



UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
IMPLEMENTATION COORDINATION UNIT PERAK
ARAS 8, 9 DAN 10, BANGUNAN TABUNG HAJI JALAN KOO
CHING KONG, 30000 IPOH PERAK

SPECIAL PROJECT: WEBSITE IMPLEMENTATION
COORDINATION UNIT PERAK

BY
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2015125713

IM245 - BACHELOR OF SCIENCE (HONS.)
INFORMATION SYSTEM MANAGEMENT
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN

01 FEBRUARY 2018 - 31 JUNE 2018

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FACULTY SUPERVISOR

MR. MOHD ZAFIAN BIN MOHD ZAWAWI

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

01 FEBRUARY 2018 - 31 JUNE 2018

DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted from publication except where due to reference and acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

2015125713

Date of submission : July 2019

ABSTRACT

The trainee has undergone the industrial training to Implementation Coordination Unit Perak (ICU) to gained knowledge, skill and fulfill the faculty requirement. This report is an evidence for completing the industrial training for full five month. In this report, there are 4 chapters which Chapter 1 is the Introduction of Background of the Organization and Organization Structure, while, Chapter 2 is Organization Information, Chapter 3 contain of training activities which the trainee required to do each day activities and Chapter 4 is a conclusion. The Chapter 1 is discussing about the company background, history of the company and their activities. Next for Chapter 2, it is discussing about information of the organization that the trainee had undergo the training. Then, Chapter 3 consist of the training activities during training period and special project that the trainee has obligation to do. The special project been discussed is a official website of ICU Perak which has been decided and discussed with the Information Technology Unit staff, Lastly, Chapter 4 consist of the application knowledge, skill, lesson learnt and thought and opinion which the trainee has required from the industrial training.

Keywords: *Implementation Coordination Unit Perak (ICU), Information technology Unit*

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I would like to express my highest gratitude to industrial supervisor, Mr. Aiesa bin Saad. Plus, the great appreciation goes to the rest of staff ICU Perak. The whole program really brought us to appreciate the true value of friendship and respect to each other. Then, my sincere thanks go to the ICU Perak for giving me an opportunity to carry out my industrial training in this agency for 5 months period. My grateful thanks to Mr, Mohd Zafian Bin Mohd Zawawi as faculty supervisor for guiding me during my industrial training. Lastly, I would like to give a special thanks to my family and friends because they always support me to do not give up. Besides, they give me a courage and help me in order to complete the industrial training.

Thank You.

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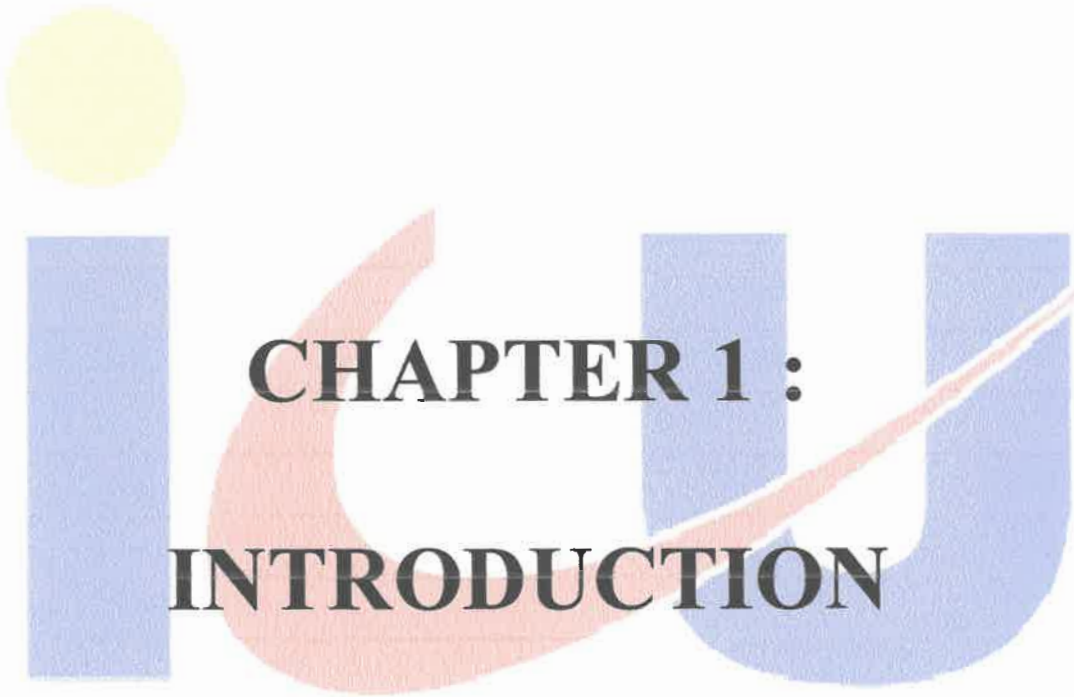
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CHAPTER 1 :
INTRODUCTION

JABATAN PERDANA MENTERI

CHAPTER 1 : INTRODUCTION



Figure 1.1: Jata negara Logo



Figure 1.2 : Implementation Coordination Unit (ICU) Logo

1.1 BACKGROUND OF THE ORGANIZATION

Implementation Coordination unit (ICU Perak) is a unit under The Prime Minister's Department (JPM). ICU Perak main business is to coordinate, monitor and evaluate the implementation and outcome Programme and Project Malaysia Five-Year Development Plan (RMLT). Besides, the organization function is to manage, implementation and monitoring the allocation of Prime Minister Program and Special Projects. This also includes coordinate, monitor and evaluate programs and projects for People's Welfare. ICU Perak under JPM is aimed is plan, formulate and coordinate all policies and goals for the state. Plus, the implementation of governmental policies to provide is determine all matters in the field of administration, finance, service, service, ceremonies and overall departments and conference management organized by the Malaysian government implemented according to the rules set out from time to time.

1.2 MISSION

A central agency that drives the national development through coordination, identification and evaluation of policies, programs and projects by applying outstanding work culture and good management practices

1.3 VISION

An ideal and effective central agency in monitoring, the implementation of the national development plan

1.4 MOTTO

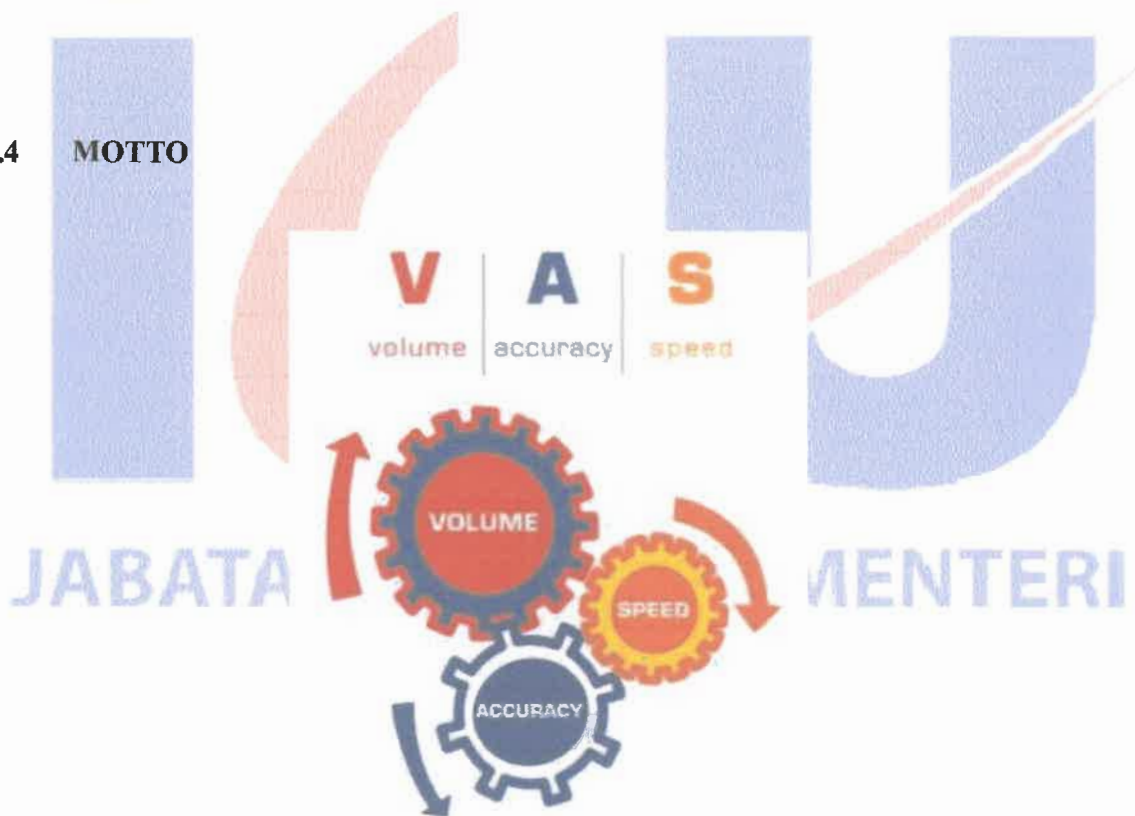


Figure 1.3 : ICU Motto

1.5 LOCATION MAPS

Implementation Coordination Unit Perak situated at Aras 8, 9 dan 10, Bangunan Tabung Haji Jalan Koo Ching Kong, 30000 Ipoh Perak. The ICU Perak renting three level with the Lembaga Tabung Haji. The building also includes with Jabatan Kesihatan Negeri Perak .



Figure 1.4 : Implementation Coordination Unit of Perak State Location Map

1.6 CONTACT NUMBER

Address : Federal Development Office of Perak State

Aras 8, 9 dan 10, Bangunan Tabung Haji

Jalan Koo Ching Kong, 30000 Ipoh,

Negeri Perak

No. Tel : 05 - 240 7400 / 405
No. Faks : 05 - 249 7412 / 406
E-mail : admPRK@prk.icu.gov.my

1.7 CLIENT CHARTER

1.7.1 COMMITMENT :

"ICU JPM will provide excellent service, quality, and integrity in governance best practices to effectively based on the following Charter :

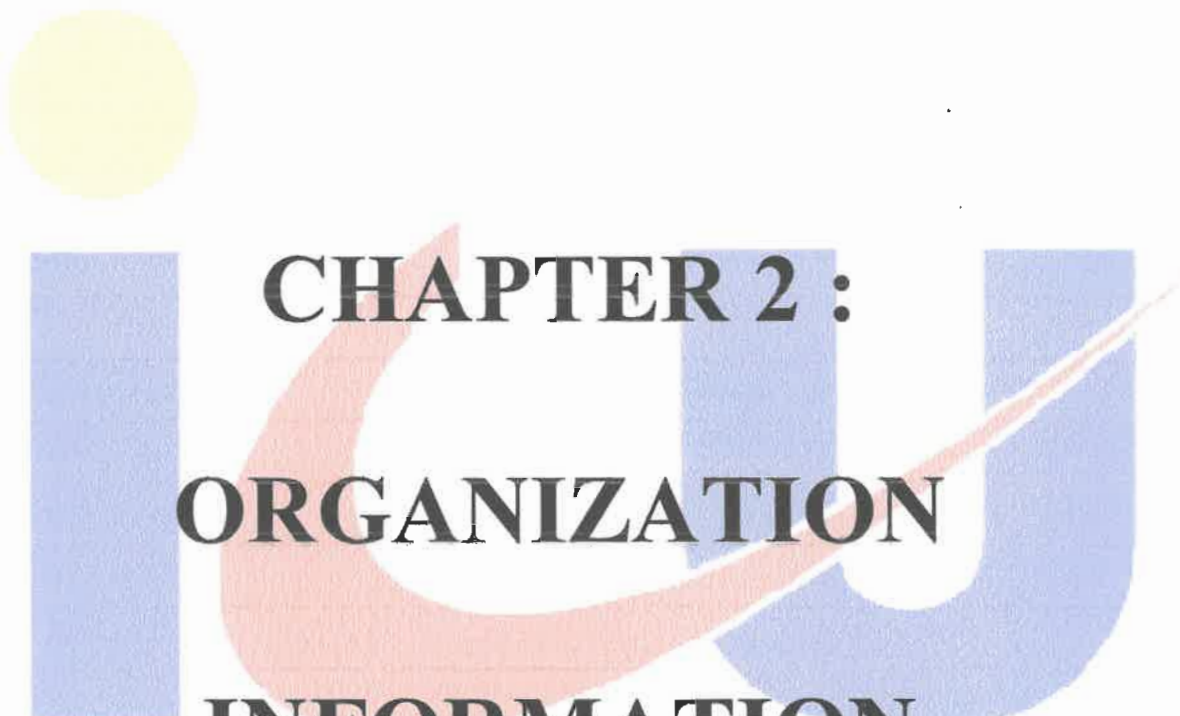
1.7.2 MAIN CORE BUSINESSES

1. Produce performance report on RMLT Project implementation by request within 3 days.
2. Preparing reports on outcome evaluation of programs/projects within 3 months after the agreed terms of reference.
3. Respond to the consultation request in the outcome evaluation of programs/projects to the agencies within 3 days of receipt of the application.
4. To provide advice, consultation and technical support for the planning, implementation, monitoring and project management within 3 days after receiving the application.
5. Project Application judge submitted via e-Khas in the last 3 days.
6. Providing feedback to the Special Project application received within 7 days
7. Generate list of the poor/very poor in e-Kasih within 2 days after application.

