

**INDUSTRIAL TRAINING REPORT:
MAJLIS PERBANDARAN KOTA BHARU, BANDAR
RAYA ISLAM**

**SPECIAL PROJECT:
(IKLAN NIAGA SYSTEM)**

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**REPORT SUBMITTED IN FULFILLMENT OF THE
REQUIREMENT FOR THE INDUSTRIAL TRAINING
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN**

01 AUGUST 2016 – 31 DECEMBER 2016

DECLARATION

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ABSTRACT

The trainee has been undergoing industrial training based on the period from 1st August 2016 to 31st December 2016 in ICT Department and “Unit Audit Dalam” at Majlis Perbandaran Kota Bharu, Bandar Raya Islam. The trainee has been placed at two departmenst which are ICT Department and “Unit Audit Dalam”. During the industrial training, the trainee is placed under industrial training supervisor, Mr. Khairulzani bin Said. After having discussion, the trainee required to create Iklan Niaga System as the special project. The system will be involved the entire seller in Kelantan. During industrial training, the trainee has involved in many activities which are related with what the trainee had been learnt in class. The trainee needs to do some other activities during industrial training in which each activity requires its own skills. The trainee also gained a lot of knowledge and skills that can be used in the future. The industrial training programs run smoothly but there are also some drawbacks that need to be resolved. Thus, the trainee gives some suggestions to solve the problem. The trainee also gives a personal opinion about the training industry.

Keywords: records, system, manage, filling, communication

ACKNOWLEDGEMENT

Bismillahirrahmanirrahim

First of all thank Allah for allowing me to undergo and end the internship programme completely without any serious problems and allow me to complete this report. Thanks to Mr. Khairulzani bin Said as my organization supervisor, Tuan Haji Nasir bin Che Hassan as my boss in “Unit Audit Dalam” and Majlis Perbandaran Kota Bharu, Bandar Raya Islam for giving me the opportunity to undergo industrial training in this organization. The experience gained is very valuable and may help me in the future. Last but not least to all the staff at the ICT Department and “Unit Audit Dalam” because of providing a guidance for me.

Thank you to all the lecturers who manage industrial training of my friend and I, Mrs Izzatil Husna binti Arshad, and a lecturer who acts as my supervisor, Mrs. Salliza binti Md Radzi, provided for industrial training with consultation to produce professional reports that will be greatly appreciated.

Thanks also to the friends who share their knowledge and opinions to get a good report. Thanks to the practical team at MPKB,BRI which they are from Cosmopoint College for sharing knowledge about what they were learnt which did not learnt by us at UiTM.

Last but not least thanks to my parents and other family members for moral support unwavering throughout my industry training.

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Chapter 1 : Introduction

1.1 Background of the organization



Figure 1: Logo of the Majlis Perbandaran Kota Bharu, Bandar Raya Islam

Kota Bharu Municipal Council (MPKB) is an organization under the Government State Council which operates around the town of Kota Bharu including 65 sections. It oversees 115.64 kilometer square of the vicinity including the areas from Pantai Cahaya Bulan to Pantai Sabak at the northern part, the area around the boundary of Batu 5, Jalan Pasir Mas and Jalan Kuala Krai to Pasir Tumboh bridge at the southern part, Sungai Pengkalan Datu and Wakaf Stan at the eastern part and Sungai Kelantan at the western part.

The vicinity of MPKB is a strategic place of development for Negeri Kelantan with Kota Bharu as its centre of administration, trade and finance. Pengkalan Chepa acts as industrial centre and Kubang Kerian as institution centre. Kota Bharu was built in 1844 and was announced as the governing centre of by Kebawah Duli Yang Mulia Al-Marhum Sultan Muhammad Ke-II. In 1936, Kota Bharu was upgraded to Kota Bharu Municipal Council (MBKB). MBKB was diminished and changed to Board of Municipal in 1971. In 1978 Kota Bharu was restructured and upgraded to Kota Bharu Municipal Council again.

1.1.1 Mission

To bring peace and harmony to the residents and improve the social economic aspect in addition to contribute to the economic growth of Kota Bharu especially and Negeri Kelantan generally.

1.1.2 Vision

Kota Bharu Islamic City Municipal Council, as an excellent organization will grow and make Kota Bharu a successful town that is clean, beautiful and independent based on the 'Membangun Bersama Islam' (Develop with Islam) policy.

1.1.3 Objectives

- Fine tuning the operational aspects of the council's administration in order to become the Local Authorities that acts
- According to careful planning.
- Strengthen the council's financial status by increasing profit and identifying new profit generators.
- Improve the service by emphasizing on the aspects of a clean and beautiful town.
- Enhance the program for personal development in order to produce human of great qualities which will eventually
- Contribute towards physical and spiritual in accordance with Kota Bharu Islamic Town.
- To prioritize and encourage community involvement in council's development programs.
- Increase ways to eradicate sinful activities in the council's area.

1.2 Organizational Structure

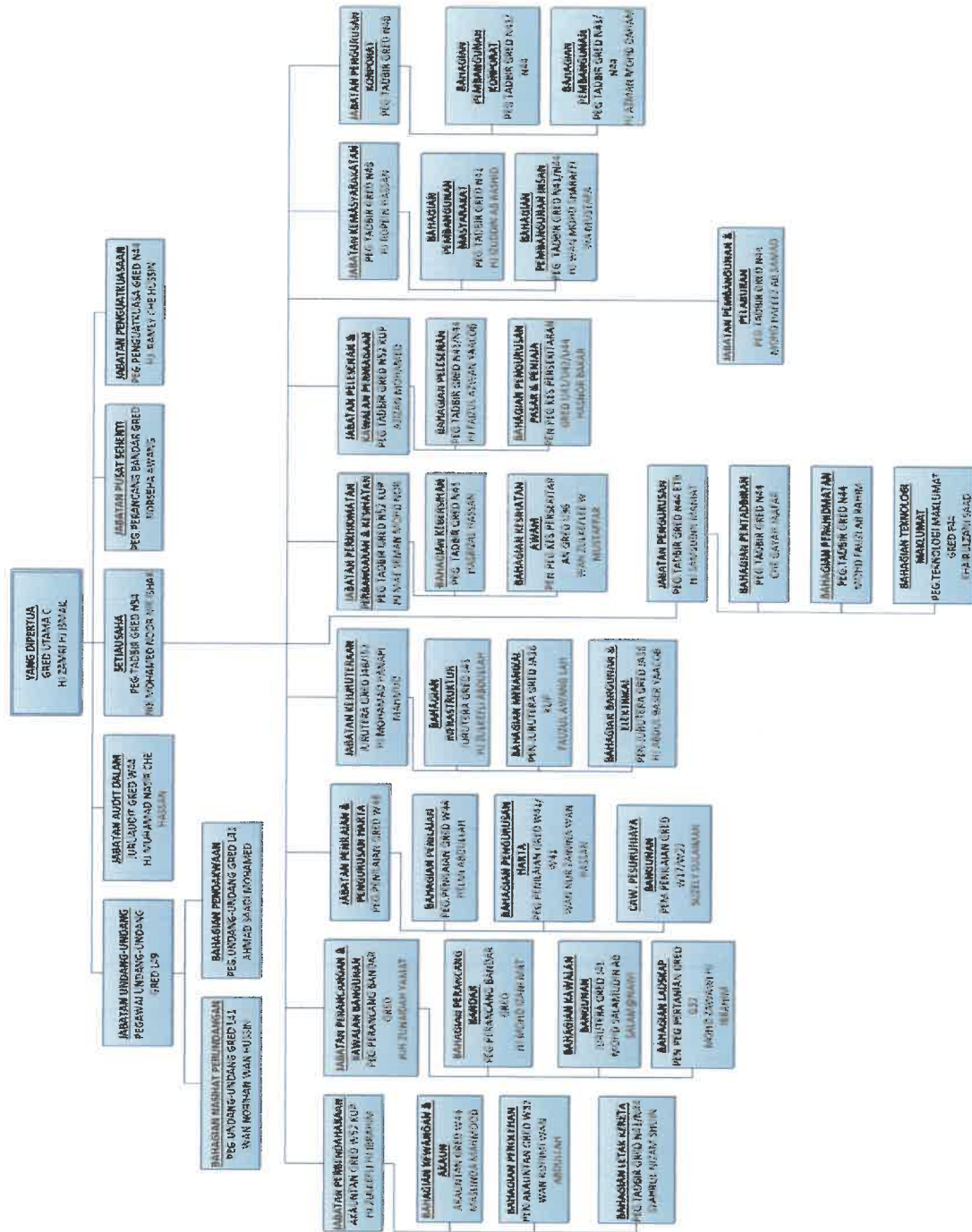


Figure 2 : Organizational Structure of Majlis Perbandaran Kota Bharu, Bandar Raya Islam

Chapter 2 : Organization Information

In the Majlis Perbandaran Kota Bharu, Bandar Raya Isam, there are 14 department and 25 unit. Trainee have been placed by two department which are ICT Department and Unit Audit Dalam.

2.1 ICT Departmental Structure

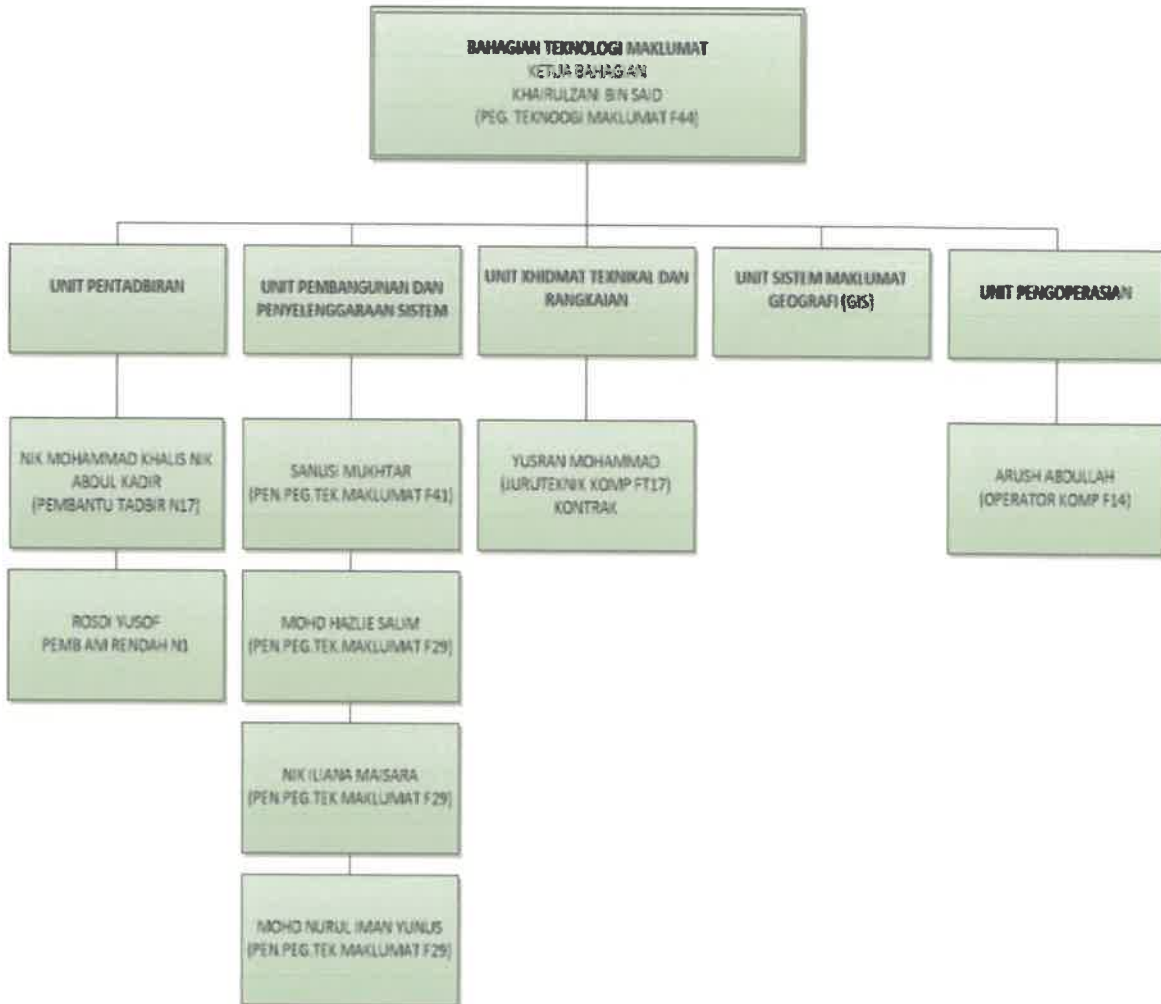


Figure 3 : ICT Departmental Structure

2.2 ICT Department Function

2.2.1 ICT Department

1. Administer Information Technology Division
2. Plan the ICT strategic plan of Municipal Council of Kota Bharu
3. Advise the Council in the field of ICT
4. Monitored the progress of implementation of ICT
5. Plan and coordinate the use of information Council
6. Coordinate the implementation of ICT Policies Phone (Security Policy)
7. Members of the Committee Technical ICT State of Kelantan.
8. The Coordinator of the Group's Innovation Award innovation and creative

2.2.2 Administrative Unit

1. Handle administrative work part
2. Control and manage files.
3. Management correspondence
4. Hygiene and security computer room and server
5. Recorded the movement of the ICT equipment in and out of department for action repair and so on
6. Making documentation and user manual system
7. Exercise instructions from time to time.
8. Manage the allocation and expenditure section.

