

UNIVERSITI TEKNOLOGI MARA
Faculty of Administrative Science & Policy Studies



AM228
BACHELOR IN ADMINISTRATIVE SCIENCE (Hons)

PRACTICAL TRAINING REPORT
KOTA SAMARAHAN MUNICIPAL COUNCIL (MPKS)

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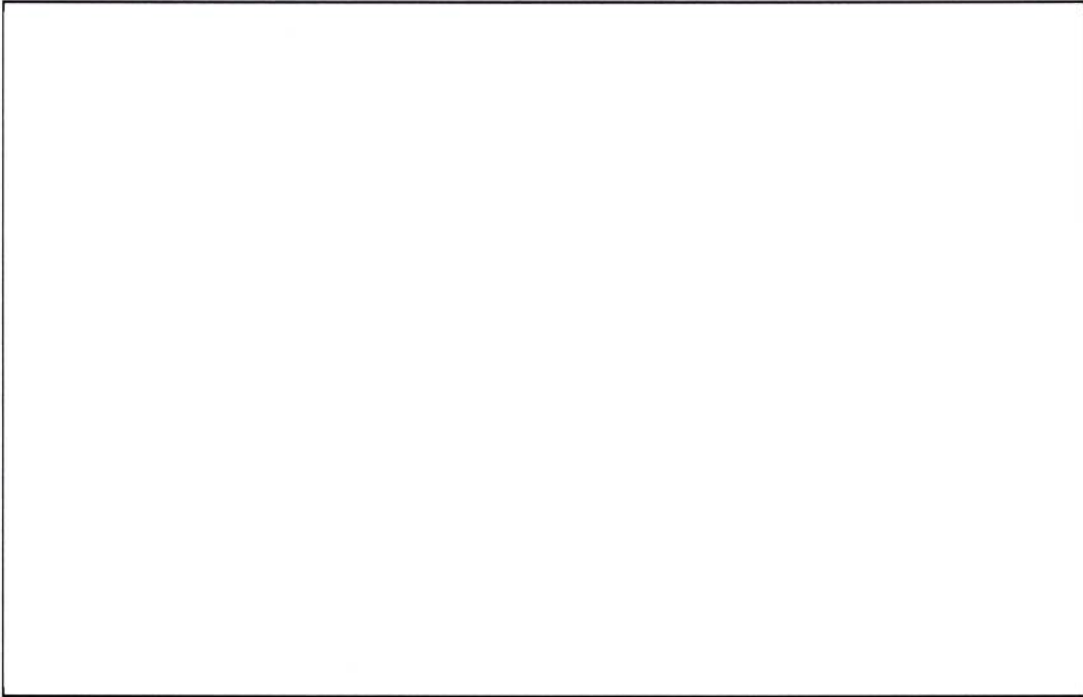
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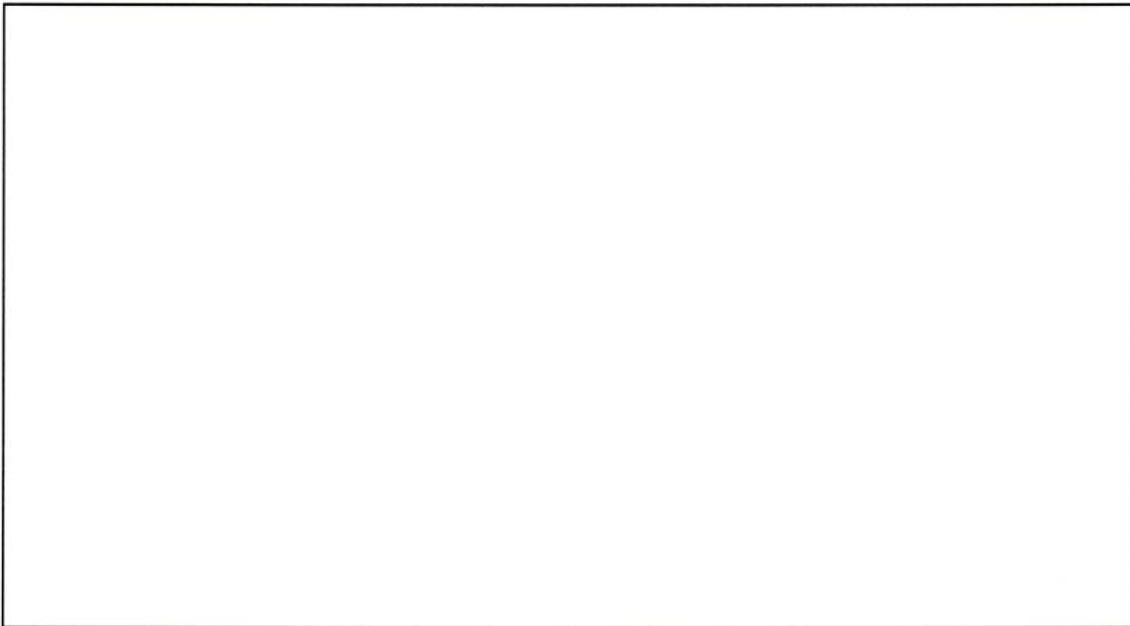
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Supervisor's Comments

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

Name of Supervisor : Madam Nur Aida Kipli

Organization : Kota Samarahan Municipal Council (MPKS)

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

(Signature)

Date:

Acknowledgement

Praise to Allah for 8 weeks I undergo my Practical Training that began on 23rd January 2017 until 17th March 2017, and I finally managed to complete my report of Practical Training. I also wish to express my gratitude to the people most precious in my life, my father and mother for all the moral, financially support and also to my colleagues for reminding me to always be honest and trustworthy during my Practical training.

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CHAPTER 1

INTRODUCTION



MAJLIS PERBANDARAN KOTA SAMARAHAN (KOTA SAMARAHAN MUNICIPAL COUNCIL)

1.0 INTRODUCTION

The introduction for this report compromise the background, history, mission, vision, functions, client charter, key focus area and strategic objectives of Kota Samarahan Municipal Council (MPKS).

1.1 BACKGROUND

Kota Samarahan Municipal Council (MPKS) are located at Kota Samarahan which is 30 km from Kuching city. Kota Samarahan Municipal Council (MPKS) was gazetted on 27 December 1984 and implementing powers to governing their regions starting at 1st January 1985. The regions which control under Kota Samarahan Municipal Council (MPKS) include the small area such as Asajaya and Sadong Jaya. The MPKS is led by Mayor with allocation from the local Authority ordinance.



1.2 HISTORY

At first, Samarahan areas start as small area which is located under Kuching city. After that Kota Samarahan Municipal Council (MPKS) was gazetted as one of the local council in Sarawak with allocation from the Local Authority ordinance on 1st January 1985. MPKS are one of organization that held by local authority, subject under the jurisdiction of National Housing Ministries and Local Governments. Kota Samarahan Municipal Council (MPKS) have implementing powers which conferred by ordinances of local authorities to enact the laws (Local Authority by-law) under their authorities.

Within 10 years, there are a lot of development and improvement that achieved by Kota Samarahan Municipal Council (MPKS) as an impact of the efforts done by the cooperation from local authority, government agencies and also the involvement of local communities itself in order to develop and improve their areas.

1.3 VISION, MISSION, SLOGAN AND MOTTO

VISION

Kota Samarahan Municipal Council
As Model Centre Of Community Advancement
By 2020

MISSION

We Are Committed to Community Advancement
Through Quality Municipal Services And The Use Of Green Technology
Within And Outside the Healthy Knowledge City.