1.7.3 SUPPORT SERVICES

1. Provide feedback on the SPP II training application within 3 days from the date of application.
2. Ensuring the availability of systems and networks on a minimum level of 90% at all times.
3. First respond to the Application Services/Complaints received by ICT Call-Centre (MedICT) within 1 day.
4. First respond to the question/Public Complaints within 3 days.





CHAPTER 2 :
ORGANIZATION
INFORMATION
JABATAN PERDANA MENTERI

CHAPTER 2 : ORGANIZATION INFORMATION

2.1 DEPARTMENTAL STRUCTURE

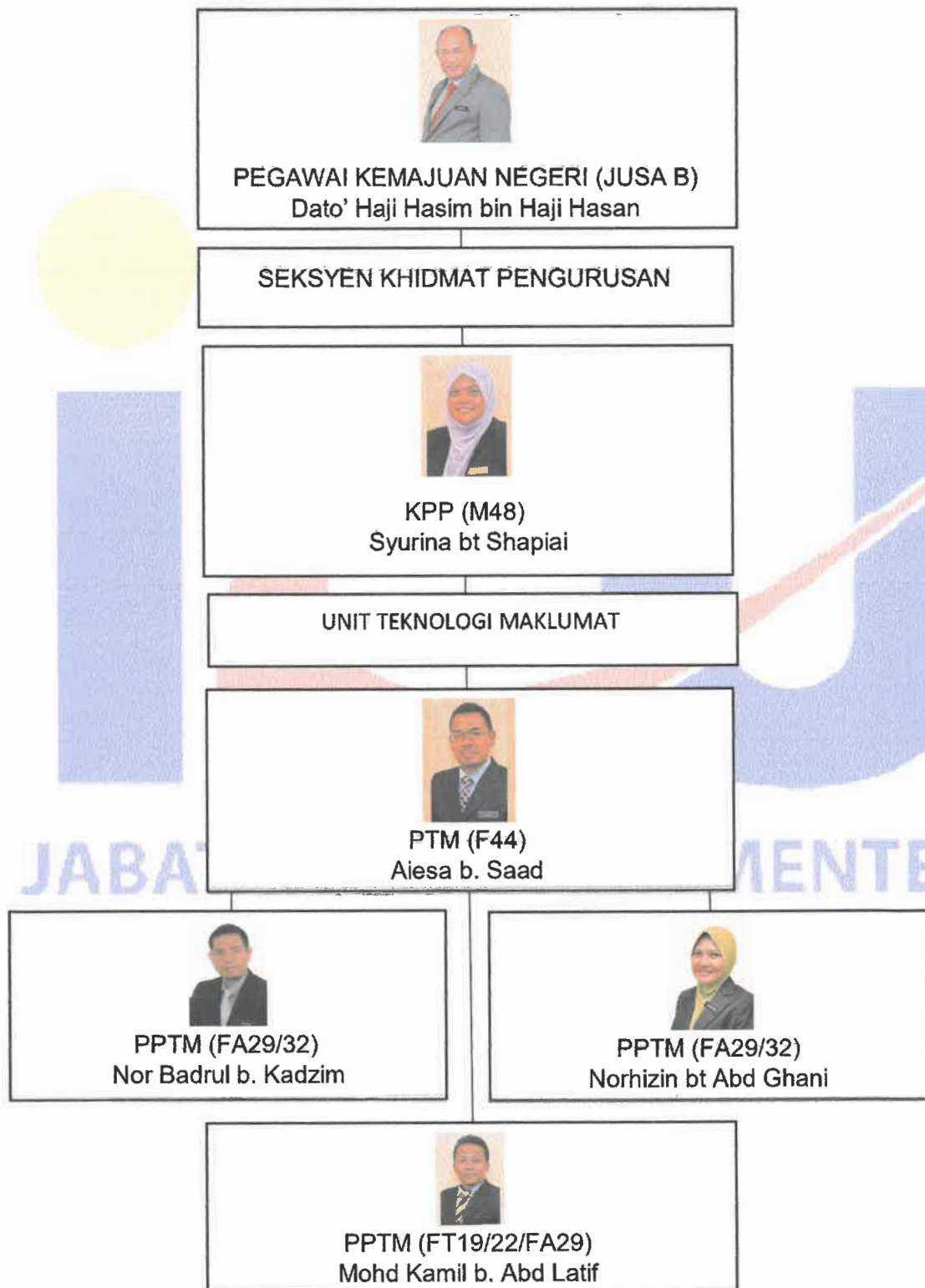


Figure 2.1 : Department Structure

2.2 DEPARTMENT FUNCTION OF INFORMATION TECHNOLOGY UNIT

The IT unit have professionals staff in providing a support that related to the IT field that enable staff in competing task which the Information Technology Unit responsible following task :

- Developing and maintaining network, communications, data, hardware and software infrastructure
- Responsible for technical support operation for ICU Perak organization
- Maintaining information security infrastructure for system
- Providing Information technology training
- Managing System management in the organization
- Manage Multimedia



2.3 STAFF PROFILE

2.3.1 ASSISTANT DIRECTOR (INFORMATION)



Name	: Aiesa bin Saad
Designation	: Penolong Pengarah (Maklumat)
E- mail	: aiesa.saad@prk.icu.gov.my
Contact Number	: 05-2407 432

RESPONSIBILITY

- Managing maintenance of ICT Equipment And Equipment
- Managing for the maintenance of Computing Applications
- Managing in System Operation
- Working on standards set out in the IT Unit.
- Carry out other tasks directed by the organization from time to time.
- Analyse the feasibility of existing computer systems and information appropriate to the organization.

2.3.2 ASSISTANT INFORMATION TECHNOLOGY OFFICER 1



Name	:	Nor Badrul bin Kadzim
Designation	:	Penolong Pegawai Teknologi Maklumat
E- mail	:	badrul@prk.icu.gov.my
Contact Number	:	05-2407 438

RESPONSIBILITY

- To ensure network security
- To manage network system, troubleshooting and installing hardware/software maintenance
- Manage Multimedia
- Setting up user accounts, permissions and passwords or any issue arise regarding IT
- Installing anti virus protection
- Setting network and teaching new systems

2.3.3 ASSISTANT INFORMATION TECHNOLOGY OFFICER 2



Name	:	Norhizin binti Abd Ghani
Designation	:	Penolong Pegawai Teknologi Maklumat
E- mail	:	norhizin@prk.icu.gov.my
Contact Number	:	05-2407 423

RESPONSIBILITY

- To develop and maintain official portal of Perak SDO.
- To prepare multimedia presentation
- To manage network system, troubleshooting and installing Manage Multimedia
- Update website content information
- Setting up user accounts, permissions and passwords or any issue arise regarding IT

2.3.4 ASSISTANT INFORMATION TECHNOLOGY OFFICER (KUP) 3



Name	:	Mohd Kamil b. Abd Latif
Designation	:	Penolong Pegawai Teknologi Maklumat (KUP)
E- mail	:	Kamil@prk.icu.gov.my
Contact Number	:	05-2407 438

RESPONSIBILITY

- keeping up-to-date with technological and software developments
- To manage network system, troubleshooting and installing
- Setting up user accounts, permissions and passwords or any issue arise regarding IT



**CHAPTER 3 : INDUSTRIAL
TRAINING ACTIVITIES**

JABATAN PERDANA MENTERI

CHAPTER 3 : INDUSTRIAL TRAINING ACTIVITIES

3.1 TRAINING ACTIVITIES

Industrial training main purpose is to give the opportunity to student in develop their knowledge, skill and experience which A trainee will receive a lot of task in order to prepare A trainee the experience and expose student the difference between studying and working environment. This because working environment is more adventure compared study environment where the Industrial training is the moment that A trainee implement all the knowledge that they gained from university and enhance their skill to the next level. The Industrial training start from 1st February 2018 until 30 June 2018. Student required to record all Industrial training activities which mostly involving the Information Technology Unit task. There a lot of activities that required trainee to complete during this industrial training.



Figure 3.1 : Customer service counter of ICU Perak

3.1.1 COMMUNITY AND ORGANIZATION PROGRAMME, EVENT AND MEETING

➤ MAJLIS PROJEK INFRASTRUKTUR AWAM (PIA)” AND “PROJEK INFRASTRUKTUR ASAS (PIAS)”

Naturally, a trainee need to participate in “Majlis Projek Infrastruktur Awam (PIA)” and “Projek infrastruktur Asas (PIAS)” collaboration between ICU Perak and Kerian district rural development where a trainee need to assist staff to manage the voting project session. PIA is a project that cover related to maintenance, renovation and upgrades piping systems, electrical wiring and others. Meanwhile, PIAS is a project that related to the distinctive provisions build new, repair, maintain and upgrade basic infrastructure projects for public use. All contractor need to register first in order to take part in the voting session. Sometimes, among all contractor will sent the representatives to vote for other contractor to save the time rather than one by one which time consuming. Voting System is used to automatically setting up the contractor to the available government project. The representative of contractor just need to click on the tab in order for the voting to process. Plus, a trainee need to be a photographer to take picture of the event.



Figure 3.2 : *Majlis Projek Infrastruktur Awam (PIA)” and “Projek infrastruktur Asas (PIAS)”*

➤ **THE CORPORATE SOCIAL RESPONSIBILITY (CSR) “SATU RUMAH, SATU PETI POS”**

The Corporate Social Responsibility (CSR) “Satu Rumah, Satu Peti Pos” where the ICU Perak in charge of the programme which collaborated with as a strategic partner between ICU Perak, Kuala Kangsar District Rural development and Post office Malaysia. The programme situated at the Masjid Alhambaliah Kampung Kubang Pekan on monday at 26 February 2018. CSR programme inaugurated by YB Datin Mastura Bini Tan Sri Dato Mohd Yazid, parliament member of Kuala Kangsar. All staff ICU need to prepare all equipment and ensuring that everything is on the standby to prevent any issue occur later. All staff from ICU was divided according to the group where A trainee and some group were given a task to clean and tidying the Sekolah Agama Kubang Pekan while some need to put the POS pole at every house in Kubang Pekan village.



