

**UNIVERSITI TEKNOLOGI MARA SARAWAK
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES**



**PRACTICAL TRAINING REPORT (ADS667)
KOTA SAMARAHAN MUNICIPAL COUNCIL**

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DECLARATION

I declare that the work in this industry training report was carried out in accordance with the rules and regulations of Universiti Teknologi MARA (UiTM). It is original and is the result of student own work, with the help of organization, lecturer and other references. This industrial training report has not been submitted to any other academic or non-academic institutions for any other qualification. Any form of publishing, copying and so forth is prohibited and requires the consent of the student.

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 INTRODUCTION

In this chapter, the introduction of the organization will be presented. I will explain about the next section which is 1.1 will discuss the background of the company, section 1.2 will described the objectives and section 1.3 will describes company policy. Next is section 1.4 and 1.5 it will present about the mission and vision of the organization. Section 1.6 will describe the organization structure and the 1.7 will described the core business of the organization. Section 1.8 will be about the industrial training objectives and scope. The last part which is 1.9 will discuss about the summary of the chapter.

1.1 BACKGROUND OF THE COMPANY

At first, Kota Samarahan Municipal Council began as a small area located under the Kuching District. Later, the Municipal Council of Kota Samarahan (MPKS) was gazette as a Local Council in Sarawak under the Local Authorities Ordinance Cap. 117 on January 1, 1985. The Municipal Council of Samarahan is a body called the Local Authority, subject to the jurisdiction of the Ministry of National Housing and Local Government. The Municipal Council of the Kota Samarahan exercises the powers conferred by the Local Authority Ordinance and the Local Authority By-Law under its jurisdiction. The locals are subject to the authority of the Local Authorities.

11 November 2016 was a historic day for the locals here when the Samarahan District Council (MDS) was upgraded as the Municipal Council of Samarahan (MPKS). Kota Samarahan Municipal Council is located in the Samarahan district about 30 kilometers from Kuching city. Areas under the control of Kota Samarahan Municipal Council include Asajaya sub-district and Sadong Jaya sub-district. The Chairman of the Council, otherwise known as the Township Mayor, presides over the Municipal Council of the City of Samarahan under the provisions of the Local Authority Ordinance.

Now, the government's vision is to make the Comparison Division a center of research and education in the state that will become an international educational center. This can be seen through several types of education, training and research centers such as Universiti Malaysia Sarawak (Fixed Campus), Universiti Teknologi Mara (UiTM), Tun Abdul Razak Institute of Technology, Samarahan Industrial Training Institute (ILP), Sarawak

Technology Park, and Medical Center Sarawak International (SIMC). All this will one day make Samarahan one of the centers of excellence in education, training and research in Malaysia.

In addition, Kota Samarahan is also a health center as it has a Heart Center, Sarawak General Hospital, a cancer center and a large hospital in the future. Several federal and state departments such as the National Institute of Public Administration (INTAN) of the Sarawak Regional Campus, People's Trust Council of Peat Swamp Research Center, Cocoa Board Research Center, FELCRA Berhad Sarawak Region and Sarawak Land Conservation and Rehabilitation Board (SALCRA) have also set up its headquarters in Here.

Lastly, Kota Samarahan Municipal Council has an area of 593.9 square kilometers. According to the 2000 Census, the total population of Samarahan is (46,966) and Asajaya (28,513) is 75,476. The shape of the terrain in the Samarahan area is flat and mostly consists of lowland or peat. This type of land is ideal for agricultural activities and this is where the IADA project is carried out. Among the commodities produced are sweet citrus, coconut, palm oil and pineapple. There are also popular cash crops such as rice paddy, watermelon, sweet corn and vegetables. There is also an industrial area (Samarahan Industrial Zone) located next to Kampung Tanjung Bundong. The area of Samarahan Industrial Zone is 62,213 hectares.



Figure 1.1 Administration of Kota Samarahan Municipal Council Website
(Source: <https://mpks.sarawak.gov.my>)

1.2 OBJECTIVE

Kota Samarahan Municipal Council objective is to improving workplace environment, improving the quality of work and productivity all citizens of samarahan municipal council. Besides that to reducing waste of resources, space, time, cost and energy, improving responsibility culture among citizens of samarahan municipal council, enhancing team spirit, improving corporate image of kota samarahan municipal council and competitiveness between division for achieving vision and mission.

Next, department objectives for Kota Samarahan Municipal Council is building council accountability through efficient and effective budget management, finance and accounting systems, creating an efficient and effective administration management control system for quality, stable and efficient service to the customer in its area of responsibility. Next, to establish a fair tax system through efficient, responsible and dedicated assessments, creating a transparent and fair business license control, creating a safe, beautiful environment through regular planned development and maintenance under its administration, provide adequate and quality library and infrastructure services and enabling enforcement services in a rigorous, responsible, credible, fair and equitable manner. In order to achieve these objectives, the council will use the existing workforce optimally in order to provide the best services to the citizens of Kota Samarahan.

1.3 COMPANY/ORGANIZATION POLICY

The organization policy is “Kota Samarahan Municipal Council is committed towards creating organizational excellence through a conducive working environment.

1.4 COMPANY MISSION

The Kota Samarahan Municipal Council mission is “Kota Samarahan Municipal Council are committed to strengthening a safe, clean, disciplined, neat and comfortable work culture system by implementing conducive ecosystem practices among urban municipalities”.

1.5 COMPANY VISION

The Kota Samarahan Municipal Council vision is “To create a conducive ecosystem in the work environment”

1.7 CORE BUSINESS OF THE ORGANIZATION

The core business of the organization is providing library services to the community in the sub-division and under its care, providing solid waste disposal management services in the sub-division and areas under the care of organized and efficient MPKS, issue various licenses, building permits for controlling business activities and ensuring the safety of the surrounding population. In addition, provide vector control and infectious disease services, provide SBBS counter services, enhance the environment in MPKS care area, and provide small business facilities. Municipal Council of Kota Samarahan also provides sports and recreational facilities and quality control and hygiene services.

1.8 INDUSTRIAL TRAINING OBJETIVES AND SCOPE

1.8.1 The Objectives for Industrial Training

The main objective of the Industrial Training is to experience and understand real life situations in industrial organizations and their related environments and accelerating the learning process of how student's knowledge could be used in a realistic way. In addition to that, industrial training also makes one understand the formal and informal relationships in an industrial organization so as to promote favorable human relations and teamwork. It also instills teamwork and good relationships with other employees. Besides, it provides the exposure to practice and apply the acquired knowledge "hands on" in the working environment (UK Essays, 2018).

Industrial training also provides a systematic introduction to the ways of industry and developing talent and attitudes, so that one can understand how Human Resource Development works (CETPA, 2017). Moreover, students can gain hands-on experience that is related to the students majoring so that the student can relate to and widen the skills that have been learnt while being in university (UK Essays, 2018). Industrial training also exposes the students to the real career world and accustoms them to an organizational structure, business operation and administrative functions.

Furthermore, students implement what they have learned and learn more throughout this training and ability to assess themselves to prepare for the working world after graduation (CETPA, 2017). Besides, students can also gain experience to select the optimal solution in handling a situation. During industrial training students can learn the accepted safety practices in the industry. Students can also develop a sense of responsibility towards

society, uplifting honest, trustworthy, dedicated and responsible for the tasks assign (UNSW Australia, 2014)

Moreover, students can gain hands-on experience that is related to the students majoring so that the student can relate to and widen the skills that have been learnt while being in university. Industrial training also exposes the students to the real career world and accustoms them to an organizational structure, business operation and administrative functions. Furthermore, students implement what they have learned and learn more throughout this training. Besides, students can also gain experience to select the optimal solution in handling a situation. During industrial training students can learn the accepted safety practices in the industry. Students can also develop a sense of responsibility towards society.

1.8.2 INDUSTRIAL TRAINING SCOPE

During industrial training, student's job scope is mostly to observe and learn from their supervisor. Trainee need to study plan to know more of their working environment. Trainee was always being asked to observe them doing their works and do some work with carefully. Certainly they will explain to me the processes and the reason they need to do so.

Trainee is encouraged to be humble to ask any questions from seniors. It is necessary for trainee to learn as much as possible during industrial training such as knowledge of related jobs, practical skill, communication skill, good behavior, responsibility, and other (Study Moose, 2016).

