

UNIVERSITI TEKNOLOGI MARA

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDY



PRACTICAL TRAINING (ADS667)

MIRI CITY COUNCIL

EILEEN RICHAD

2017274436

JULY 2019

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

Name of Supervisor: **Madam Sharon Pearl**

Place : **Miri City Council**

Name of Student : **Eileen Richad**

Student ID : **2017274436**

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

.....
Madam Sharon Pearl

Date :

THE DECLARATION

I hereby declare that the work contained in this Practical Training Report is my own except those that identified and acknowledged. If I am are later found to have committed plagiarism or other forms of academics dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed,



.....
EILEEN RICHAD

2017274436

ACKNOWLEDGEMENT

First, I would like to thank and express my gratitude to God for His blessings and guidance, I able to do and complete this practical report without facing too much problems and difficulties. I would also thank to my parents for the moral and financial supports they provide me during the practical training period at Miri City Council for twelve weeks.

As final semester of Faculty of Administration Science and Policies Study in Bachelor of Administrative Science student, I have been assigned to complete a report for the requirement of subject ADS667 Practical Training. After doing for practical training at Miri City Council for 12 weeks, preparing a report regarding of the tasks is a part of requirement of this subjects. Therefore, I also would like to express my gratitude and special thanks to Madam Sharon Pearl, who is my supervisor for ADS667 Practical Training for her guidance, encouragements, knowledge and advices during the process of completing this practical training report. Through all of her supports, I was able to complete my report. Apart from that, special thanks to Mr. Fairuz Hidayat as he is the lecturer that in charge and have responsibilities for this industrial training because he is the one who ensure that my internship place was accepted.

Besides that, I was grateful to Miri City Council for giving me a chance to do practical training in their place. I would like to thanks to Madam Jenifer Leku Balang who is my Host Supervisor at Miri City Council for all her advices, supports and knowledge she gave to me. Not to forget, I appreciated the commitment and cooperation that were given to me by all the staffs at MCC. The 12 weeks of practical training period seems to be unnoticed as I truly enjoyed the friendly environment of working condition there. Lastly, I would to thank all of my friends and other lectures who directly and indirectly give their hands in the process of completing the practical training report.

Also, a big thanks to our parents for their love, prayer and support in terms of moral and financial aspects. Finally, we would like to thank our friends and everyone who has involved in our study. They have helped a lot and give their cooperation to us we were facing any problems and really appreciate it because we are able to go through this together.

Eileen Richad

Bachelor of Administrative Science (Honour)

Faculty of Administrative Science and Policy Studies

Universiti Teknologi MARA, Samarahan, Sarawak

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CHAPTER 1

INTRODUCTION

1.1 Chapter review

This chapter consists of consists of six section. Section 1.2 focuses the history of establishment, Section 1.3 discusses about the organization policy, Section 1.4 discusses about the vision, mission and Miri City Council logo. In Section 1.5 explains about the objective of organization, Section 1.6 focuses about organization chart and lastly in section 1.7 is chapter summary.

1.2 History establishment

The establishment of the Council may be traced back to the early 1930s. In 1933, the Miri Municipal Board was established following the enactment of the Municipal Order No. M-7, 1933. The Board consisted of the Resident, 4th Division as Chairman, together with the Municipal Officer and a few community leaders as members. It continued to function up to December, 1941 when it was interrupted by Japanese Occupation until 1945. On 1st January, 1956 the Miri Municipal Board was re-constituted and became the Miri Urban District Council, financially self-supporting and managing its own local affairs. The Council consisted of 17 members, all of whom were nominated.

In December, 1960 a Council's general election was held for the first time in Miri. The fully elected Council constituted under the Local Authority (Miri District Council) Order 1960, began functioning on 9th January, 1961. Under the new constitution, the Council was changed from the Urban District Council to the status of a District Council in order to meet the requirements of new

development in the field of local government, and with the object of extending its boundaries to include the whole of the Miri administrative sub-district. The Council consisted of 18 elected members. The Divisional Engineer, the Superintendent of Lands and Surveys, the Divisional Medical Officer, the Divisional Education Officer and the Superintendent of Police were advisers to the Council.

The second Council's general election was held in May/June, 1963. The district was divided into 14 electoral wards with 19 members. Five of the 19 members were elected to the Divisional Advisory Council. The Council area of jurisdiction then was 337 square miles, with a population of 24,049, based on the 1960 Census Report.

Following the restructuring of local authorities in the State in 1981, the Miri District Council was upgraded into a Municipality and the new Councillors were sworn in on 6th November, 1981. The newly restructured Miri Municipal Council consisted of a Chairman, a Deputy Chairman and 24 Councillors, all of whom were nominated.

(Resource: Official website of Miri City Council, 2019.)



Figure 1.1 : Miri City Council office



Figure 1.2: Maps Miri City Council

(Resource: Official website of Miri City Council, 2019)

1.3 Organization Policy

Miri City Council (MCC) hold with one policy to ensure that the organization is on the right track for all the times. Quality policy is the Miri City Council (MCC) policy. The organization want to become an efficient local authority by providing quality services.

1.4 Vision, mission and logo of Miri City Council

The vision and mission of Miri City Council was stated as following:

1.4.1 Vision

The most liveable resort city by 2020.

1.4.2 Mission

We are committed to manage council resources efficiently and towards world class service delivery to the people.