Figure 3.3 : All staff ICU Perak on the Corporate Social Responsibility (CSR) “Satu Rumah, satu Peti Pos” programme

➤ **EXPLORATION GUA TEMPURUNG**

Exploration to Gua Tempurung PPPN Perak programme involving staff ICU that want to experience the extreme together with colleague in hiking and entering the cave. This programme situated at the Gua Tempurung, Gopeng Perak on 3 March 2018 during the weekend. There sixteen staff of ICU Perak and three kids that follow to joined this programme. The programme start on 9 a.m with the exercise that lead by Mr. Nizam before entering the cave. The exploration which lead a tourist guide of Gua Tempurung to guide us to the correct path. This programme end at 11 a.m when everyone completing their exploration and went out from the cave.



Figure 3.4 : Exploration Gua Tempurung with staff ICU Perak

➤ **“MAJLIS HEBATKAN NEGARAKU” PROGRAMME**

Majlis Hebatkan Negaraku” Programme was held on 5 May 2018 on Saturday which located at at Konvensyen Sungai Siput. The Barisan Nasional (BN) to manifest for the 14th General Election

(GE-14). Political figures that were present in the “Majlis Hebatkan Negaraku” event were Menteri Besar and State BN chairman Datuk Seri Dr Zambry Abd Kadir. Besides, Its deputy and also the senior state executive councilor, Datuk Saarani Mohamad and includes MIC deputy president, Sungai Siput MP Datuk Seri S K Devamany. The Head of the Treasury Women who is also Jalong state assemblyman Datuk Tan Lian Hoe also present and also Sungai Siput Umno division leader who is also the Lintang State Assemblyman Datuk Zolkafly Harun.



Figure 3.5 : “Majlis Hebatkan Negaraku” Programme

➤ GOTONG – ROYONG BUBUR LAMBUK PROGRAMME

This year where ICU Perak has become the host for the event of “Program Gotong – royong bubur lambuk at nearby parking where every department ICU and other organization from Tabung Haji, Jabatan Kebajikan Masyarakat, Hospital Bahagia Hulu Perak and Jabatan Kesihatan Negeri Perak and other volunteer in joining the making of bubur lambuk. This programme was held on Thursday at 31 May 2018 which start on 8 a.m. Everyone together in preparing all the requirement in order

to cook the Bubur Lambuk. The cooking master lead by staff from Hospital Bahagia to guide all staff for the preparation. The girl group activity is to cutting all the vegetables and seafood meanwhile boy group responsible to distribute and lift all equipment that required to cook the bubur lambuk. The programme end at the 2 p.m where everyone completing the distribution to people.



Figure 3.6 : Preparation for “bubur lambuk” making at the Gotong – Royong Bubur Lambuk Programme

JABATAN PERDANA MENTERI

➤ PEMBAHAGIAN LEMANG DAN DUIT RAYA 2018 PROGRAMME

Every year ICU Perak will held Pembahagian Lemang Dan Duit Raya 2018 Programme where it involving all staff ICU. Each Staff will receive the Lemang, rending ayam and Duit raya for the Hari Raya Aidilfitri celebration. This programme held on Tuesday at 12 June 2018 is for everyone to happy and have a good time in ICU Perak. The activity of this programme also includes photograph session with each department and all staff ICU Perak which later need to be photo need

to be set to the Headquarter ICU Putrajaya. This annual programme is for staff to feel appreciated of their hardwork throughout the year and also make them feel more motivated to do their job.



Figure 3.7 : Pembahagian lemang dan Duit Raya 2018 programme



Figure 3.8: Dato' Hasim Bin Hj. Hasan, Pegawai Kemajuan Negeri Perak and all staff Information Technology Unit at "Pembahagian Lemang dan Duit Raya 2018" Programme

➤ **MEETING INVOLVING ORGANIZATION**

Every meeting take place usually have a back up Information Technology staff in case any problem arise from the technical part. Therefore, the It staff includes trainee will participate in meeting to handle on the technical part of the meeting. The IT staff also need to prepare and ensure all the equipment that required is in a good condition before the start of the meeting such as preparation regarding the computer, microphone, Camera and slide presentation. Some meeting was held at the ICU Perak itself but some are outside form the organization where IT staff need to aware and prepare for the meeting. For example, the meeting of “Focus group Negeri” and “Jawatan Tindakan Negeri” was held at Secretary Office of Perak.



Figure 3.9 : Meeting of “Focus Group Negeri” and “Jawatan Tindakan Negeri”

➤ TECHNOLOGY UPDATE

Besides, other activities is also participate in technology update which focusing on the application of Gopro Quic and Photogrid. Normally when there a programme conducted where the Unit IT need to produce the creative montaj if the top management required it immediately. So, the technology update focus on exposing the knowledge to other staff on how the process and on how in using it. The knowledge on technique which focusing on the method on how to capture a good picture in order to create a good montaj. Plus, the presenter also describe each function on these application where the Gopro Quic is for creating a creative video with multiple option of themes by combine images and video while, the Photogrid also has various function which is one of it is to create a video collage that were meant for creating the montaj.



Figure 3.10 : technology Update of Quic gopro

➤ MONTHLY EVENT

Monthly, ICU Perak will held the “Majlis Himpunan Bulanan PPPN Perak” where all staff and trainee required to participate where a new information will be deliver to all staff in the event regarding the issue, system, new procedure and many more that involving the ICU Perak. A trainee participate in the Monthly Event number 2/2018 where the event mentioning the new system, budget ICU Perak and procedure related to the claim out time work of staff. Plus, all staff reminded to go to election to fulfil responsibility as a Malaysian.



Figure 3.11 : Monthly gathering

➤ TAZKIRAH RAMADHAN

Ramadhan month where each Friday will has tazkirah programme where every staff need to participate. The Tazkirah programme has a different presenter that has been invited. Session one where present by Ustaz Rosli Bin Azizan where he emphasize the appreciation and challenges during ramadhan which focusing on six main thing that people should understand and follow to get

the blessing which refer to Taubat, tunai, tamrin, taut, tahu and tekad that people need to bear in mind during the fasting month. The following session by Ustaz khairul Fahmi bin Daud which focusing on “Taqwa” which refer to consciousness to Allah S.W.T. People should aware of their own action that required them to take a heed or to leave it. The Tazkirah session three which present by Imam Muda Jabar and 4 will also same situation will present by different people with unlike topic.



Figure 3.12 : Setting up equipment for Tazkirah Ramadhan Session 2 by Ustaz khairul Fahmi bin Daud



Figure 3.13 : Tazkirah Ramadhan Session 3 by Imam Muda Jabar

3.1.2 CUSTOMER SERVICE

Customer service is one of the trainee duty which the need to assist staff in receiving customer by guide and answer all customers question that visit ICU Perak. Sometimes, A trainee need to stay at the customer counter to back up staff in case they unavailable at that moment due to other task. As for my daily routine which is A trainee need to manage phone call service from internal and external organization by answering all the question that they required and others. Once in a while, I required to deliver the parcel envelope to other unit. Plus, A trainee task is to transfer all images programme in the memory card to the computer and organize it according to the date off programme and the title. Besides, other duty is to monitor any person whether the vendor or representative from other company come to the organization that enter the server room for example, representative from Bitgroup to carry out his duty to check and collect by capture the data to be sent to their analyst to inspect abnormality or error regarding the firewall.



Figure 3.14 : Manage the Counter Service

3.1.3 MULTIMEDIA AND VIDEO MAKING

A trainee need to assist the staff in everything related to designing of the Book, Card, Slide Presentation, Banner and Bunting. The task also includes the Video Making. Firstly, the trainee required to design the birthday and pension card for back up events. Plus, the need to design the presentation slide and find the image of each presenter of the programme in order to put in the slide presentation. Besides, A trainee assist the staff in completing bunting and banner for the Corporate Social Responsibility (CSR) “Satu rumah, Satu peti pos” at Kuala Kangsar programme by editing design and information by using Photoshop. Plus, the trainee required to edit the book programme according to staff instruction that need to change and design the slide for this programme. In addition, all information and slide that need to be prepare and distribute to SUK need to be keeping one pendrive and labelled it. In addition, the trainee need to go outside in order to find and purchase the accessory for hardware for the programme “Pemukiman YAB Menteri Besar Perak Darul Ridzuan bersama Pegawai Kerajaan Negeri dan Persekutuan Perak”. After all the printing of book programme has been done that need to be fold to distribute to the Perak State Secretary’s Office. Furthermore, I need to create a video of the CSR programme and publish to the Youtube for public view. Besides, I’m also design a birthday card and pension card in case the organization required to use in later ahead.

JABATAN PERDANA MENTERI



Figure 3.15 : Book Programme of Corporate Social responsibility (CSR) “Satu Rumah, Satu Peti Pos”

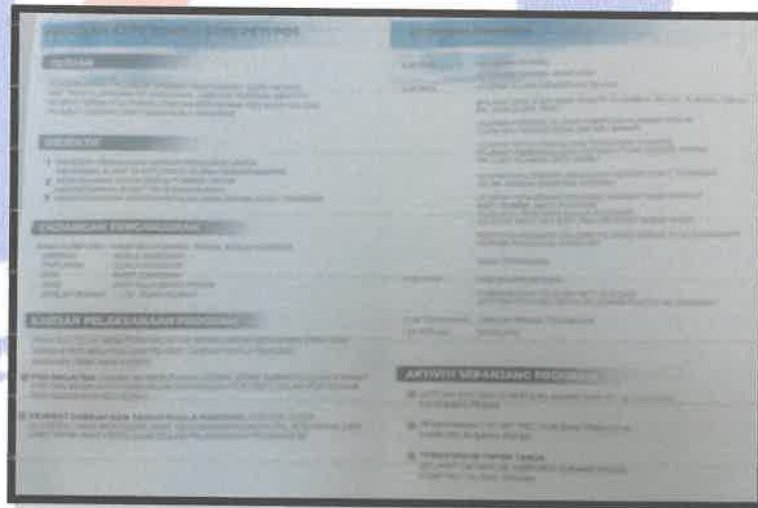


Figure 3.16: : Content of Book Programme Corporate Social responsibility (CSR) “Satu Rumah, Satu Peti Pos”



Figure 3.17: Bunting Corporate Social Responsibility (CSR) "Satu Rumah, Satu Peti Pos"



Figure 3.18 : Banner Corporate Social Responsibility (CSR) "Satu Rumah, Satu Peti Pos"

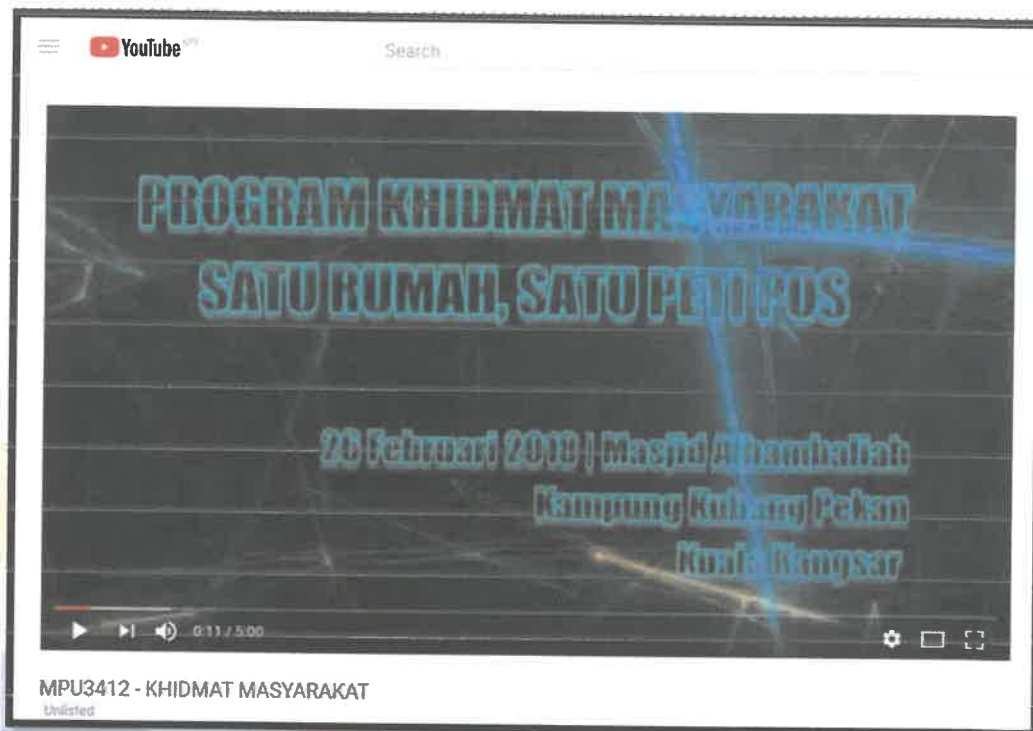


Figure 3.19 : Video Corporate Social Responsibility (CSR) “Satu Rumah, Satu Peti Pos”