Besides, Industrial trainee will be exposed to the construction field and applications and technical practices. Trainee will also understand the process flow of project implementations, from the beginning stage of planning and designing, to developing and testing.

To equip the trainee with relevant knowledge and skill on this, the trainee will firstly learn the concept of plan reading. Trainee also needs to know and learn about relevant skills and technologies, and trainee also need support daily operation (Study Moose, 2016). Various tasks assigned to the trainee are required to be completed in an effective and timely manner. Trainee not only will know about how the company runs in the process, but also forge a good working attitude in the meantime (Study Moose, 2016).

CHAPTER 2

TECHNICAL KNOWLEDGE/CONTENT/RELATE THEORY

2.0 INTRODUCTION

In this chapter, the introduction of the organization will be presented. I will explain about the next section which is 2.1 will discuss the term of teamwork with activity relate, section 2.2 will described the term of decision making and for 2.3 will describes the term of society or organization with activity.

2.1 TEAMWORK

Teamwork is often a crucial part of a business, as it is often necessary for colleagues to work well together, trying their best in any circumstance. Teamwork means that people will try to cooperate, using their individual skills and providing constructive feedback, despite any personal conflict between individuals (Business Dictionary, 2019). Teamwork is an essential part of workplace success. Like a basketball team working together to set up the perfect shot, every team member has a specific role to play in accomplishing tasks on the job. Although it may seem as if one player scored the basket, that basket was made possible by many people's planning, coordination, and cooperation to get that player the ball. Employers look for people who not only know how to work well with others, but who understand that not every player on the team can or will be the one who gets the ball. When everyone in the workplace works together to accomplish goals, everyone achieves more (McGraw,2000).

Teamwork involves building relationships and working with other people using a number of important skills and habits such as working cooperatively, contributing to groups with ideas, suggestions, and effort, communication (both giving and receiving), sense of responsibility, healthy respect for different opinions, customs, and individual preferences, ability to participate in group decision-making (McGraw, 2000).

Good teamwork structures provide your organization with a diversity of thought, creativity, perspectives, opportunities, and problem-solving approaches. A proper team environment allows individuals to brainstorm collectively, which in turn increases their successes to problem solve and arrive at solutions more efficiently and effectively. Effective teams also allow the initiative to innovate, in turn creating a competitive edge to accomplish goals and objectives. Sharing differing opinions and experiences strengthens accountability and can help make effective decisions faster, than when done alone. Team effort increases output by having quick feedback and multiple sets of skills come into play to support your

work. You can do the stages of designing, planning, and implementation much more efficiently when a team is functioning well (Wehbe, 2017).

Teams enable individuals to empower themselves and to increase benefits from cooperative work engaged on as a group. Getting together with others also can allow individuals to better understand the importance of teamwork and how the organization operate as well as promote the culture of teamwork success (Boakye, 2015). Without teamwork houses take long to build, government collapse and companies are outshined by their competitors in the market and lastly without teamwork people lose their inspiration (Husain, 2011). According to Wageman (1997) “company’s teamwork is the only way anything gets accomplished with quality and efficiency and a major reason why economic growth is under control and company’s success is scrutinized by top management to achieve the desired goals”

Besides, teamwork also provides great learning opportunities. Working in a team enables us to learn from one another’s mistakes. You are able to avoid future errors, gain insight from differing perspectives, and learn new concepts from more experienced colleagues. In addition, individuals can expand their skill sets, discover fresh ideas from newer colleagues and therefore ascertain more effective approaches and solutions towards the tasks at hand. This active engagement generates the future articulation; encouragement and innovative capacity to problem solve and generate ideas more effectively and efficiently (Wehbe, 2017).

During my practical training, I have learned on how to use the photocop machine and the printing machine. With the help of the staff in the organization, I am able to use the printing and photocopy machine during my practical training. I often help the staffs to photocopy all the documents that they need and also been assigned to chop one ream of recycle paper using the recycle chop. I was also instructed by the staffs to help her distributes the form to all the councillor that attend the meeting. By helping each other, it makes me learn more about the teamwork in the organization is important to have a harmony relationship.

I also relate the term of teamwork with the activity that I had done during my practical at Kota Samarahan Muncipal Council. During my internship at Kota Samarahan Municipal Council, I had joined many event that been organized under Kota Samarahan Municipal Council. First event that I joined with staff of Kota Samarahan Municipal Council is “Program Pembangunan Dan Perhubungan Komuniti” that been organized by Resident Office of Kota

Samarahan and Kota Samarahan Municipal Council on 10th July 2019 at Tapak Perhimpunan SMK Asajaya. During the event, we had been asked to see the exhibition of the “Rekacipta 3R Dan Poster Cintai Alam Sekitar” by student of SMK Asajaya. After that, we also see a demonstration of organic fertilizer by E-Warming-up Company. A lot of program been organized during that event and thanks to the staff that corporate with us for helping us to ensure that event runs smoothly. When working in a team, I can foster creativity and learning. It can be fun to be creative and more enjoyable to work for your company.



Figure 1.3: First event- Program Pembangunan Dan Perhubungan Komuniti

Second event that I joined was “Pameran Agensi Kerajaan Sempena Samarahan Regatta 2019”. The event was organized on 19th July 2019 until 21st July 2019. Kota Samarahan Municipal Council has set up booths for the public to pay assessment tax and also open booth for register as member of library of Kota Samarahan. I was assigned to distribute questionnaires of “Murni Net” during the exhibition. This event was started from 8.00 a.m. until 5 p.m. Through this event, I can see there has teamwork because all the staff was helping each other during the event. When you work in a team you get into different situations in your work culture that will get you to observe how the work is done. Teamwork simply makes you more open to different things and implies that you get new ideas and learn new things from other members of the team.



Figure 1.4: Second event - Pameran Agensi Kerajaan Sempena Samarahan Regatta 2019

Next, I had been chosen to join the choir for “Majlis Angkat Sumpah Ahli Majlis 2019” on 29th July 2019 until 31st July 2019 at Pullman Hotel. It was a great experiences for me because can joined the event of “Majlis Angkat Sumpah Ahli Majlis 2019”. I can relate the teamwork term for this event because all of us practice together to ensure that all of us will not make mistake during the event. We been practice for two days and our leader was Mr. Bolhassan really ensure that we will not make mistakes during sing the song. Every member of a team has a role to contribute. Being responsible for a role will either ensure it is fulfilled or learning is taken from it to apply for future. Teamwork will reinforce how taking responsibility and providing responsibility are both vital contributors to team performance.



Figure 1.5: Third event - Majlis Angkat Sumpah Ahli Majlis 2019

2.2 DECISION MAKING

Decision-making is an integral part of modern management. Essentially, Rational or sound decision making is taken as primary function of management. Every manager takes hundreds and hundreds of decisions subconsciously or consciously making it as the key component in the role of a manager. Decisions play important roles as they determine both organizational and managerial activities (Juneja, 2015). A decision can be defined as a course of action purposely chosen from a set of alternatives to achieve organizational or managerial objectives or goals. Decision making process is continuous and indispensable component of managing any organization or business activities. Decisions are made to sustain the activities of all business activities and organizational functioning. Decisions are made at every level of management to ensure organizational or business goals are achieved. Further, the decisions make up one of core functional values that every organization adopts and implements to ensure optimum growth and drivability in terms of services and or products offered (Juneja, 2015).

Management is essentially a bundle of decision-making process. Decision making is a process of selecting the best course of action from among many alternatives. The managers of an enterprise are responsible for making decisions and ascertaining that the decisions made are carried out in accordance with defined objectives or goals. It is useful for the successful operation of organizational activities. All the managerial functions such as planning, organizing, directing and controlling are determined by the decision. Rational decision results in motivation for the employees. This is because the employees are motivated to implement rational decisions. When the rational decisions are implemented the organization makes high profits. Therefore, it can give financial and non-financial benefits to the employees (Assignment Point, 2018).

There is several importance of decision making in the organization. First is, it ensure the success of overall institution. It is said that good and timely decisions may yield success for the institution, whereas bad and delayed decisions may push the whole institution to peril. Hence, decision making is essential for the whole institution, since it provides Momentum to it, continuously operates the institution, provides a higher outcome at low cost and sustains the existence of the institution (Google Sir, 2018). In co-ordination, decision-making is essential for providing unity of action. In control, it will have to decide how the standard is to be laid down, how the deviations from the standard are to be rectified, how the principles are to be established how instructions are to be issued, and so on. The ability to make good decisions is the key to successful managerial performance. The managers of most profit-

seeking firms are always required to take a wide range of important decision in the areas of pricing, product choice, cost control, advertising, capital investments, dividend policy, personnel matters, etc. Similarly, the managers of non-profit seeking concerns and public enterprises also face the challenge of taking vital decisions on many important matters (Sharma, 2019).