SLOGAN

Samarahan – A Healthy Knowledge City.

MOTTO

Beautiful, Clean, Green and Safe

1.4 FUNCTIONS AND OBJECTIVES

The main function of Kota Samarahan Municipal Council (MPKS) is to prepare a well infrastructure and excellent service to ensure the secureness and harmony for the community in their area. In order to achieve the main function of Kota Samarahan Municipal Council (MPKS), there are three objectives of Kota Samarahan Municipal Council (MPKS) which are firstly, to plan, implement and control all of the physical development based on the government and council policy requirements.

Apart from that Kota Samarahan Municipal Council (MPKS) also prepare the infrastructure facility and comfortable recreation by focus to the effort of the improvement and recovers the existing facilities. The council has provided and enhances business opportunity, providing recreation facilities and infrastructure in harmony with emphasis on efforts to improve and restore the facilities available. The function and objective of Kota Samarahan Municipal Council (MPKS) which is provide the clean and beautiful city was aim to create a comfortable and harmony living environment.

Kota Samarahan Municipal Council (MPKS) also have enforced the laws such as in General Administration Division, Treasury, Division of Public Health, Section Works, Division of Assessment and Taxation, Enforcement Division, Part Library. This is to overcome and decrease the problems that face by Kota Samarahan Municipal Council (MPKS) in their areas.

Furthermore, there are the services provided by Kota Samarahan Municipal Council (MPKS) which are to provide management of solid waste disposal in the area in the Samarahan District and in the custody of Kota Samarahan Municipal Council (MPKS) orderly and efficient, to issue various licences, building permits for the control of business activities and ensure the safety of resident in the custody of Kota Samarahan Municipal

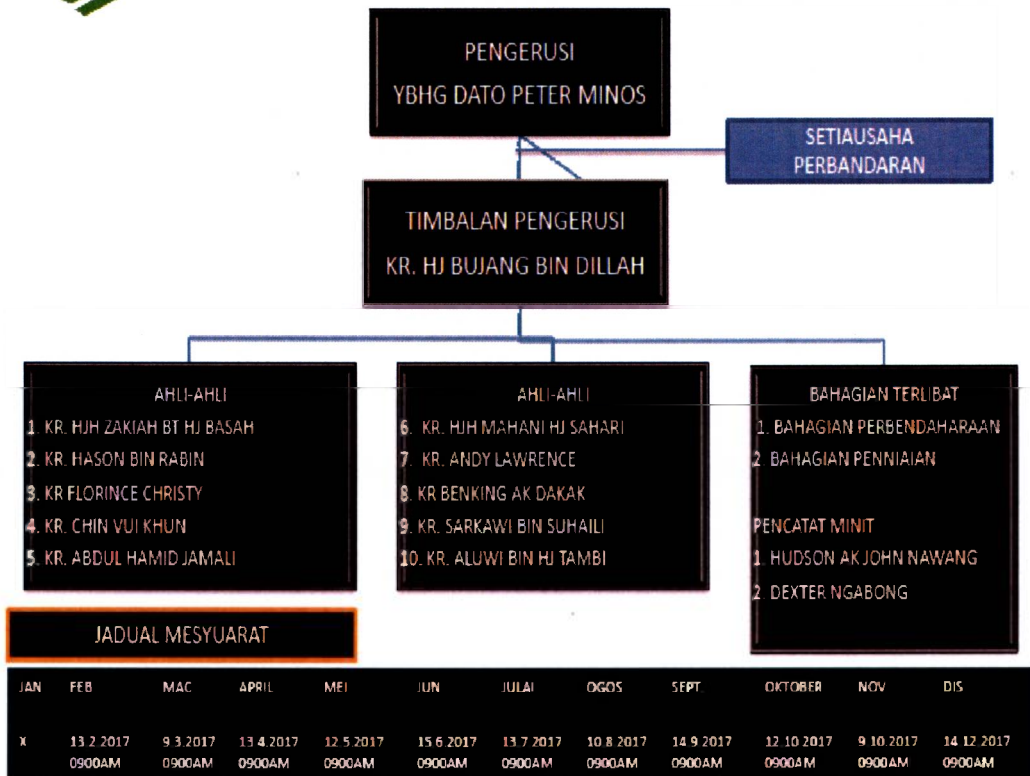
Council (MPKS). Besides, Kota Samarahan Municipal Council (MPKS) also provide library services to the public in Samarahan District, to plan and implement development project, Provide small businesses, Controlling the activities of small businesses, providing spot and recreational facilities.

1.5 CLIENT CHARTER

There are the client charters of Kota Samarahan Municipal Council (MPKS). To support the government's goals, Kota Samarahan Municipal Council (MPKS) have determined and committed to give an excellent, friendly, efficiency, trusts and punctual services to the customer. This is because the customer satisfaction is their priority.



**JAWATANKUASA TETAP
PLANNING, FINANCE & ESTABLISHMENT
(PERANCANGAN, KEWANGAN & PERJAWATAN)
JKTPKPP**



1.6 KEY FOCUS AREA

There are four key focus areas of Kota Samarahan Municipal Council (MPKS).

4 KEY FOCUS AREAS

- ✓ Municipal Services
- ✓ Enforcement
- ✓ Community Development
- ✓ Organization Capacity

1.7 STRATEGIC OBJECTIVES

Strategic objectives are the objectives that have been set by the Kota Samarahan Municipal Council (MPKS) in order to be an efficient Council. Strategic objectives are the plans and activities that focus on 4 areas which are municipal services, enforcement, community development and organization capacity. By focusing on these 4 areas, Kota Samarahan Municipal Council (MPKS) will be more effective and efficient council for citizens in Kota Samarahan areas. Hence, there are 15 strategic objectives that have been implemented by Kota Samarahan Municipal Council (MPKS) to achieve their goals.

15 STRATEGIC OBJECTIVES

- ★ To provide quality municipal services that meet and exceed customers and stakeholders expectation Enhance the effectiveness of the enforcement of council ordinances and by-laws.
- ★ Enhance the image and professionalism of enforcement team
- ★ Review out-dated by-laws
- ★ Promote Volunteerism team in the community
- ★ Empowered community towards the creation of dynamic, resilient, independent and self-managed community.
- ★ Promote community participation and engagement in addressing problems and challenges affecting the community.
- ★ Effective prevention of flash flood.
- ★ Minimise traffic congestions within the Knowledge City.
- ★ Achieved Healthy City status by the year 2020 – Healthy Knowledge City
- ★ Promote Green Technology within and outside the Knowledge City.
- ★ Efficient and effective project management
- ★ To spearhead Kota Samarahan Municipal Council as leading municipal council with competent, talented and knowledgeable human resources.
- ★ Become a financially self-sufficient council that is capable of managing its operating expenses effectively by 2020.
- ★ A quality driven and customer oriented organisation.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

In chapter 2 of practical training report, I was assigned to do report summary on my task during practical training at Kota Samarahan Municipal Council (MPKS) this is where I am going to explain more about my schedule of practical training for 2 months period of time. During my practical training, I was exposed to a lot of things such as filing system, key in data to revenue, do a report and also key in data for new owner property. There are the summaries of my practical training schedule.

