

**UNIVERSITI TEKNOLOGI MARA (UiTM), SARAWAK
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES**



PRACTICAL TRAINING REPORT:

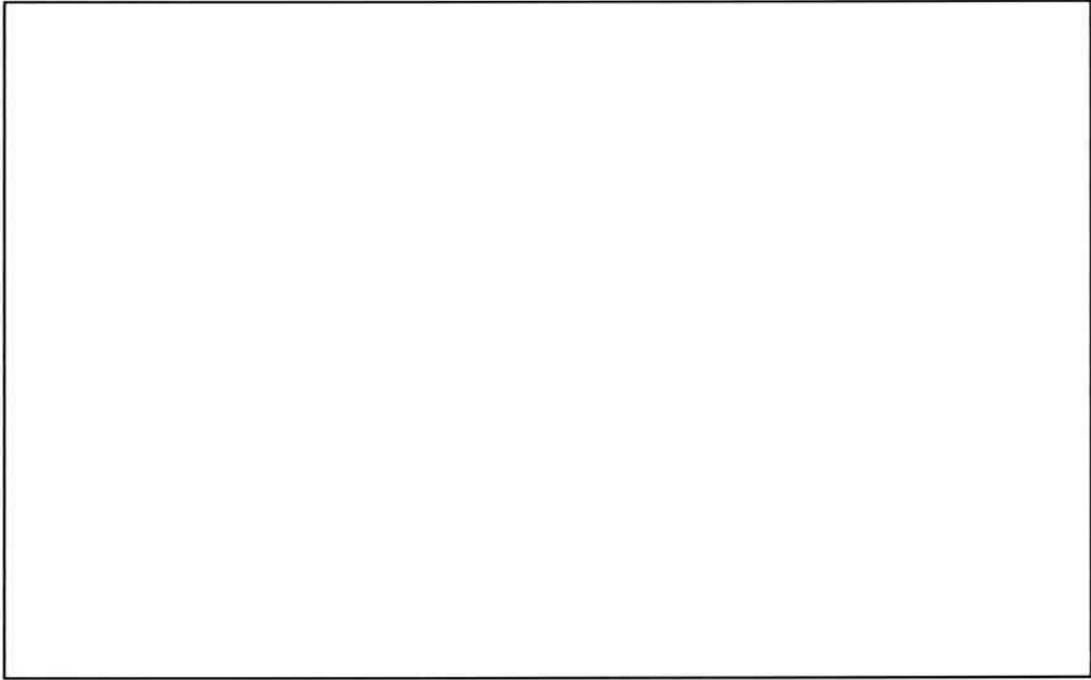
MAJLIS PERBANDARAN KOTA BHARU (MPKB)

AHMAD HAZIM BIN KAMALUDIN

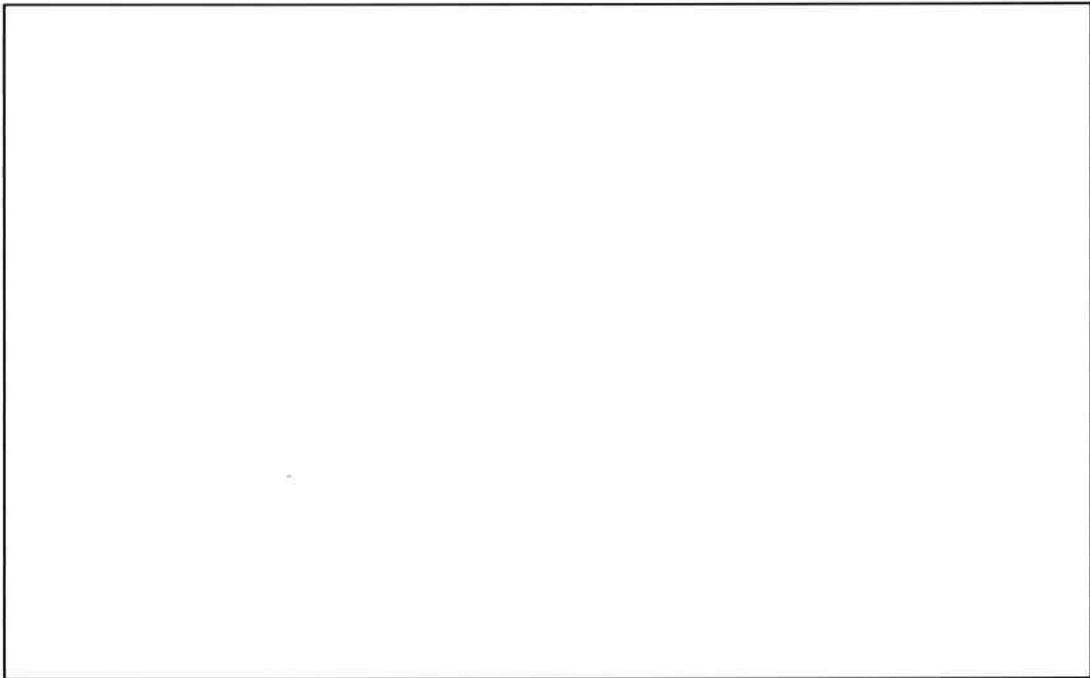
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DECEMBER 2015