1.4.3 Miri City Council Logo



Figure 1.3: Miri City logo

Colour	Description
Blue	➤ Is the official colour of the council

Yacht	➤ Symbolizes Miri's status as a resort city.
Oil drop	➤ Traces the humble beginning of Miri that started with the discovery of oil.
Periwinkle	➤ The official flower of Miri.
Sea Horse	➤ The mascot of Miri
Grand Old Lady	➤ Relates the history of the oil industry in Miri.
Pustaka	➤ Symbolizes educational and IT excellence.
Buildings	➤ Represent housing and industries that are experiencing rapid development here
Golf	➤ Symbolizes sports and recreation

(Resource: Official website of Miri City Council, 2019)

1.5 Objectives of Miri City Council

Main Objectives:

- ✓ To deliver reliable and efficient city services through competent and committed workforce.
- ✓ To provide and upkeep infrastructure, public amenities and facilities through strategic and systematic planning.
- ✓ To ensure orderly development of the building industry through enforcement of enacted legislations.
- ✓ To promote and safeguard public health through enhancement of environmental sanitation and personal hygiene.
- ✓ To strive for financial self-reliance by prudent financial management.
- ✓ To beautify the environment by providing more parks and greens.
- ✓ To complement efforts in preserving the environment through exercising environmental control.
- ✓ To in still and promote harmonies relationship between the Council and the Community through interactive activities.

(Resource: Official website of Miri City Council, 2019)

1.6 Organization Structure

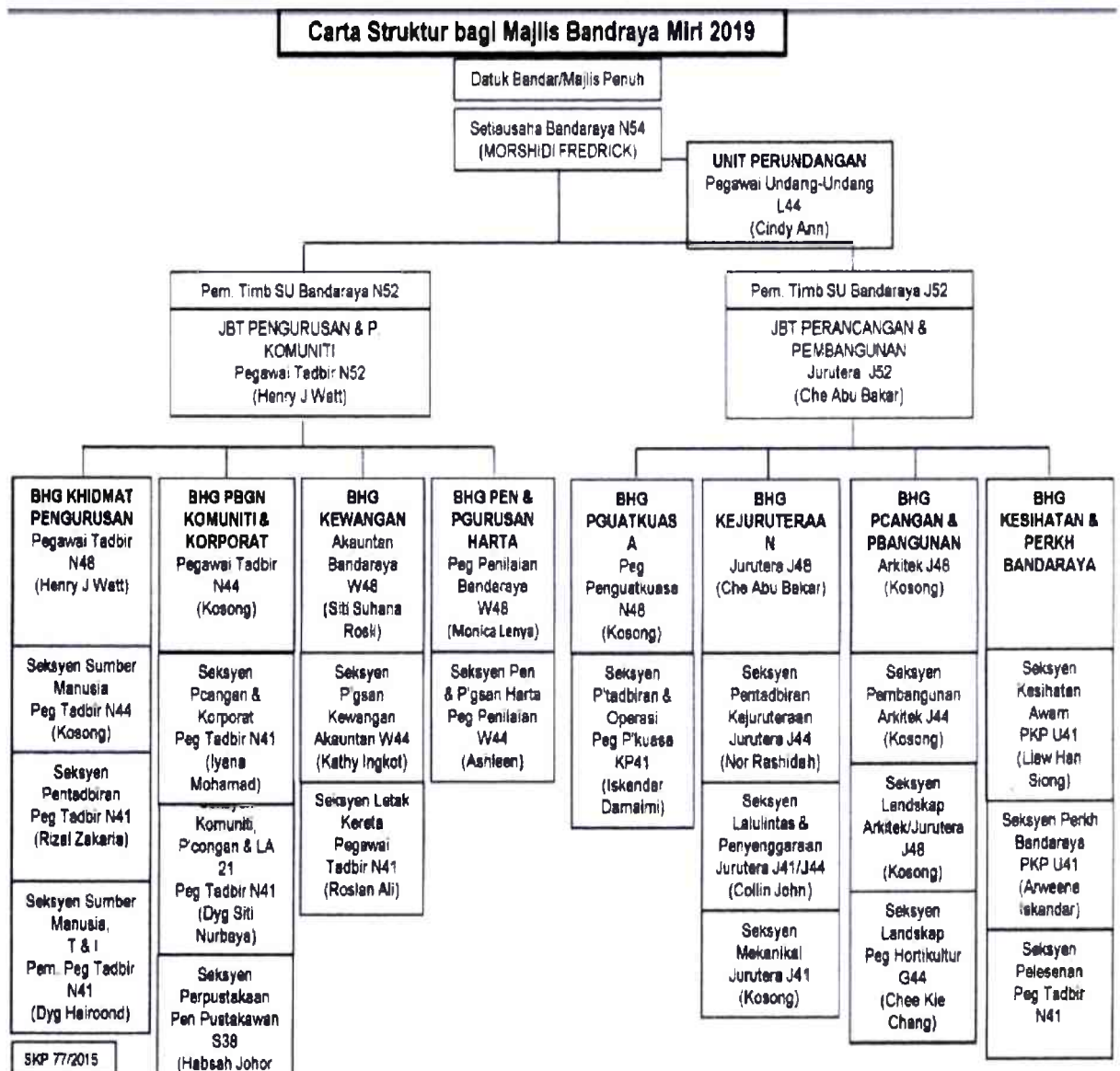


Figure 1.5: Organization structure of MCC

(Resource: Official website of Miri City Council, 2019)

1.7 Chapter Summary

In this chapter I had explained about the background of Miri City Council and also its identities and understand the mission and vision, objectives of the Miri City Council and the organization structure. I also had identified and understand the MCC logo and its description.

CHAPTER 2

2.1 Chapter Review

This chapter focused on the task that of practical training which has been recorded in the logbook by trainee during practical training. Section 2.2 focuses on the introduction. Then, Section 2.3 explains the task was given in daily activities while undergo the practical training in the organization. Lastly, in Section 2.4 explains that chapter summary.

2.2 Introduction

Practical training is a compulsory of the curriculum of Bachelor of Administrative Science (Hons) which aim to expose students to the real nature environment of work and better insight into the reality of working environment field while gain some picture about the potential challenges which we might face in the future. During the industrial training attachment, I was given a practical training log book by UiTM Samarahan. It is used to record or report daily tasks that has been done while undergo for 12 weeks of practical training which is from 24th December 2018 until 15th March 2019. This chapter will focused more on tasks implemented during undergoing practical training at Miri City Council. Following is the practical training daily tasks that has been carried out by the trainee during her practical training. During the practical training, the trainee had given a chance to learn way on how to solve the problem, improve interpersonal skill, adapt with working environment and so on.