During my practical training at Kota Samarahan Municipal Council, I was assigned by my supervisor to join the meeting about the Star Rating of the organization. I had been asked by our Municipal Secretary to give idea on how to manage the document during the audit later. I also joined “KUMPULAN INOVATIF DAN KREATIF (KIK)” meeting by listening to them discuss about the program that will be manage and also joined Full Council Meeting where there discuss each problem from different department in the organization. Through this meeting, I can see how they handle the issue that been present during the meeting and the way they give idea during the meeting.

Besides that, I also been asked to do minutes meeting and been helped by the staff. This minutes meeting is a gathering two or more people that has been convened for the purpose of achieving common goal through verbal interaction. An official meeting between the staffs and the manager are conducted to discuss on every unit updates on task and report. All information will be jot down in order to ensure the accuracy of the information to prepare the minutes of meeting.

2.3 SOCIETY/ORGANIZATION

Society means individual is the basic component of society. The interaction of individuals with each other gives birth to group. The social groups interact with each other and develop relationships with each other, leads to a society. The players in football or other games came together is not a society, but just an aggregate of people. Within the society there are patterns and groupings on the basis of likeness and differences. "Likeness" creates a chain of relations among the individuals having similarity in one or more conditions' like same profession, same residence, same caste, family and kinship, college, age, sex etc."

Consciousness of kind is developed and the people of similar interests are joined together rustling in the formation of various groups and categories. Without difference in cultural conditions of a society the human life would have been monotonous and probably limited in which little change is predictable. The system of give and take relationship creates reciprocal roles in human life. These differences lead to variety of human behaviors and social division of labor; the process of specialization is developed. Man is dependent on society for basic needs satisfaction i.e. food, protection, education, etc. There are societies on local as well as on national levels (Farooq, 2011).

While for the organization, it was defined as a social unit of people that is structured and managed to meet a need or to pursue collective goals. All organizations have a management structure that determines relationships between the different activities and the members, and subdivides and assigns roles, responsibilities, and authority to carry out different tasks. Organizations are open systems--they affect and are affected by their environment (Business Dictionary, 2018). Organization is also the act of forming or establishing something (like an organization). It can also refer to a system of arrangement or order, or a structure for classifying things. Strangely enough, this word derives from the Old French, in which *organize* referred to your internal organs, your liver, heart, and so on. This verb originally meant giving an organic structure to something: understanding the function some part of the larger whole is supposed to fulfill, and making that happen (Vocabulary, 2019).

From what I see Kota Samarahan Municipal Council deal with external public is they make a community relations program which can help virtually the organization achieve visibility as a good community citizen and gain the good will of the community in which it operates. Banks, utilities, radio and television stations, and major retailers are some of the types of organizations most likely to have on-going programs that might include supporting urban renewal, performing arts programs, social and educational programs, children's

programs, community organizations, and construction projects. On a more limited scale, small businesses may achieve community visibility by sponsoring local sports teams or other events. Support may be financial or take the form of employee participation such as event that been made by Kota Samarahan Municipal Council as they collaborate with district officer of Asajaya by distribute the product of 1Azam. I also joined the event by helping them distributes the product that been provide for participant. During the haze issue at Kota Samarahan, the Kota Samarahan Municipal Council had make a program which are distribute the free mask to public of Samarahan as that is one of the way the handle the issue of haze that happened in Samarahan.

During my practical training, I had joined the event under community department on 16th August 2019, as I had been chosen to be joined the event of “Majlis Simbolik Penyerahan Peralatan Program Pembasmian Kemiskinan 2019 - Barang 1Azam” at Pejabat Daerah Asajaya (Dewan Tan Sri Haji Ikhwan Zaini). I had been asked by Mr.Bolhassan to manage the register counter. My partner and I been given a list name to check whether the participant joined the event or not. After that, we were asked to help YB Puan Rubiah Binti Wang to distribute the product of 1Azam to participant. These events create the time to focus on the importance of team work and what is needed to make you a better team. Learning how to work together effectively will create efficiency and knowledge on how to manager each other’s strengths and weaknesses.



Figure 1.6 Majlis Simbolik Penyerahan Peralatan Program Pembasmian Kemiskinan 2019 - Barang 1Azam

Next event is, on 3rd September 2019, I had been chosen by my supervisor, Hajah Sulzarina to join the audit “Indikator Sistem Penarafan Bintang Pihak Berkuasa Tempatan (SPB-PBT) for star rating. It was great experiences for me because through this audit, I and other staff have practiced teamwork by collaborate with a group as it can help to solve difficult problems. Brainstorming is a good opportunity for the team to exchange ideas and come up with creative ways of doing things. By working together, teams can find the solutions that work best. I been asked to collect filed and document from each department and write the important part as a remarks. Other staff also helped us to complete the document that required during audit and thanks to them that I can learn how to prepare the document during audit. I also join distribute free mask to public at Jambatan Samarahan and Aiman Mall with other staff during 12th September 2019.



Figure 1.6- Fifth event- Distribute Free Mask to Public at Jambatan Samarahan and Aiman Mall.

Last but not least, I had joined event on 14th September 2019 “Program Pembangunan dan Perhubungan Komuniti Komuniti Berdaya KPG Lubok Kura, Asajaya”. I been asked to distribute the questionnaire to villagers and be a photographer during that day. Luckily we didn’t have any problem while going to the village as all of us was work together bring all the stuff to the village.



Figure 1.7- Last Event- Program Pembangunan dan Perhubungan Komuniti Komuniti Berdaya KPG Lubok Kura, Asajaya

CHAPTER 3

RECOMMENDATIONS AND CONCLUSION

3.0 INTRODUCTION

In this chapter, I will describe how to solve the problem during my practical. I will explain about the next section which is 3.1 will describes the problem that encountered during my practical; section 3.2 will described the solution for the improvement and 3.3 is conclusion from all the discussion of the chapters.

3.1 PROBLEM DURING INDUSTRIAL TRAINING

First problem that I faced during my practical at Kota Samarahan Municipal Council was they does not provide any orientation for the intern student that come to their organization. I still remember when I come to this organization, I do not have any orientation been present by my supervisor and I got problem during my first day when they asked me to send the service order to finance department. During that time, I do not know who should I meet and where to send the Service Order and at the end, I need to ask the staff at the counter service and they show me the place. I also do not recognize all the staff in the organization as they keep asked me to meet them or asked to deliver the document to them.

Second problem is communication among the staff. Some staff has differences background or experience cause barriers between some employees. Without some common ground, the employees may find relating to or understand what other staff members are talking about difficult. And also I find that there has a negative attitudes interfere with the communication process in the workplace. In some cases, some employees may dislike one another or distrust each other, creating a wall between the two when they try to communicate. It hard for me to do my task when both of these employees do not corporate well.

3.2 RECOMMENDATION

First recommendations are the organization should do orientation for the intern student. Orientation is important because it lays a foundation for the new intern student's career with the department. First impressions are important since they establish the basis for everything that follows. Without orientation, the intern students sometimes feel uncomfortable in his/her new position and takes longer to reach his/her full potential. Through this orientation, the new intern may not have a problem to deal with the staff as they recognized them and know how to deliver the task. This is important to create a clear understanding of the rules regarding workplace safety, sexual harassment and key company policies. This orientation process is important for the staff but it also reduces legal liability for the company by setting a standard that creates an equal opportunity workplace.

Second recommendations are to improve communication among the staff. Communication promotes motivation by informing and clarifying the employees about the task to be done, the manner they are performing the task, and how to improve their performance if it is not up to the mark. Communication is a source of information to the organizational members for decision-making process as it helps identifying and assessing alternative course of actions. Communication also plays a crucial role in altering individual's attitudes, i.e., a well-informed individual will have better attitude than a less-informed individual. Organizational magazines, journals, meetings and various other forms of oral and written communication help in moulding employee's attitudes. All the staff in the Kota Samarahan Municipal Council should be friendly and communicate more with other to help the task among them as it can be produced and can be done smoothly. They also need to adapt a healthy relationship towards each other to remain a harmony relationship.