A trainee also need actively participate to assist in designing the programme book of Permukiman YAB Menteri Besar Perak Darul Ridzuan bersama Pegawai Kerajaan Negeri dan Persekutuan Negeri Perak. So, the meeting was held to focus on the brainstorming and exchange the views to get different idea on producing the book design especially related to content, format, font, graphic and many more. The meeting keep being held as there a lot of new update and change especially on how to simplify the book content so the reader of the book do not get confused and easier comprehend the report. The design of the book also being discuss to get the basic concept of the book so it easy the process of producing the book like adding the statistic to make it interesting and corporate look. The error in spelling also analyse and check during the meeting in order to avoid misspelling of each word. All these need to be precise because of the reader perception is crucial especially the misspelling the word reflect the professionalism which are critical to government

image. A trainee always need to typing, print and Photostat several times the draft of the book design that required the top management to check the latest progressing of the programme book. One of a trainee task is to assist the staff in design especially in using a creative infographic for the programme book. The design includes the content keep changing which caused the making of the book report take a longer time that it should be. The approximately it required 2 month to complete in produced the book which come to last step is printing.



Figure 3.20 : Book of Permukiman : YAB Menteri Besar Perak Darul Ridzuan bersama Pegawai

Kerajaan Negeri dan Persekutuan Negeri Perak

3.1.4 VIDEOGRAPHER AND PHOTOGRAPHER

A trainee task also to participate “Penyerahan Bangunan Pejabat Daerah dan Tanah Bagan Dato” Event at the where a trainee been assigned as a videographer to record every moment of the speech

and ongoing programme. The reason that need to record the video in order to create a corporate video. Naturally, a trainee need to participate in “Majlis Projek Infrastruktur Awam (PIA)” and “Projek infrastruktur Asas (PIAS)” collaboration between ICU Perak and Kerian district rural development where a trainee need to assist staff to manage the voting project session and be the photographer hroughout the whole day. Besides, the trainer need to take picture for the “Hebatkan Negaraku” Programme was held on 5 May 2018 on Saturday which located at Konvensyen Sungai Siput. The Barisan Nasional (BN) to manifest for the 14th General Election (GE-14). Political figures that were present in the “Majlis Hebatkan Negaraku” event were Menteri Besar and State BN chairman Datuk Seri Dr Zambry Abd Kadir. Besides, Its deputy and also the senior state executive councilor, Datuk Saarani Mohamad and includes MIC deputy president, Sungai Siput MP Datuk Seri S K Devamany. The Head of the Treasury Women who is also Jalong state assemblyman Datuk Tan Lian Hoe also present and also Sungai Siput Umno division leader who is also the Lintang State Assemblyman Datuk Zolkafly Harun.

The trainee task is to be the photographer again to capture the moment where every individual form a teamwork together combining the effort in making the Bubur Lambuk to be distribute to people for Ramadhan month. Plus, the Programme of Tazkirah Session 3 where a trainee need again to capture the picture of the environmental surrounding of the event for the record image programme. Since every meeting take place usually have a back up Information Technology staff in case any problem arise from the technical part. Therefore, the It staff includes trainee will participate in meeting to handle on the technical part of the meeting. Another task of a trainee is to photograph the “Sesi Penerangan Sistem E-Khas Kepada ahli Parlimen” meeting that participated by the Political figure form new government where later need to put in the public folder of the organization for the record. The IT staff also need to prepare and ensure all the equipment that required is in a good condition before the start of the meeting such as preparation regarding the computer, microphone, Camera and slide presentation.



Figure 3.21 : “Majlis Hebatkan Negeraku” Programme



Figure 3.22 : Photograph moment for the Gotong – Royong Bubur Lambuk Programme

3.1.5 INSTALLATION, NETWORKING AND MAINTANANCE

In the technical part where a trainee need assist staff in troubleshooting the problem that faced by internal staff of organization regarding connection, port, switch, connection and many more. Sometime, IT staff need to stay in the meeting room as a backup staff where IT staff need to handle the equipment problem such as computer, BMU and so on. Plus, the staff has a problem regarding the line connection where their job stuck due to unable to connect with the internet which A trainee and staff responsible to determine the actual problem and solve it on the spot. This where we need to check the switch, main port, table port and cable in order to know the exactly problem. Besides, the troubleshooting the printer where the printer cannot scan and printing. Plus, other task is to format computer that required to format computer usually a computer need to format before using in the programme. A trainee once encounter a personal computer staff was attacking by a ransomware virus which need a trainee to format the computer.

Besides, a trainee task is installation software for each computer that need to be install with the new driver such as the new printer. Furthermore, assist in setting up the War room for Election day -14. The layout need to be discuss where the appropriate location to put the computer, printer and all the information that need to be display because the space is limited. The picture of all representatives need to organize in same style and organize manner according their duty. This is in order every staff can work effective and better in communication. Plus, other task is to organize all the network connection on pictures of political figures from each parties for the upcoming PRU14. In addition, a trainee cutting all pictures, information and label of each contesting area to be paste in the War room. In addition, setting up the war room with complete equipment includes ensure the room is functional, organized and secure by checking all equipment and network whether it is functioning or compatible with the equipment including the material that required in the war room.

All computer need to be format in order to ensure the hardware can function well to prevent problem were arise in the actual day.



Figure 3.23 : : BMU problem



Figure 3.24 : : Formatting organization computer

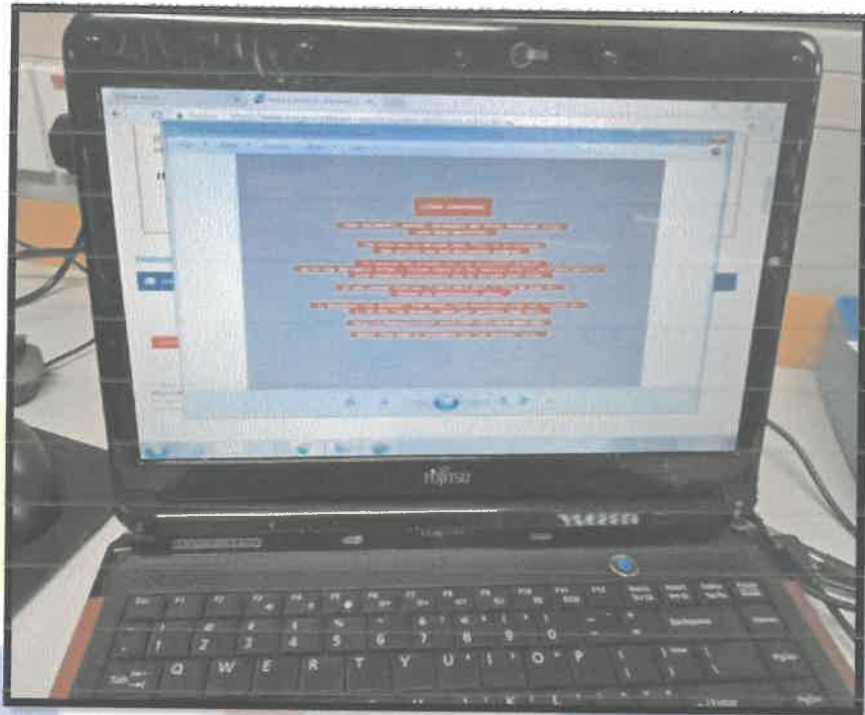


Figure 3.25 : : Formatting the personal computer ICU Perak staff that was attacked by Virus Ransomware



Figure 3.26 : Computer Maintenance



Figure 3.27 : Setting up display image of the political figure in the War room for Election day – 14



Figure 3.28 : All image that need to be cut to be display at War room

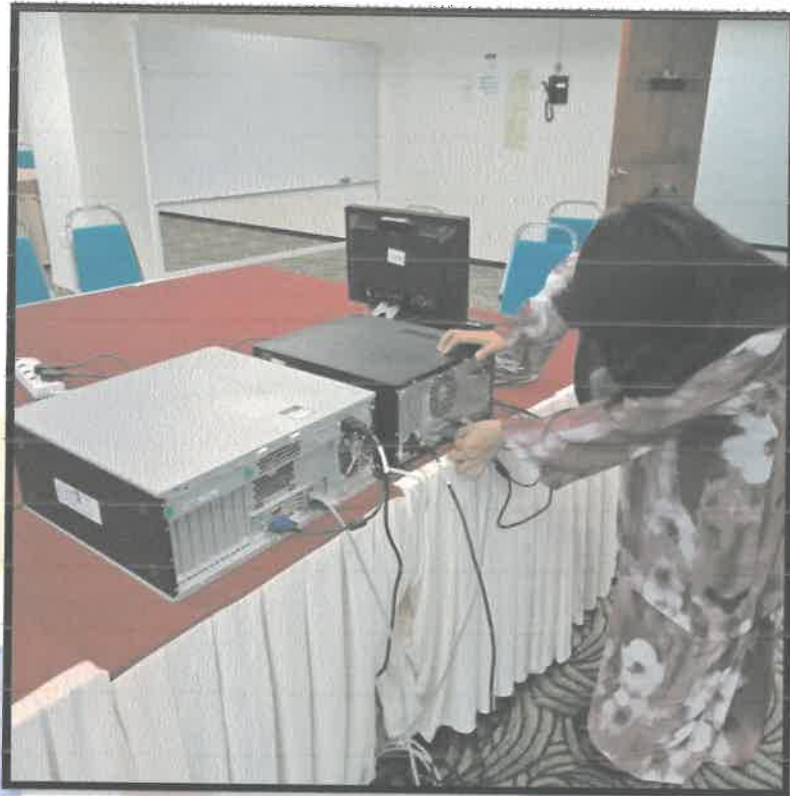


Figure 3.29 : Setting up all equipment in the War room

3.1.6 CREATING WEBSITE

A trainee task as a special project for industrial training is creating an official website for ICU Perak by using Joomla. The current website is using old version of Joomla 1.5. Therefore, a trainee need to create website I using a new version of Joomla 3.8.8 in order to ensure the functionality and compatibility technology nowadays. The website must following the correct feature, standard procedure and requirement in order to ensure the website operate and has actively responsive web design. Plus, website interface criteria must include the navigation, functionality, site performance, content, online transparency, design, information and others are complete according to set Government Website standard by Unit Pemodenan Tadbiran Dan Perancangan Pengurusan Malaysia (MAMPU).