2.3 Practical training daily tasks

2.3.1 Fax the document

I learn how to use the fax machine by the madam Jini, she teach me how to fax the document. I fax the inviting letter to medical officer for attend the Standing Committee for public health and licensing notice of meeting. I also fax the inviting letters to IPD Miri, LAKU, GAS, JKR, SESCO, Land Survey and Telekom for City Infrastructure notice of meeting on 4/1/2019 @ 10.00 am at UTC. I also fax the acceptance acknowledgement letter to Majlis Bandaraya Shah Alam for receive the Buletin Majlis Bandaraya Shah Alam.

2.3.2 Newspaper cutting

During my first week of internship, I also read the newspaper for the papers cutting. This is because if there is the related article regarding to the Miri City Council, cut it and keep it for the collection. After I cut the newspapers, I also stick it to the A4 paper and will scan it to be keep in the system, the official system that use by the organization is CACTUS. Cactus is known as Correspondence and Case Tracking Unified System one of the system that also known as filing system for the organization. This cactus make the filing system more easily and not complicated as the old system where it also paperless.

2.3.3 Attend Meet The People Session (MTPS).

This session will held every first Friday of the every month, during my internship I attend three meet the people session. The first meet the people session I attend was on 4 January 2019 where it located at the Urban Transformation Centre (UTC), second is on 1 February 2019 located at Taman Tunku Market and the third is on 1 March 2019. Located at Tamu Mosjaya. This meet the people session is the open day for the public to come and make the complaint regarding on the city complaints. The departments that involve with this session are from engineering departments, enforcement, public health, parking, public cleaning and management, landscaping, rating and evaluation, library, Local Agenda 21 and the councillors. This session is where the HOD and councillors reach the public to identify the public needs. During this one hour session, every section that present during the session will serve public that want to make a complaints, feedback or suggestion. There are some example of complaints from the public such as the hawkers asking for more comfortable table for them to keep theirs things during night so that they do not need bring back. Some hawker also complaints there are illegal hawker do business there too, they feel not fair the illegal hawker did not pay rent like them.

2.3.4 Attend meeting of standing committee for LACD

Attend meeting of standing committee for Local Agenda 21 and Community Development (LACD) with Encik Shamberi as minute recorder and Nur Eka another practical student. Before the meeting start me my Nur Eka prepared the

meeting rooms such as switch on an air-condition, switch on the LCD projector to ensure the everything is ready before the members of committee enter the meeting room. Besides that, Encik Shamberi already explain and teach us how to prepare the minute of meeting what need to take noted during the meeting. During the meeting, I also must take note on the others members of committee suggestion or recommendation to be record in the minute of meetings. During the meetings the department from Local Agenda 21 explain more on their ongoing update. Local Agenda 21 is a program for the community, private sector and local authority. Their main element is work together to plan and manage the surrounding area towards sustainable development. LA 21 is the bodies that understanding of the society and the government.

2.3.5 Key in the data in SPSS

The questionnaire data for the suggestion form and customer feedback for the services provided by the Miri City Council for every department or section in the Miri City Council. The questionnaire was distribute through the front counter for every departments to the public. The questionnaire question is consists of the city economy, public facilities, buildings design and the surrounding landscapes, public transportation and connectivity, trade and services, environmental quality, tourism and culture, housing and safety and security in the Miri city. There is 900 data that I key-in in SPSS. SPSS is the software that use for editing and analysing all the sorts of the data. The use of SPSS is to make it more easily and quickly. I have little knowledge using the SPSS because during our previous semester in the subject ADS511 we had been teach by Dr. Kuldip how to use the SPSS.

2.3.6 Filing the ISO 9001 file

I was given the task to do filing for the ISO 9001 while I doing filing I read about the ISO 9001. The ISO 9001 is quality management, it is certification improves the efficiency, performance and competitiveness of the company. This procedures is established to explain the procedures in managing of public complaints. This to ensure the management of public complaints can be managed efficiently. After done arrange the ISO 9001 document I binding it.

2.3.7 Key-in the data in the system

I was given task to key-in the data or information of the public that who make the complaint in the system through the Talikhidmat into the Microsoft excel. The data that need to put in the Microsoft excel such as the name of the person who make the complaint, the telephone number and the location of where she or he reported. I also make sure and to identify if there is double cases was reported in the system. This is because our department is the one that will ensure if the complaints by the public is settle or has not taken action yet. Talikhidmat is a comprehensive service management solution that allows users and call centre helpdesk to register and manage feedback/cases. The system is a complete system that comes together with knowledge base that can be dynamically built up. The systems benefits call centre Helpdesk, customers, service provider, supervisors and management. Talikhidmat caters for all public feedback including complaints, enquiries, suggestion, the request for service and compliments relating to any public service rendered by the Sarawak State

Government Agencies be it Ministries, Departments, Statutory Bodies, Local Authorities as well as Government- Linked Companies (GLCs) which have been identified as essential service providers.

2.3.8 Type a reply letters.

During my internship I was learn how to type the formal letter. In order to type the letter there are procedure need to follow. I was given a task to reply the letter of declaration of acceptance for Berita Bandar Raya Majlis Bandaraya Ipoh Keluaran Mei-Ogos 2018, after I reply the letter than I fax it to them. After I fax it, I need to make a photocopy of the letter and keep in the file for the future reference. Besides, I also type a letter to request quotation for Buku Perangkaan Sarawak from Jabatan Perangkaan Negeri Sarawak.

2.3.9 Filing and arrange the document.

During my internship, mostly my daily work is do filing and arrange the document followed by it title, date and combine it accordingly by year. I must dividing the document by it category for example tender board one category, quotation committee one category and tender opening one category then compile it accordingly. I also design the border for the front page of the Jilid cover and arrange it based on the monthly after all is done I will print it. In addition, I also was given the task to print the report meeting and it cover from September, October, November, and December 2018, after I print the report meeting, I arrange it neatly.