Besides that, Kota Samarahan Municipal Council should renovate the pantry or make the size of the pantry big. This is because it can create a comfortable to the staff and also to the intern student. Besides, they need to provide enough equipment at the pantry so that people can use it. By doing this pantry, they can improve the skill of communication among them and create a healthy relationship towards each other to remain a harmony relationship.

3.3 CONCLUSION

In conclusion, it is important to experience and understand real life situations in industrial organizations and their related environments and accelerating the learning process of how student's knowledge could be used in a realistic way. In addition to that, industrial training also makes one understand the formal and informal relationships in an industrial organization so as to promote favorable human relations and teamwork. It also instills teamwork and good relationships with other employees. Practical training also teaches me to be better in delivering ideas and information. It teaches me to increase my confident level in communicate and get along with the people in the organization. From this practical training, I gained more extra knowledge on true life situation regarding working environment and with the knowledge that I gain I can adapt it in my daily life. Besides, it also gives me the best experience in working environment and it helps me in self-development.

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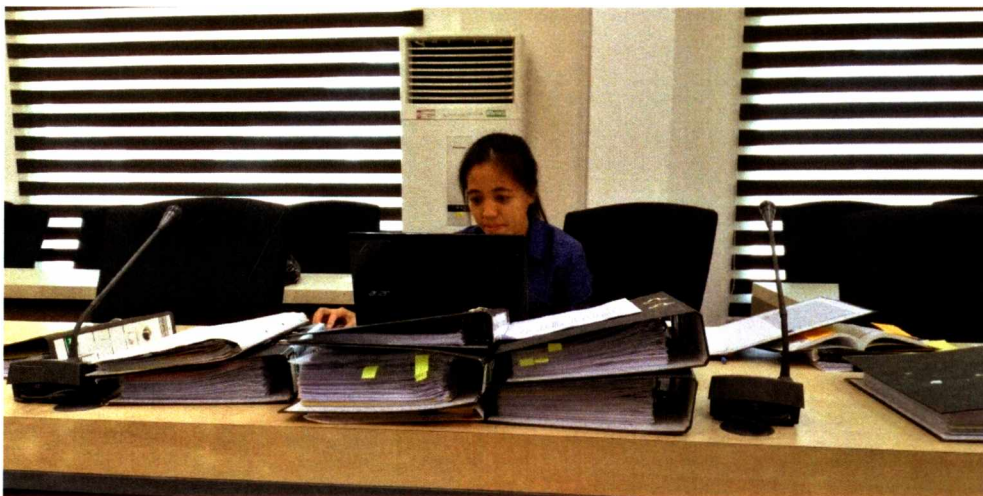
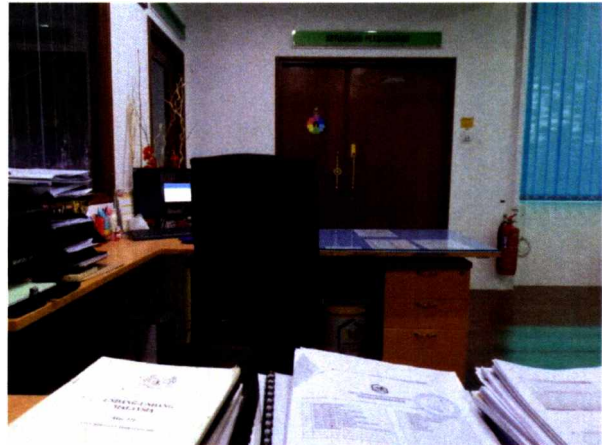
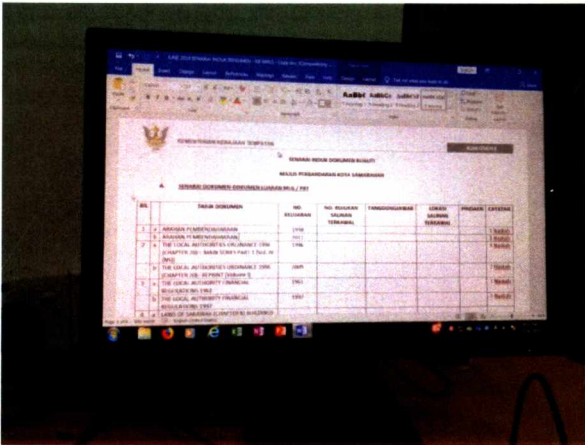
APPENDIXES



This photo taken during Kota Samarahan Municipal Council having audit for Star Rating.

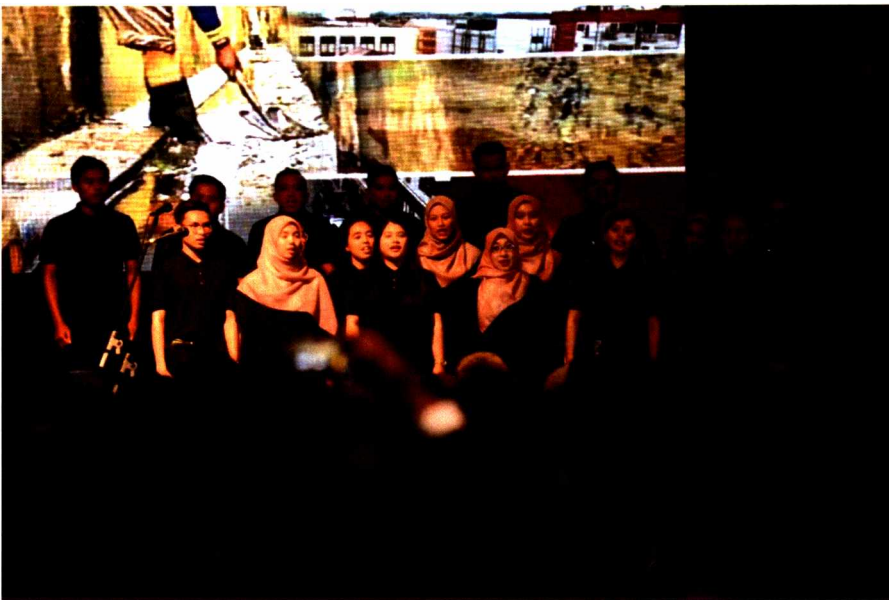


This is my partner during doing audit.















MAJLIS PERBANDARAN KOTA SAMARAHAN

Sijil Penghargaan

*Dengan Sukacitanya Menganugerahkan
Sijil Penghargaan ini kepada*

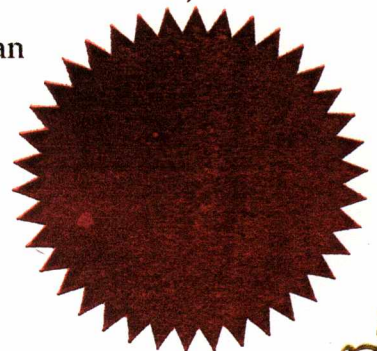
SHIRLEY MULA ANAK COLLIN

*Setiausaha Perbandaran Dan Warga Majlis Perbandaran Kota
Samarahan Mengucapkan Setinggi-Tinggi
Penghargaan Dan Terima Kasih
Di Atas Sumbangan Dan Khidmat Bakti Cemerlang Tuan/Puan
Sebagai*

**Latihan Industri di Bahagian Khidmat Pengurusan & Pembangunan
Komuniti dan Korporat**

Tarikh: 24.06.2019 - 13.09.2019


.....
(Hajah Norhalimah Binti Haji Mohamad Hamni)
Setiausaha Perbandaran
Majlis Perbandaran Kota Samarahan





MAJLIS PERBANDARAN KOTA SAMARAHAN

Sijil Penyertaan

Dengan Ini Diperakukan Bahawa

**SHIRLEY MULA ANAK COLLIN
(970808-13-5686)**

Telah Menyertai

**INDICATOR SYSTEM PENARAFAN BINTANG PIHAK
BERKUASA TEMPATAN (SPB-PBT) SARAWAK 2019**

ANJURAN

*Majlis Perbandaran Kota Samarahan
di Bilik Mesyuarat MPKS pada 3 September 2019*


.....
(Hajah Norhalimah Binti Hj. Mohamad Hamni)
Setiausaha Perbandaran
Majlis Perbandaran Kota Samarahan