2.2.3 Application Development and Operation of The Unit.

1. Planning and development systems applications
2. Developing new application systems 'In-House'
3. Test, ' upgrade ' and maintain the system.

4. Plan and provide training to the users of the system and other related software.
5. Ensure that all systems are operating properly and smoothly.
6. Make the integration between the old and new systems.
7. Provide a system that has been developed.
8. Process and issue bills and notices of assessment for each term.
9. Review and year-end closure process of the system of tax and licensing system.
10. Provides daily reports and e-payment reports daily into sections.
11. Review and closure of daily collection system. Provides reports from the system application as requested from time to time.
12. Ensure HERMIS well implemented.

2.2.4 Technical Service Unit and Network

1. Formulate the guidelines, procedures and ICT Policy measures as phone ICT security.
2. Ensure the security of ICT such as:
 - a) Protecting confidential information Council
 - b) Guarantee every data is accurate and complete.
 - c) Ensure the availability of information.
 - d) Ensuring access by legitimate users only.
 - e) Ensure the use of the internet properly.
 - f) Ensure the safety system equipment, software and network of cyber intrusions and viruses.
3. Receiving and recording complaints damage.
4. Maintenance of ICT equipment to review and check periodically.
5. Maintenance of the local network (LAN) and wide (WAN).
6. Maintenance of software ICT

7. Ensure ICT systems are always in good condition and is ready.
8. Provide technical advisory services ICT (helpdesk)
9. Ensure counter UTC operating well.
10. Make backup data to the storage media ' external ' periodically.
11. Ensure that the Council's CCTV is in good condition.

2.2.5 Multimedia Unit and Portal

1. Radio equipment maintenance committee of the tasks to ensure that the radio can operate all the time.
2. Prepare and install radio equipment committee of tasks on site out of office
3. Recording directly and ' Live Streaming ' functions and meetings
4. Update information Info TV 5. Upgrade and update the portal their tasks from time to time.

2.3 "Unit Audit Dalam" Departmental Structure

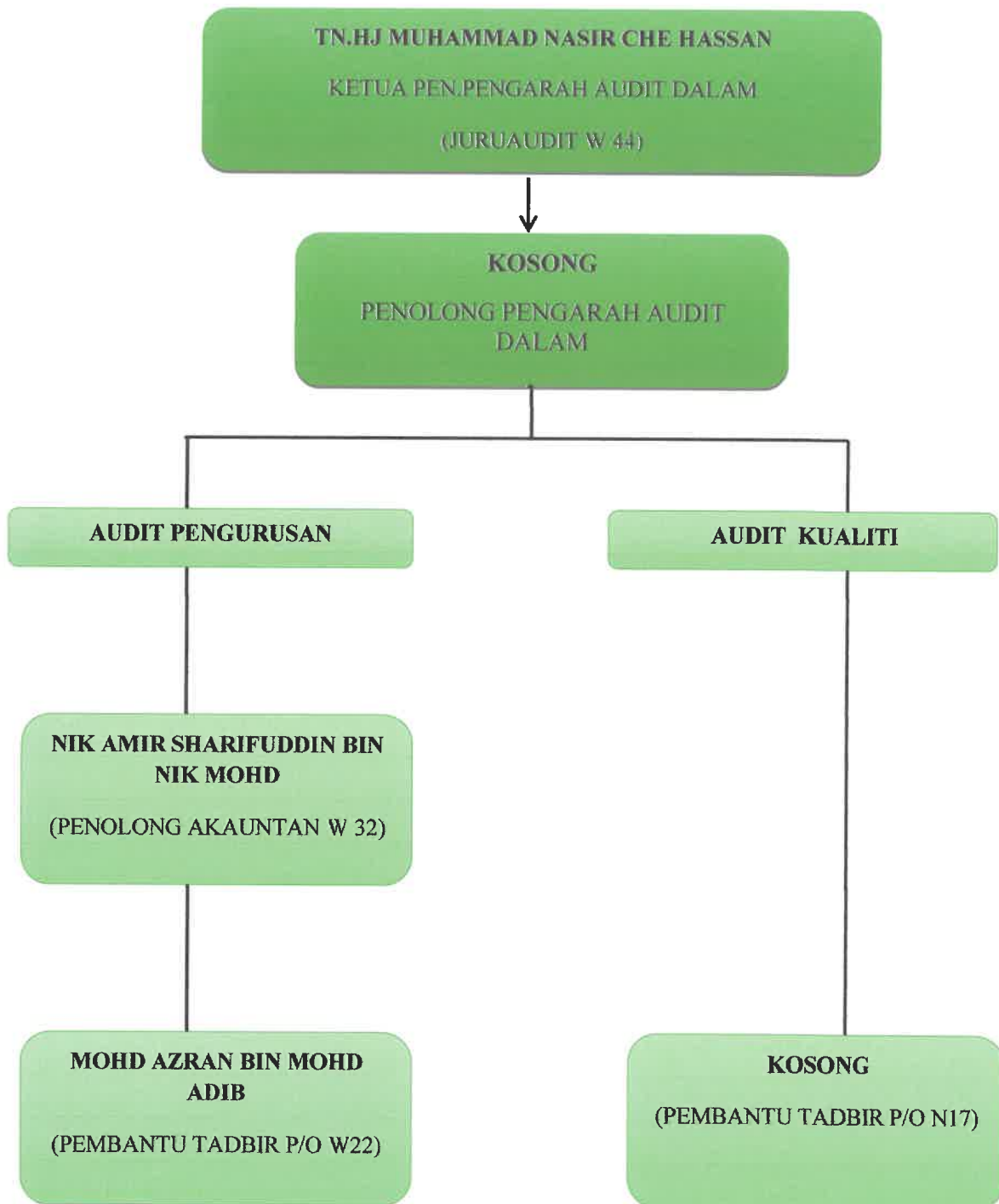


Figure 4 : "Unit Audit Dalam" Departmental Structure

Chapter 3 : Industrial Training Activities

The trainee already undergo internship programme in this company for five (5) months starting from 1st August 2016 until 31st December 2016. The trainee was placed in the ICT Department. The trainee has been placed under the supervision, En Khairulzani bin Said. For trainee's supervisor at the university, trainee has been placed under the supervision of Madam Salliza binti Md Radzi. During the internship, the trainee have been borrowed by “Unit Audit Dalam” for helping them in manage their record for “Sistem Penarafan Bintang Pihak Berkuasa Tempatan 2015”.

During internship in this company, the trainee has acquired some tasks but the tasks can be divided into two types: Training Activities and also Special Project. Although the trainee is placed in the ICT department, the trainee did not get much work from the top management of ICT department. The trainee received more instructions and experiences from the “Unit Audit Dalam”.

The trainee has been provided with log book from faculty to write down the task-to-do every day. The trainee need to do daily reporting.

3.1 Training Activities

3.1.1 Filing

a) Sistem Penarafan Bintang Pihak Berkuasa Tempatan 2015



Figure 5 : Banner for "Sistem Penarafan Bintang Pihak Berkuasa Tempatan 2015"

Majlis Perbandaran Kota Bharu, Bandar Raya Islam will be evaluated by Pihak Berkuasa Tempatan from Kementerian Kesejahteraan Bandar Perumahan dan Kerajaan Tempatan once in every two (2) years. The document that needed are from all the department in the organization. Each department needed to prepare the criteria which are given by Pihak Berkuasa Tempatan with the evidence. The criteria is for to ensure that Majlis Perbandaran Kota Bharu, Bandar Raya Islam doing their job and also want to know the achievement of that organization.

“Unit Audit Dalam” have been asked to be the leader for this. So, they need to collect all the answer of that criteria from all the department with the evidence. First task the trainee receive for this task are to make all the criteria that have been setting by another staff from in table and delete all the table and also the mark. Make it in Microsoft Word and in that only having the criteria. Then, divide it by their mark as 0% and 10% and also divide it according to their department.

After having a few meeting, the staff need to send the answer with the evidence to “Unit Audit Dalam” to combine it become a file. The trainee need to arrange it follow the criteria that have been made by “Kementerian Perumahan Kerajaan Tempatan”. After that, all the eleven (11) files need to have the cover and divider.



Figure 6 : Records of "Sistem Penarafan Bintang Pihak Berkuasa Tempatan 2015"

Finish the event and the assessor gave a week to MPKB,BRI to give back all the document that are not completed because the mark are less in about 2% to make MPKB,BRI get Five Star for the evaluation. Boss asked the trainee to scan all of the document to email to the assessor. At the first, the assessor ask to send it through email but because of the file are in big capacity , the file cannot be sent and finally the assessor said that he will come and see the document himself. The file also need to burn it into CD and also save it into hard drive. After the assessor come check all the document, MPKB,BRI got 5star for Sistem Penilaian Bersepadu – Pihak Berkuasa Tempatan 2015 (SPB-PBT 2015)".

The trainee are required to get the report of SPB-PBT 2015 from Encik Adi from “Kementerian Perumahan Kerajaan Tempatan” to document it. The report are in Microsoft Excel and the trainee need to make it in Microsoft Word. Put the evidence that have been

scan into the Microsoft Word to make it standardize. The document be in about 700 plus pages and the report of it be in 40 plus pages. Boss asked to make the hardcover the document because it will be sent to Kementerian Perumahan Kerajaan Tempatan.

b) Sistem Pengurusan Aset

The trainee were required to manage the “Sistem Pengurusan Aset” files. First of all, the trainee list the name of the document then arrange it according the date of the document. Put all the document into the new file as the older file are damaged. The trainee also make the new minute of the document as the older are not fill fully. Besides, the trainee make the double check for the document with the minute of the document.

c) Akauntabiliti Indeks

The trainee were required to manage the “Akauntabiliti Indeks” files. First of all, the trainee list the name of the document then arrange it according the date of the document. Put all the document into the new file as the older file are damaged. The trainee also make the new minute of the document as the older are not fill fully. Besides, the trainee make the double check for the document with the minute of the document.

In addition, the trainee got the information from website Akauntan Negara as some the document need to be the reference for the file. The document which are “Pengurusan Kewangan Indeks Akauntabiliti” has been made the cover page and binding.

d) Arrange the document into their file

The trainee has been asked by the industry supervisor, En Khairulzani bin Said to put the document such as letter to the file that have been prepared according to their category. The

trainee only need to look at the number that have been state by the supervisor at the document and put it into their file.