3.2 DEVELOPMENT OF PUBLIC SECTOR AGENCY WEBSITE DEVELOPMENT (SPECIAL PROJECT)

3.2.1 COMPANY BACKGROUND

Implementation Coordination unit (ICU Perak) is a unit under The Prime Minister's Department (JPM). ICU Perak main business is to coordinate, monitor and evaluate the implementation and outcome Programme and Project Malaysia Five-Year Development Plan (RMLT). Besides, the organization function is to manage, implementation and monitoring the allocation of Prime Minister Program and Special Projects. This also includes coordinate, monitor and evaluate programs and projects for People's Welfare. ICU Perak under JPM is aimed is plan, formulate and coordinate all policies and goals for the state. Plus, the implementation of governmental policies to provide is determine all matters in the field of administration, finance, service, service, ceremonies and overall departments and conference management organized by the Malaysian government implemented according to the rules set out from time to time.

3.2.2 NAME OF SPECIAL PROJECT

Website of ICU Perak

3.2.3 SUMMARY ABOUT THE WEBSITE

The current official website for ICU Perak is using old version of Joomla 1.5. Therefore, the trainee need to create website the trainee using a new version of Joomla 3.8.0 in order to ensure the

functionality and compatibility technology nowadays. The website must following the correct feature, standard procedure and requirement in order to ensure the website operate and has actively responsive web design. Plus, website interface criteria must include the navigation, functionality, site performance, content, online transparency, design, information and others are complete according to set Government Website standard by Unit Pemodenan Tadbiran Dan Perancangan Pengurusan Malaysia (MAMPU). The website

3.2.4 PROBLEM STATEMENT

Every government of ICU Unit has an official website that represent one state in Malaysia. The current website is using old version of Joomla 1.5. The website do not have personality, spicing up the language, the media and the visual layout. Plus, the problem lies on the button and the functionality which some are not function. The design is quite outdated which need to follow the trend. The compatibility is one of the problem that arise since the website using old version.



Figure 3.30 : Official Website of ICU Perak Joomla version 1.5

3.2.5 OBJECTIVE SYSTEM

The objectives of website are:

- Perak will increase the credibility of the organization
- Customer is well inform all information regarding the organization
- ICU Perak always accessible and improve customer service especially to customer

3.2.6 SCOPE WEBSITE

The trainee task as a special project for industrial training is creating an official website for ICU Perak by using Joomla. The current website is using old version of Joomla 1.5. Therefore, a trainee need to create website I using a new version of Joomla 3.8.8 in order to ensure the functionality and compatibility technology nowadays. The website must following the correct feature, standard procedure and requirement in order to ensure the website operate and has actively responsive web design. Plus, website scope has the navigation, functionality, site performance, content, online transparency, design, information and others are complete according to set Government Website standard by Unit Pemodenan Tadbiran Dan Perancangan Pengurusan Malaysia (MAMPU). The website has a feedback facility and content Language Facility for Malay and English which easy for people to understand. Plus, this includes the popular topic accessibility which targeting the target group which more convenience to informed the latest information and service. The advanced search engine includes the main basics of the agency and organization customer charter. The privacy and security policies with all Link to myGovernment Portal make the user easy and convenient in visit the website.

3.2.7 USER TARGET

The user target of the website is for the community especially for the community that lives at Perak. This because the owner of this website is ICU Perak. Each ICU Unit represent states has one website of their own.

3.2.8 TOOLS USED FOR DEVELOPMENT

All software and hardware which the company used to develop of the project website on time with the requirement that has been given.

Table 3.1 : Hardware requirement

No	Hardware	Description
1	ACER Monitor 17.5" (White)	<ul style="list-style-type: none"> • 21.5-inch Acer G215HV Widescreen LCD Monitor General Features: Black color • 21.5-inch widescreen LCD display 1920 x 1080 maximum resolution 16:9 aspect ratio • 0.248 mm pixel pitch 200 cd/m2 brightness 5,000:1 dynamic contrast ratio • 600:1 native contrast ratio 5 ms response time 90 horizontal viewing angle
2	ACER CPU	<ul style="list-style-type: none"> • The 6620G series is capable of housing a third-generation (Ivy Bridge) Core i7 CPU, but can also be fitted with a cheaper processor.

		<ul style="list-style-type: none"> Acer has added 2 GB of memory to the system, which can be expanded to up to 16 GB.
3	Mouse	<ul style="list-style-type: none"> Logitech M310 Wireless Mouse
4	Keyboard	<ul style="list-style-type: none"> USB Port standard keyboard with 107 keycaps Made by all ABS materials with sleek edgeless design. Ergonomic design User Friendly

Table 3.2 : Software Requirement

No	Software	Description
1	Google Chrome	<p>The google chrome is a web browser which available for Windows, Mac OS X, Linux Android and many more.</p> <p>Chrome was developed by Google in 2008 which is one of the popular web browser.</p>
2	Mozilla Firefox	<p>Mozilla Firefox is a one of the web browser gives users a simple interface and fast for user. Firefox also one of the popular web browser that people use.</p>
3	Microsoft window 10	<p>Microsoft Window 10 is the latest windows that are convenient to user as it keep improve the interacting of the computer compared before</p>
4	Microsoft Office Professional	<p>The Microsoft Office package with the Microsoft Word, Excel, Access, PowerPoint and many more. Each types of</p>

		Microsoft has a different purposes which suitable for user requirement.
6	HTML	HTML is a HyperText Markup Language which is a markup language that web browsers use to interpret images, and other material into web pages.
8	Java Script	JavaScript is the programming language of HTML and the Web.
9.	Joomla	Joomla has many version which used to develop a website

3.2.9 PROJECT FEASIBILITY

A website is represent the organization professional image which is an effective way of inform to new information, news, services in order for community know about new products, new programme and event or tender offered. Plus, website enables the organization to share information on the website across geographical limitation where the information can be received to many other networks and to wider people.

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3.2.10 ECONOMIC FEASIBILITY

Economic feasibility which the expense cost are considerate affordable by details the cost involve to develop the website. The cost is free which give benefits to target user. The limitation also is taken into consideration in order to prepare to operate the website. Plus, the schedule are properly arrange in order to measure the time for developing the websit in order to measure the progress of website following the right track of time according to the timelines given.

3.2.11 TECHNICAL FEASIBILITY

Technical feasibility is where the hardware and software are available and easy to find and access by developer. The project will be expensive if some mistakes can be made. In the next section which the project launch and planning process is briefly reviewed. Many ways for assessing project possibility are then described. This includes the evaluation requirements for hardware use a laptop, mouse and so on.

3.2.12 SIGNIFICANT OF THE PROJECT

The trainee task as a special project for industrial training is creating an official website for ICU Perak by using Joomla. The current website is using old version of Joomla 1.5. Therefore, a trainee need to create website the trainee using a new version of Joomla 3.8.8 in order to ensure the functionality and compatibility technology nowadays. The website must following the correct feature, standard procedure and requirement in order to ensure the website operate and has actively responsive web design. Plus, website interface criteria must include the navigation, functionality, site performance, content, online transparency, design, information and others are complete according to set Government Website standard by Unit Pemodenan Tadbiran Dan Perancangan Pengurusan Malaysia (MAMPU). Plus, it is easier for customer to give question and receive feedback regarding what they want to know. User friendly website which convenient to users as the target user. Website absolutely can save time

3.2.13 METHADODOLOGY

System Development Methodology is a standard process followed in an organization to conduct all the steps necessary to analyze, design, implement, and maintain information systems. There are phases in the system or what we call PADIM (Planning, Analysis, Design, Implementation, and Maintenance).

3.2.14 PLANNING

The trainee task as a special project for industrial training is creating an official website for ICU Perak by using Joomla. The current website is using old version of Joomla 1.5. Therefore, a trainee need to create website the trainee using a new version of Joomla 3.8.8 in order to ensure the functionality and compatibility technology nowadays. The website must following the correct feature, standard procedure and requirement in order to ensure the website operate and has actively responsive web design which the trainee search for any information on the old version of website. Plus, website interface following the standard from Unit Pemodenan Tadbiran Dan Perancangan Pengurusan Malaysia (MAMPU regarding the navigation, functionality, site performance, content, online transparency, design, information and others.

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3.2.15 ANALYSIS

Actually with the analysis method we can identify if the system can give more benefits in present and future time. Not only that with this method we will determine the functions, errors and reconstruction of the system before it is produced and being used by the user.

3.2.16 DESIGN

The website interface must include the navigation, functionality, site performance, content, online transparency, design, information and others are complete according to set Government Website standard by Unit Pemodenan Tadbiran Dan Perancangan Pengurusan Malaysia (MAMPU).

3.2.17 ANALYZE A CURRENT SYSTEM (EXISTING)

The current website is using old version of Joomla 1.5. Therefore, a trainee need to create website I using a new version of Joomla 3.8.8 in order to ensure the functionality and compatibility technology nowadays. The website must following the correct feature, standard procedure and requirement in order to ensure the website operate and has actively responsive web design. Plus, website interface criteria must include the navigation, functionality, site performance, content, online transparency, design, information and others are complete according to set Government Website standard by Unit Pemodenan Tadbiran Dan Perancangan Pengurusan Malaysia (MAMPU).

3.2.18 DISCUSS A WEBSITE PROPOSED

The trainee task as a special project for industrial training is creating an official website for ICU Perak by using Joomla. The current website is using old version of Joomla 1.5. Therefore, a trainee need to create website the trainee using a new version of Joomla 3.8.8 in order to ensure the functionality and compatibility technology nowadays. The website must following the correct feature, standard procedure and requirement in order to ensure the website operate and has actively responsive web design.