SUPERVISOR 'S COMMENT

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MODERATOR'S COMMENT

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.....

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Date :

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Assalamualaikum w.b.t

First of all, I would like express heartfelt gratitude to Majlis Perbandaran Kota Bharu for the opportunity of having Industrial Training at this organization. Appreciation goes to Puan Norbaya bt Yusof, my organization's supervisor. The sharing of knowledge had brought the new dimension of thoughts about to grab the values and get the experience of life behind every event or course assisted.

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THE DECLARATION

Declaration

I hereby declare that the work contained in this practical training report is original and our own except those duly identified and recognized. If I am later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed,

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(AHMAD HAZIM BIN KAMALUDIN)

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 Organization Background

Kota Bharu Municipal Council (MPKB) is the organization of the State Council, which operates in the city of Kota Bharu which includes 65 sections. The area of administration is 115.64 km² which covers an area of Pantai Cahaya Bulan to Pantai Sabak in the north, an area bordering the area of Batu 5, Jalan Pasir Mas and Jalan Kuala Krai to Pasir Tumbuh bridge on the south, Sungai Pengkalan Datu and Wakaf Stan on the east and on the west is Sungai Kelantan.

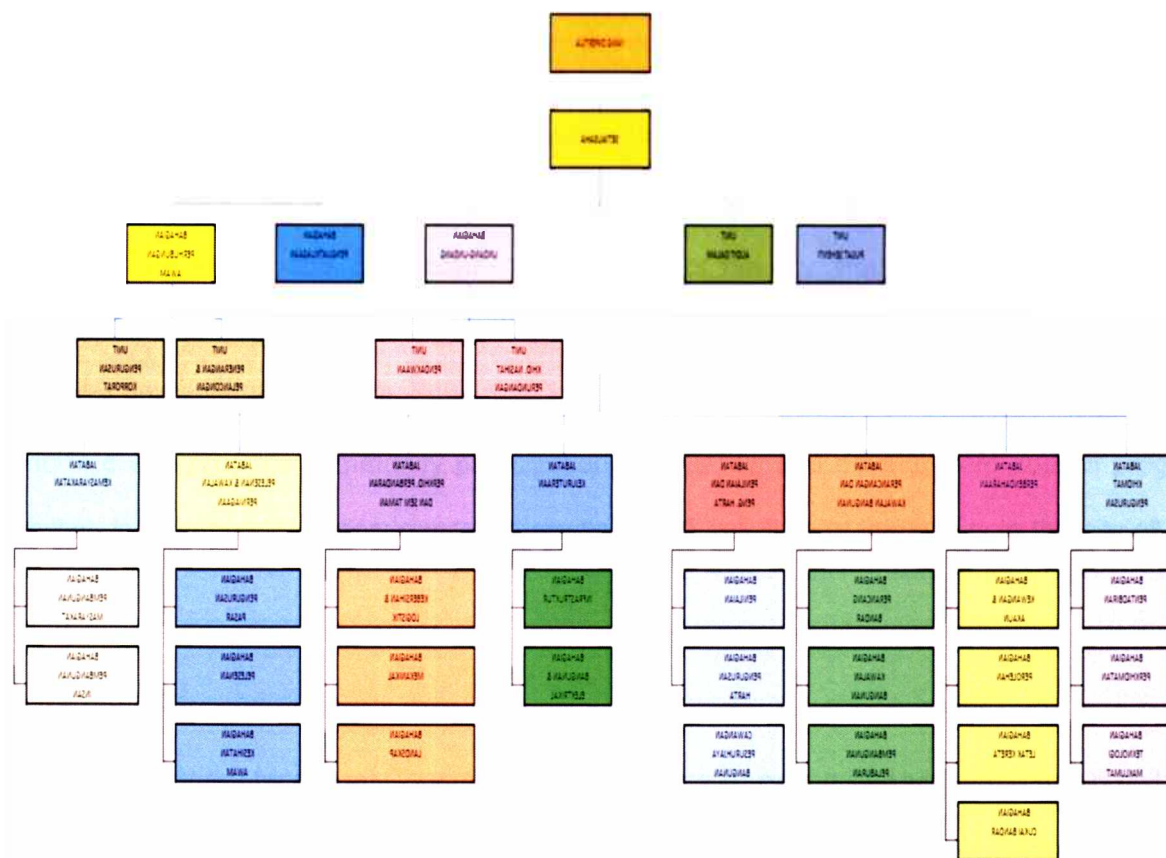


Majlis Perbandaran Kota Bharu (MPKB) or Kota Bharu Municipal Council area is a center of development of the State of Kelantan which city of Kota Bharu as a center of administration, commerce and finance. While Pengkalan Chepa as an industrial center and Kubang Kerian as institutions center.

City of Kota Bharu was established in 1844 and declared as the capital of Kelantan by His Royal Highness Al-Marhum Sultan Muhammad II. In 1936, the city of Kota Bharu was upgraded as Kota Bharu Town Council (MBKB). MBKB was removed and changed to the Town Board in 1971. In 1978 the Kota Bharu Town Board was restructured and upgraded to Kota Bharu Municipal Council in 1978.

1.2 Organizational Chart of Service Management Department, MPKB

RE-BPKM (AZU)ADRO ATRAJ



1.3 Objectives of MPKB

Firstly, the objective of MPKB is to strengthening the council administrative to be the local government that executes all the action based on coordinated planning. MPKB wants to strengthen the council through implement all the action according to what had been plan before.