2.1 SUMMARY OF PRACTICAL TRAINING SCHEDULE

2.1.1 WEEK 1 (23rd January 2017 – 27th January 2017)

On my first day of internship, Monday 23 January 2017, I was doing my practical training at Kota Samarahan Municipal Council (MPKS). I was reported to human resource officer, Mr. Mazlan Bin Abdullah at administrative office. At the same day, there are six student from other institution reported to Mr. Mazlan as an intern student also. Mr. Mazlan have distribute all of practical student to the different department in Kota Samarahan Municipal Council (MPKS) includes me. I was placed at Rating and valuation section. I was reported duty to my supervisor Mr. Zakaria Bin Haji Samat at Rating and valuation section. He is the assistant rating W22 at MPKS. I was introducing to the other staff member namely Mdm Norfadillah Bt Dillah, Mdm. Fatin Aishah Bt Haikal, Mr. Yusuf Bin Hj Ahmad, Mr. Mohd Adona Bin Drahman and Mr. Abdul Rahman Bin Hj Pauzi at the rating and valuation section and then, Mr. Zakaria leave me to Mr. Yusof. Mr Yusof gives me a briefing about what did the Rating and valuation section functions and their client charter. In this section,

their service is to answer any inquiries and complaints from customer regarding the assessment / doors and related to it will be treated as soon as possible and follow-up to investigate the case / related issues will be made within three (3) weeks. Besides, they also will send the assessment bill once a year to complete in April to August every year or even a month before the due date each year.

Apart from that, rating and valuation section also ensure that all assessments and billing for all properties and holdings of the Council in the Council area will be created equally and request a change in ownership of the property will be processed within one (1) week, provided it is agreed by all parties involved and there are no tax arrears and certified by the Society / People. Around 2 o' clock in the evening, I was given the first task. The first tasks that have been given are to do filing and documentation. The documents are related to the ownership of property which is needed to keep in the file. Each property will have each file whereby the file will be tittle by the ownership name and will keep based on their running number. The entire documents that need to keep in file are the assessment for each property in Kota Samarahan. There are more than 20,000 properties in Kota Samarahan which mean the files are more than 20,000. Then, the file will be group based on the area. For example, Taman Desa Ilmu is in one group and also for the other place in Kota Samarahan. My tasks are to do filing for 10 groups of places in Kota Samarahan which are vilages area. Due to lot of places in 10 group that need to filing, its take more time which I need to complete the task within 1 week. The document related are the name of land owner, record of outstanding bills, address of properties and also the S69 notice. Luckily, with the supervision from Mr.Adona, I was able to complete my task within the time given.

2.1.2 WEEK 2 (30th January 2017-3rd February 2017)

On the second week of my practical training, I was study on how to use the system of rating and valuation which is Electronic Local Authority System (ELA). ELA system is use to register owner of the property such as land and house, transfer the ownership of property, print s.69 notice, print the objection notice and rate the remission. Besides, ELA system also use to generate form G for property, reprint form G for ownership, check outstanding bill, generate assessment bill and evaluate the assessment bill that have generate. After the briefing from Mr.Yusuf and Mr. Abdul Rahman about ELA system I was given the tasks that use the ELA system. The tasks are to check the S69 notice and print the notice for a few places in Samarahan area.

S69 notice is a valuation list of amendment statement which is referring to section 69, local authorities ordinance 1996 (chapter 20). The second day of second week I was assign by Mr.Yusuf to print the S69 notice for Midway Crescent Commercial preperities. There is one notice for one lot which I need to print from Lot 5945 to Lot 5954 block 26, Muara Tuang Land District Midway Crescent Commercial. After print S69 notice, make a copy to keep in the owner property file that i have done last week. And then, the original notice need to fold and put inside envelop to dispatch to the owner address. This task also takes one whole day time to be complete.

On the next 3 days of my second week, I was assigned by Mr.Abdul Rahman to print S69 notice again for Taman Tanjung Tuang, Taman Vista Ilmu, Taman Desa Murni, Taman Desa Permai, Taman Tiya Vista, Taman Paradise, Kampung Sebandi Ulu, Kampung Semera Ulu, Kampung Sampun Jagu and Kampung Lot Sebandi Matang. After printed all the places, I also need to make a copy to keep in their file and fold the notice to put inside the envelop before Mr.Adona and Mr.Abdul Rahman despatch the notice to the landlord. My second

weeks of practical training are busy printing the notice and ensure that the notice are keep in right file. Last day of this week I need to make a record for the notice that I have printed.

2.1.3 WEEK 3 (6th February 2017- 10th February 2017)

On Monday 6th February 2017, I was learning how to key in updating data to revenue posting data so that the account can be balance. Mr. Yusuf teaches me step by step how to key in updating data to revenue. To key in updating data, it is based on the bills out-standing report 2016. After a brief explanation by Mr. Yusuf, I was asking to key in the updating data to revenue for Medan University and Uni Garden. After that, I need to recheck weather the revenue is correct or not. This is because the data is very important which must accurate. So, the process of this task take more time where I need to refer on the receipt transaction exceptional report to ensure the data is accurate. If the data are not accurate I need to do some correction until the data is relevant to the receipt transaction exceptional report.

On the next day of third week, I was exposed on the other task that using Electronic Local Authority System (ELA). The task given was generating assessment bills for the places in Kota Samarahan. Before that, Mr.Zakaria was guided me on how to generate assessment bills. He was guiede me step by step until I understand and expert on that task. The steps of generating assessment bills are firstly, log in to ELA as usual by using the officer's id. I was use Mr.Adona Id while he has absent on that day. Next, go to Billing and assessment and then click bill generating. And then, change the bill period to period 2 as the assessment bills that need to generate are second half bills. After that, select the places name for example, Taman Bestari. Next, select all the number of ownership for the property in the places and click verifies all. Lastly, generate all the verify bills by click generate. However, I also need to record manually in generating bills record book for each places that I have generate and also the number of ownership that can verify and cannot verify because there are some of the

property cannot be verify due to the their unpaid bills before. After a brief explanation and example on how to generate assessment bills from Mr.Zakaria, i was able to generate the assessment bills by myself. I was given an assignment to generate the second half assessment bills for a few places in Samarahan where every property will have the second half assessment bills. There are a lot of property in every places and a lot of places in Samarahan area including the villages all over Samarahan area.. However, I was able to generate the second half bills for property in Taman Hill-View, Taman Indah Ria, Taman Desa Ilmu and Taman Bestari.

On Wednesday, 8/2/2017, I was doing the same task as yesterday. I was generating the second half assessment bills for properties in Kampung Jemukan, Kampung Semera, Kampung Tanjung Kelaso, Kampung Sampun Baru, Kampung Sampun Tebun and Kampung Jugu. Apart from that, on Thursday, I also have generate the second half assessment bills for the properties in Kampung Sindang Baru, Kampung Plaie, Kampung Sungai Batu, Kampung Nangka, Kampung Pinang, Kampung Meranek, Kampung Tanjung Tuang, Kampung Melayu, Kampung Niup and Kampung Empila. While on Friday, I was generate Second half assessment bills for property in Taman Merdang Gayam and Taman Tanjung Tuang.all the assessment bills that have generate will be print out on the other days. However, I was able to complete the task without any mistake with a guide by Mr.Zakaria.