3.2.19 CONTEXT DIAGRAM

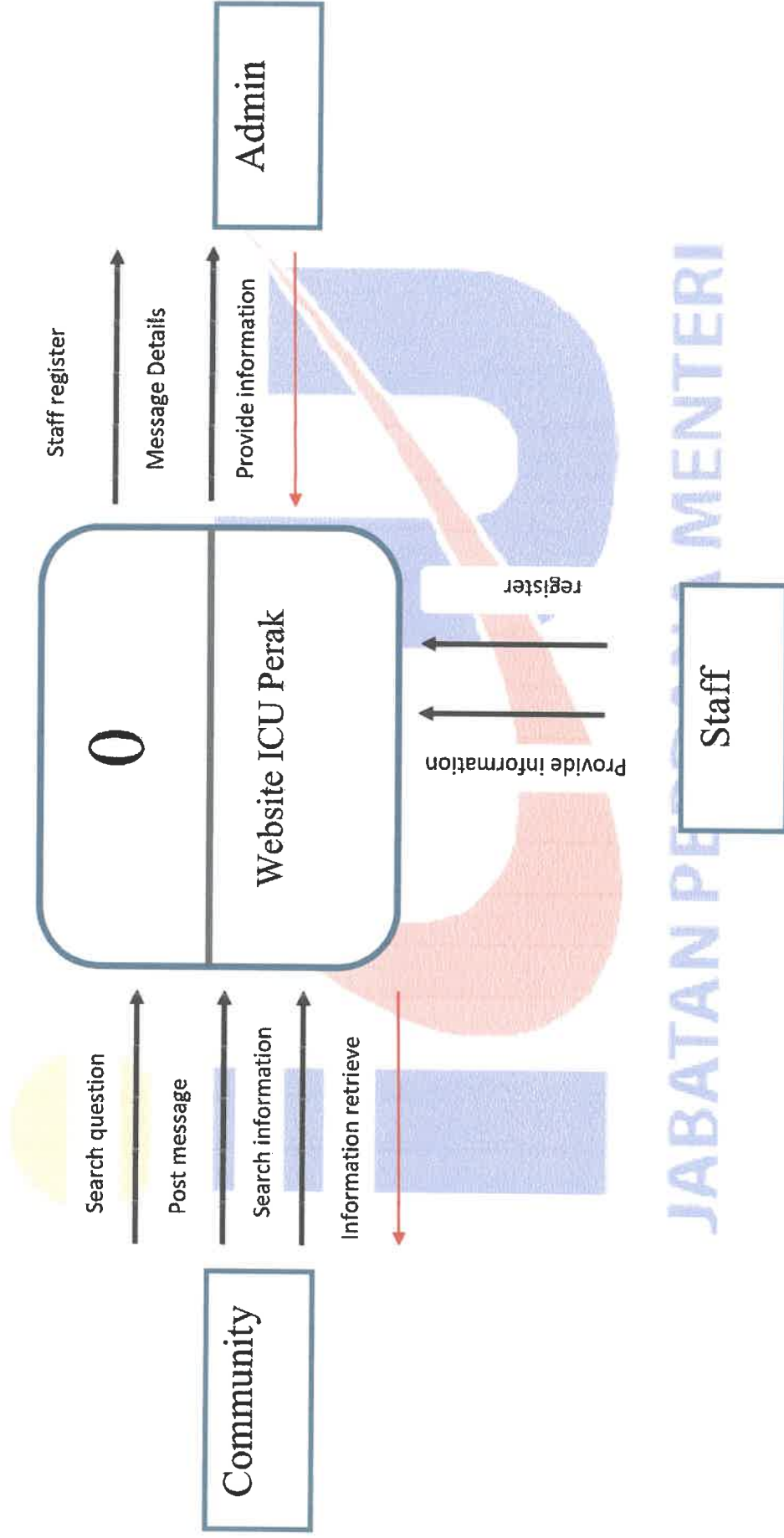


Figure 3.31 : Website ICU Perak

3.2.20 DATA FLOW DIAGRAM (DFD)

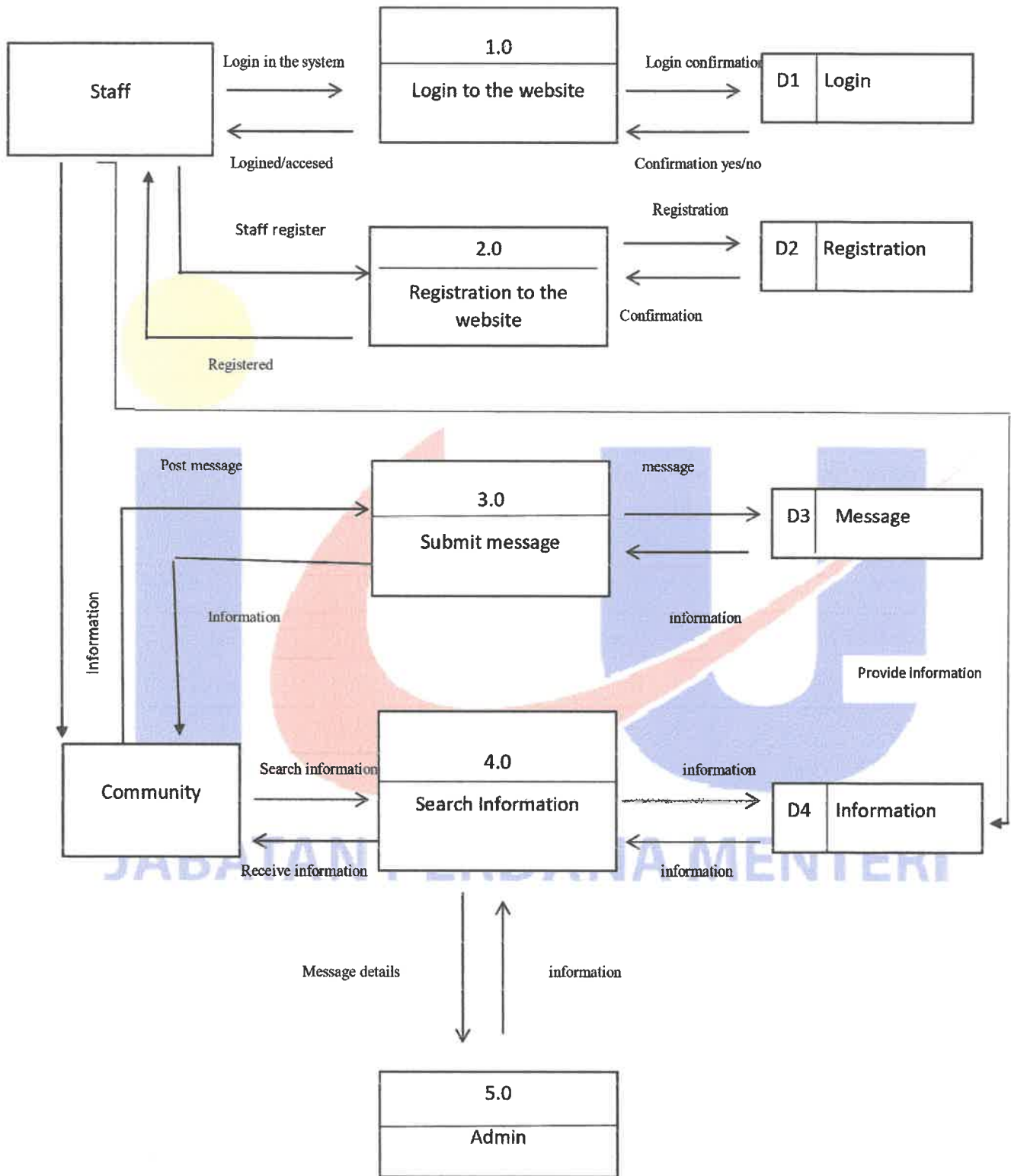


Figure 3.32 : Website ICU Perak

3.2.21 ENTITY RELATIONSHIP DIAGRAM (ERD)



Figure 3.33 : Entity Relationship Diagram (ERD) website

3.2.22 INTERFACE DESIGN

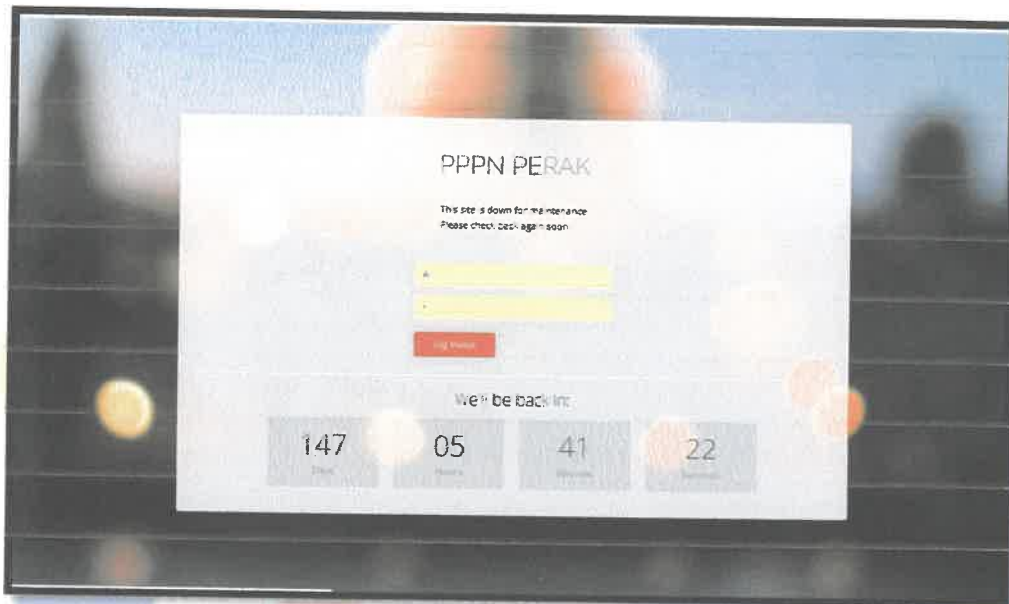


Figure 3.34 :Login Interface website

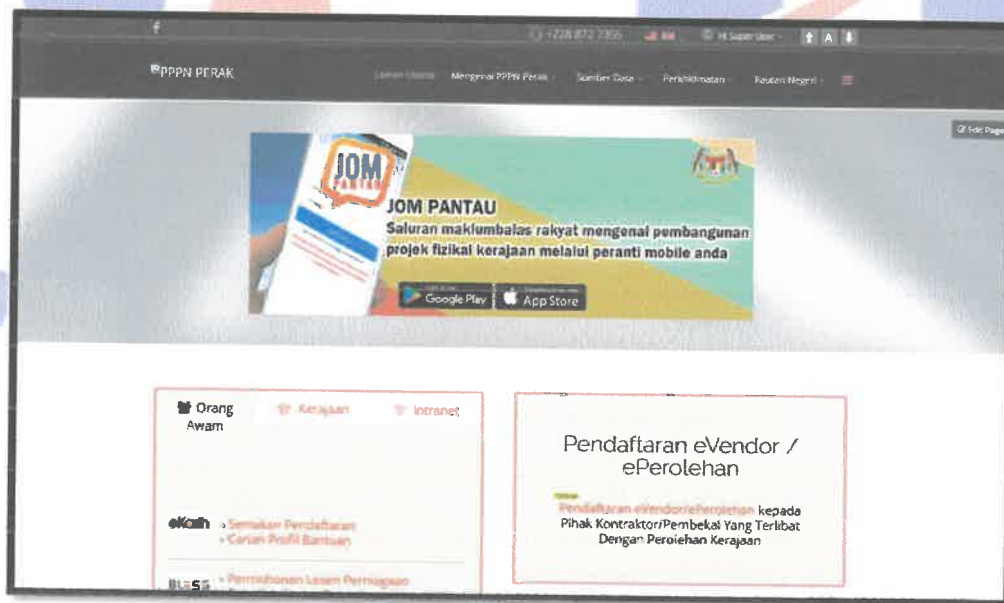


Figure 3.35 : Interface website

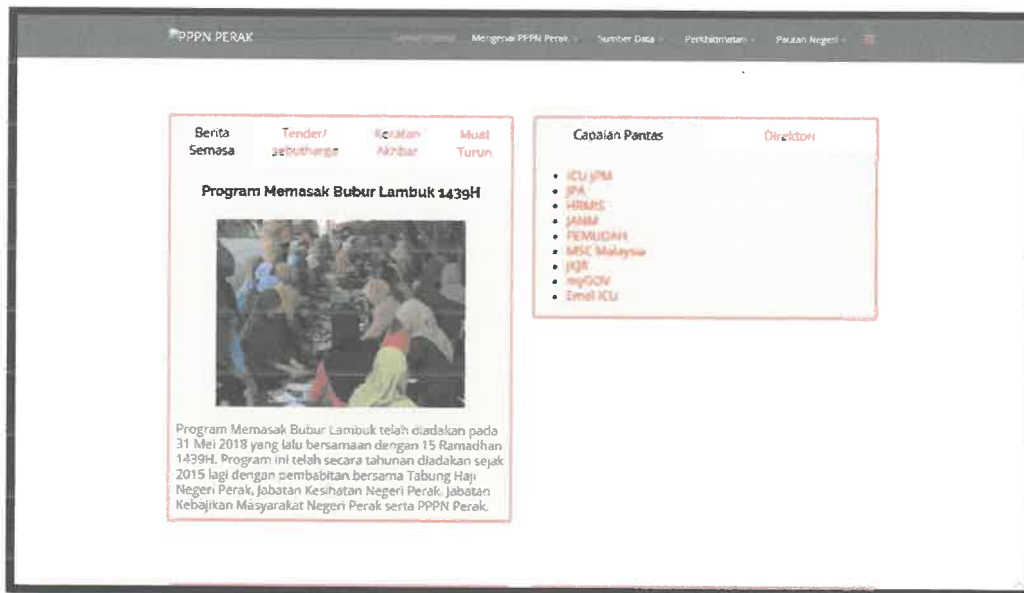


Figure 3.36 : Interface website

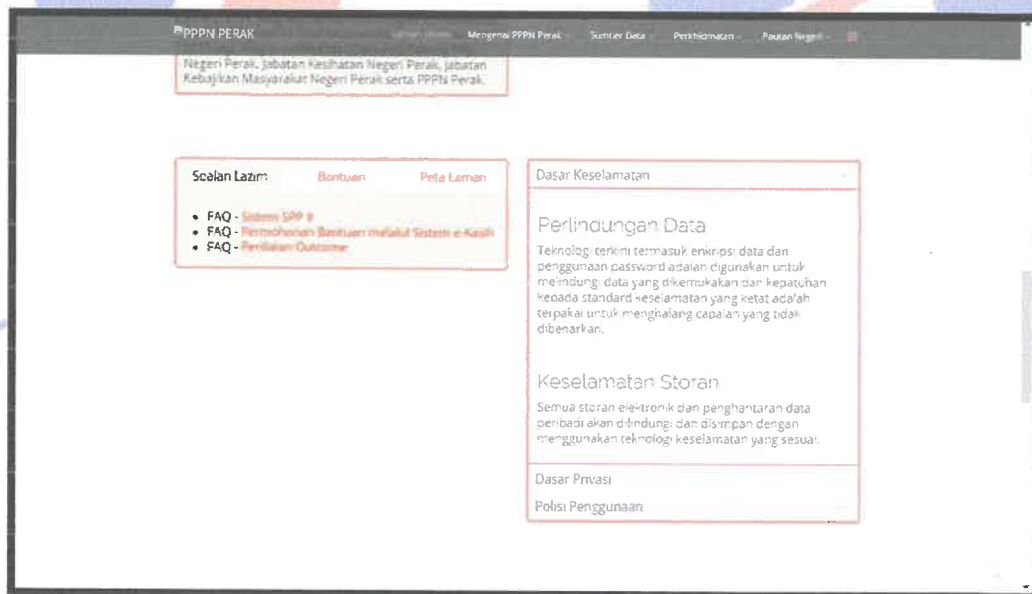


Figure 3.37 : Interface website

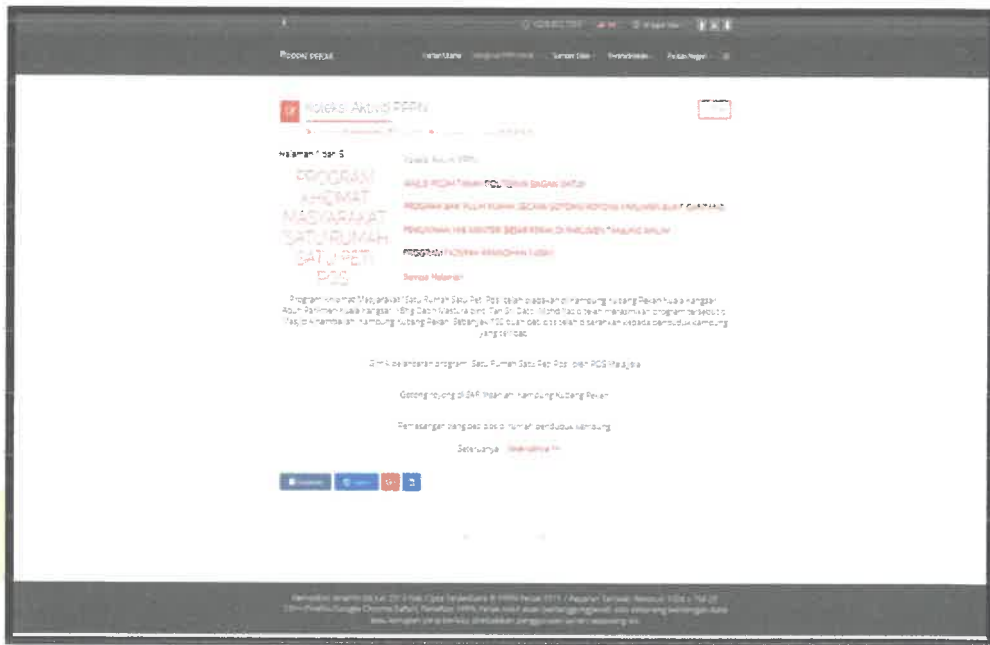


Figure 3.40 : Interface website pages

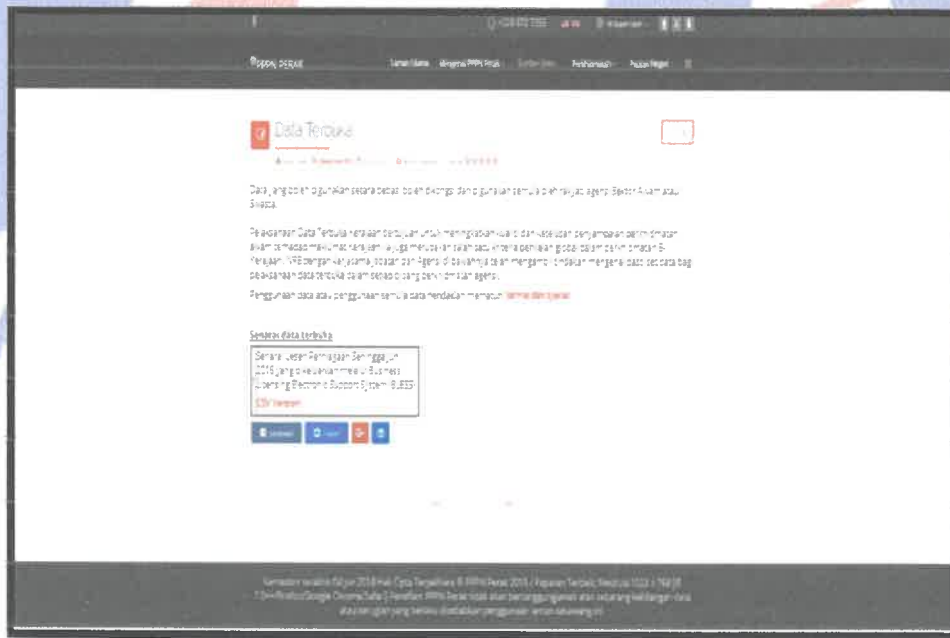
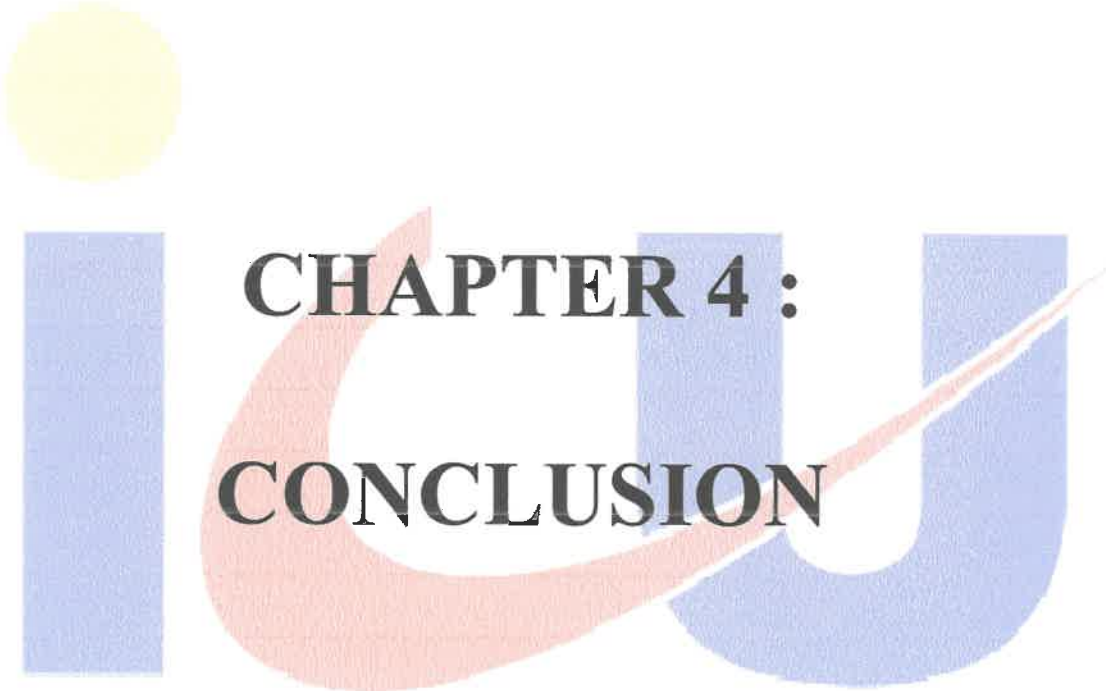


Figure 3.41: Interface website pages 2



CHAPTER 4 :
CONCLUSION

JABATAN PERDANA MENTERI

CHAPTER 4 : CONCLUSION

4.1 APPLICATION OF KNOWLEDGE, SKILL AND EXPERIENCE IN MULTITASKING TASK

Industrial training absolutely gave an opportunity to student in gained a plenty knowledge and experience required to advances for their future career which expose the real life working environment. Therefore, student should treat this opportunity with gratitude and passionate every each day to the fullest. The actual view regarding the working environment is totally different from one imagine which learning in university is very contrast to working atmosphere however student can implement the knowledge that gained during learning session and each syllabus plat their own roles that required us to learned it. The purpose of having Industrial training absolutely beneficial to student which the experience help in develop our goal of life working and also can exposed to our interest and own potential in order to evaluate which path we want to go from the confidence that build from having the practical industry. Appreciate and grateful to the Federal Development of Perak Office for accepting the trainee application as student practical and gave a lot of benefits to the trainee.

➤ MANAGERIAL SKILL

Industrial training show the importance of the time management where each task need to be complete in the short period of time. For example, completing each task given to staff example the book making of the Permukiman Yab Menteri Besar Negeri Perak bersama Pegawai Kerajaan Negeri dan Persekutuan Negeri. Every task are progressing in fast pace which train all information technology staff to moves faster in completing their task since all their task involving technology, component and facilities that required fast solving problem. For example, the preparation of the facilities and component of the meeting room must be working