Secondly, to strengthening the financial function by enhancing the revenue collection capabilities and identify new sources of revenue. Thirdly, to improving municipal services with emphasis on the aspects of cleanness and beauty of the city. Fourthly, to enhancing human development programs to produce competent citizens to contribute towards the development of physical and spiritual that adherence with the concept of Kota Bharu as Islamic City. Fifthly, to prioritize and promote community participation in activities and development council program. Sixthly, to enhance the measurement to eradicate the activities of immorality in the city of Kota Bharu.

1.4 Vision

Kota Bharu Municipal Council as outstanding organization that will develop and build the city of Kota Bharu as Islamic City that clean, beautiful and independent based on Islamic Common.

1.5 Mission

Bring prosperity and quality of life to citizens and enhance the development of socio-economic and contribute significantly to economic growth and especially the city of Kota Bharu and Kelantan state as well.

1.6 Function

MPKB are function on provide proper municipal services to the citizens in order to create an environment that is clean, beautiful and comfortable, and plan and arrange the development in neatly and structure, and develop socio-economics' projects and recreational facilities, and enforcing laws to ensure the welfare of the citizens.

1.7 Customer Charter of Service Management Department

In order to fulfill the needs and demand of customers in service management department, MPKB comes out with the customer charter as the guideline in achieve what the customer wants. Firstly, meeting management in the level of administration and council is managing systematically. Secondly, preparing the minutes of meeting within three days. Thirdly, seeking for feedback of meeting within seven days after the minutes of the meeting been distributed. Fourthly, ensure that the insurance claim from all staff settled within three days. Fifthly, ensure that the vehicle and computer loan of staff completed within two weeks. Sixthly, ensure that the staff matters been addressed and take an action immediately so the employee welfare is organization's responsibility. Seventhly, managing the distribution of Monitoring Team's reports to the relevant departments so that follow-up action is taken within three days from the date of statement was circulated. Next, ensure the management and coordination of Council official ceremonies are well-organized. Lastly, ensure that all complaints are taking an action within three days.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 INTRODUCTION

Practical Training is a compulsory credit that needs to be taken and undergo by all final year students of UiTM Bachelor (Hons) of Administration Science and policies (AM228) in order to meet and fulfilling their course structure requirements. The main objectives of this practical training is to give the real working experience to the trainee as well as give sufficient exposure in both theoretically and practically of the real work environment and how the organization daily routine tasks are being carried out.