2.1.4 WEEK 4 (13th February 2017- 17th February 2017)

On Monday, 13th February 2017, Mr.Zakaria gives me a task which use Microsoft excel. My assignment was to prepare report of *MPKS Increasing Profit Results for Year 2004 – 2016*. The reports are based on the document that prepare by Mr.Zakaria. After done the report, I also need to prepare the graph and pie chart based on the report. Its take me the whole day to finish the assignment. On the next days, I was assigned to prepare the report of

MPKS Arrears Profit Results for Yeas 2004 -- 2016 in excel. I also need to prepare the graph and pie chart for the report as I have done on Monday. After complete the task, I then assigned to prepare a full statement of profit results which include both of increasing profit results and arrears profit results for the end 31st December 2016. To complete the assignment, I need to refer the full statements of profit results from January 2016 to December 2016. These 3 report that I have done are needed for Mr.Zakaria to present for the meeting on Monday next week and I was glad to complete such an important task.

On the next 2 days, I was exposed to anew task that the rating and valuation use to do. I was taught by Madam Fatin on how to transfer new owner property. There are the steps on how to transfer new owner property. To start off, I need to log in to Electronic Local Authority System. After log in the system, go to rating and billing as usual and then click owner property and click transfer of ownership, next key in the running number of ownership based on their file. After that search for current owner which come out with property information. Next, clicks create new profile, and then key in new ownership details. For example, the name of new transferee, identification number, contact number, and the address of the ownership. Then, clicks create new Occupation Permit click new transferee and choose the acquisition date. Besides, I also need to see at the transfer outstanding bills before the transfer of new owner property process are done. If all the outstanding bills are done, and then can proceed to transfer but if the outstanding bills are not settle yet, I need to call the owner of the property to pay for the outstanding bills so that, the process can be complete. Lastly, click saves and all the information are save automatically which means, the process of transfer new owner property are completely done. There are many new owner properties that I need to transfers. However, within 2 days, I was able to finish the task and I was very lucky to have an opportunity to learn some important task from the experienced officer.

2.1.5 WEEK 5 (20th February 2017-24th February)

Today 20th February 2017 on Monday was my fifth week of practical training. Mr. Abdul Rahman was assigned me to generate the assessment bill for Kampung Merdang Limau, Kampung Merdang Gayam, Kampung Merdang Lumut, Kampung Sungai empit, Kampung pangkalan Kuap and Kampung Bukit Berangan for 3rd Period of the assessment bill. I was busy generate the 3rd period assessment bill the whole day as it is the instruction from the Mayor to settle all the task related to the assessment bill by the end of the March. On the Next day, I'm still doing the same tasks which are generating the 3rd period assessment bill for Jalan Min Onn, Jalan Foh Pin, Taman Bintang 1, Jalan Sebisak, Jalan Chin Ping, Jalan Sing Hin, Jalan Chai Choon Kam and Taman Mustafa. Besides, there are also the other assessment bills for the places at Desa Ilmu that I need to generate. With the help from Sherina as a practical student also, we are able to generate the entire 3rd period assessment bill within 2 days.

On Wednesday as well as third day of 5th week of practical training, Mr. Adona was give me a task to print the entire 1st half and 2nd half of assessment bill that have generated. It is also one of the tasks that the officers in rating and valuation section usually do every year. Mr. Adona teaches me on how to print the assessment bills and it is not easy as printing the notes. First step are I need to log in to the Electronic Local Authority system by using the officer Id and password. On that day, I was using Mr. Adona's ID and pasword to log in Electronic Local Authority system. After log in, click the "Owner Property" and then click "S.69 Notice". Next, click "Retrieve" and record the retrieve notice in log book. And then, the screen will show the assessment bill that had generated. After that, select the entire assessment bill and download the assessment bills that have selected for backup. Make sure that the assessment bill that have download are the 1st half and 2nd half assessment bills. lastly, print all the assessment bills that have download automatically by click "Print Notice"

and everything will be printed out. Besides, I need to use the bill papers that provided by MPKS to print all the assessment bills. There are more than 100 areas in Samarahan which have more than 30,000 assessment bills that need to be prepared.

However, with help and guide from Mr. Adona, I was able to print 10,000 assessment bills within one whole day which the assessment bills are for the villages' area in Samarahan. What I have learnt today was every task have a steps to be done even the simple task such as print the assessment bills also have their own steps. For the remaining 2 days of this week, I was helping Mr. Adona, Mr. Abdul Rahman and sherina Folding the assessment bills to be put inside envelop. The envelop then will dispatch by Mr. Adona and Mr. Abdul Rahman to the address of the assessment bills.

2.1.6 WEEK 6 (27th February 2017-3rd March 2017)

The sixth week of my practical training was very busy managing the assessment bills for all the places in Samarahan area. Mr. Zakaria was assigned me to combine and stepler the first half and second half of assessment bills for each lot include the houses, shop lot, factories and shops in a mall. The task are same as a task that I have done last week which folding the assessment bills. Besides, I also need to ensure the first half and second half assessment bills are combine correctly which both assessment bills must have the same ownership name and address. The most important assessment bills are second half assessment bill. If there is only second half bill for the owner property, it is considered as normal because sometimes the first half assessment bill have paid by the owner of the property. However, if there is only first half assessment bill, I need to recheck for the second half assessment bill in Electronic Local Authority system and reprint from the system to combine with the first half assessment bill. After 2 days working on this task, I finally able to combine all the assessment bills to be put inside the envelop and to be despatched by Mr. Adona and Mr. Abdul Rahman.

On the Wednesday of the fifth week, I was exposed to new task which I think it is very challenging task that should be done by man. Mr.Zakaria was give me and Sherina this task as an experience in rating and valuation section. The task are to despatch the assessment bills at Taman Bestari where the place are the most safety place among the other places at Samarahan area. However, Sherina and I was accompanies by Mr. Zakaria, Mr. Adona and Mr. Abdul rahman to despatch the assessment bills. We have send out the assessment bills for 10 houses only at Taman Bestari. Its take us half day on the evening to complete this task and I was realize that it is not easy to earn own money.

As the remaining of the week, I was continue to combine and folding the assessment bills which have more than 30,000 assessment bills that need to set up. Due to the high amount of the assessment bills, its take more time and peoples to complete this task. Apart from that, I also assigned by Mr. Zakaria to preparing the report that showing the arrears of rate for period 2016. I was guided by Mr. Yusuf to prepare the report which he prepares me the notes and the past report for my references.

On this week, I and all of the practical students at MPKS are elected to manage an event which is the community program at Kampung Empila. The community program was on Saturday 5th March 2017. The objective of the program is to improve the environment of the village. There are lot of activities such as plant the flower, collect the rubbish around the village with the villagers, a talk about important of clean and beautiful environment and also a lunch with the villagers. We have given a task to manage the event. The event starts on 8 am until 1 pm. I and the other practical students prepare the place before start the programme and prepare the food for lunch. It was the useful experience that I had on that day of the event. I can use the experience to manage the other event on the future.

2.1.7 WEEK 7(6th March 2017-10th March 2017)

It been a while and this week was seventh week of my practical training, which mean I only have 10 days to end my practical training. On Monday 6th March 2017, I have assigned by Mr.Yusuf to preparing report that showing the comparison of rates collection for year 2015 and 2016 based on information and document that already prepare by Mdm. Fatin. I just follow the format and key in the data by using Microsoft excel. On the next day, I was preparing the monthly report of rating and valuation section for January and February 2017 with the guide from Mr. Zakaria. Besides, I also need to prepare the slide based on the report that I have done. The slides are for the presentation on monthly meeting which will present by Mr.Zakaria on Thursday.

