dan 24 Februari 2016

*Bertempat di
Dataran Tanjung Emas, Muar*



HAJI RAMLEE BIN HAJI A. RAHMAN
Pegawai Daerah Muar



No. Siri:000380

SIJIL PENYERTAAN

Dengan ini mengesahkan bahawa
TUAN/PUAN

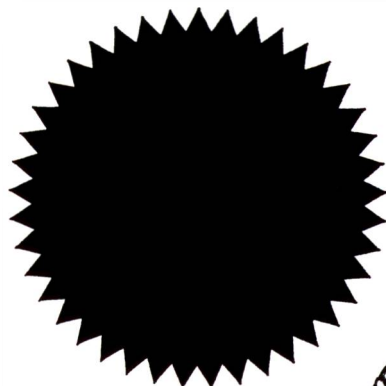
telah menyertai
**MAJLIS PELANCARAN PROGRAM 10,000 LANGKAH
PERINGKAT DAERAH MUAR 2016**

yang telah diadakan pada
20 FEBRUARI 2016

bertempat di
TANJUNG KETAPANG, TANJUNG EMAS, MUAR

(**DR. NOORHAIDA BINTI UJANG MMC : 27176**)

Pakar Perunding Perubatan Kesihatan Awam
Pegawai Kesihatan Daerah
Pejabat Kesihatan Muar



APPENDIX 2:

*Photo-shoots With Staffs
of Muar District Office*



Photo 2.1: Photo session with all the male staff of Muar District Office (MDO)



Photo 2.2: Photo session with all the female staff of Muar District Office (MDO)



Photo 2.3: Photo session of Muar District Office Staff during launching of Sukan Johor Muar 2016



Photo 2.4: Photo session of Farewell Event for Practical Trainees of Muar District Office (MDO)



Photo 2.5: Photo session of Farewell Event for Practical Trainees of Muar District Office (MDO)



Photo 2.6: Appreciation Gift given to Muar District Office Representative, Tuan Haji Rashid Bin Ahmad, Senior Executive, N32 of Muar District Office



Photo 2.7: Memorable photoshoot with Tuan Haji Rashid Bin Ahmad, Senior Executive, N32 of Muar District Office