2.3.10 Helping the staff

I was helping Madam Jini and Miss Jannah to count the stock of recycle bag, sticker and the mug in the store room and bring it to the source room in the office. This item was prepared for the souvenir for the future use. We also arrange the item in the source room where all the item located. I also helping the others staff by shred the old document that not use anymore. I also update the notice board monthly, stick the new picture of the latest activities. Besides that, I also assist the other trainee how to key-in the data in the SPSS.

2.3.11 Attend the quotation meeting.

I was attend the quotation meeting with the tenders and quotation staff. During this meeting all the members in the meeting room was prohibited to expose what had been discussed during the meeting because it is private and confidential. The issues that they discussed is related to the quotation for the tenders. Quotation is where a good cost more than RM50, 000 and up to RM500,000 per year.

2.4 Chapter Summary

During my practical training twelve weeks at Miri City Council the tasks given to me is accordingly to standard guideline as prepared by Faculty of Administrative Science and Policy Studies. Furthermore, during my practical training I was able to understand and adapt with MCC working environment. All the scope of work given to me is corresponded with the field of study.

CHAPTER 3

3.1 Chapter Review

Chapter 3 begins with Section 3.2 for the introduction of this chapter and Section 3.3 for the recommendation and lastly in Section 3.4 is the conclusion.

3.2 Introduction

In this chapter the trainee had come out with a few recommendation which can help the organization improve their weakness. Besides that, the recommendation that are being suggested might help the organization in term of effectiveness and efficiency as the strength that has been recognized.

3.3 Recommendation

Recommendation can be defined as a suggestion that something is good or suitable for a particular purpose or task. In others word, recommendation is an opinion given by the people which related with the activities, program or event that need to be improve and which part need to be maintained.

3.3.1 Improve Organization Creativity In handle the event MTPS

MTPS is the event that will organize once in the month. There are challenges in handling this event, where the public is less interested to come to the event. The organization must take an action to improve

their creativity to attract more public to come so that the organization can improve their services that they need.

In addition, the staff need bring together a group of people to brainstorm creative ideas instead of preparing the events. Brainstorm is informal approach to encourage staff to come ups with thoughts and ideas in planning the events of organization. During brainstorming sessions, the staff should avoid criticizing or rewarding ideas it need to be done in free and open environment that encourages everyone to participate contributing their creative idea to improve the event. So, Miri City Council (MCC) need to improve their organization creativity for their next event to attract more public attend their event.

3.3.2 Improve Public Relation skills

As I was in the public relation section during my practical training, I observe that they have weak public relation skills. In every organization, professional's public relation should have excellent Public Relations skills which means they need to improve their skills. As well as, in Public Relation field they need to meets deadline, come ups with goals, strategies and tactics which can help their organization to be more excellent in Public Relations. For instance, Miri City Council have public relations section where it responsible in handling press release, entertaining public complaints and serving as the Council's information centre. The staff that responsible must have a good skills in Public Relations in order to excellence, effective and efficiency in Public Relations because they is the one that dealing with the public.

3.3.3 Provide the rotation for trainee

Based on my experience during the practical training, the rotation between the section or department is important for the trainee this is because it can help the trainee gain more knowledge during their practical training so that the trainee will come out with the multi-tasking experience. For information, in Miri City Council there have many departments such as administration department, rating and evaluation department, enforcement section, Local Agenda 21 unit and others. The organization should let the trainee experience the others department also so that they gain more experience.

3.4 Conclusion

Miri City Council is providing the public services and managing the events and affairs of Mir City. The members of the Council was elected before the enactment ordinance election of the local government in 1956. Since the establishment of the enactment, all the members of council was elected through the process of election. This ordinance was amend by the local authorities. They wanted to restructure the local authorities. After the enforcement of this enactment, the members of council were appointed by the government. From the administration aspect, MCC is under Ministry of Local Government and Housing or known as MLGH. MLGH who will be responsible to

issue circular from time to time to ensure complaint by enforcement officer.

I had done my practical training at Miri City Council (MCC) from 24th December 2018 until 15th March 2019 for twelve consecutive weeks. During my practical training period I was placed in the Public Relation section. In this section, I was exposed to task that involve in responsible entertaining public complaints and serving as the Council's information centre. Besides that, I also done some clerical work such as filing, photocopy the document, scanning the document, binding, prepared the letters and many more. There are a lot experiences that I gained from this practical training period. Hence, I was able to apply all the knowledge that I have been studied to be applied for the real working environment particularly in the task of key-in the data in the SPSS. Through that, I also able understand better on how work processes to be done through exposure during this practical training. I also gained other benefits in enhancing trainee development. In terms of self-confidence level and also communication skills. The improvement that I obtain through my practical training period was through the tasks was given to me, to complete the tasks given I need to communicate to the other staff and asking them how to do the tasks for example before this I have never know how to use the fax machine, I asking the staff how to use the fax machine. In addition, during the practical training I also had been attend the meeting where I observe how the meeting session be done, what agenda had been discussed. I also learn how to take a meeting minute report where I need to take note on the all information that had

been discussed in the meeting and also involve in the preparation of the meeting room. Indirectly, I adapt with the meeting environment.

During this practical training, it helped a lot to me to improve the knowledge and other skills that definitely are useful for me in the future. The tasks and duties that had been performed by me had taught the spirit of teamwork, interpersonal skills, technical skills, critical thinking and also the problem solving skills. The knowledge that I gained during practical training will help me in dealing and adapting with the real life work environment in the future.