MAJLIS PERBANDARAN KOTA SAMARAHAN

Sijil Penyertaan

Dengan Ini Diperakukan Bahawa


SHIRLEY MULA ANAK COLLIN

Telah Menyertai

**KUMPULAN KOIR BERSEMPENA
MAJLIS ANGKAT SUMPAA AHLI MAJLIS 2019**

ANJURAN

*Kementerian Kerajaan Tempatan dan Perumahan Sarawak
di Pullman Hotel pada 31 Julai 2019*


.....
(Hajah Norhalimah Binti Hj. Mohamad Hamni)
Setiausaha Perbandaran
Majlis Perbandaran Kota Samarahan





MAJLIS PERBANDARAN KOTA SAMARAHAN

Sijil Penyertaan

Dengan Ini Diperakukan Bahawa

**SHIRLEY MULA ANAK COLLIN
(970808-13-5686)**

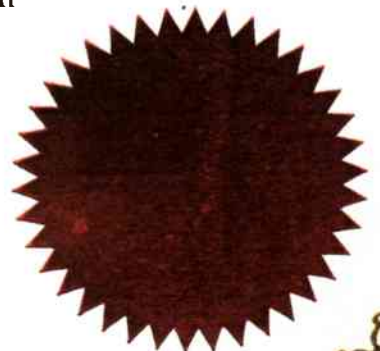
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**PROGRAM PEMBANGUNAN DAN PERHUBUNGAN
KOMUNITI ASAJAYA**

ANJURAN

*Majlis Perbandaran Kota Samarahan
di Tapak Perhimpunan SMK Asajaya pada 10 Julai 2019*


.....
(Hajah Norhalimah Binti Hj. Mohamad Hamni)
Setiausaha Perbandaran
Majlis Perbandaran Kota Samarahan





MAJLIS PERBANDARAN KOTA SAMARAHAN

Sijil Penyertaan

Dengan Ini Diperakukan Bahawa

**SHIRLEY MULA ANAK COLLIN
(970808-13-5686)**

Telah Menyertai

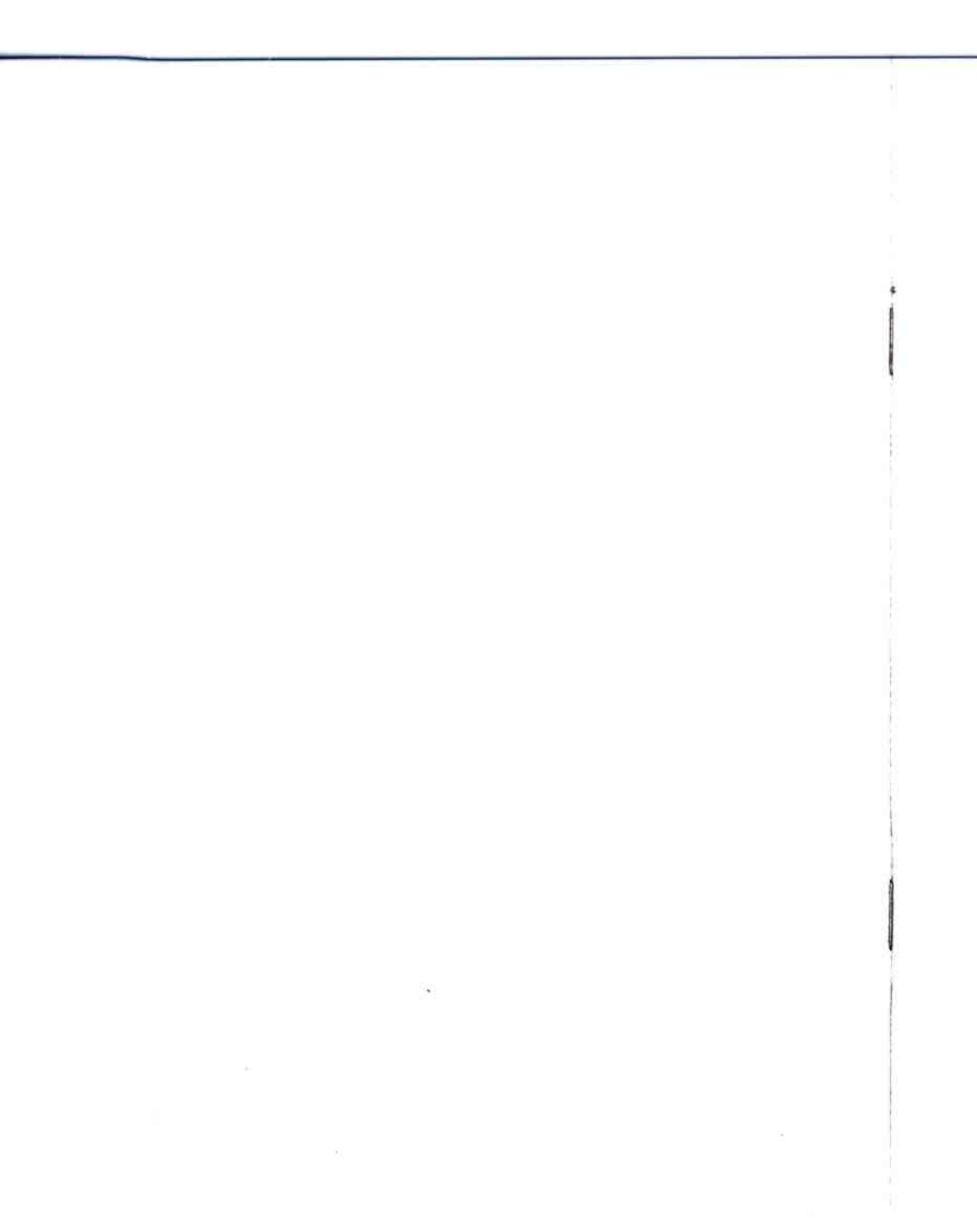
**PAMERAN AGENSI KERAJAAN SEMPENA SAMARAHAN
REGATTA 2019**

ANJURAN

*Majlis Perbandaran Kota Samarahan
di Bilik Mesyuarat MPKS pada 20 Julai 2019*

.....
(Hajah Norhalimah Binti Hj. Mohamad Hamni)
Setiausaha Perbandaran
Majlis Perbandaran Kota Samarahan







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.