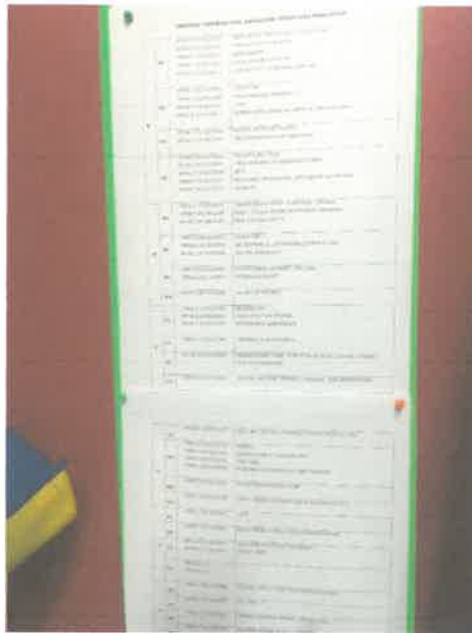


Figure 7 : List of the number for the file

3.1.2 Chronology of “Sistem Penarafan Bintang Pihak Berkuasa Tempatan 2015”

The trainee were required to make chronology of “Sistem Penarafan Bintang Pihak Berkuasa Tempatan 2015” as it is very important as the evidence to know the process of that. It started with the MPKB,BRI got the letter from “Kementerian Perumahan Kerajaan Tempatan” and end with the day of evaluation. The chronology consist all of the meeting and anything related including the phone call and received any letter.

3.1.3 System Development

a) File Management System

The trainee were required to enhance the Management File System. The trainee need to add the upload column for the “Daftar Fail” page. This column to make easier for the user to

review the document. It is because, when the file have been saved, the another user who want to review the file, will only see it or download it themselves. Besides, the document are will display on that page.

For making the column, the trainee need to install Apache and MySQL. The software need to run together as the system will not be display some of the information if one of them are not run. The trainee only add the coding of the upload at the bottom of the coding. The software for adding coding for the system that have been used is Dreamweaver. The trainee have been guided by En. Nurul Iman for this system.

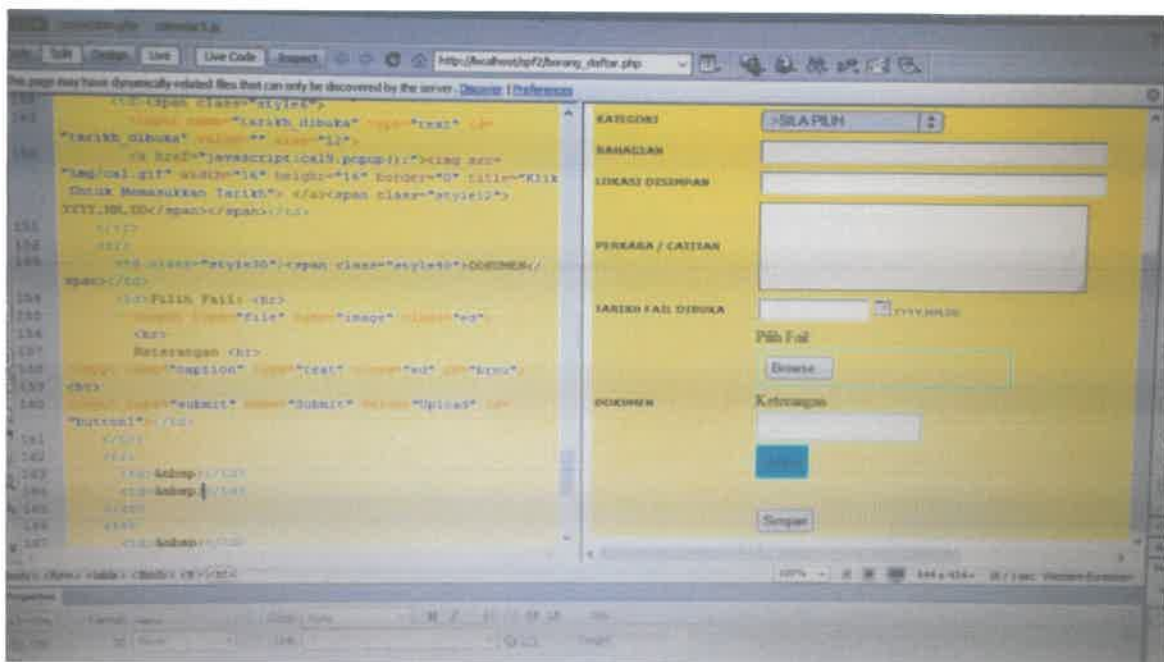


Figure 8 : Page for uploading photo in File Management System

b) Online License Request

The trainee required to create “Permohonan Lesen Iklan Online”. The trainee have been guided by En. Nurul Iman and En. Sanusi for this system. The trainee need to transfer the

manual form into online form. There are three page of the form which are Bahagian 1, Bahagian 2 and Bahagian 3. First of all, the trainee create the logo of the system. The logo of the system have been created by using the Photoshop.



Figure 9 : Banner for Online License Request

The, the trainee create the form by using Dreamweaver. Create the database in localhost by using Xamppserver. Then, the trainee has imported all the data from database to Dreamweaver. All the design for this Online License Request has been made by using Dreamweaver.

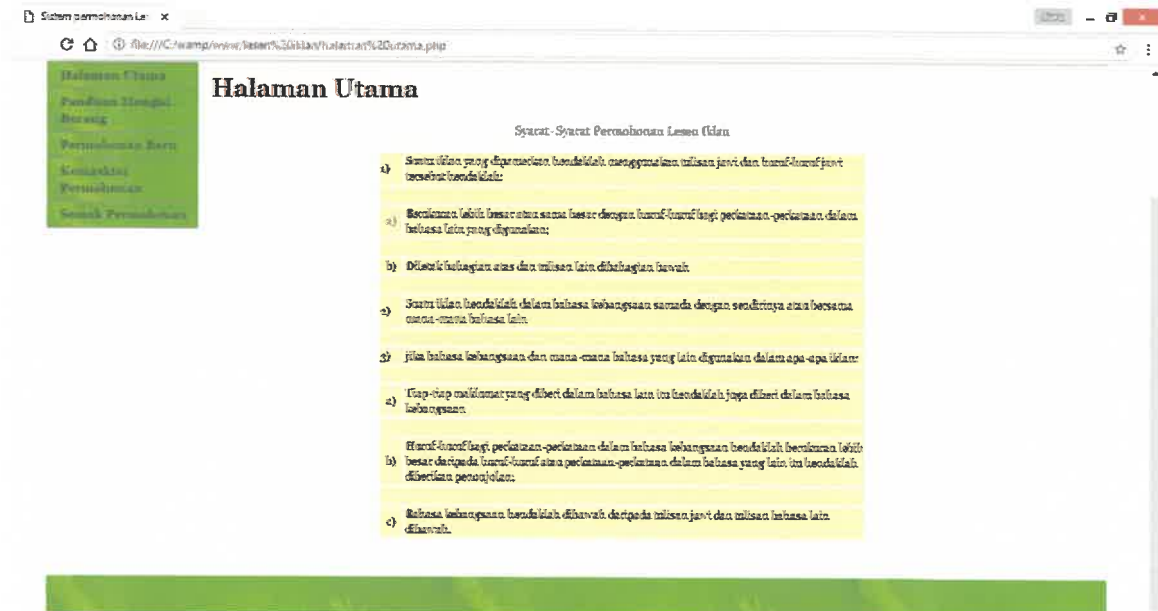


Figure 10 : Main page for Online License Request

3.1.4 User manual AG's Dashboard

The trainee required to make user manual for AG's Dashboard. AG's Dashboard is the system that have been used by the Audit Negara to communicate with the Unit Audit in all Malaysia. The purpose for this user manual are to help the staff who are not familiar with this system. Boss asked the trainee to make it before the trainee finish the internship to make easier to the staff after the trainee are no longer there. For view the user manual, do refer the Appendix A



Figure 11 : User manual AG's Dashboard

3.1.5 Kabinet Kualiti

The trainee required to make a "Kabinet Kualiti". "Kabinet Kualiti will acquired all the document and files that were located in "Unit Audit Dalam" for example, the evidence for "Sistem Penarafan Bintang Pihak Berkuasa Tempatan 2015", "Fail Akauntabiliti Indeks", "Fail Meja Unit Audit" and so on. First of all, the trainee need to identify how to make the cabinet have enough space for all the documents. Then, the trainee arrange it according to their category. The trainee also need to make the divider for each of the file to make it easier to retrieve by the staff.

Besides, the trainee has make the list for all the file that contain in that cabinet. The list has been patch outside of the cabinet as the Figure show.



Figure 12 : Cabinet Quality

3.1.6 Multimedia

a) Slide Presentation Brainstorming 100 Juta

The trainee required to make a slide presentation about “Pembentangan Prestasi Pelaksanaan Startegi Tranformasi RM100 Juta Bagi Tahun 2016”. First of all, the trainee listen to direction given by Tuan Haji Nasir about the content for the presentation. Then, the trainee look at the slide that have been used last year and make some change according to direction by Tuan Haji Nasir. After done prepared the slide, the trainee has shown to Tuan Haji Nasir to ensure that the slide have follow all the need and he agree with it. For view the slide presentation, do refer the Appendix B



Figure 13 : Slide presentation

3.2 Special Project (Iklan Niaga System)

The trainee has given an idea to supervisor for the special project which are Iklan Niaga System. The purpose of the system are to help the seller in Kelantan in promoting their product. When the trainee propose about this system, the supervisor told the trainee that this kind of idea have been discuss but there is no time yet to create this system. After having some discussion, the trainee has required to create the system.



Figure 14 : Homepage for Iklan Niaga System

3.2.1 Project Overview

Iklan Niaga System is a system promoting the product of the seller in Kelantan. It includes all kinds of seller that have been registered their business with Majlis Perbandaran Kota Bharu Bandar Raya Islam including “Premis”, “Pasar Malam” and also “Gerai”. This system allows all the seller in Kelantan to register in this system to promote their business product. When the seller registers in this system, the seller will get an account that will allow them to upload their photos of their product. In that page also will contain all the information about the business.

3.2.2 Project Objective

- To help all the Kelantan’s seller promote their product
- To give some benefit to Majlis Perbandaran Kota Bharu, Bandar Raya Islam
- To know the quantity of the seller in Kelantan.

3.2.3 Scope of the Project

The project focused on promoting of the product from the customer. This system also will help the customer to promote their product because the system will be the directory for the user.

3.2.4 User Target

The user for this system are the seller in Kelantan. The customer will use the system as long as they still have their business and having their business license. The customer only need to upload the photo of the product and admin will manage it.