REFERENCES

Official Website of Miri City Council (2019). Retrieved from

<https://www.miricouncil.gov.my/page-0-96-65-Miri-City-Council-in-Brief.html>

APPENDICES



Meet the People Session banner at UTC Miri



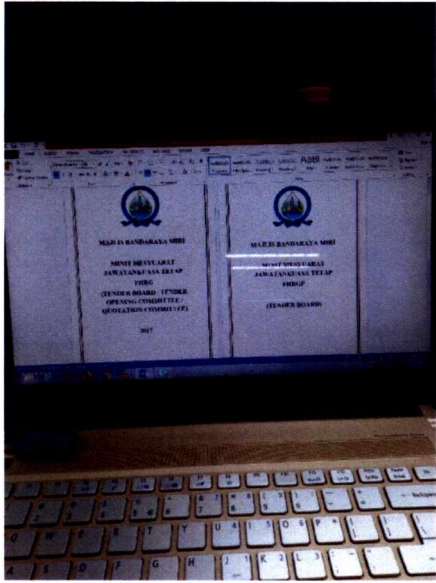
The first Meet the People Session I attend located



The third MTPS I attend located at Tamu Mosjaya



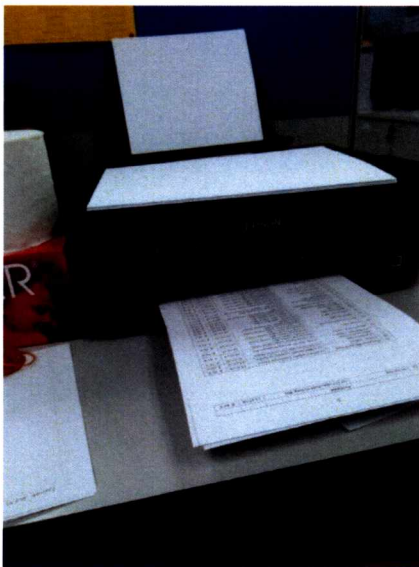
Attend the LACD meeting



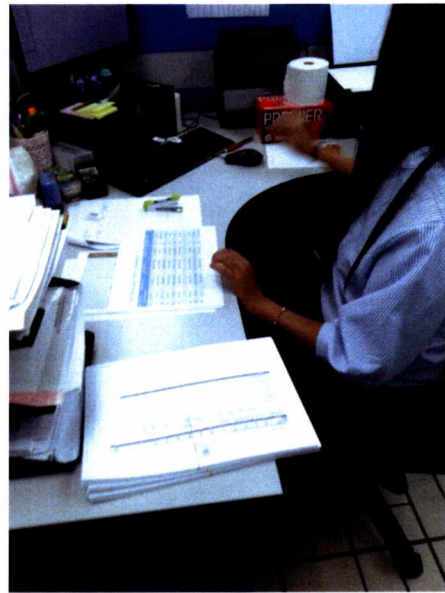
Example of the cover that I design



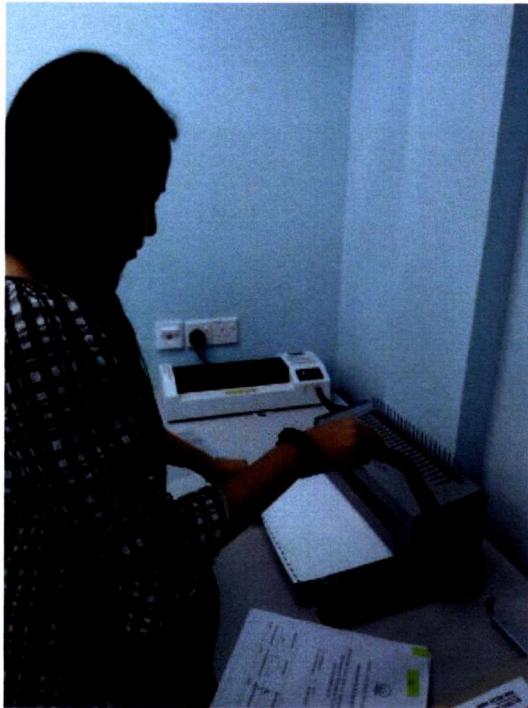
Scan the newspaper cutting



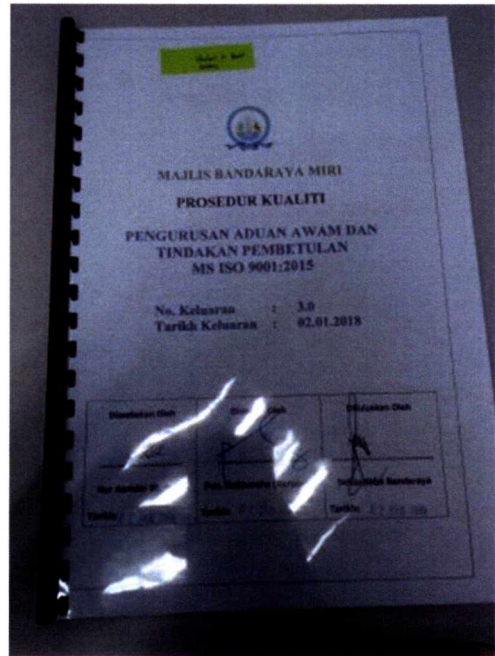
Print the document



Key-in the data in SPSS



Binding the ISO 1900 file



The ISO 9001 file that done binding by me

MEET THE PEOPLE SESSION

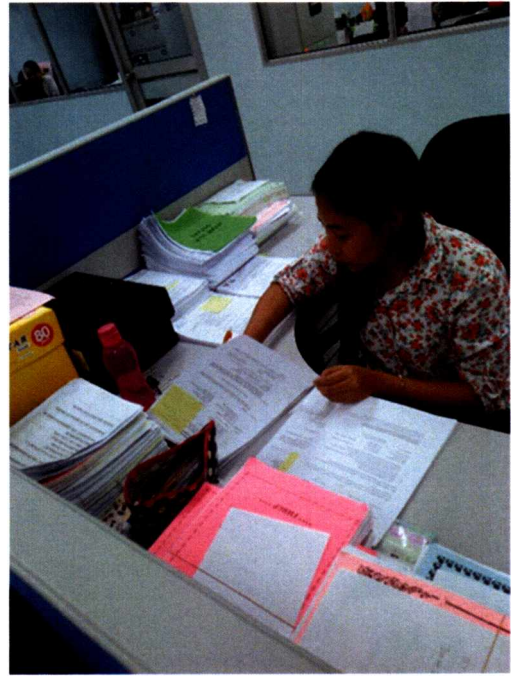
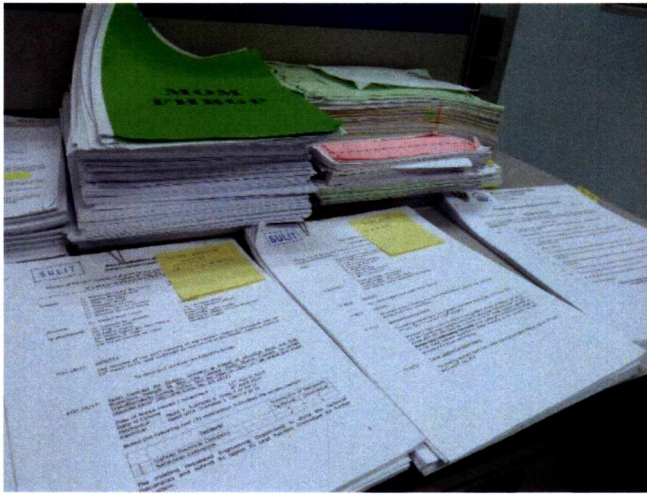
Date: _____
Venue: _____

Istikhsar Perkhidmatan Awam (IPA) Majlis Bandaraya Miri
Public Relations Division (PRD) Miri City Council
BORANG ADUAN AWAM / PERMINTAAN / CADANGAN
Form for Public Complaints / Requests / Suggestions

A. Division daripada (Received from): Alamat: Telefon: Faksimili:		
B. Jenis Aduan / Permintaan / Cadangan (Nature of complaint / request / suggestion): Nama & tandatangan penerima aduan: Name & signature of complainant/receiver:		
Tarikh: _____ Date: _____	Masa: _____ Time: _____	
C. Kepada Ketua Jabatan/Sekyen/Unit Yang Berkemungkinan (To Head of Dept./Div./Sec./Unit concerned): Tarikh: _____ Ketua SPA (Head of PPS)		
D. Tindakan diambil oleh Ketua Jabatan/Sekyen/Unit (Action taken by Head of Dept./Div./Sec./Unit): Kepada Pegawai Yang Menjalankan Tugasan (To Officer-In-Charge): Tarikh: _____ Ketua Jabatan/Sekyen/Unit (Head of Dept./Div./Sec./Unit)		
E. Maklumbalas daripada Ketua Jabatan/Sekyen/Unit (Feedback from Head of Dept./Div./Sec./Unit): Kepada SPA (To PPS): (1) Punca Masalah & Tindakan Diambil: (Cause of complaint & Corrective Action Taken) (2) Tindakan Untuk Mengelak Aduan Berulang: (Measures taken to prevent recurrence of complaint) Tarikh: _____ Ketua Jabatan/Sekyen/Unit (Head of Dept./Div./Sec./Unit)		
F. Tolak SPA (PPS Refused) Catatan oleh Ketua SPA (Remarks from Head of PPS)		Tindakan yang diambil dan how ditampailah (Case attended to & closed) <input type="checkbox"/>
Tarikh: _____	Tandatangan: _____	Tarikh: _____

60422011

Sample complaint form that public need to fill during MTPS



The document that I arrange accordingly