2. Date & Place of Birth : 08/08/1997 (HOSPITAL SRI AMAN, SARAWAK)

3. UiTM I/C No. : 2017977239

4. Course : BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)

5. Year : 2019 Part 5

6. Home Address : LOT146, LORONG JRG2E, TAMAN SAMARINDAH,
KOTA SAMARAHAN, SARAWAK.

7. Address During Practical Training : Majlis Perbandaran Kota Samarahan, 94300,
Kota Samarahan.

8. Place of Training : MAJLIS PEMBANDARAN KOTA SAMARAHAN

9. Name of Supervisor In-Charge : Puan Hajah Sulzanna

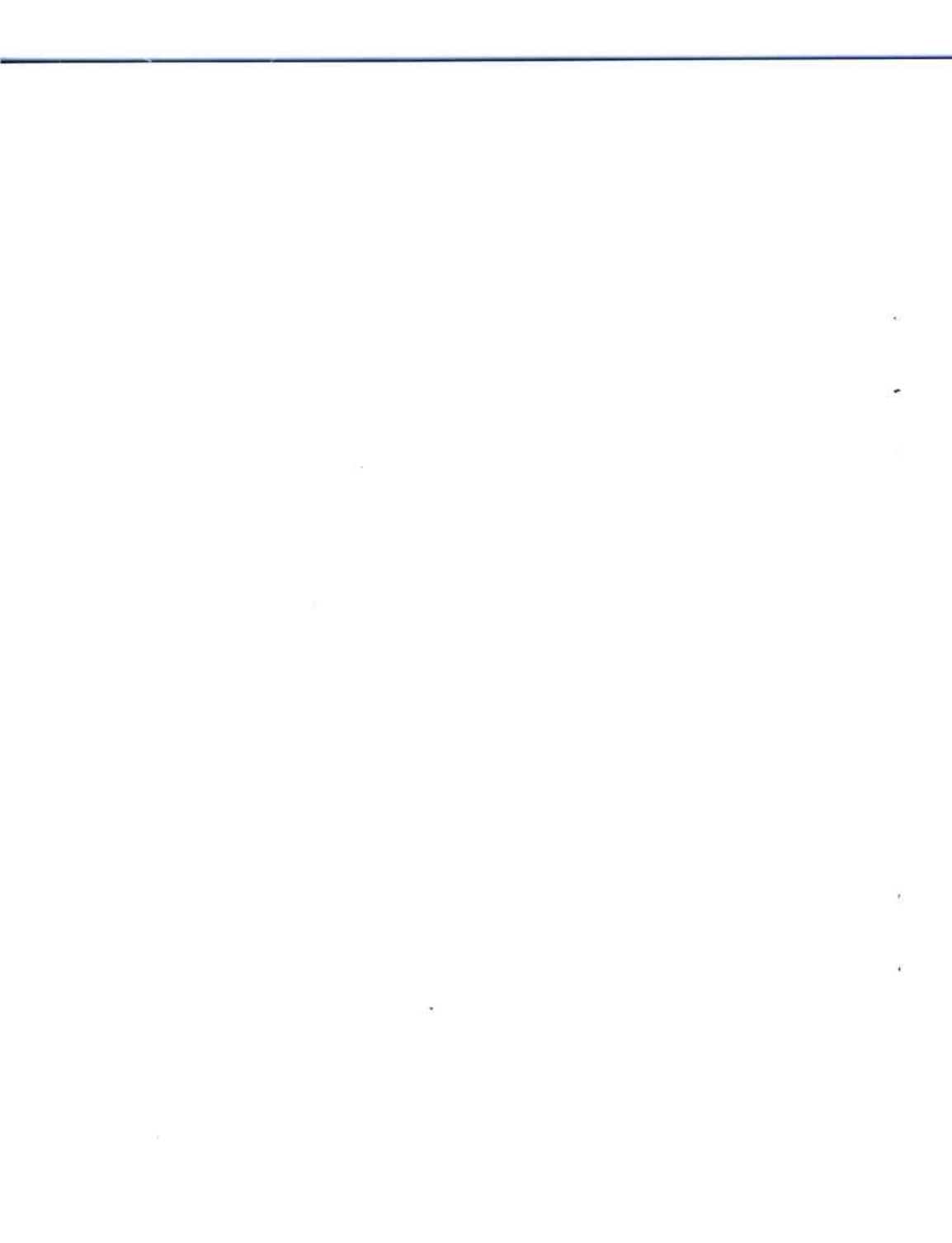
10. Duration of Training

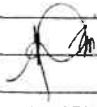
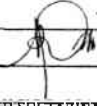

From : 24 JUNE 2019




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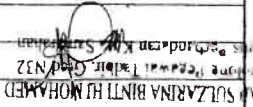

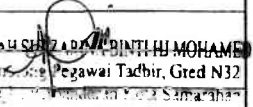
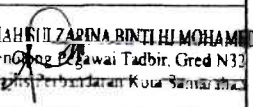
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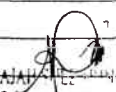

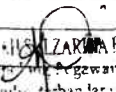
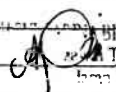
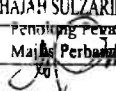
11. Remarks : [Dean / Course Tutor]



Date	Exact Nature Of Work Done	Supervisors Remarks
24/6/2019	<p>First day of my internship, I had been introduced to my supervisor, Madam Hajah Sulzarina that in charge for my intern. She placed me in the section of admin under madam Khatijah. After I introduced myself to madam Khatijah, she give me a task to type the reply letter that have related with Dato Peter Minos. Next, I also been asked to type the list of "Induk - Dokument Kualiti" in accordance by using microsoft word. After that, I also help madam Khatijah to write down all the movement of "Setausaha Pemandaran" at the white Board.</p>	 HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
25/6/2019	<p>Second day of my internship, I had been asked by Madam Khatijah to continue my previous task that fill all the document and books that related with Act and ordinance in microsoft word. Next, I also learn how to use fax machine to fax the letter to the person and learn how to use photocopy machine. Madam Khatijah also give a paper and stamp chap to chop all the paper that will be reuse for photostat the data. After done my previous task, I help Madam Khatijah to photostat the form and highlight important part.</p>	 HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
26/6/2019	<p>Third day of my internship, I had been remind by Madam Khatijah to answer the call and take note all the important message. I also been asked by Puan Hajah to pass the document to the account section.</p>	 HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan

Date	Exact Nature Of Work Done	Supervisors Remarks
27/6/19	<p>Fourth day of my internship, I have been asked by madam Khafiah to fax the letter to RH Hotel and also print flight ticket. After that, I need to send the letter that been asked by madam Khafiah.</p> <p>After that, I also been asked to see the process of the operator that record their voice to be use during the operator ^{the} search process. I also gain new experience to see the operator record their voice.</p>	 HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
28/6/19	<p>Fifth day of my internship, I also join corporate section to see the process of vote for the program of "Pembasmian Kemiskinan Bandar".</p> <p>I had been incharge ^{for} the registration at the library because the event was made at the Library of Kota Samarahan. It was a good experience to see the process of voting and I can gain a knowledge from that.</p>	 HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
		 HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan






Date	Exact Nature Of Work Done	Supervisors Remarks
1/7/2019	<p>On the Sixth day of my internship, I had been given a task to list down the phone number that been used by the staff of Majlis Perbandaran Kota Samarahan (MPKS) by using microsoft word. After that, I also been teached how to list down all the detail for the file of "Pembenan Kuasa /Notis Iantikan general" and after i done the task, i need to arrange the task in accordance. Besides, I also been asked by Coporate Section which is miss Vanessa to check the attendance of WIP, kmkk Daerah Kota Samarahan and Ahli majlis MPKS for "Ngingling Bidai with Community" at Dewan Masyarakat Kampung Rambus on 6 July 2019.</p>	 HAJAH SULTARINA BINTI HI MOHAMMED Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
2/7/2019	<p>This morning, I had been asked to check the attendance of WIP, kmkk Daerah Kota Samarahan and an Ahli majlis MPKS for "Ngingling Bidai with Community" at Dewan Masyarakat Kampung Rambus on 6 July 2019.</p>	 HAJAH SULTARINA BINTI HI MOHAMMED Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
	<p>After that, I also been teached how to design the brochure for Majlis Perbandaran Kota Samarahan that related with my "Sewaan" and using microsoft word to design it.</p>	 HAJAH SULTARINA BINTI HI MOHAMMED Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
3/7/2019	<p>Madam Khatijah asked me to list all the catering name and type the total cost of the amount of catering. I use Microsoft excel to count the total of the budget that been used.</p>	 HAJAH SULTARINA BINTI HI MOHAMMED Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan

Date	Exact Nature Of Work Done	Supervisors Remarks
4/7/2019	This morning, I had been teach by miss Syla to calculate the number of the survey of questionnaire by calculate the percentage of positive and negative of the questionnaire. I also been asked to list down the dates of the meetings and important events of mpks staff.	 HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
5/7/2019	Madam Khatijah asked me to copy the fax letter that been received by mpks (Majlis Perbandaran Kota Samarahan). I also Besides, I also added some detail of the caji at the brochure that I already edit in Microsoft words. And also I been asked to sent the report of budget to account section in mpks.	 HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
8/7/2019	This morning, I had been asked by Madam Madam Khatijah to fill in the Customer Satisfaction Rating on April until June 2019 by using Microsoft excel. After that, I had been asked to type the letter and press it to the madam Khatijah.	 HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
9/7/2019	Me and my partners was been given the tasks for "Maklum Balas Sistem Penarakan Bintang Pihak Berkuasa Tempatan Tahun 2019. We been asked to collect all the document that required for audit.	 HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
10/7/2019	This afternoon, I had followed team corporate went to SMK Asgaya for the program "Pembangunan & Pertubuhan Komuniti - Komuniti mandiri - kebun Komuniti at 2.00p.m. while the	 HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan




Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>program is on-going, we es distribute the questionnaire to the people that attend to the event and also to the student. Besides, I also get chance to see "Rela Cipta" that create by student of SMK Asajaya.</p>	<p>HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan</p>
<p>11/7/2019</p>	<p>This morning, I'm helping other staff to photostat the document and fix the document. After that, Madam Khatijah asked to print the name list of the staff MPKS and check their name because they want to make Staff card.</p>	<p>HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan</p>
<p>12/7/2019</p>	<p>Madam Khatijah asked me to change the detail of the Customer Satisfaction Rating. After done it, I continue fotostat the document that which are service order that been asked by madam Khatijah and helping her to check again the name list of the staff because she want to make sure there is no mistakes at the name list before submit to miss Stephanie to sign.</p>	<p>HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan</p>
<p>15/7/2019</p>	<p>This morning, I had been asked by madam Khatijah to check Staff Attendance Record that start from May until June only. After done do the task, I had been teach asked to learn how to scan the document by us through machine photocopy.</p>	<p>HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan</p>
<p>16/7/2019</p>	<p>Aun Haja Sulzarina asked me to type the list of position of Majlis Perbandaran Kota Samarahan (MPKS). I also been asked to type the list of the month with detail by using microsoft word.</p>	<p>HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan</p>