3.2.5 Project Planning

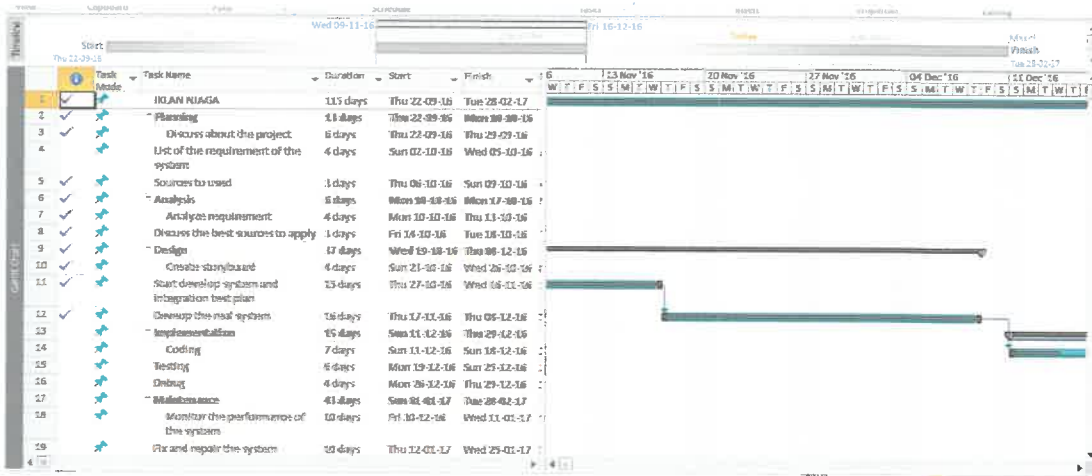


Figure 15 : Gantt chart for Iklan Niaga System

3.2.6 Tools for development

3.2.6.1 Hardware

Table 1 : Hardware

1.	Laptop ACER	<ul style="list-style-type: none"> • Processor : Intel Core i3-4005U(1.7GHz) • Memory (RAM) : 4 GB • Hard Disk Drive : 500GB
----	-------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------

3.2.6.2 Software

Table 2 : Software

1.	Microsoft Visio Professional 2013	Easier than ever for individuals and teams to create and share professional, versatile diagrams that simplify complex information. It includes all of the functionality of Visio Standard 2013 as
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		well as updated shapes, templates, and styles; enhanced support for team collaboration, including the ability for several people to work on a single diagram at the same time; and the ability to link diagrams to data.
2.	Adobe Dreamweaver CS5	Adobe Dreamweaver is a web design and development application that provides a visual WYSIWYG editor and a code editor with standard features such as syntax highlighting, code completion, and code collapsing as well as more sophisticated features such as real-time syntax checking and code introspection for generating code hints to assist the user in writing code.
3.	Wamp Server	WAMP is a mini web server that runs on almost any Windows operating system
4.	Microsoft Project	Microsoft Project designed to assist a <i>project</i> manager in developing a plan, assigning resources to tasks, tracking progress, managing the budget, and analyzing workloads.

3.2.7 Analyze current system

This system were new in Majlis Perbandaran Kota Bharu, Bandar Raya Islam. There are no such as this system at MPKB,BRI. That is the reason why the staff propose to this system.

Before this, the seller only can register their business and pay for the fee but after this system have been implement, the customer will got some benefit which are they can easily upload the photo into this system and the promoting process will be done by the admin.

3.2.8 Context Diagram

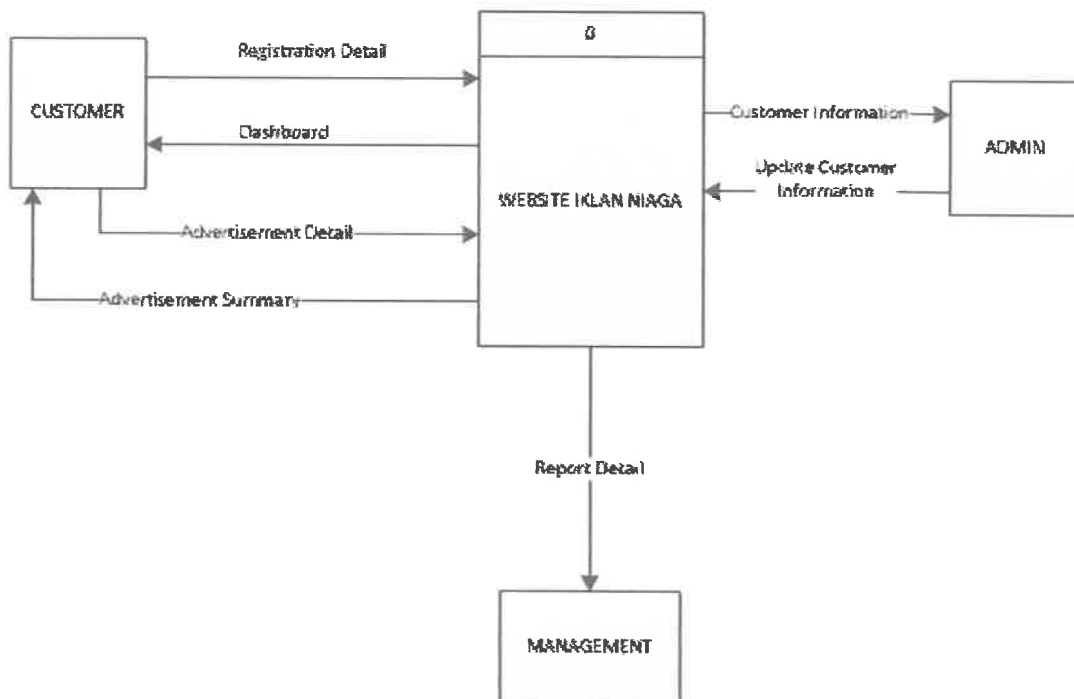


Figure 16 : Context Diagram

3.2.9 Entity Relationship Diagram

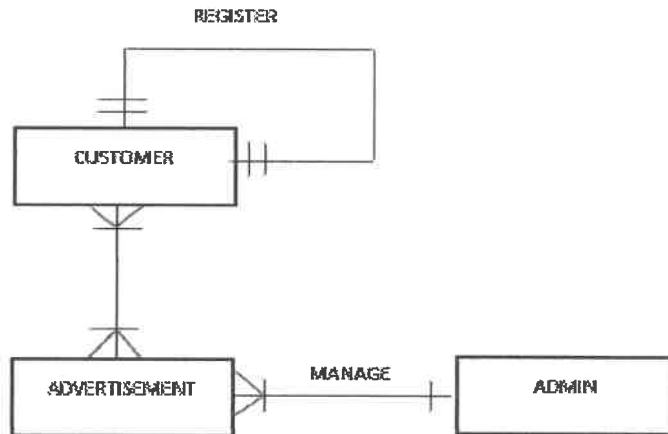


Figure 17 : Entity Relationship Diagram of Iklan Niaga System

Business Rules

- I. One customer can register once
- II. Many advertisements can be made by many customer
- III. One admin can manage many advertisement
- IV. Many account can be register by many customers