Group photo with Public Relation Section staff



MAJLIS BANDARAYA MIRI

Jalan Raja, 98000 Miri, Sarawak
Tel: 085-433501, 433504, 433505
Fax: 085-415486
www.miricouncil.gov.my



Created in 1982 (M1) 2013
Cat. No. 0843-03469

Rujukan: 40 dlm MCC/ADM-90(C)45

14 Mac 2019

KEPADA SESIAPA YANG BERKENAAN

Tuan/Puan/Cik,

EILEEN RICHAD

Disahkan bahawa **Eileen Richad** telah menjalani Latihan Industri di Majlis ini mulai **24 Disember 2018 hingga 15 Mac 2019** bagi memenuhi syarat-syarat yang diperlukan untuk **Bachelor Of Administrative Science (Hons)** dari **UITM Kuching, Sarawak**.

2. Sepanjang tempoh latihan berkenaan, beliau didapati mempunyai inisiatif, bertanggungjawab terhadap segala tugas yang diamanahkan kepadanya dan beliau juga mempunyai semangat bekerjasama yang tinggi. Beliau juga boleh menyesuaikan diri dalam suasana Pejabat.

Bagi pihak Majlis Bandaraya Miri, diucapkan selamat maju jaya kepada beliau.
Sekian, terima kasih.

" **BERSATU BERUSAHA BERBAKTI** "

" **AN HONOUR TO SERVE** "

(**DAYANG HAIRONDZURIANI**)
b.p. Setiausaha Bandaraya
Majlis Bandaraya Miri



MAJLIS BANDARAYA MIRI

SIJIL PENGHARGAAN

Saya dengan sukacitanya menyampaikan Sijil ini

kepada

EILEEN RICHAD
(940328-13-5938)

Sebagai penghargaan daripada pihak Majlis Terhadap
sumbangan sukarjanya didalam

Kegiatan / Majlis Rasmi Anjuran

Majlis Bandaraya Miri

sepanjang tempoh Latihan Industri

(24 DISEMBER 2018 - 15 MAC 2019)

ROSENI BINTI UDIN
b.p Setiausaha Bandaraya
Majlis Bandaraya Miri



UNIVERSITI TEKNOLOGI MARA
CAWANGAN SARAWAK

**PRACTICAL TRAINING
LOG BOOK**

Instructions

This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.

Student's responsibilities for keeping log book up-to-date

Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the detail required on the previous page.

It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that:

1. It is available at your place of work during your training.
2. All entries, except sketches, are made in ink.
3. Entries are made within a week of the work to which they refer.
4. The book is handed to your training officer for retention on your return to UiTM and this will later be handed to the head of school for grading.

Recording

The log book should contain the following information:

1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being undertaken.
4. Constructive comment on the work being undertaken and your considered opinion as to its value as training.