Apart from that, I was assigned by Mr.Zakaria to key in data for new owner property by using Electronic Local Authority system with the guide from Mdm. Nurfadilah. She teaches me the steps of key in data for new owner property. There are the steps on how to key in the data for new owner property. Firstly, as usual log in the system by using the staff id which today I was using Mr. Adona id while he was on his leave today. After that go to the rating and billing, click “owner property”, and click “new owner property”. Next, key in all the personal information of the owner include the name, phone number, and the address of the owner property. I was referring to the file that have been collected from the owner property. The files have all the information about the owner and the property such as the full name of the owners, the address of the property and all the information which need to key in on the system. After key in all the information, click “save” to save the information and then click “property” where there need to key in the property information. After key in all the information about the property such as the address of the property, the owner name of the property, the assessment bill of the property and any information about the property which include in the owner property file, click “save” and all the information will be save in the

system. This task need more time to complete because I need to open the owner property file one by one to key in the data of the property ownership around the Samarahan area. There are more than 500 units that I need to key in. However, I have done 70 unit of new owner property within one whole day. On remain 2 days of the seventh week, I was continuing to key in the data for new owner property.

2.1.8 WEEK 8 (13th March 2017-17th March 2017)

This week was my last week of practical training. On the last week of practical training, there was not much task assigned to me. I was only continuing the last week task which is key in the new owner property. I have done key in 150 units last week and the unit are 2 places in Samarahan which are Taman Samarindah and Taman Sentoria. For this week, mytask is to continue keying in the remaining which are more than 300 files. Luckily, I was able to finish my last task within 5 days and done the last file on the Friday morning as my last day on practical training at Kota Samarahan Municipal Council (MPKS). I was glad that I can have the experienced which is confidential task and I can help the department to done the task before I end my practical training.

On the evening of my last day, the staff of rating and valuation sections made a farewell party for me and Sherina as we have ended our internship. We were given the certificate of practical training by our supervisor, Mr.Zakaria.

CHAPTER 3

ANALYSIS

3.0 INTRODUCTION

In chapter 3 of practical training report, it will discuss about analysis of tasks that I am doing during my practical training at Kota Samarahan Municipal Council (MPKS). It is the process of relating the task that has done during the practical training with the theories that had been learned in the classroom based on the subjects and courses.

3.1 TASK ANALYSIS

Over two month's period of internship, as a trainee, I had been exposed to new things, knowledge and experiences. Industrial training has become one of the curricular subject to provide supervised practical training within a specified timeframe of which each university students are requested to undergo industrial training at any both government organisations and private sector especially for those who studied at public university. The objective of this industrial training is to provide pre-professional work experience with specific assignments and responsibilities. This is because, the students can get a chance to feel the work's environment to apply the students' knowledge taught in the lecture rooms in real industrial situation, to use the experience gained from the industrial training in discussions held in the lecture rooms in order to gain more practical knowledge and sharpen students' skills and also to gain experience in writing reports in respect of what students get during the industrial training.

An industrial training should be relevant to a student's personal career interests and academic course of study. Productive industrial trainings helps students make informed decisions and improve their marketability after graduation. Hence, undergo industrial training

basically will help them to adapt with the real situation of working environment and know how to facing with the challenges in advance and also to get to know a little bit about any governments organization or private company they applied to.

During the duration of practical training (8 weeks) I have been exposed to a lot of things, experience and knowledge. I have learnt the filing system management during my practical training. Besides, most of the task that I done are related to the subject that I have learn in classroom such as Management Information System (CSC 208), Total Quality Management (Adm510) and Ethics in Administration Theory (ADS452).

3.2 FILING SYSTEM MANAGEMENT

Filing system management was practice in Rating and valuation section which it is one of the task that usually given to me. During my practical training duration, I was learnt on the filing system management whereby the most important management that useful that I can us when I'm working in future.

Record management is a field of management responsible for the efficient and systematic control of the receipt, maintenance, and creation. Besides, it also use and disposition of records including process for capturing and maintaining evidence and information about business activities and transactions in the form of records. (Sukana, 2013)

Apart from that, file management is the process of controlling, sorting, classifying keeping and indexing the file for the purpose of detection. File management is important to manage the information and data so that, the data and record can be found and use easily when it is needed. Filing system management is a system to record the information in the management which is applying the principles of record management to both paper and electronic records.

3.3 CONCEPT LEARNED IN CLASSROOM AT WORK PLACE

3.3.1 MANAGEMENT INFORMATION SYSTEM (CSC 208)

Management information system (CSC 208) is one of the courses that I study in Science Administration programme. It is the processing of information through computers to manage and support managerial decisions within an organization. The concept may include systems termed transaction processing system, decision support system, expert system, or executive information system. (Laudon, 2009) The term is often used in the academic study of businesses and has connections with other areas, such as information systems, information technology, informatics, e-commerce and computer science; as a result, the term is used interchangeably with some of these areas. (Joshi, 2013)

At Rating and Valuation Section in MPKS also apply the management information system which is Electronic Local Authority Version 2 (ELA2) system. We are using Electronic Local Authority Version 2 for updating data revenue, key in data, generate bills, verify the bills and most of the task given in Rating and Valuation Section. Electronic Local Authority System use by the ministry and the local authorities throughout Sarawak. It is to replace the software system that are out of dated and do not confirm to the security Audit which is set by the Internal Audit Unit of the Chief Minister Department.

According to journal of Malaysian institute of planners (2005), Electronic Local Authority Version 2 consolidates all the system and data from all the local authorities in Sarawak into a single unified system. The unification of data made it possible for any single local authorities who brought together with a simple goal in which to standardize and to uniform all the business process reengineering (BPR). I was given a chance to gain the important knowledge of the information system that use by government to ease the task and I

also can experienced to practice the theoretical courses that I have learnt in classroom during the practical training.

3.3.2 TOTAL QUALITY MANAGEMENT (ADM 510)

During my practical training, I also practice the Total Quality Management courses that I studies in classroom. Total Quality Management (ADM 510) is the courses that I take in Science Administration Programme. It is the wide excellent performance which in other words, the quality must be implemented widely in organization, as in Kota Samarahan Municipal Council (MPKS), the excellent quality was not only in Human Resources Section but also in Rating and Valuation Section. A Total Quality Management program encompasses all aspects of an organization's operation, including its hiring and promotional practices, the way the organization itself is structured and the culture that the organization develops. In some cases, Total Quality Management programs are implemented in organizations that already have some quality emphasis.

Total Quality Management was seeks to establish zero defects in any part of an organization, and which uses terms, worker empowerment and creative problem solving to accomplish this aggressive goals. Originally developed for the manufacturing sector, Total Quality Management programs are found in many different type of organization such as marketing, production, finance and customer support. In Rating and Valuation Section of MPKS Total Quality Management was more to finance and customer support which the excellent quality in managing the assessment bills for the customer. Besides, the saving and key in the confidential information of the owner property are one of the tasks that need the excellent quality.

During my practical training, I was assigned to do some task which need the higher quality. For example, prepare the report and slide which will present by the supervisor to the

Mayor on the meeting. I need to give all courage to avoid the defect of report and slide which means the task need the excellent quality and I was able to practice the Total Quality Management courses that I have studies in classroom. Besides, one of the tasks that need the excellent quality are to transfer the ownership of the property and to key in data of new owner property. It was important to key in the data correctly with the high quality because if the data entered was not correct, it will give the effect of the owner property assessment bills and the customers are tend to complaint if there are wrong information. Hence, the high qualities in managing the task are important to gain the customer trusts and satisfaction.