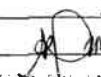

Date	Exact Nature Of Work Done	Supervisors Remarks
17/7/2019	This morning, I've been asked by madam Khairiah to do name list for the staff. She gave me the sample so that I can referred and type all the information of the Staff MPKS. After that, madam Harah Sulzarina asked me to type the list of the position required in Microsoft word.	HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawaiadbir, Gred N32 Majlis Perbandaran Kota Samarahan
18/7/2019	Today I been asked by madam Khairiah to photostat Service Order and sent it to Treasury Section. After that, Miss Stephanie ask me to scan the document of BSC and binding it. And then I need to type the list of Sarawak Gazette.	HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawaiadbir, Gred N32 Majlis Perbandaran Kota Samarahan
19/7/2019	This morning, I still continued doing my task which is list all the Sarawak Gazette and arrange it.	HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawaiadbir, Gred N32 Majlis Perbandaran Kota Samarahan
20/7/2019	Today, we had join one of the event which is 'Pameran Agensi Keragaan Sempena Samarahan Regatta 2019' as the event start from 8am until 5p.m. We also had open our booth so that the people can come to our booth and filled the questionnaire that already been provide by MPKS (Majlis Perbandaran Kota Samarahan).	HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawaiadbir, Gred N32 Majlis Perbandaran Kota Samarahan
23/7/2019	I've been asked to type the document of '2019 Ann Majlis KPI 2019' by Puan Harah Sulzarina. After that, I been asked to arrange the form of 'Pemilihan Khusus' of the staff.	HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawaiadbir, Gred N32 Majlis Perbandaran Kota Samarahan




Date	Exact Nature Of Work Done	Supervisors Remarks
24/7/2019	This morning, I've been asked by Madam Syla to list down name of the staff and write down the event in the form of 'Penilaian Khusus'. After that, I need to arrange according to the date of # # march 2019.	HAJAH SULZARINA BINTI HU MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
25/7/2019	I'm still continued doing the task that given by madam Syla and write down the name of staff and event that they joined in April 2019.	HAJAH SULZARINA BINTI HU MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
26/7/2019	This morning, I've been asked to list down the owner of the process MS ISO 9001:2015 for 'Pihak Berkuasa Tempatan'. After done list down, I need to photostat the document that been asked by # madam Khatijah and continued doing the task given by Madam Syla.	HAJAH SULZARINA BINTI HU MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
29/7/2019	This morning, I been asked to collect all the document for the Star Rating from each section that already been divided by madam Hajah Sulzarina and Mr Willie. Besides, I also been asked by Ruan Khatijah to photostat Sewage Order and sent it to Treasury Section.	HAJAH SULZARINA BINTI HU MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
	I been asked by miss Nursyahida to count the questionnaire that been collected before the questionnaire been posted to post office. After that, I also been asked by Madam Khatijah to photostat the document and fax the document.	HAJAH SULZARINA BINTI HU MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan



Date	Exact Nature Of Work Done	Supervisors Remarks
31/7/2019	This morning, me and other staff of MPKS and also some of student practical join the event of 'Majlis Angkat Sumpah Ahli Majlis 2019' at Pullman Hotel. I been part of been selected to be chair for the event. It was a great experience as I can see how the process of the event.	 HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
1/8/2019	Im started collect the document that required from Public Health Section for the Star Rating. Ive been given the list of document that should be collect from them. After that, I need to photostat the important part from the document.	 HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
2/8/2019	Ive been asked by madam Syda to arrange "Borang khusus Pembaikan" of the staff in March. I need to check all the form that been filled by the staff of mpks and give it to madam Syda.	 HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
5/8/2019	Im still continued doing my task which are collect the document for the star Rating. After that, I am also helped Madam Khairiah for photostat the document and print the document.	 HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
6/8/2019	This morning, Im still continued collect the document from enforcement section from Mr Hamirwan and photostat all the important part of the document.	 HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan





Date	Exact Nature Of Work Done	Supervisors Remarks
7/8/2019	This morning, I been asked by Madam Hajah Sulzanna to binding the document that been printed by her. And also helped madam Khatijah to photostat the document. And I still continued doing pre my previous task.	HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
8/8/2019	This morning, Im still continued doing the Star Rating by collect the document. After that, I been asked by Madam Hajah Sulzanna to type 'Kertas Cadangan Kelas Tution English' and collect the information from other Staff to be fill p. Muktamad Pertakuisan komputer MPKS.	HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
9/8/2019	Im started collect document from Corporat section for Star Rating and also asking Miss Stephanie about the document that been listed in the list. I also collect the document from Madam Khatijah that related with 'Program Khidmat Pelanggan'.	HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
13/8/2019	Im still collect the document for the Star Rating from Library section. All I need to do is key in all the data that I get and photostat the important part from the document. Besides, I also been asked by Madam Khatijah to photostat the document to be sign by Hajah Norhalimah.	HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
14/8/2019	This morning, Im still continued collect the document from each section and interview them about the Star Rating before been record in the laptop. It need to be confirm by them about which part	HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan





Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>that not have document. After that, I been asked by Madam Khatijah to print the document before been signed by the Hajah Norhalimah. And then, I been asked to binding the paper is and for the paper to certain people.</p>	 HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
15/8/2019	<p>This morning, I been asked by Hajah Sulzarina to check the mode of printer from each section because she wants to double confirm whether the printer that they buy is correct or not. So, I check every section to list down the code of the printer and pass it to Hajah Sulzarina to check. After that, around 1p.m, me and other student practical and also with the staff went to Pejabat Daerah Asajaya (Dewan Tan Sri Haji Ikhwan Zaini) to arrange everything inside the hall before the actual trapper event start for tommorrow. This is because we have invite YB Puan Rubiah as a guests for "Majlis Penyerahan Barang 1 Azam".</p>	 HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
16/8/2019	<p>This morning, I join the event of 'Penyerahan Barang 1 Azam' at Dewan Tan Sri Haji Ikhwan Zaini, Pejabat Daerah Asajaya from 8 a.m. until 11.00 a.m. Me and other staff have been given the task to register the guest name that join the event. After we the event done, we going back to our were workplace at MPKS and I been asked by for madam Syla to</p>	 HAJAH SULZARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan





Date	Exact Nature Of Work Done	Supervisors Remarks
	get the signature from other staff for 'Borang Penilaian Titikus'.	
19/8/2019	<p>As usual, every morning I still continued doing my previous task which is collect all the document for the star Rating from each section. After that, I been asked by miss Evadylim to photostat 'mint Mesyuarat' to each councilor and pass it to miss Misnah to record the name of the councilor before the letter been sent to them.</p> <p>And also, I help miss Misnah to photostat the fax letter and pass to the staff.</p>	 HAJAH SUZARINA BINTI H. MOHAMED Penolong Pehawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
20/8/2019	<p>Today, I been asked by madam Khairiah to photostat "Senarai Ahli Majlis" and fax it to each person that related with the meeting. I also help her to print 'Service Order' and pass it to Treasury section.</p> <p>After that, Im continued doing my previous task which is record the data of Star Rating.</p>	 HAJAH SUZARINA BINTI H. MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
21/8/2019	<p>This morning, Im still continued collect the document from Corporat Section and photostat relateable document before compile it. After that, Im help madam Khairiah to photostat certain paper and also pass the document to the library that been used for the meeting.</p>	 HAJAH SUZARINA BINTI H. MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan


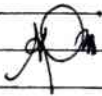
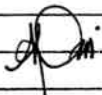