without any error. If there any problem arise during the meeting relating to facilities or any component, people will query and rely IT staff ability to solve fast because the meeting is still in order which could disrupt the flow of the meeting. The industrial training also increase the understanding of the student regarding what has they know in term of the flow or the process. All these the trainee learnt from Extension Services for Information agencies. Besides, decision making in every task the trainee cause the trainee to understand that wrong decision making actually teach people lesson since the trainee have experience in making mistake where the trainee can better in choosing a better decision or solution in the future ahead. Somehow, the experience made the trainee a mature person in thinking and decision making. The improving skill in problem solving especially in develop the trainee special project where need to explore and solve a problem in case there an error in the process.

➤ **INTERPERSONAL SKILL**

The experience of the Industrial training is very essential to the future career which the trainee want to highlight the communication skill which need especially working environment. The increasing of the communication level eventually will grow the motivation for me to work together with colleague. For example, customer service which is one of the trainee duty which the need to assist staff in receiving customer by guide and answer all customers question that visit ICU Perak. Sometimes, trainee need to stay at the customer counter to back up staff in case they unavailable at that moment due to other task. Every day, the trainee daily routine which is A trainee need to manage phone call service from internal and external organization by answering all the question that they required and others. Once in a while, the trainee required to deliver the parcel envelope to other unit. Plus, the trainee task is to transfer all images programme in the memory card to the computer and organize it according to the date off programme and the title. Besides, other duty is to monitor any person whether the vendor or

representative from other company come to the organization that enter the server room for example, representative from Bitgroup to carry out his duty to check and collect by capture the data to be sent to their analyst to inspect abnormality or error regarding the firewall. All these related to Database Application for Information Management and Data center.