3.2.10 Data Flow Diagram

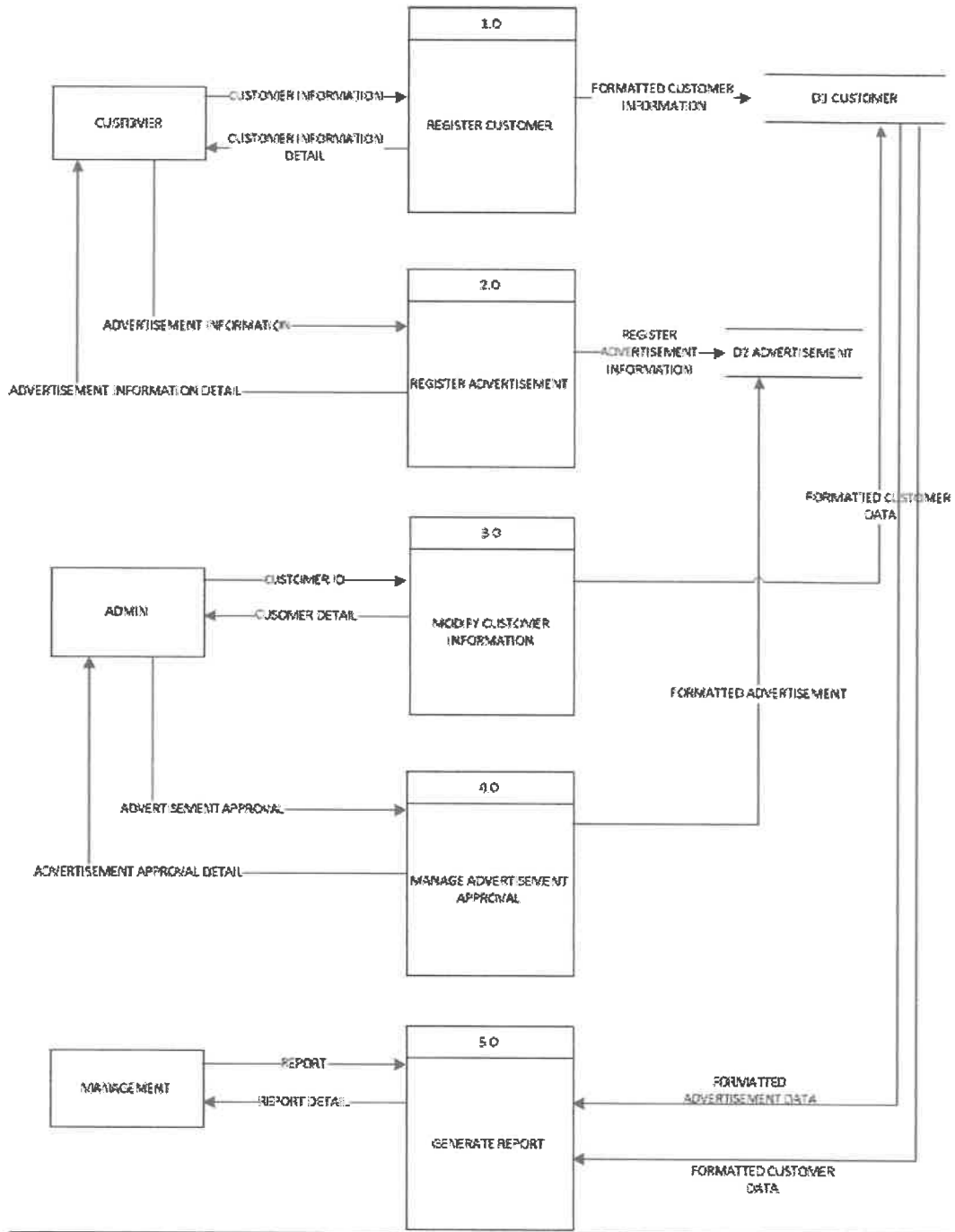


Figure 18 : Data Flow Diagram

3.2.11 Design

a) Storyboard

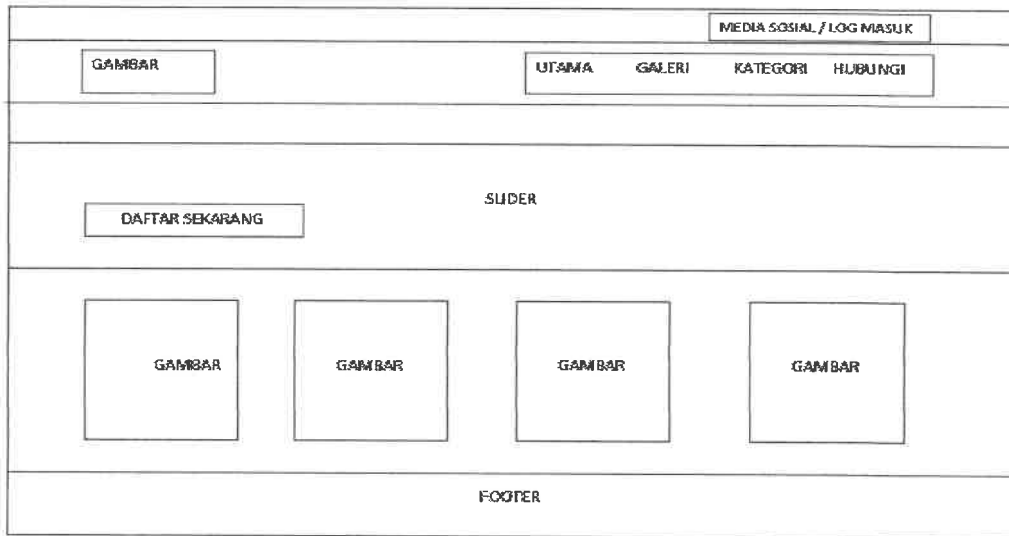


Figure 19 : Home page for the system

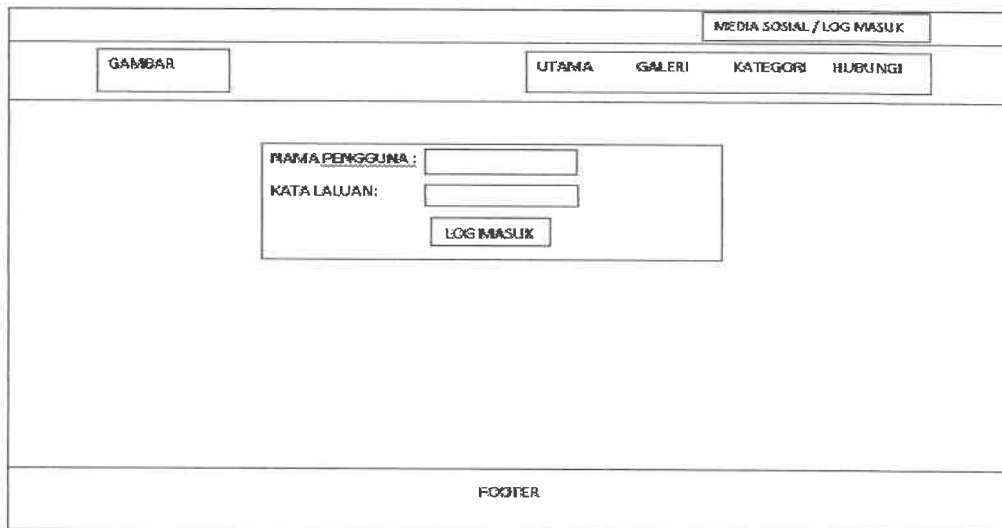


Figure 20 : Login page for customer

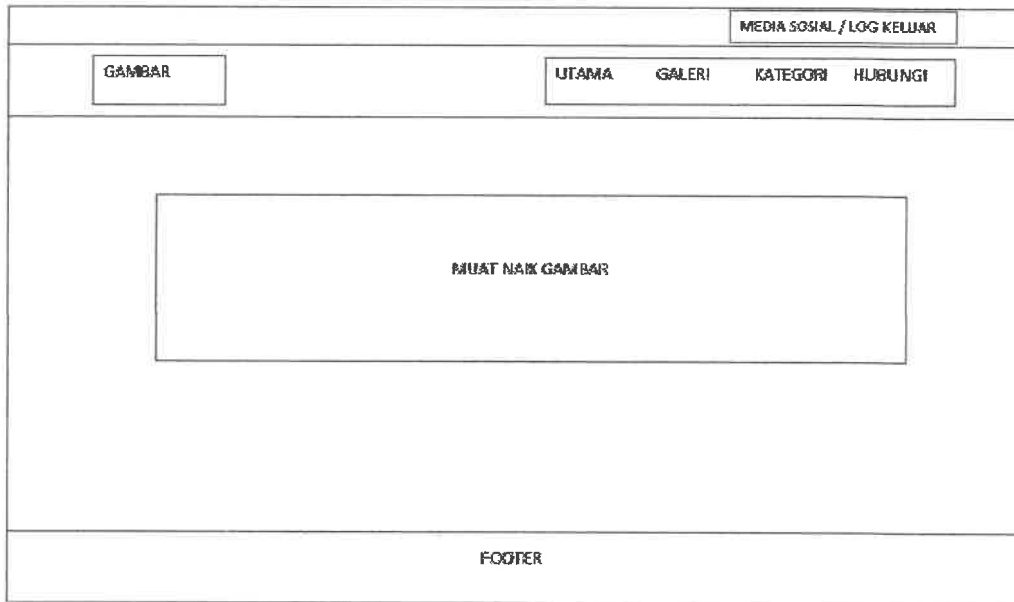


Figure 21 : Upload page for the system

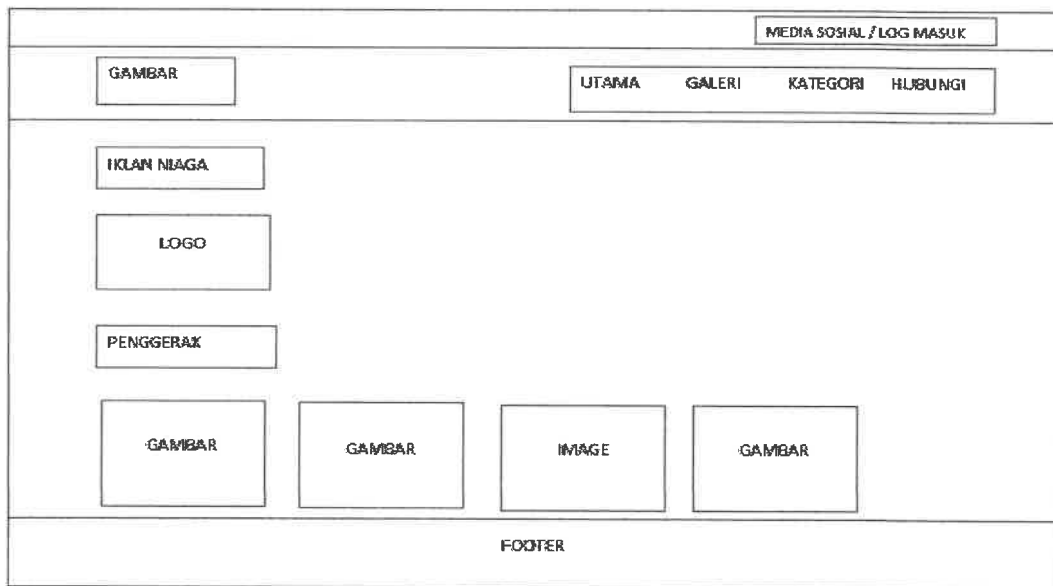


Figure 22 : Profile page for the system

MEDIA SOSIAL / LOG MASUK

GAMBAR UTAMA GALERI KATEGORI HUBUNGI

NAMA PENGGUNA :

KATA LALUAN:

LOG MASUK

DAFTAR PENGGUNA BARU

FOOTER

Figure 23 : Login page for admin

MEDIA SOSIAL / LOG MASUK

GAMBAR UTAMA GALERI KATEGORI HUBUNGI

DAFTAR ADMIN BARU

NAMA PEKERJA:

NO KAD PENGENALAN:

NAMA PENGGUNA:

KATA LALUAN:

SIMPAN

FOOTER

Figure 24 : Registration for new admin

MEDIA SOSIAL / LOG KELUAR				
GAMBAR	UTAMA GALERI KATEGORI HUBUNGI			
BUTIRAN PELANGGAN				
NAMA PEMOHON	NO LESEN	LIHAT	KEMASKINI	PADAM
FOOTER				

Figure 25 : Page for detail of customer

MEDIA SOSIAL / LOG MASUK				
GAMBAR	UTAMA GALERI KATEGORI HUBUNGI			
TERMA DAN SYARAT				
FOOTER				

Figure 26 : Page for terms and conditions

MEDIA SOSIAL / LOG MASUK			
GAMBAR	UTAMA	GALERI	KATEGORI HUBUNGI
NAMA			
GAMBAR	NAMA	EMEL	
SUBJEK			
MESEJ			
HANTAR MESEJ			
FOOTER			

Figure 27 : Page for sending message

MEDIA SOSIAL / LOG MASUK			
GAMBAR	UTAMA	GALERI	KATEGORI HUBUNGI
NAMA SYARIKAT			
GAMBAR PRODUK		BUTIRAN SYARIKAT	
GAMBAR	GAMBAR	GAMBAR	GAMBAR
FOOTER			

Figure 28 : Dashboard for customer

				MEDIAS SOSIAL / LOG MASUK					
GAMBAR		UTAMA		GALERI		KATEGORI		HUBUNGI	
				GAMBAR					
				PERMOHONAN IKLAN NIAGA					
				BORANG					
				DAFTAR					
FOOTER									