3.3.3 ETHICS IN ADMINISTRATION THEORY (ADS452)

Ethics in Administration Theory (ADS452) is one of the courses that I also practice during my practical training. It is also the courses that I have learnt in classroom which is important courses that everyone must practice in workplace either private or public sector. Ethics is a moral justification and consideration for decision and action taken during the completion of daily duties when during working to provide the general service organization which is a branch of philosophy which seeks to address morality. (Richard Paul and Linda Elder, 1998).

Besides, Ethics is the rules or standards governing conduct of a person or the members of a profession. Decisions are based upon ethical principles, which are the perception of what the general public would view as right. Refer to Richard Paul and Linda Elder (1998), Ethics also the study of the general nature of morals and specific moral choices to be made by a person which is no right or wrong.

What I have practice during my practical training based on Ethics in Administration courses are to dress according to the organization's dress code which requires me to always look smart in the office. I must wear the appropriate attire that is always dress formally when

go to the office. The Kota Samarahan Municipal Council (MPKS) require me to be well attired even I was located at Rating and Valuation section which my task are not dealing in front the customer. It is for me to feel the real working environment and to practice my dressing code when I'm working for real in the future.

Apart from that, I also learnt to act in a good manner when dealings with customers not only in front the customer but also when dealing with customer through the phone. This is to maintain the higher quality of the Rating and Valuation section. Besides, the Ethics that I have practice during my practical training are to be punctual and respect all the staff. It is to maintain the good relationship with all the senior staff, it requires the new staff like me to become more polite and follow the instruction given by them. Furthermore, punctuality is important ethics that i have practice during my practical training. As a civil servant I need to come early at workplace and also complete the task within the time given because delay the task might give trouble to other staff. Hence, Ethics in Administration was an important courses that every students need to study and practice.

CHAPTER 4

RECOMMENDATIONS

4.0 INTRODUCTION

In this chapter, I will discuss the strengths and weaknesses of the task that have given by the Rating and valuation section during my practical training. The strengths and weaknesses of the task will be analysed according to the definitions and concepts of the task that discuss in previous chapter. With the experiences and knowledge that the trainee has gained during the practical training, there are several improvements and recommendations for the strengths and weaknesses that can be done at the Rating and Valuation Section.

4.1 STRENGTHS

Strengths are describe as what an organization excels at and separate it from the competition. For example, the things like a strong brand, loyal customer base, strong balance sheet, unique technology and so on. In other words, it is the advantages and uniqueness of the organization have that the other organization don't have. The strengths that Rating and Valuation Section of MPKS have are good relationship among the staff, effective filing system and excellent quality of the staff.

Firstly, the strengths that Rating and Valuation Section have are good relationship among the staff. This is because there are only 6 staff in Rating and Valuation Section exclude Sherina and I as practical training. The good relationship as a strength of the section was give the advantages to the section. Besides, when there are good relationship there will no staff conflict and the staff will be more focus and enjoy their working environment. When the staffs enjoy their working environment, it will decrease the stress of working and they will tend to do the task seriously with the higher quality and this will automatically improve

the Rating and Valuation sections. Besides, the good relationship among the staff also helped me to improve my communication and interpersonal skills. The communication skills had been improved when I need to deals with the officers, officemates and my supervisor because they also practice the good relationship to me as the practical training students.

Secondly, the effective filing system also one of the strengths that Rating and Valuation Section have. It can be seen as effective filing system when they apply the filing system management in their section. For example the Rating and Valuation section was practice the 5S policies that have mention in previous chapter. All the files was need be well arranged according to the priority of the files or according to the scope of 5s policy. Besides, I had learnt on how to manage the files or document to be in a safe condition and also record management of the files which that can help to make easier finding files or document. This effective filing system make the work in Rating and Valuation Section be more fast and clear.

Lastly, the strengths of the Rating and Valuation Section are the excellent quality of the staff. All of the staff in Rating and Valuation Section was given the training in every task that they need to done. The staffs also always do the task punctually based on the time given. When they submit the task earlier, they can make the correction if any wrong of the task and it will save the time which shows their quality in manage the time for completing the tasks. This strength had improved my motivation because of the work done efficiently and effectively by the staffs.

4.2 WEAKNESSES

Weaknesses are something that can stop an organization from performing at its optimum level and something that the organization should improve. The weaknesses that I identified in Rating and Valuation Section during my practical training was lack of

communication towards the other section in MPKS, the technical problem and the small amount of staff in Rating and Valuation Section.

The first weakness is lack of communication towards the other section. This is might because the office of Rating and Valuation Section are far from the other section and also because of the overload work which made the staff busy and have no time to communicate with the other staff in other sections. When there is lack of communication to the other department, it might affect the task in the other sections. For example, the human resources section need the information about the staff in Rating and valuation Section within one day but the staff in Rating and Valuation section was miss the information and the HR section need to delay their task because of the lack of communication from the Rating and Valuation section.

Secondly, technical problem are one of the weakness that might stop the organization to perform. The example of technical problem that usually happen in Rating and Valuation section are the line of the internet which every staff in the section need to do their task. It was also happen to me when I key in the new owner property using ELA system which need internet connection. Unfortunately, the internet was disconnected and all the information that I had key in was not save. I need to key in the information again once the internet was able to use. It will waste the time and the task might be delay to be completed. Besides, the other technical problems are the problem related to computer and printer that always occurs during my practical training. The computer sometimes lagging and stuck while the printer usually lack of ink because in Rating and Valuation section, there are more than 10,000 assessment bills that need to be prints.

Lastly, the weaknesses in Rating and Valuation section are small amount of staff. As mention earlier, there are only 6 staff in Rating and Valuation system including the

supervisors. There are overload works with only 6 staff in the section. The task in Rating and Valuation section such as key in data, Make a form G, printing bills, sorting bills and more are not enough to be done with only 6 staff. This might make the task uncompleted sometimes when the times given are not enough. Besides, the small amount of staff also will make the staff too busy with their task and lack of time to do other administration task. The Rating and Valuation section need more staff because the amounts of task are increase day by day.

4.3 RECOMMENDATIONS

I have learned lot of things during my practical training. However, there are the strengths and weaknesses that I have identified in the Rating and Valuation Section. I would like to give the recommendation so that the organization can improve their strengths and weaknesses in future.

Firstly, the Rating and Valuation section should maintain their good relationship among the staff not only in their section but also to the other section so that they will not miss communicates and all the information can be transfer easily and clearly. It is important to have good relationship among the staff within the all section of Kota Samarahan Municipal Council (MPKS). Besides, the Human Resources department can provide the community programme for all the staffs to strengthen the relationship. For example, the annual dinner, the vacations with staffs and any programme that aim to strengthen the relationships among the staffs in all section of Kota Samarahan Municipal Council (MPKS).

Secondly, due to the technical problem, I would like to recommend improving the internet connection to be clearer and faster so that the task can be done smoothly without any interruption. Apart from that, the Rating and Valuation Section also should provide the equipment such as PC, tables and chairs for the practical students so that we as practical

students can have a space to perform our task and will not disturb the other staff by using their computer, tables and chair to do the tasks. The computers also need to upgrade so that it can run smoothly and faster. When there are complete equipment with no internet problem, the task in Rating and Valuation section can be done within the time given and it also will improve the quality of work.

The last recommendation are Rating and Valuation Section need more staff and they can take the practical students to help them. This is because, the most important task are relating to the assessment bills and the property in Samarahan area which have more than 30,000 properties and the task need more manpower to be completed. Besides, the Human Resources of Kota Samarahan Municipal Council (MPKS) should provide the allowance for the practical students to cover their expenses such as transportation expenses beside to motivate the practical students to work.

CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

During the practical training, I have experience the real working environment which gives me the new knowledge. To conclude my practical training report in this chapter, I will summarized all the chapter in practical training report based on the chapter which are in chapter 1, chapter 2, chapter 3, chapter 4 and chapter 5.

5.1 SUMMARY OF CHAPTER 1

In chapter 1, I had explained about the organizational background and history of Kota Samarahan Municipal Council (MPKS). Besides, I also include the vision, mission, slogan, motto, functions and objective of Kota Samarahan Municipal Council (MPKS). Furthermore, there also the client charter, key focus area and strategic objective in chapter 1. Based on chapter 1 I am well informed about the background of this organization so it can enhance my knowledge after having the practical training in Kota Samarahan Municipal Council (MPKS).

5.2 SUMMARY OF CHAPTER 2

In chapter 2, I had explained about the tasks and job that I did during the 8 weeks of my internship programmed. The tasks given to me were consistent to the guidance provide by the faculty. The tasks mainly related to the scope of administration. I am able to apply what I have learnt in the classroom and to relate the theory into practice. Therefore, it is valuable experience that I can get through my practical training.

5.3 SUMMARY OF CHAPTER 3

In chapter 3, I was explained about the task that I do during my practical training which is related to the courses that I learn in classroom. There are 3 theory courses that I can practice during my practical training. The main focus in chapter 3 is to analyse about the task that I have done with the courses that I have studies which are Management Information System (CSC 208), Total Quality Management (Adm510) and Ethics in Administration Theory (ADS452). It was very useful courses which I can apply in the workplace and the courses were helpful for me.

5.4 SUMMARY OF CHAPTER 4

In chapter 4, I have made analysed about the strengths and weaknesses of the task and the organisations that I choose as the main focus. This is the continuation of analysis in previous chapter. There are some recommendations that I have suggested in chapter 4 regarding to the weakness of the task and organizations. This is to identify the mistakes and some corrective actions that can be taken in order to be better in the future. I can enhance my knowledge on how to evaluate a tasks or jobs that been given or handle by me.

5.5 SUMMARY OF CHAPTER 5

In chapter 5, I was summarised all the chapter starting from chapter 1, chapter 2, chapter 3, chapter 4 and chapter 5. Besides, I also include the report of summary in chapter 5.

5.6 REPORT OF SUMMARY

As conclusion, as a student of Bachelor of Administrative Science of UiTM Kota Samarahan, Sarawak, these practical training courses have given me a lot of advantages. Not all courses at UiTM Kota Samarahan give opportunities to their students to do their practical training outside of the campus.

The practical training give a lot of benefits to the students to increase or gain more knowledge at the real world of work field and it can increase the students awareness on how to deal with the work field and environment after graduate from university. Besides, the students also able to applied their theoretical knowledge to practical and at the same time they are able to prepare the work schedule based on the task given.

I feel glad and happy because I was given a chance to have my practical training in Rating and Valuation section of MPKS. I had gained lot of experience and new knowledge which I can use in future. The practical training also help me to increase my confident level to complete the tasks and improve my communication skills.

I am hoping that the organization will accept the other students to do their practical training there especially the students' form UiTM Kota Samarahan. So that, they can gain the experience and knowledge from the practical training. However, I hope that the duration of practical training for our programme can be extended more in the future for the benefits of the students themselves.