- 1. Student's Name : EILEEN RICHAD
- 2. Date & Place of Birth : 28 MARCH 1994
- 3. UiTM I/C No. : 2017274436
- 4. Course : BACHELOR OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
- 5. Year : _____ Part 5
- 6. Home Address : LOT 1785, LORONG 6B2 VISTA PERDANA
BANDAR PERMYJAYA, MIRI, SARAWAK
- 7. Address During Practical Training : LOT 1785, LORONG 6B2 VISTA PERDANA
BANDAR PERMYJAYA, MIRI, SARAWAK
- 8. Place of Training : MIRI CITY COUNCIL
- 9. Name of Supervisor In-Charge : MADAM SHARON PEARL
- 10. Duration of Training
From : 24 DECEMBER 2018 To : 15 MARCH 2019

FOR OFFICE USE ONLY :

11. Remarks : [Dean / Course Tutor]

100 BOOK

Date	Exact Nature Of Work Done	Supervisors Remarks
Week 1	- Report duty at Mini City Council	
24 - 28/12/18	- then I was sent to the public relation	} h.f. 12/3 pls explain on the structure for PR in reports. v. good.
	section.	
	- then I was introduced to Miss	
	Ilyana.	
	- Briefing by Miss Ilyana regarding	
	the scope of work during the process	
	internship and introduced me to the her	
	staff.	
	- Mdm Ilyana brief to me that this	
	department has that receive the public	
	complaints.	
	25 DECEMBER - 26 DECEMBER 2018	
	Public Holiday	
	- read the newspapers for papers cutting.	
	If there are related article regarding	
	on the council. If there is cut it	
	for the collection.	

Date	Exact Nature Of Work Done	Supervisors Remarks
Week 2		
21/12/18	- Reading the newspapers looking for article related to the council.	✓
4/1/19	- New Year Public Holiday	
2/1/18	<p>- Today I learn how to use the fax machine. Mdm Jini assess teach me how to fax the document</p> <p>- Faxes the inviting the medical letter to medical for Standing Committee for public health and licensing notice of meeting.</p> <p>- Faxes the inviting letter to IPD Miri, LAKEU, GAS, JKR, STESCO, Land Survey and Telekom for City Infrastructure notice of meeting on 4/1/19 @ 2.30 pm</p> <p>- Faxes the inviting letter to United Daily, Sin Chew, Utusan Sarawak, Sarawak Tribune, Borneo Post, See Hua Daily, RM and Utusan Borneo for meet the people session on 4/1/19 @ 10.00 am at UTC.</p>	<p>invited to standing Com meeting.</p> <p>publicity.</p>
3/1/19	- Fold the customer satisfaction survey form (bovany kaji selidik tepuasan pelanggan pelanggan).	pls get the sample and explain the purpose.
4/1/19	<p>- Attend meet the people session. This session will will held every first Friday of the every month.</p> <p>- During this session, it is open day for the public to come and make the complaint complaints regarding on the city complaints</p>	Role of SPACPRS in handling MTPS.

Date	Exact Nature Of Work Done	Supervisors Remarks
	<ul style="list-style-type: none"> - The departments that involve with this session are from engineering departments, enforcement, public health, parking, public cleaning and management, landscaping, rating/evaluation, library, LA 21 and public relation. 	
	<ul style="list-style-type: none"> - Distribute the questionnaire to the public for their feedback regarding on the public services in Min City. 	<ul style="list-style-type: none"> questionnaire on 'Municipal Report'
	<ul style="list-style-type: none"> - This session also attend by the Min City Mayor Mr. Adam Yii and the councillors. 	
Week 3		
7/1/19 -	<ul style="list-style-type: none"> - update the notice board, stick the 	<ul style="list-style-type: none"> student material.
11/1/19	<ul style="list-style-type: none"> - new picture of the latest activities. 	
	<ul style="list-style-type: none"> - Do some filing, arrange the document by the name, date and combine it. 	
	<ul style="list-style-type: none"> - type the jilid cover and type the divide the every document. 	<ul style="list-style-type: none"> standing com record once a year.
	<ul style="list-style-type: none"> - dividing the document by it category for example tender board one section group, quotation committee one group and tender opening one group. 	<ul style="list-style-type: none"> role of this committee.
	<ul style="list-style-type: none"> - Then compile it accordingly. 	
	<ul style="list-style-type: none"> - Continue the work work and type it in the microsoft word for it cover. 	<ul style="list-style-type: none"> minutes of mtg.
	<ul style="list-style-type: none"> - Arrange the document based on the monthly. 	<ul style="list-style-type: none"> Tender Open. Tender Board quotation.
		<ul style="list-style-type: none"> v. good.

Date	Exact Nature Of Work Done	Supervisors Remarks
Week 4		
14/1/19	- Print the minuted meeting cover	
15/1/19	- Attend meeting of standing Committee for Local Agenda 21 and Community Development (LACD) with Encik Shambeli as minuted recorder and Nur Eka another practical students.	
	- LA 21 is a program for the community, private sector and local authority. Their main element is work together to plan and manage the surrounding area forwards sustainable development. - LA 21 is the bodies that understanding between of the society and the government.	LACD.
16/1/19	- Report Print the report the meeting from September, October, November and December 2018.	/ compilation of standing com' minutes by the end of yrs. (Every year).
17/1/19	- Continue print the report and arrange it neatly.	/ v. good

Date	Exact Nature Of Work Done	Supervisors Remarks
Week 5		
21/1/19	<ul style="list-style-type: none"> - scan the newspaper cutting - arrange the past meeting report based 	<ul style="list-style-type: none"> - cactus - Channel mediator - ping
	<ul style="list-style-type: none"> - Help my other colleague photocopy the latest newspaper cutting to stick at the notice board. 	
22/1/18	<ul style="list-style-type: none"> - attend the quotation meeting with the # tenders and quotation staff. - Quotation is where a good costing more than RM50K and up to RM 50K per year. 	<ul style="list-style-type: none"> - garpfi - members - chairman
		r.gord