A trainee task also to participate “Penyerahan Bangunan Pejabat Daerah dan Tanah Bagan Dato” Event at the where a trainee been assigned as a videographer to record every moment of the speech and ongoing programme. The reason that need to record the video in order to create a corporate video. Naturally, a trainee need to participate in “Majlis Projek Infrastruktur Awam (PIA)” and “Projek infrastruktur Asas (PIAS)” collaboration between ICU Perak and Kerian district rural development where a trainee need to assist staff to manage the voting project session and be the photographer throughout the whole day. All these the trainee learnt from Introduction to Web Content Management & Design Besides, the trainer need to take picture for the “Hebatkan Negaraku” Programme was held on 5 May 2018 on Saturday which located at Konvensyen Sungai Siput. The Barisan Nasional (BN) to manifest for the 14th General Election (GE-14). A lot of political figures that were present in the “Majlis Hebatkan Negaraku” eventis very hectic and happening.

The trainee task is to be the photographer again to capture the moment where every individual form a teamwork together combining the effort in making the Bubur Lambuk to be distribute to people for Ramadhan month. Plus, the Programme of Tazkirah Session 3 where a trainee need again to capture the picture of the environmental surrounding of the event for the record image programme. Since every meeting take place usually have a back up Information Technology staff in case any problem arise from the technical part. Besides that, the It staff includes trainee will participate in meeting to handle on the technical part of the meeting. Another task of a trainee is to photograph the “Sesi Penerangan Sistem E-Khas Kepada ahli Parlimen” meeting that participated by the Political figure form new government where later

need to put in the public folder of the organization for the record. The IT staff also need to prepare and ensure all the equipment that required is in a good condition before the start of the meeting such as preparation regarding the computer, microphone, Camera and slide presentation. All these the trainee learnt from the subject of Basic Web Design and Content Management. In addition, all the programme that the trainee participate which the organization is the organizer which the trainee need to assist all staff in handling the programme. The trainee implement what has been learnt from the Information system interaction and consultation to complete the task.

The trainee need to assist the staff in everything related to designing of the Book, Card, Slide Presentation, Banner and Bunting. The task also includes the Video Making. Firstly, the trainee required to design the birthday and pension card for back up events. Plus, the need to design the presentation slide and find the image of each presenter of the programme in order to put in the slide presentation. The Electronic publishing subject teach student in the multimedia which actually help student a lot in implement the skill that has been learn from the university. Besides, the trainee assist the staff in completing bunting and banner for the Corporate Social Responsibility (CSR) "Satu rumah, Satu peti pos" at Kuala Kangsar programme by editing design and information by using Photoshop. Plus, the trainee required to edit the book programme according to staff instruction that need to change and design the slide for this programme. In addition, all information and slide that need to be prepare and distribute to SUK need to be keeping one pendrive and labelled it. In addition, the trainee need to go outside in order to find and purchase the accessory for hardware for the programme "Pemukiman YAB Menteri Besar Perak Darul Ridzuan bersama Pegawai Kerajaan Negeri dan Persekutuan Perak". After all the printing of book programme has been done that need to be fold to distribute to the Perak State Secretary's Office. Furthermore, the trainee need to create a video of the

CSR programme and publish to the Youtube for public view. Besides, the trainee also design a birthday card and pension card in case the organization required to use in later ahead.

The trainee also involve in the technical part where a trainee need assist staff in troubleshooting the problem that faced by internal staff of organization regarding connection, port, switch, connection and many more. Sometime, IT staff need to stay in the meeting room as a backup staff where IT staff need to handle the equipment problem such as computer, BMU and so on. The trainee need to check the switch, main port, table port and cable in order to know the exactly problem. Besides, the troubleshooting the printer where the printer cannot scan and printing. Plus, other task is to format computer that required to format computer usually a computer need to format before using in the programme. Besides, a trainee task is installation software for each computer that need to be install with the new driver such as the new printer. The trainee has learnt before in subject Support Service and Maintenance for Information Systems where student learnt the troubleshooting, installation, networking and maintenance.

4.2 PERSONAL THOUGHT AND OPINION

Industrial training absolutely gave an opportunity to student in gained a plenty knowledge and experience required to advances for their future career which expose the real life working environment. Therefore, student should treat this opportunity with gratitude and passionate every each day to the fullest. The actual view regarding the working environment is totally different from one imagine which learning in university is very contrast to working atmosphere however student can implement the knowledge that gained during learning session and each syllabus plat their own roles that required us to learned it. The purpose of having Industrial training absolutely beneficial to student which the experience help in develop our goal of life working and also can exposed to our interest and own potential in order to evaluate which path

we want to go from the confidence that build from having the practical industry. Appreciate and grateful to the Federal Development of Perak Office for accepting my application as student practical and gave a lot of benefits to me. There a lot of reason why the trainee thankful does my training here because various factors.

➤ **INDIVIDUAL**

The trainee feel that the organization training that has been chosen is really suitable to undergo the industrial training because all staff of ICU Perak is very friend and happening. The process of completing each task and activities of the training become easier because of the assistance and the guidance from all professional staff in the organization. They are very cooperative and easy to communicate whenever the trainee face some confusion regarding the task given eventually, strengthen connection between all staff and the trainee. Every information that the trainee required regarding the task will always had an answer form the staff. Every staff has their own charisma and having a good personality includes very supportive toward the trainee especially in training and teaching the trainee. The trainee is very grateful to the opportunity that has been given where student can meet professional leader, team member and colleague.

The appreciation for the faculty for equip student with a mature mind which resulted the trainee well prepared and not shock over the big difference between the study and working environment. Plus, the knowledge and skill that essential to student when undergo their industrial training.

➤ **TEAMWORK**

People is essential as it influence the flow of work in the organization. The trainee thought that the teamwork in ICU Perak is very good where teamwork refer to individual working together

commit their responsibility to achieve success in task effective and efficiently. The professionalism and teamwork is a top notch that can be seen by the trainee throughout the industrial training. Staff always work together as a teamwork in completing their task and always back up each other in term of do the job which proving the strength of their bonding and trust in the organization. The trainee feel that their commitment and passion in work is something that can be proud by their organization. Eventually, this increase the productivity in performance that contribute to the flexibility, effective and efficient work. Besides, the trust between staff in taking appropriate action and decision regarding each task that has been delegates to each staff of IT unit is very motivated staff. The capability in communication skill and teamwork naturally give inspiration and example of professional to the trainee.

➤ **LEADERSHIP**

Leader play important roles in each organization and act as realize the mission and goal of the organization. From the trainee perspectives, leader must know the meaning of hardship in order for them to understand people situation, position and so on. This in order for easy the leader to guide properly the staff in do a well done job. The trainee thought that the leader of the ICU Perak is very good in term of leadership especially when it comes to the interaction and communication between their staff. The ICU Perak show the trainee the example of leader and how should the leader in order to be recognize, respect and willingly follow by all staff. This because each management has a different way of approaches however the leadership is crucial which can influence staff behaviour and performances. A good leader make the trainee feel appreciated and more motivated in completing their task. The leadership of ICU Perak is good at initiate action and providing guidance to ensure the motivation, morale and work environment keep active and increasing the productivity of the job worker.

➤ WORKING ENVIRONMENT

The good working environment make the trainer feel motivated and encourage the positive thinking so the trainer to do a better performance. Other people experience can be our experience if we keep taking a positive thinking when listening to people experience since listening is one of the learning method. The trainer always receive advice regarding the work since people experience teach us the on how to analyse the situation which the right or solution to solve problem. Listening and observation is a skill and knowledge that people gain directly or indirectly by taking it as a lesson learnt in real life environment. Where we can learn knowledge from listening the experience from other staff which can show the differences between new younger and old generation where the oldest staff usually has a lot of experience and knowledge. This can display that the experience can teach us to provide the best solution for each issues that arise in work field. The trainer feel that the culture of ICU Perak is a good to show to student how the real life working experience where everything must be in fast pace and complete especially in IT unit. The interesting thing that trainer thought that staff always assist each other even from different unit which will increase staff job performance and productivity in their work since all staff loves to exchange and share the idea, knowledge and information.

JABATAN PERDANA MENTERI

4.3 LEARN LESSON

The industrial training is a golden opportunity for the students the right exposure to the true nature of the job so that students are not too surprised by the environment and pressures the students will face in the realm of work. Industry training is also a platform to build student self-esteem and improvement oneself in term of character, mind-set, knowledge, skill and ability. Additionally, it is able to train students to handle the stresses of work which make the trainer

more mature in mind set and has a positive thinking especially in decision making. There a lot learnt lesson from this industrial training that very beneficial to the student.

➤ **DICIPLINE**

The trainee need to adapt to the work environment and culture in order to work well together with everyone in the organization. Communication between colleagues and customers help the trainee a lot in communication and social skill. This made the trainee easier in completing every task that has been given as the trainee and colleague have a strong interaction and able to communicate well. Plus, students are not alienated and confident when entering the realm of work. The trainee can maintain the good performance along the industrial training.

➤ **PUNCTUAL**

Each day the trainee required to punch card in order to record the time of entering the office. The trainee able to learn the value of the time. Plus, the trainee able to understand meaning of punctual where each task need to be complete fast on a designed time. However, ICU Perak implement a flexible hour where the staff can choose their rime to work either 8 a.m, 8.30 a.m and 9 a.m which convenient to staff and the trainee especially who lives far away from the company.

➤ **EXPERIENCE**

When students undergo the industrial training eventually will help students in assessing their ability skill and knowledge in manage the task given without causing any problems to the company. Implementation the knowledge in term of practical and theories that has been learn

in university with the aspects in industrial practice places where practicing theoretical and practical knowledge in the field of work will produce a productive workforce and excellent work which increase the credibility and image of the trainee and able to improve work performance. Besides, enhancing existing knowledge with new skill, knowledge, ability, and technology.

➤ **CONFIDENCE**

The industrial training let the trainee participate a lot of programme and event which has a different task as an organizer, participator, videographer and photographer. This where the trainee learn to be confident and control regarding behaviour action, body language and so on in order to complete the task. Each task is very challenging where the trainee need to be anywhere in front of people in order to photograph moment.

4.4 LIMITATION AND RECOMMENDATION

Industrial training is a program that places students into any registered business organization to give exposure to students about the real working environment. The industrial training at ICU Perak many of the things the trainee have learned even though undergoing five month industrial training here can be said briefly. However, there some limitation which need to be change in term of the equipment which Printer hardware need to be change. The organization must choose a good contract of the equipment in the company so staff have no trouble in scanning, photostat and so on that could disrupt their momentum in their job performance. The organization should make sure all equipment are enough and in a good condition. Besides, The unorganized Record room which the organization should create a record filling system to organize all the files

record. Lastly, there is no cafeteria for the staff which need rent the cafeteria to new owner so that all staff can have a breakfast and lunch which can save a lot of time.

4.5 CONCLUSION

Industrial training is a program that places students into any registered business organization to give exposure to students about the real working environment. The industrial training at ICU Perak many of the things the trainee have learned even though undergoing five month industrial training here can be said briefly. This industry training is an important thing because it gives the students the right exposure to the true nature of the job so that students are not too surprised by the environment and pressures the students will face in the realm of work. In addition, this industry training is also a platform to build student self-esteem and personality to cope with the future nature of work. This industry training also gives students the opportunity to be firm about the decisions they have made. Additionally, it is able to train students to handle the stresses of matured work. In conclusion, industrial training is a smart move from the education ministry because there are many positive effects that can shape the behavior of the students and can help students apply all the theories learned into the work done to enhance their understanding of the subjects that have been studied. This program can shape the creative thinking of students in contributing ideas in the workplace and subsequently producing skilled professionals in Information technology especially in their career development.

APPENDICES

APPENDIX C :
APPRECIATION
GIFT



*Appreciation for Dato' Hasim Bin Hj. Hasan, Pegawai Kemajuan Negeri Perak and all staff
Information Technology Unit from the trainee*



Appreciation for Dato' Hasim Bin Hj. Hasan, Pegawai Kemajuan Negeri Perak, Mr. Aiesa Bin Saad and all staff Information Technology Unit from the trainee