APPENDICES



Table 1: Filing Management Process



Table 2: Community Programme at Kampung Empila



Table 3: Preparation of Community programme by Practical training students

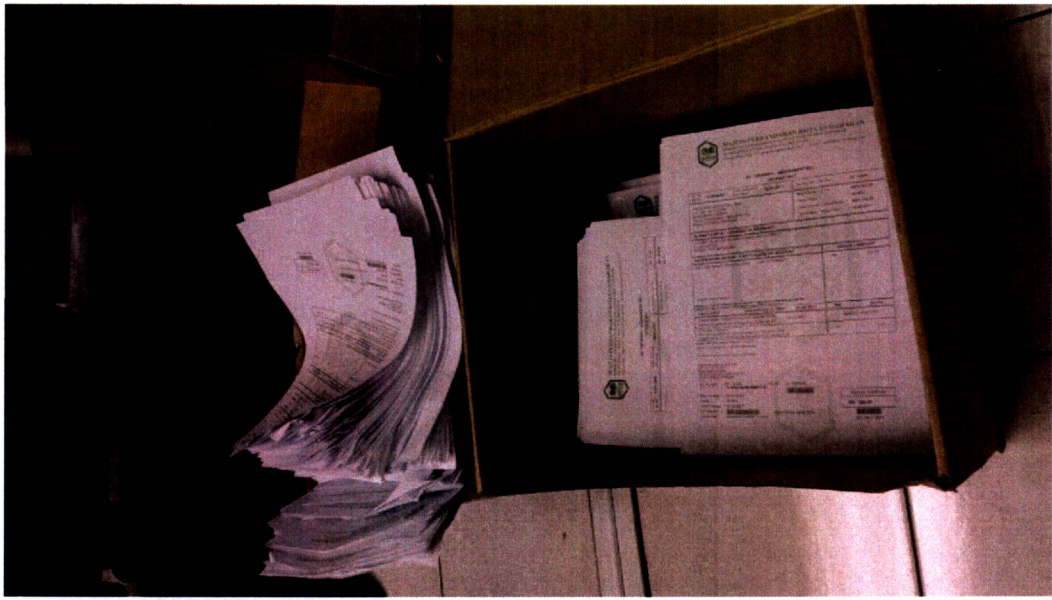


Table 4: combine the first half and second half assessment bills

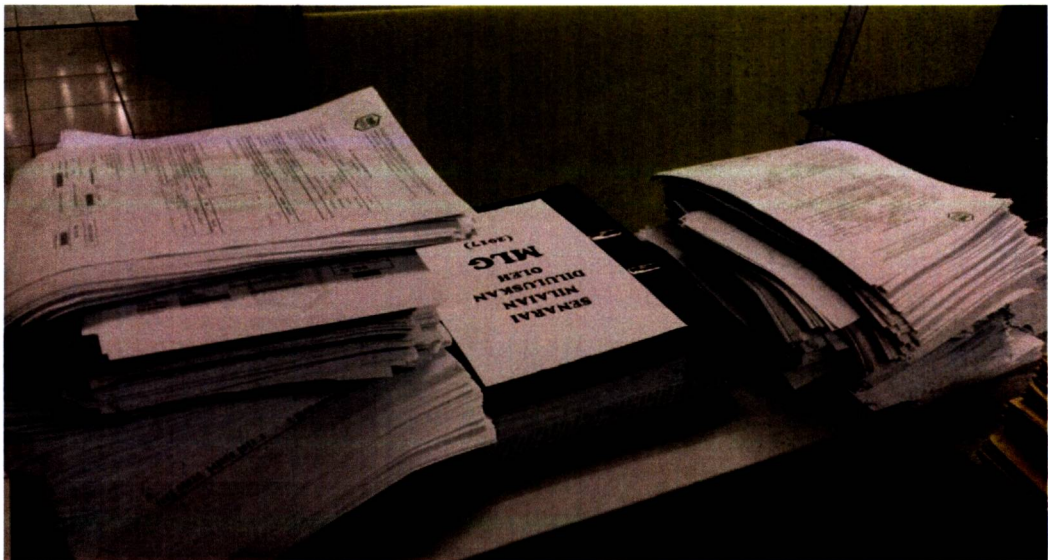


Table 5: Print and folding the assessment bills

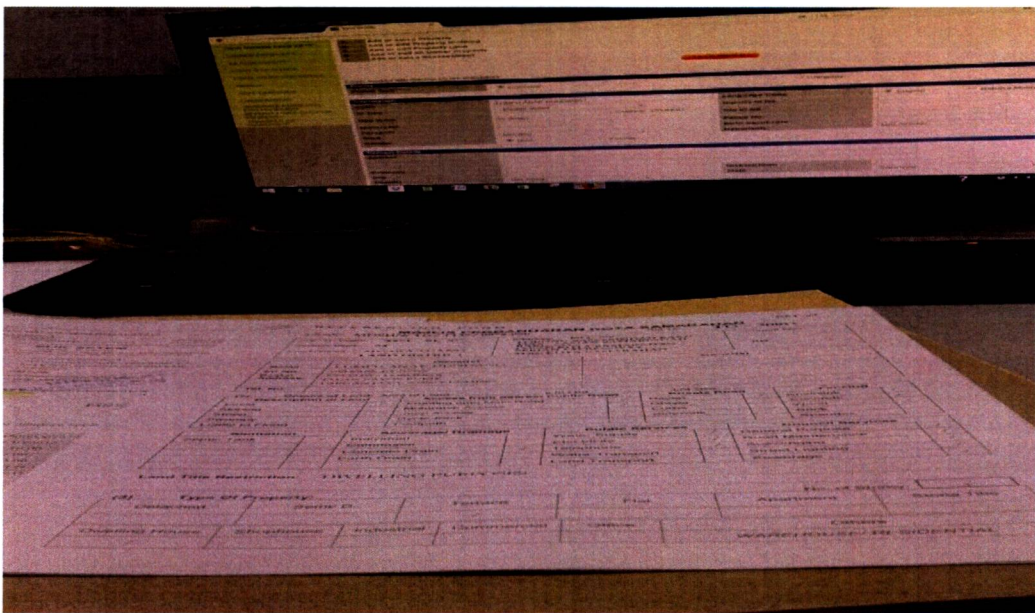


Table 6: Transfer owner property process



Table 7: Key in data for new owner property

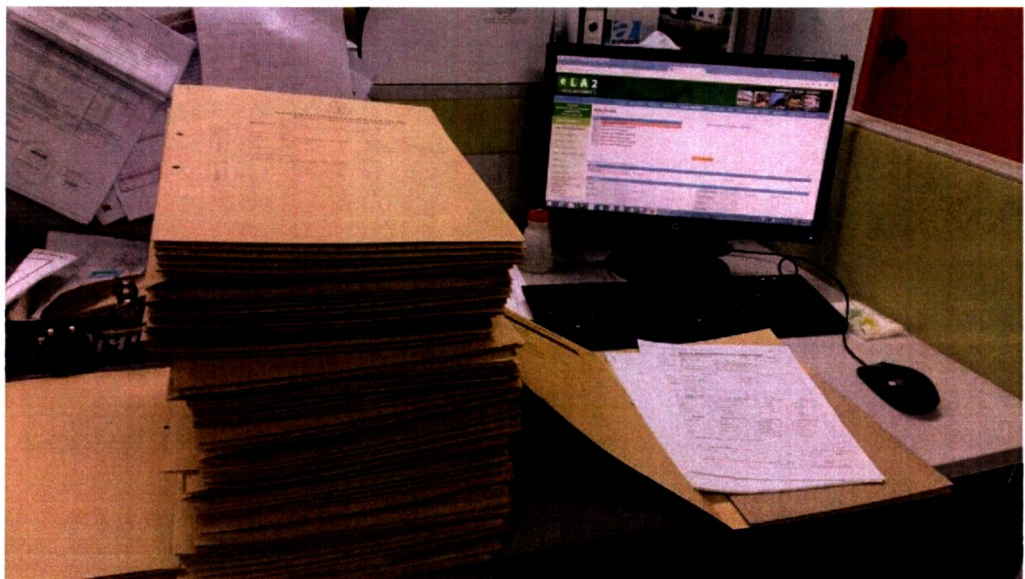


Table 8: File for new owner property



Table 9: Staff of Rating and Valuation Section



Table 10: Complete my practical training at MPKS



**UNIVERSITI
TEKNOLOGI
MARA**

FACULTY OF
BACHELOR

STUDY (HONOURS)

PRACTICAL TRAINING FEEDBACK FORM TO BE FILLED IN BY STUDENT

STUDENT NAME : _____
 STUDENT NUMBER : _____
 IDENTIFICATION NUMBER: _____

NAME AND ADDRESS OF ORGANISATION: _____

 PERIOD OF TRAINING: FROM _____ TILL _____
 NAME OF HOST SUPERVISOR: _____

(CIRCLE THE RELEVANT SCALE)

1. SCOPE OF WORK CORRESPONDS WITH THE FIELD OF STUDY

(Evaluate whether tasks given are relevant to the BAS/BCA syllabus)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

2. QUALITY OF DAILY TASKS

(Evaluate whether the tasks given are of high quality based on syllabus of the program)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

3. SELECTION OF ORGANISATION

(Evaluate whether this organisation is the right place to undertake the practical training or not)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

4. SUPPORTS, GUIDANCE AND CLARIFICATION RECEIVED BEFORE WORKING ON ANY TASKS

(Evaluate whether the organisation provides the right level of support and training)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

5. RESPONSIBILITIES OF ORGANISATION IN GIVING COOPERATION

(Evaluate whether the organisation gives full cooperation to the student)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

6. ADAPTABILITY

(Evaluate your adaptability to the tasks and surrounding of the organisation)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

7. FACILITIES

(Evaluate whether the organisation provides sufficient resources)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

8. OFFICE ENVIRONMENT

(Evaluate whether the office environment is comfortable, well-managed and convenience)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

9. KNOWLEDGE

(Evaluate whether the organisation's staff possess sufficient knowledge of the organisational matters)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

10. CHARACTER

(Evaluate whether the organisation's staff has a good character)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

11. SAFETY

(Evaluate whether the organisation has necessary safety measure in place)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

12. Do you think of recommending this organisation to other students for practical training?

Yes	No

Additional Comments:

Student signature,

.....
(Student name : _____)
Date : _____

Host Supervisor signature,

.....
(Host Supervisor name : _____)
Date : _____



MAJLIS PERBANDARAN KOTA SAMARAHAN

Sijil Penghargaan

Dengan Sukacitanya Menganugerahkan Sijil Penghargaan ini Kepada

YUSRA SYAZWANI BINTI MUAS

*Setiausaha dan Warga Majlis Perbandaran Kota Samarahan Mengucapkan
Setinggi-tinggi Penghargaan dan Terima Kasih Di Atas Sumbangan dan Khidmat
Bakti Cemerlang Tuan Sebagai*

LATIHAN INDUSTRI DI BHQ. PENILAIAN & KADARAN

Tarikh: 23. 01. 2017 – 17 MAC 2017

(HJ. ABU BAKAR BIN HJ. SEPAWI)
Pemangku Setiausaha Perbandaran
Majlis Perbandaran Kota Samarahan



"Beautiful, Clean, Green & Safe"
Samarahan - Kota Ilmu Yang Sejahtera
Samarahan - Prosperous Knowledge City