Date	Exact Nature Of Work Done	Supervisors Remarks
Week 6		
28/1 - 1/2/19	<p>- Key in the data in the SPSS, the data is the questionnaire regarding on the suggestion form / customer feedback for services provided by the Mini City Council for every department / section.</p> <p>- SPSS means Statistical Package for the Social Sciences. SPSS is software for editing and analyzing all sorts of data</p>	<p>Berany maklum balas pelanggan.</p>
	<p>Continuing key in the data in the SPSS, there are 700 data need to key in (1900 - 2018) Total Respondent.</p>	<p>Outline Report</p>
	<p>- Attend the Meet the people session located at Taman Tunku Market for the second month (February). This session will be held every first Friday of the month.</p>	
	<p>- During this 1 hour session, every section that present during the session will serve public that want to make a complaints or feedback / suggestion</p> <p>There are some example of complaints from public such as the hawkers asking for the more comfortable table for them, some hawker complaints there are illegal hawker this is because not fair to them because they not pay rent.</p>	<p>V. good</p>

Date	Exact Nature Of Work Done	Supervisors Remarks
Week 7		
4/2/19		
- 8/2/19		
	Public Holiday (Chinese New Year)	
	FAPS acceptance acknowledgment	
	letter to Majlis Bandaraya Shah	
	Alam for receive the Buletin Majlis	
	Bandaraya Shah Alam	
	Do some filing the document, per prepare	
	the cover for the document.	Tugas ^{ny} khas - clinical
	- print the document and binding it	work.
	- looking for the newspaper cutting.	
		V. good

Date	Exact Nature Of Work Done	Supervisors Remarks
Week 8		
11/2-15/2	Do filing for the ISO 9001 file and read about ISO 9001. ISO 9001 Quality Management, it is certification improves the efficiency, performance, and competitiveness of the company. This procedure is established to explain the procedures in managing of public complaints. This to ensure the management of public complaints can be managed efficiently.	ISO
13/2/18	- Help mdm Jini and cik Janah count the stock of the recycle bag, and mug in the store room and bring it to office to be stored in source room.	source
14/2/18	Helping mdm Jini and cik Janah count the stock of recycle bag, sticker and the mug that in the source room for the future reference.	
15/2/18	- Helping the staff to shred the old document / unused documents.	deleted work v. good.

Date	Exact Nature Of Work Done	Supervisors Remarks
Week 9		
18/2/19	- Binding the ISO 9001 document.	
22/2/19	- Looking for the newspaper cutting	
	✓ regarding of the Council, anything	
	related with the Mini City Council.	
	✓ - Write a reply letter of declaration	
	of acceptance for Bentu Bandar	
	Raga Majlis Bandaraya IPoh	
	Keluaran Mei - Ogos 2018 and	12/3
	faks the reply letter	v. good.
	- Photostat the reply letter for the	
	reference.	
		Report must be
		prepared according
		to what the team
		brief. overall
		performance v. satisfactory.
		Good work. and keep
		up good work.
		Importance:
		① Improve communication
		among others.

Date	Exact Nature Of Work Done	Supervisors Remarks
Week 10		
25/2/19 -	- Attend fire drill demonstration at	
1/3/19	Infront of Mini City Council.	
	<p>✓ - write a letter to request quotation for Buku Perangkaan Sarawak from Jabatan Perangkaan Malaysia, Negeri Sarawak.</p>	
	- " " " " " "	
	- Attend meet the people session at TAMU	
	<p>✓ time Mesyuarat. This event is where for the Head of Department (HOD), and counsilors to reach the public to identify the public needs. This session is also also where they receive the public complaint, suggestion and feedback to improve the city.</p>	<p><i>[Signature]</i> 15/3 v. good.</p>

Date	Exact Nature Of Work Done	Supervisors Remarks
Week 11		
4/3/19 -	- Key in the information of the public	
8/3/19	<p>✓ that make a complaint in the system ... Tali Khidmat in microsoft ... excel. Such as</p> <p>the name of the person who make complaint, telephone number and the location</p> <p>- Identify if there is double cases that in the system.</p>	
		18/3.
		v. good
		Keep up good work and good luck in your future undertaking.
		Mdm Jane

Eileen Richad

Lot 1785 Lorong Intan 6B2

Vista Perdana,

98000 Miri, Sarawak.

Miri City Council

5 MAC 2019

Jalan Raja,

98000, Miri,

Sarawak.

Tuan/ Puan,

PERMOHONAN CUTI ATAS URUSAN KELUARGA

Merujuk kepada perkara diatas, saya Eileen Richad ingin memohon cuti pada hari Rabu, 6 Mac 2019. Saya memohon cuti atas sebab urusan keluarga yang tidak dapat dielakkan.

2. Sehubungan dengan itu, saya berharap agar pihak puan dapat mempertimbangkan dan meluluskan cuti tersebut.

Sekian ,terima kasih.

Yang benar,



EILEEN RICHAD

Pelajar Praktical

SK: Puan Jenifer Leku

SPA

MAJLIS BANDARAYA MIRI

BORANG PERMOHONAN CUTI PELAJAR LATIHAN INDUSTRI

Bahagian I : Permohonan Pelajar Latihan Industri

Nama : Eileen Richad

Seksyen ditempatkan : SPA

Tempoh Cuti Rehat Dipohon : 6/3/2019 hingga _____

Tujuan Permohonan : ada urusan keluarga

Tandatangan Pemohon : *Eileen*

Tarikh : 4/3/19

Bahagian II : Ulasan Ketua Jabatan / Penyelia

Permohonan beliau adalah disokong untuk diluluskan. *noted fac*

Permohonan beliau tidak disokong atas sebab berikut :-

Tandatangan : *M. J. J.*

Tarikh : 5-3-2019

Ketua Bahagian / Penyelia

Bahagian III : Kelulusan Bahagian Pentadbiran

Permohonan adalah :

Diluluskan :

Tidak diluluskan :

P. S. J.

Tarikh : _____