Figure 29 : Form for registration

b) Interface

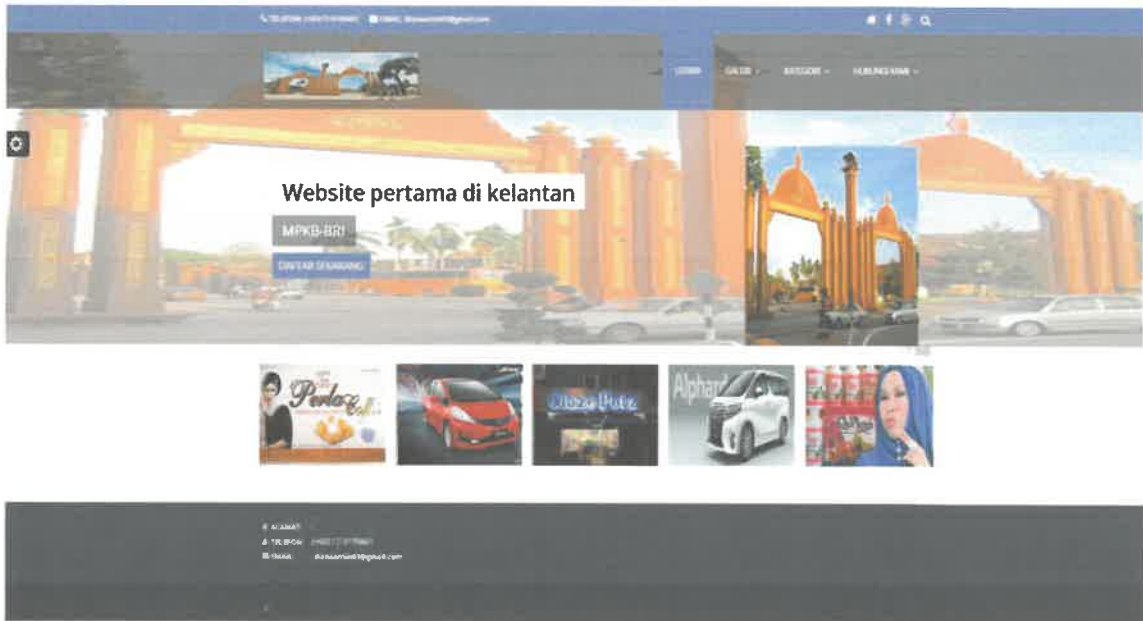


Figure 30 : Home page for the system



Figure 31 : Login page for customer



Figure 32 : Upload page for the system



Figure 33 : Profile page for the system

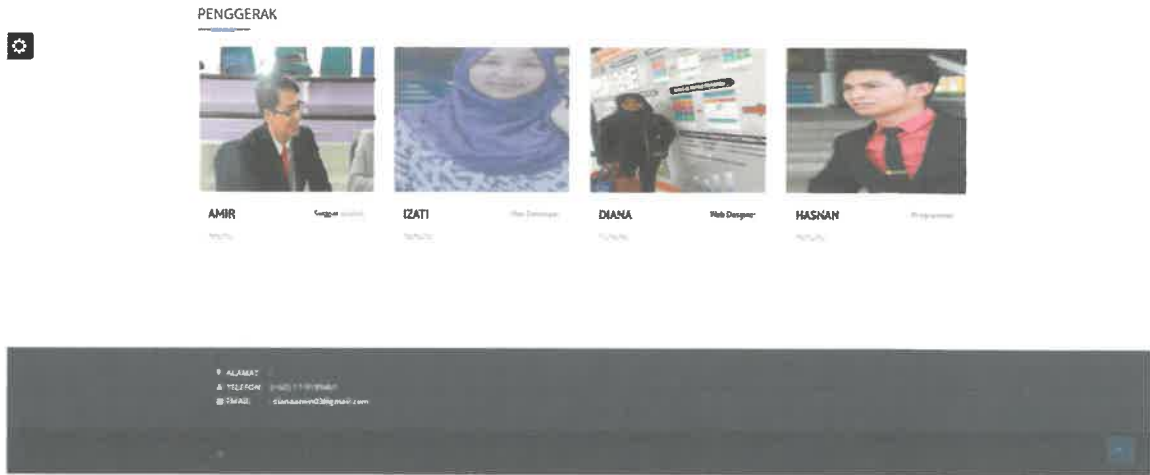


Figure 34 : Profile page for the system



Figure 35 : Login page for admin



Figure 36 : Registration for new admin

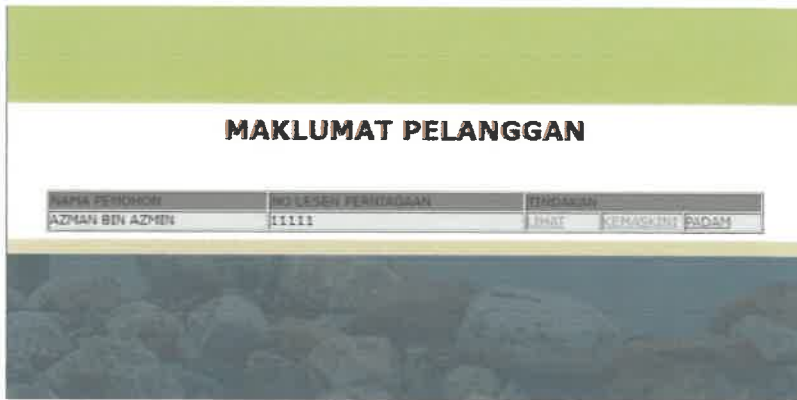


Figure 37 : Page for detail of customer

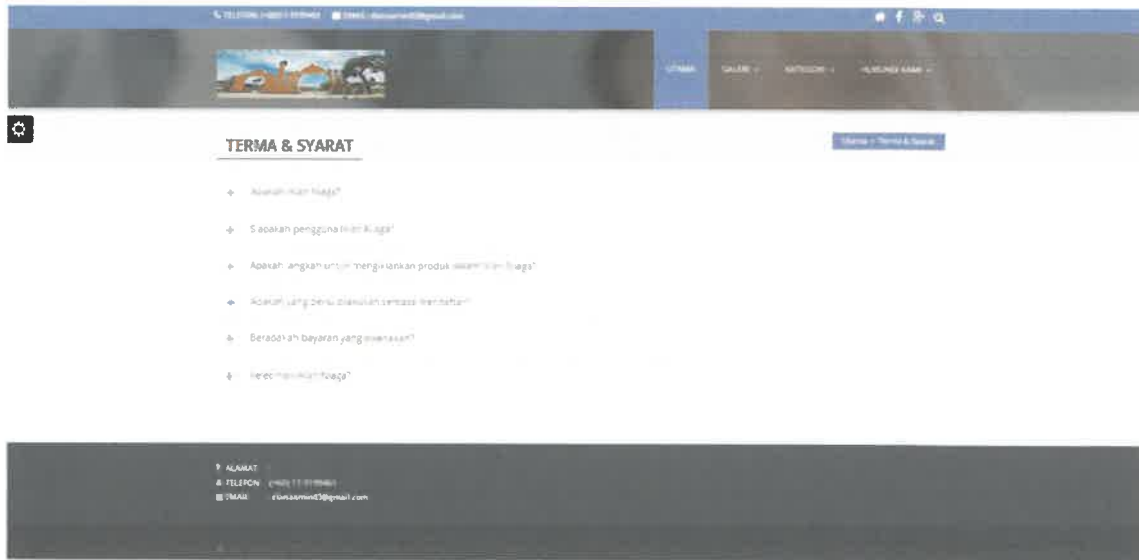


Figure 38 : Page for terms and conditions



Figure 39 : Dashboard for customer

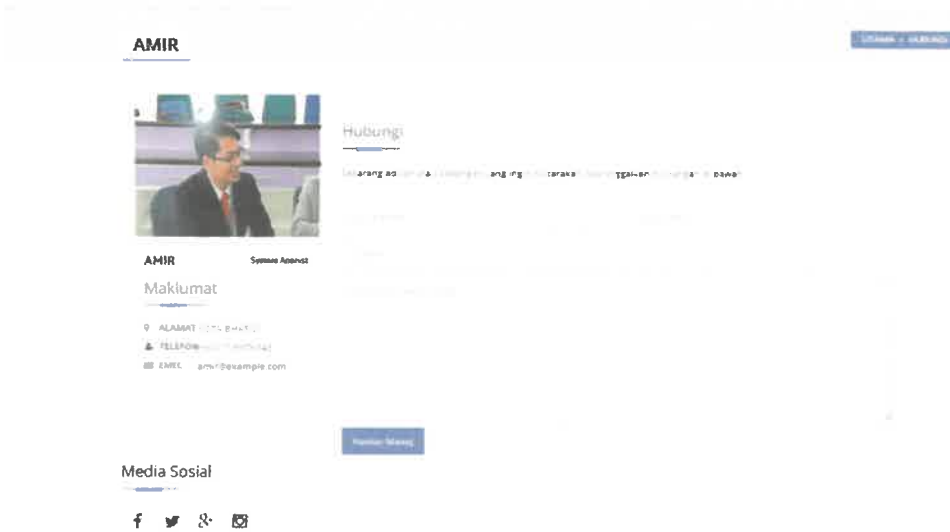


Figure 40 : Page for sending message



PERMOHONAN IKLAN NIAGA

NAMA PEJOROH:	
NO LESEN PERNIAGAAN:	
KATA LALUAN:	
NAMA PENGGUNA:	
NO KAD PENGENALAN:	
NO TELEFON:	
JANTINA:	
STATUS:	
UMUR:	
BANGSA:	
AGAMA:	
EMAIL:	
ALAMAT KEDIAMAN:	
NAMA PREMIS:	
ALAMAT PREMIS:	
TARIKH MULA BERNIAGA:	
MASA BERNIAGA:	
KATEGORI NIAGA:	<input type="checkbox"/> BERKA <input type="checkbox"/> PERUM <input type="checkbox"/> GERAJA DAN PENJAJA <input type="checkbox"/> PASAR MALAM
PRODUK IKLAN:	
KLASAN PRODUK:	

DAFTAR

Figure 41 : Form for registration

3.2.12 Implementation

This is the fourth stage in SDLC which is implementation stage. At this stage, the trainee has test the system by installing it in one pc in office. For the installation, the trainee needs

to ensure that the system will be ready to install and explored by the user. The system will be accompany with the user manual as the guise for using the system.

THE USER MANUAL OF IKLAN NIAGA

STEP 1 : Homepage



Figure 42 : Homepage

- This is the homepage of the Iklan Niaga Website.
- At the left side above of this homepage, the user can see the official call number and email of the Iklan Niaga Website to interact directly with the Iklan Niaga Website.
- Then at the right side, there are two official social media that can be used such as the 'Facebook' and 'Gmail'. Just click these icons to communicate with Iklan Niaga Website.

- Beside of these social media medium, there also include the 'Search Button'. So, the user can just click that button to made the searching of the items in Iklan Niaga Website.
- Then, below of these button, one arrow show the picture. This picture will advertise all the client's product and will changing from time to time.
- For arrow at the below is showing the new product in Iklan Niaga. This is for eye catching purpose because the user can see this product directly when they enter the homepage of Iklan Niaga Website.

STEP 2 : Gallery button



Figure 43 : Galery button

- When the user click the 'GALERI' button, there dropdown menu will appear like that which are 'PROFIL', 'ADMIN', and also 'TERMA & SYARAT'.



Figure 44 : Profile button

➤ Just click the 'PROFIL' button, so the new page will appear like below



Figure 45 : Profile page

- This page will tell about the profile of the Iklan Niaga which mean the logo and the reasons why the user must choose the Iklan Niaga to make the advertisement about their product of business.
- In this page also include the faces that become the teams of the Iklan Niaga Website.

STEP 3 : How to login for ADMIN



Figure 46 : Admin button

- The 'ADMIN' button is only for the admin of Iklan Niaga in order to manage all the information about the user. This page is not appropriate for the user to view.



Figure 47 : Login page for admin

- This is the page of the ADMIN login that require the 'USERNAME' and the 'PASSWORD' to login in the system.
- Below is the link for the new admin to register to be one of the ADMIN for Iklan Niaga Website.

STEP 4 : Terms & Condition page



Figure 48 : Terms & Conditions button

- This is the button of the 'TERMA & SYARAT'. When click this button, another page will appear like below

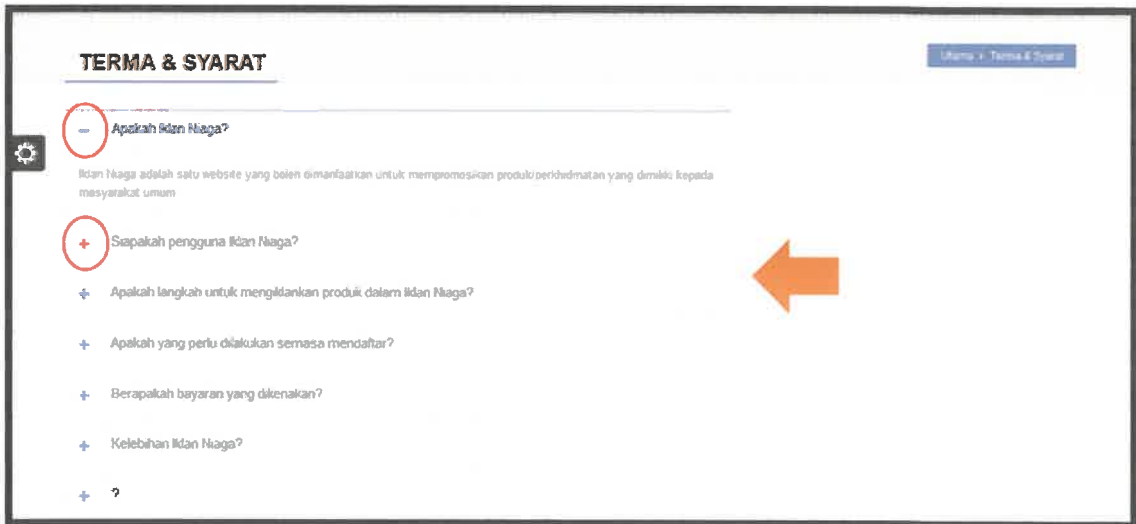


Figure 49 : Terms & Conditions page

- In this page, there are few questions that already provided with the answers in order to solve the user's question about the Iklan Niaga Website that maybe they still wondering.
- Then, as the user can see the '-' symbol is the question and to get the answer for the question, the user just need to click the '+' symbol just like in the page.

STEP 5 : Category



Figure 50 : Category button

- This is for 'KATEGORI' button. When the user click this button, another three dropdown menu will appear like above. These are the kind of business in Iklan Niaga.

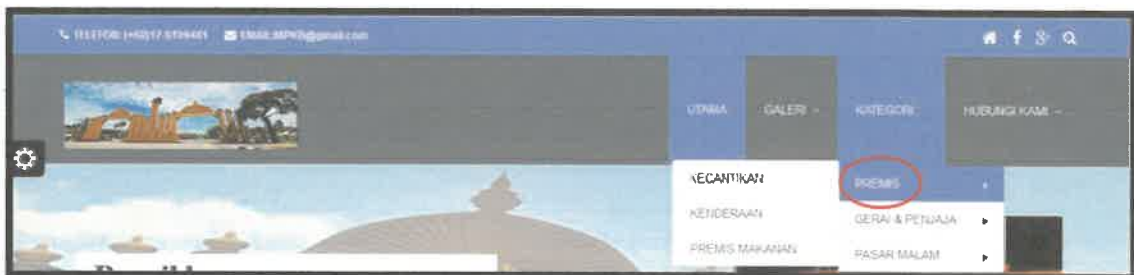


Figure 51 : Premis button

- When click the 'PREMIS', it will link to other three kinds of categories below of 'PREMIS'. Same goes with the 'GERAI & PENJAJA' and 'PASAR MALAM'. When click these button, another kinds of categories will appear just same like 'PREMIS'.