Date	Exact Nature Of Work Done	Supervisors Remarks
22/8/2019	<p>This morning, we been remind by Hajah Sulzarina to complete our tasks of Star Rating before been check by Hajah Nohatimah, our Setiausaha Perbandaran MPKS. After that, me and my partner been asked to print the document of Star Rating and we discuss about the document that been complete before been sent to the audit room on 3rd September 2019.</p>	 HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
23/8/2019	<p>This morning, I been asked to print the document by miss misnah. And then, I collect document from Public Health Section and Engineering Section about Star Rating. After that, I help miss Eva to arrange the paper of Message meeting to counselor. Last, I been asked by miss Stephanie to laminate the picture of OKU to put at the counter.</p>	 HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
26/8/2019	<p>This morning, me and my partner was been remind by Hajah Sulzarina to complete all the document and arrange it before meeting tomorrow on 27/8/2019 because Hajah Nohatimah which is our "Setiausaha Perbandaran" want to check the document with all the leader from each section about the Star Rating. So today, we arrange our document by following the criteria that been given to both of us and label it so that it can than easy to check.</p> <p>While complete my tasks, I also been asked by madam Khathijah to photostat and print</p>	 HAJAH SULZARINA BINTI HJ MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan



Date	Exact Nature Of Work Done	Supervisors Remarks
	Service orders and pass it to certain people for sign.	
27/8/2019	<p>So today we have meeting with our 'Setiausaha Perbandaran' Hajah Norhalimah in this morning. During this meeting, each section been checked by Hajah Norhalimah of their document. She wants to make sure that the document been collected is already complete. She also remind us to help them to find the document that required.</p> <p>This meeting start from 8.30 am until 1 p.m because the process of checking take a long time. After meeting, we been remind by her to find all the document before 29/8/2019 because it was final day to check all the document before the actual day which is on 3rd September 2019. So, both of us continue our previous task and help certain section find the document.</p>	 HAJAH SUZARINA BINTI HJ MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
28/8/2019	<p>This morning, I help Miss Vanessa and Miss Stephanie from Corporat section to find the document that required for star Rating. We been searching all the file that related and put it in the file that been provide for Star-Rating.</p> <p>I also help them to photostat the document and label it with tag. Besides, I also help Miss Misnah to photostat the fax letter and pass it to her.</p>	 HAJAH SUZARINA BINTI HJ MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan

Date	Exact Nature Of Work Done	Remarks
29/8/2019	<p>This morning, I been asked by Miss Stephane to check the document from each section before meeting at 2 p.m. So, I check all the document and arrange all the file at the table before been checked by Hajah Nahaalmah.</p>	 HAJAH SUZARINA BINTI HJ MOHAMAD Penolong Pegawai Tadbir, Gred N32 Malis Perbandaran Kota Samarahan
	<p>Around 2p.m, we started our meeting by chec for final checking all the document of Star Rating. During this meeting, we discussed which parts of the criteria that should be added and also we discuss who need to answer this criteria during Audit. And the meeting finish around 4.30p.m as we settle discuss which parts need to added certain documents.</p>	 HAJAH SUZARINA BINTI HJ MOHAMAD Penolong Pegawai Tadbir, Gred N32 Malis Perbandaran Kota Samarahan
30/8/2019	<p>Today, Me and my partner arrange all the document at the meeting room and also drop down all the important part in Microsoft word. Both of us start to type "maklum balas" at the microsoft word before been checked by Hajah Nahaalmah.</p>	 HAJAH SUZARINA BINTI HJ MOHAMAD Penolong Pegawai Tadbir, Gred N32 Malis Perbandaran Kota Samarahan
	<p>Each section start sent all their document to meeting room before actual day is come. I also been asked by Miss Stephane to print the list name of panel and put it in meeting room.</p>	 HAJAH SUZARINA BINTI HJ MOHAMAD Penolong Pegawai Tadbir, Gred N32 Malis Perbandaran Kota Samarahan

Date	Exact Nature Of Work Done	Remarks
3/9/2019	<p>This morning, Majlis Perbandaran Kota Samarahan will be audit for the star Rating. I ^{was} had been chosen to join the for the "Indikator Sistem Penarafan Bintang Pihak Berkuasa Tempatan (SPB -PBT) Sarawak 2019 at Majlis Perbandaran Kota Samarahan. This audit was held at meeting room of the library in Majlis Perbandaran Kota Samarahan. We start from 8.30a.m until 3 p.m. During audit process, I gained new experiences and learned new things where I see the way each leader from different department been interviewed by the auditor and the way they answered in politely.</p>	 HAJAH SITI FARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
	<p>I can see that each of the auditor face is serious during interview session and checked all the document that been provided by each department. They checked each criteria whether all the department is have the criteria and they will key in all the marks in their system.</p>	 HAJAH SITI FARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
	<p>After that, I also accompany the auditor to visit our office and also the lobby in Majlis Perbandaran Kota Samarahan as he want to check the infrastructure that been provided by our organist organisation.</p>	 HAJAH SITI FARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
	<p>After done checking all the place and also the document, the auditor gave a comment to that our organisation was perform well and hope that MPKS will improve their weaknesses. So, we ended at our</p>	 HAJAH SITI FARINA BINTI HI MOHAMED Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan

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	Session by taking photo together. It was great experience for me and Im sure sure Can use this experience for next time	 HAJAH SULZARINA BINTI HI MOHAMAD Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
4/9/2019	<p>± This morning, I been asked by miss Eva to sent the memo to each department for the meeting. I also been asked by miss Syda to photostat all the fax that comes and sent it to each department. I also helped miss syda to chopped all the fax that been sent to mpks.</p>	 HAJAH SULZARINA BINTI HI MOHAMAD Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan
5/9/2019	<p>Today, I been asked by Hajah Sulzarina to take down all the "Program Kelanggan" at the lobby to and get a signed from 'Setiausaha Perbandaran' which is Hajah Norhalimah. After that, I been asked by Miss Eva for get a signed from different department for the meeting tomorrow. I also been asked by miss vanessa to take attendance of each guest for "Mesyuarat Penganjuran Program Pembangunan dan Keluhung Komuniti Bngi Suku Tahun ke -3 dan 4 2019 at the meeting room, MPKS.</p>	
6/9/2019	<p>Today, I been asked by miss Eva for write all the name of the staff that joined the meeting in Memo book and I also been asked to photostat the document and distribute it. After that, we had meeting with all student praktikal because Hajah Subarina</p>	 HAJAH SULZARINA BINTI HI MOHAMAD Penolong Pegawai Tadbir, Gred N32 Majlis Perbandaran Kota Samarahan

Date	Exact Nature Of Work Done	Supervisors Remarks
	was given us the task which is "Laporan Tahunan MPKS 2019". Each of us need to collect the document from each department and save it in Microsoft word because it need to be checked and this task is need to be present in front of the staff.	
10/4/2019	Today, im helping Miss Misnah to distribute the invitation to all the councilor that attend to the meeting for today. Before distribute the letter, I been asked by miss Misnah for photostat 31 copies of the letter and then pass it to all the councilor that attend the meeting. I also need to collect all their signed for record. After that, im helping Madam Khatijah for photostat the "Service Order" and pass it to treasury Section for signed.	 HAJAH SULTARINA BINTI HU MOHAMMED Penolong Pegawai Tadbir, Gred N3 Majlis Perbandaran Kota Samarahan
11/4/2019	This morning, I been asked by Madam Khatijah to type the letter for Dato and the letter need to be sign by our Chairman of Majlis Perbandaran Kota Samarahan. After that, I been asked by Miss Misnah to distribute the document to each section in MPKS. After distribute the letter, I been asked by Madam Khatijah to photostat the questionnaire and distribute to all the staff that under Admin department.	 HAJAH SULTARINA BINTI HU MOHAMMED Penolong Pegawai Tadbir, Gred N3 Majlis Perbandaran Kota Samarahan
12/4/2019	This morning, I been asked by miss Vanessa for distributed the letter to the staff. After that, we been called by Mr Bohasan for joined to distribute free mask to the public at Jambatan Samarahan and	 HAJAH SULTARINA BINTI HU MOHAMMED Penolong Pegawai Tadbir, Gred N3 Majlis Perbandaran Kota Samarahan

Date	Exact Nature Of Work Done	Remarks
	also distribute the mask to the public at Airman mall. And then, we been asked to photostad the letter and pass it to Miss Euci.	
13/9/2019	This morning, I been asked by Miss stephanie for joining the "Gotong - Royong Di Di Serikin No.8 at Samarahan. We been given plastic bag and mask for collect the rubbish and I been asked to take photo all the staff that joined the program.	
	And for taminorrow I will joined "Program Pembangunan & Pertubangan Komuniti Berdaya Kpg Lubok Kura, Asajaya from 8 am until 1pm. And this will be my last activity at Majlis Pertandaran Kota Samarahan.	