Figure 52 : Kecantikan button

- When the user choose the 'KECANTIKAN' button, the other page will appear like below.



Figure 53 : Dashboard

- This page will tell about all the beauty product. Beside of the each picture in this page, also will include with the information of the business's company and the product for the user.

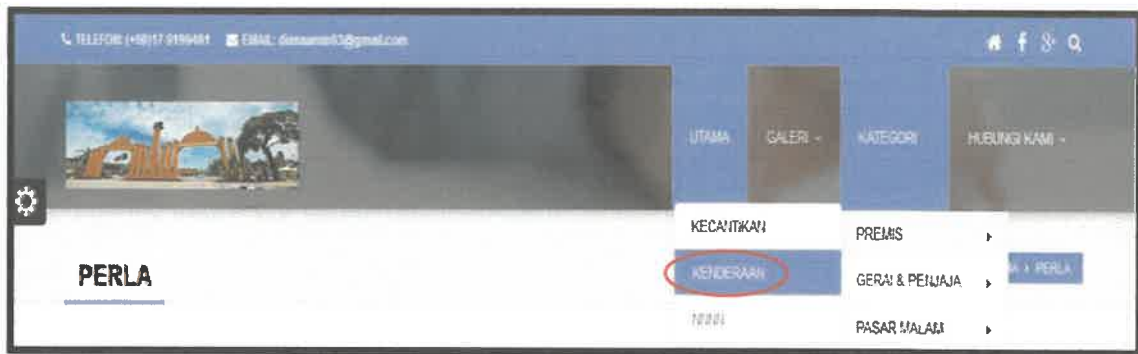


Figure 54 : Kenderaan button

- This is the 'KENDERAAN' button. When click this, all the information about the vehicles will come out like below



Figure 55 : Dashboard

- This is the page of the 'KENDERAAN'. Same goes with the beauty page, all the information about the vehicle will provided in this page. Just view this page to get the answers.

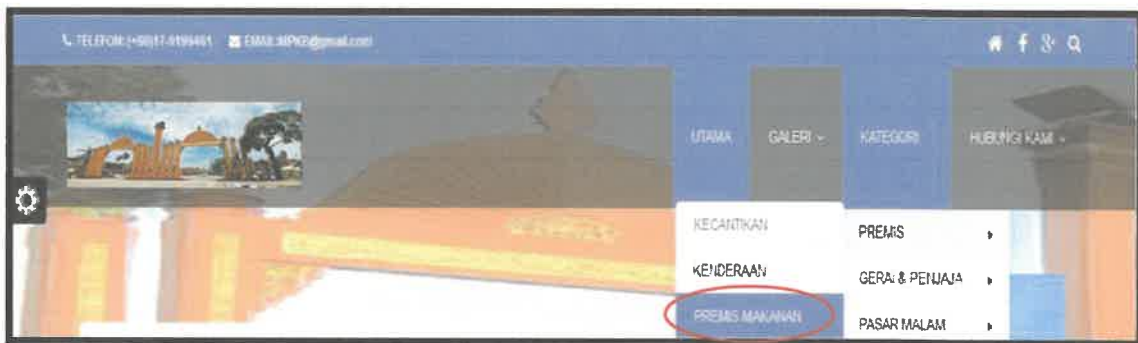


Figure 56 : Premis Makanan button

- Just click 'PREMIS MAKANAN'



Figure 57 : Example of the advertisement

- Like other categories, all the information about food court will come out in this page also. Just click and view for more details about the food court that you want to know.

STEP 6 : Hubungi button



Figure 58 : Hubungi button

- Last but not least of button is 'HUBUNGI'. This page is very important for user because they can choose which names that they require to communicate about anything of Iklan Niaga.



Figure 59 : Example of the person that can be contact

- If the user want 'AMIR' to entertain them, just click the 'AMIR' button. Then, it will link at the 'AMIR' page like below.

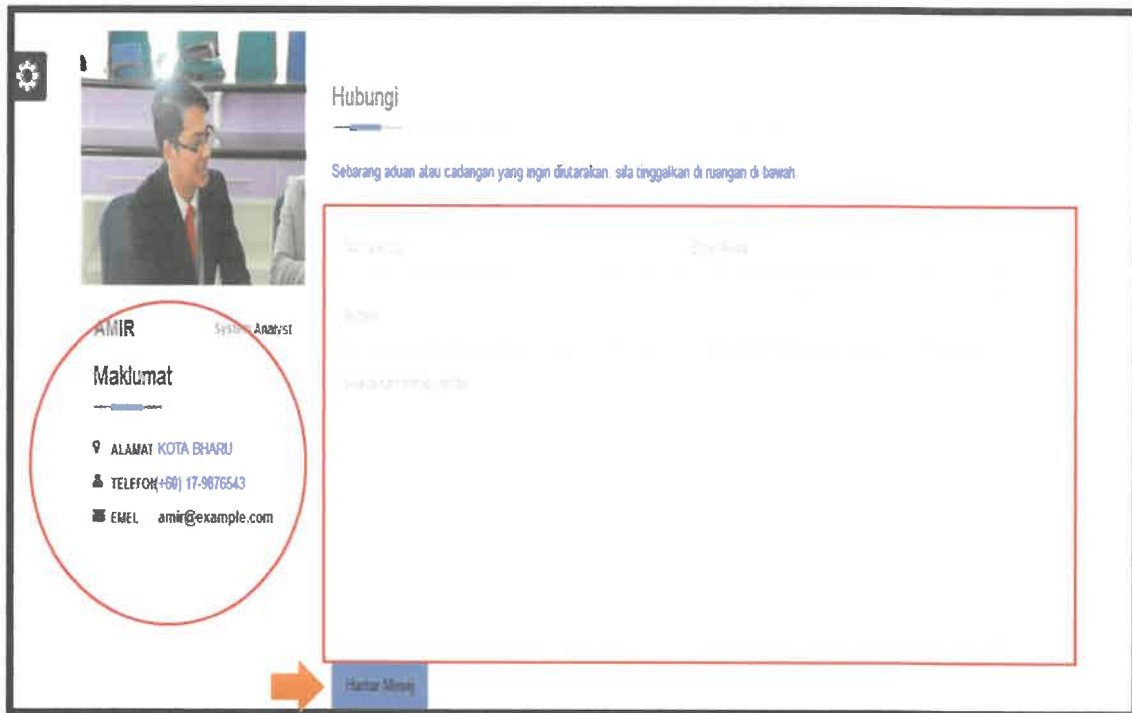


Figure 60 : Contact page

- At the left side of this page, all the information about AMIR are provided in order to let the user know AMIR more close. The details like address, phone number and email are provided here.
- In this page also have the space for the user made the comment about the Iklan Niaga Website. Just fill the require information in the boxes and lastly click the button 'Hantar Mesej'.
- All the comment and the questions from the users will reply by team members of Iklan Niaga.
- Same goes when the user want to choose the team members like 'EZATY', 'DIANA' and 'HASNAN'. They just need to click at the name, and other page will appear like 'AMIR' page. Just do the same thing in order to making the comment or to ask the question.

STEP 7 : Registration



Figure 61 : Homepage

- This is the first start for the client that want to make the advertisement. Click at the 'DAFTAR SEKARANG'.

PERMOHONAN IKLAN NIAGA	
NAMA PEMOHON:	
NO LESEN PERNIAGAAN	
KATA LALUAN	
NAMA PENGGUNA	
NO KAD PENGENALAN	
NO TELEFON	
JANTINA	

Figure 62 : Form to register

- Then, one form will come out directly like this. The user just need to fill out all the detail that require in this form.

The image shows a registration form with the following fields: NO TELEFON, JANTENA, STATUS, UMUR, BANGSA, AGAMA, EMAIL, ALAMAT KEDIAMAN, NAMA PREMIS, ALAMAT PREMIS, TARIKH MULA BERNIAGA, MASA BERNIAGA (with sub-fields BUKA and TUTUP), KATEGORI NIAGA (with radio buttons for PREMIS, OBRAI DAN PENJAGA, and PASAR MALAM), PRODUK IKLAN, and ULASAN PRODUK. A red arrow points to a 'DAFTAR' button at the bottom center.

Figure 63 : Register button

- Then, after finish, just click 'DAFTAR'.

The image shows a login page for a customer. It features a header with contact information (TELEFON: +6017 4199461, EMAIL: @sanaam03@gmail.com) and navigation links (UTAMA, GALERI, KATEGORI, HUBUNGI KAMI). The main content area has a login form with fields for 'Nama Pengguna' and 'Kata Laluan', and a 'Submit' button. A red oval highlights the input fields, and a red arrow points to the 'Submit' button.

Figure 64 : Login page for customer

- After that, this page will appear. This page is use for the user that want to upload any picture that they want advertise in Iklan Niaga Website. Then, admin will save the pictures and advertise at the front page of Iklan Niaga Website.
- The user just need to fill the 'Nama Pengguna' and 'Kata Laluan' just same like they fill in the form before in order to upload the picture.
- Then, just click 'Submit'.

STEP 8 : Upload page for customer

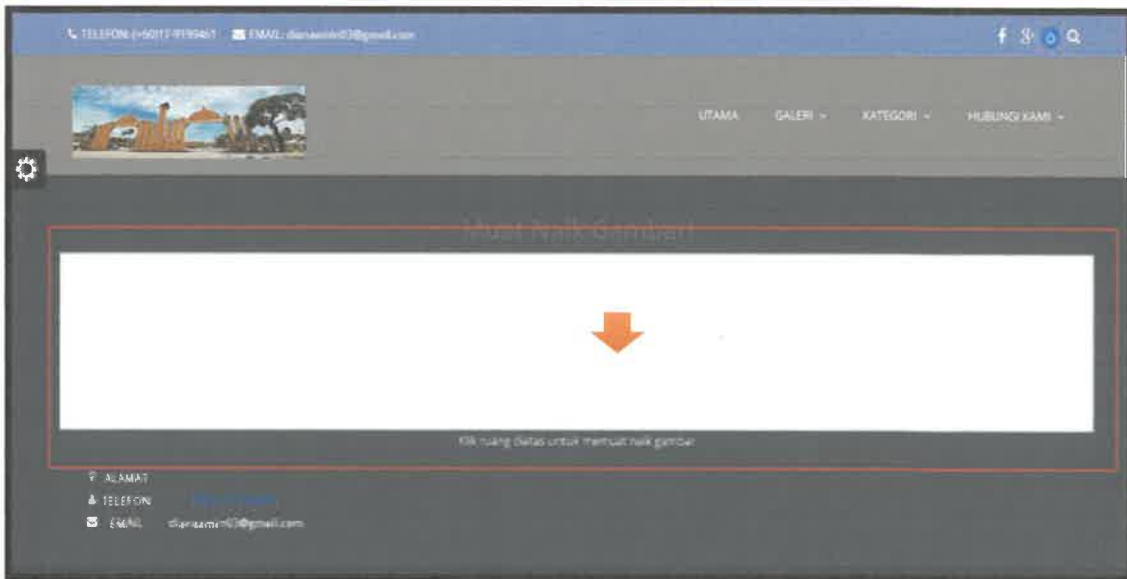


Figure 65 : Upload page

- This is the final stage for user that want to advertise their product which mean the upload page.
- The user just need to click at white box like above that has been shown by th arrow.



- When the user click at the white box above, the other page will come out. So, the user can just pick up which picture that they require as much as they want here.
- After finish about upload the picture, the user can click at the log out page above to exit and back to the homepage back.

3.2.13 Maintenance

This is the last stage in SDLC which is maintenance stage. The trainee did not need to involve in this stage. For implementation, the system will be monitor by the staff at ICT Department of MPKB,BRI.

Chapter 4 : Conclusion

4.1 Application of knowledge, skills and experience in undertaking the task

4.1.1 Attend the Big Event

The trainee has joined MPKB,BRI at the right time because they are having a big event that only will happen once for every two years. The event were “Penilaian Sistem Penarafan Bintang Pihak Berkuasa Tempatan 2015”. The trainee got the experience in joining their meeting for the event and also the event. By joining the event, the trainee got experience in doing the event for professional. It is because, that time all the top management will be together and their staff became professional in talking as the event will gave the appearance of the company.

4.1.2 Event Setup

By doing the internship in MPKB,BRI , the trainee learn on how to arrange the big event. It is because, the trainee are corporate in “Sistem Penarafan Bintang Pihak Berkuasa Tempatan 2015”. This event show that all the preparation need to look professional as it will present the name of the company.

4.1.3 Communication

By doing the internship in MPKB,BRI , the trainee know how to understand and know about the proper way to communicate with the staff according to their position and also their age. The involvement in some meeting has thought the trainee the way of communication. The trainee also know on how to deal and interact with a person who have different knowledge for example we are in IT knowledge want to interact with someone who are in business knowledge.

4.1.4 Record Management

The student likewise utilize the lessons learned in the subject of Classification and Filing Systems (IMR 504). This subject has helped the learner to make a basic documenting. The student must handle the “Sistem Penarafan Bintang Pihak Berkuasa Tempatan 2015” As per the directions got, the student just needs to guarantee that the records stay in great condition yet the learner utilize the lessons learned at college to make a straightforward documenting. The student likewise utilize a comparable system to deal with the records. The consequence of this documenting encourage student and other staff to refer the record. For “Sistem Penarafan Bintang Pihak Berkuasa Tempatan 2015” record, learner make a documenting and make the hardcover for that.

4.2 Personal thoughts and opinion

The trainee feel this company such a good example for another company. It is because this company apply Islamic environment. There will be lecture twice a week, its every Sunday and Thursday. The appearance of the staff also nice.

4.3 Lesson learnt

4.3.1 Language

The trainee also understand that the skills to speak in different languages is a necessity in the professional work nowadays. It is not a mandatory requirement, but it will help improve the performance of the company. En Nasir are always asked the trainee to speak in English and he also use it every day. When he talked to the trainee, he will using English

4.3.2 Respect Other

The trainee learn how to respect the teammates and also to hear instructions with better way. This is the result of a relationship between the trainees with other staff. The trainee understand that respecting each other will give many advantages to all parties involved and it will generate a positive development among staff.

4.3.3 Program

Trainee are frequently introduced from projects sorted out by the organization. For instance, student are welcomed to take part in meeting. Trainee are considered as their staff also. This kind of involved from the trainee can make the trainee feel the actual environment of work.

4.4 Limitation and Recommendations

4.4.1 Limited Movement

Trainee cannot completely know or get to other division in the organization. The office of the Audit are at the back in MPKB area and it is very far from ICT Department. This brought about trainee cannot perceive more other staff and pick up involvement and information from them. Trainee will be located around the Audit division and cannot acquire learning inside an organization. Trainee development is likewise very constrained in the Audit division since student just required with the undertakings as it were. This brought about very little additional work or office work performed by the student. If the student need to get some help from ICT department, the trainee need to go through about three building.

4.4.2 Lack of Communication

Staff at the ICT is very little connect with each other on the grounds that their employment are more centered around PCs as it were. They just talked when essential and when don't have vital work. This circumstance likewise cause a trainee on edge to begin a discussion with staff because of a paranoid fear of irritating their work. Be that as it may, the relationship was still in great condition and two-way correspondence still exist between the staff and the learner. The staff in Audit also not so talkative, as they are only have three staff there.

4.4.3 Lack of Master Staff

ICT department don't have numerous master staff and this causes many assignments to be finished by outsource. This circumstance will influence the execution of ICT department and now and again there are an excessive number of undertakings should not be possible. The absence of staff involves worry as it will antagonistically influence the office. The staff from ICT Department are not expert in the new technology such as Wampserver and Xampserver. They are more usually use database and apache in old version. They are more expert in technical like repairing the PCs. Sometime, they are more prefer using Google in creating something.

Reference

References

Khairulzani Said. (August 3, 2016). Personal interview.

Majlis Perbandaran Kota Bharu. (2016). Retrieved 21, August, 2016, from www.mpkbbri.com.my

Nik Amir Sharifuddin Nik Mohd. (December 16, 2016). Personal interview.

Tuan Haji Mohd Nasir Che Hassan. (August 10, 2016). Personal interview.

Appendices

Appendix A

User Manual AG's Dashboard

MANUAL PENGURUSAN MAKLUMBALAS AG's DASHBOARD

LANGKAH 1



- Layari portal rasmi **Majlis Perbandaran Kota Bharu Bandar Raya Islam (MPKB-BRI)** seperti tertera "<http://www.mpkb.gov.my/>"
- Klik pada aplikasi "**WEB MEL**" untuk masuk ke portal "**IceWarp Web Mail**"

LANGKAH 2

The image shows a screenshot of the IceWarp Web Mail login interface. At the top, the logo "IceWarp Web Mail" is displayed in blue and yellow, with a yellow envelope icon. Below the logo, there are two input fields: "User name :" and "Password :". A red box labeled "1" points to the "User name" field, and another red box labeled "2" points to the "Password" field. Below the password field, there is a "Login" button and a checkbox labeled "Encrypted login". A red box labeled "3" points to the "Login" button. Below the "Login" button, there is a link that says "Click here for fast login". At the bottom of the page, there is a footer that reads "Powered by IceWarp Software Merak Email Server IceWarp Web Mail 5.6.7 (Expires in 30 days)".

1

Nama Pengguna

2

Kata laluan

3

Klik "Login" untuk masuk ke Portal

Powered by [IceWarp Software Merak Email Server](#)
IceWarp Web Mail 5.6.7 (Expires in 30 days)

- Log masuk menggunakan "**nama pengguna/username**" dan "**kata laluan/password**" dengan betul untuk masuk ke laman aplikasi "**IceWarp Web Mail**"
- Klik "**Login**" untuk masuk ke portal

Appendix B
Slide Presentation
Brainstorming RM100 Juta

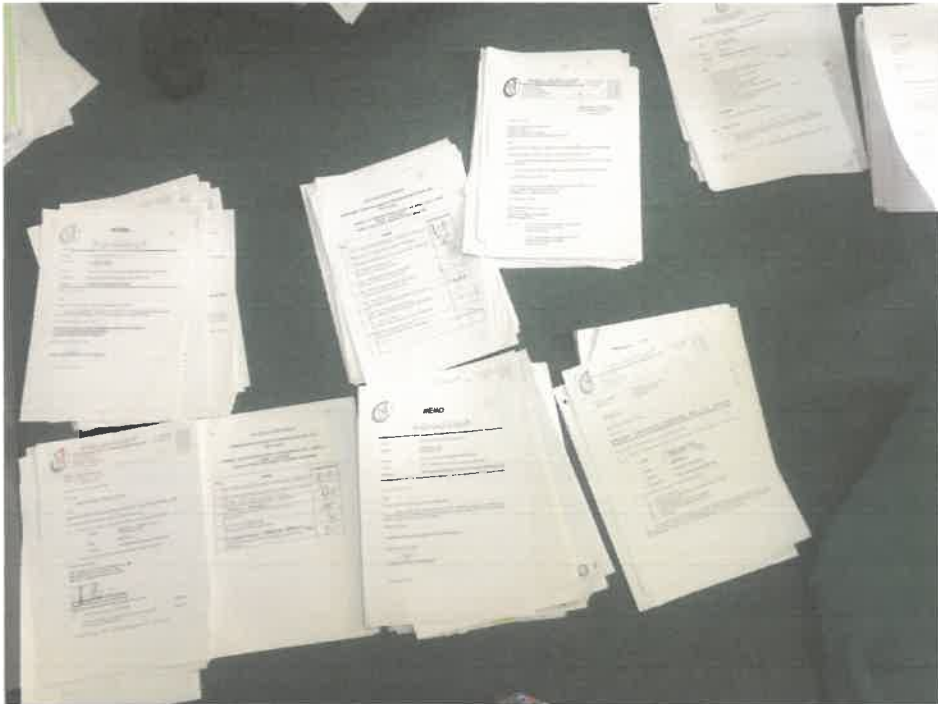
Appendix C

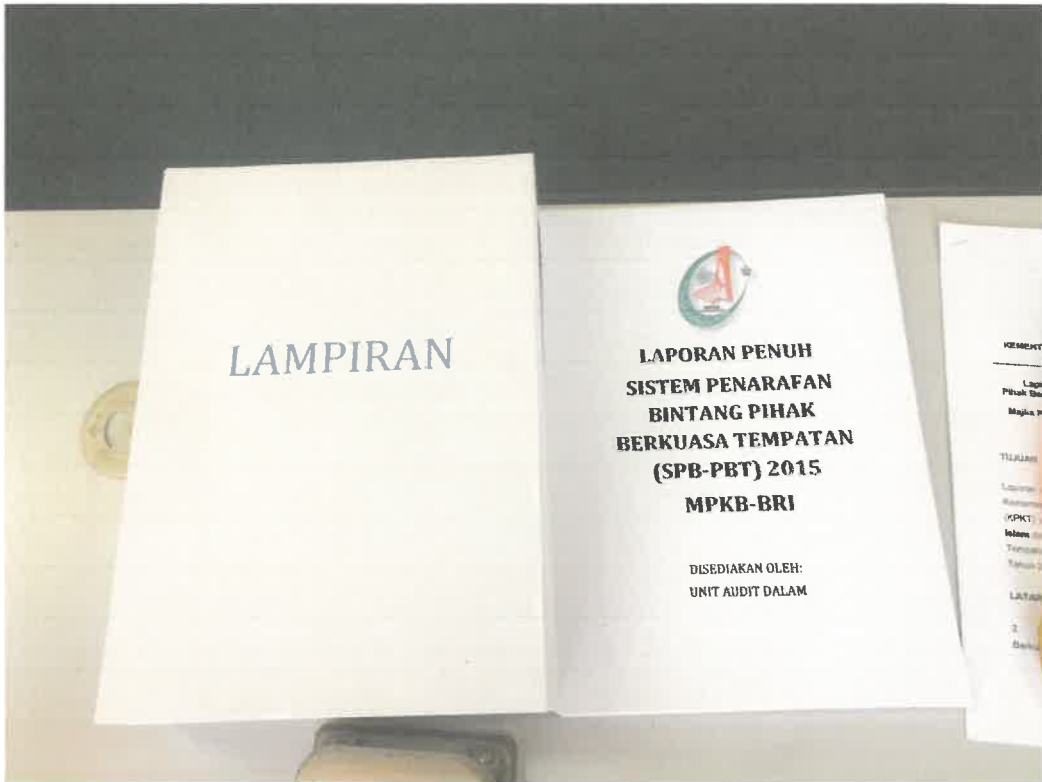
Photo with the boss



Appendix D

Photo during praktikal











مجلس قريتهن ان كوتها وبندهن ايسلام

PEMBENTANGAN PRESTASI PELAKSANAAN STRATEGI TRANSFORMASI RM100 JUTA BAGI TAHUN 2016

**UNIT AUDIT DALAM
MAJLIS PERBANDARAN KOTA BHARU
BANDAR RAYA ISLAM**

STRATEGI AUDIT DALAM

- Pencapaian terbaik kriteria-kriteria mengikut perundangan dan peraturan pihak berkuasa tempatan.

93.33%

1. SISTEM PENARAFAN BINTANG-PIHAK BERKUASA TEMPATAN (KEMENTERIAN KESEJAHTERAAN BANDAR, PERUMAHAN DAN KERAJAAN TEMPATAN 2015