In this second chapter, the schedule of practical training will be discussed. The scope for this chapter is covered the jobs and task during practical. This chapter explains the jobs and task executed by the trainee throughout the training week. The explanation will focus on different task assigned to the trainee. I had gone through practical period from 20th July 2015 until 15th September 2015 which is 8 weeks at Majlis Perbandaran Kota Bharu (MPKB) or Kota Bharu Municipal Council.

In addition, the reason why I had chosen MPKB as my place for learning process and also in fulfilling my course requirements are because of several factors such as it is closely related with scope of task that are been expected from University and Faculty to be fulfilled by me in order to make effective use of my time in MPKB organization. The scope of tasks such as Services, Administration, Financial, Personnel, human resources, Counter Services, Data Processing, Marketing and Outdoor task. However, all the scope of tasks is not being applied and learned to me because I've be allocated to only one department which is human resources management. Human resources management unit is more focus on the administration task and management. Thus, the jobs and task that assigned to me are related with the department.

There are several tasks given to me during the practical session. The task is divided into two scopes which are first, given by the supervisor and staffs, and second is done by the self-initiative by the myself. Overall I was assigned with the general task available in organization such as services, administration, file management, and data processing.

My time in MPKB has been successfully carried out for the total of 8 weeks as required by the faculty in order to fulfill my course requirements. I have been exposed and introduced with the administration and management, human resources and counter services of the real time office situation and also tasks in the MPKB which can be describe also as one of the public sector organizations.

2.2 SUMMARY OF ACTIVITIES

<p style="text-align: center;">1st week 20-23/7/2015</p>	<ul style="list-style-type: none"> i. Arrived at department of human resources management. ii. Introduce name and show the letter about practical in the office. iii. Meet one of the staff in the department Encik Nazmin, he introduces little about the organization and HRM department and give introduction about HRM software, warrant, about job applicant, and scope of work in the department. iv. Use HRMIS system to do the work and learning about this system. v. Check and key in KPI of staff in the system. vi. On the third day, meet the supervisor Puan Norbaya and bos in the department Tuan haji Izzudin. task given to check and analyze the file and document to be updated and profile of the staff. vii. Received call for public.
	<ul style="list-style-type: none"> i. Attending event "Hari Raya" made by MPKB. ii. Tasks given to check the table of vvip in the event. iii. Staff given a task to highlight their document for the meeting. iv. Sending a letter to the other agency and continue learning about the HRMIS system. v. Task given to manage financial management letter,

<p>2nd week 26-30/7/2015</p>	<p>check and patch the sticker on the certificate performance of staff of the year 2014.</p> <ul style="list-style-type: none"> vi. Tasks given to check and key in data of staff in the HRMIS system as an example property of staff. vii. Attending reception “Hari Raya” in other department of MPKB viii. Staff given a new learning about use of Microsoft excel and check and key in data.
<p>3rd week 2-6/8/2015</p>	<ul style="list-style-type: none"> i. Tasks given to do power point for budgetary strategy services ii. Received the call for staff and public. iii. Tasks given to check and key in data, calculate the information, document, and file in the department. iv. Arrange the file and document based on year, make a faks the letter to other agency. v. Task given to help the staff to do a PowerPoint to make some word. vi. Check and update the file for staff who have holiday, leave, and other than that. vii. Attending reception “Hari Raya” make by other department. viii. Task given to sending the letter to other agency.
	<ul style="list-style-type: none"> i. Tasks given to help the staff to take a frame in the shop and keep it at the save place. ii. Tasks given to check and print the file and document

<p>4th week 9-13/8/2015</p>	<p>for the department.</p> <ul style="list-style-type: none"> iii. Patch the certificate into frame for the gift of excellent for the employees and keep it at save place. iv. Task given to check and key in data replacement for leave of staff. v. Ensure all the file and document of staff is clearly updated and follow the order of year.
<p>5th week 16-20/8/2015</p>	<ul style="list-style-type: none"> i. Attending the ceremony of excellent of staff made by MPKB for achievement of their staff in Dewan Jubli Perak. ii. Sending the letter to other agency. iii. Received the call for public. iv. Clean and check the file and document for management. v. Task given to compile the paper of budget and ensure all clearly defined and easier to find the name of staff. vi. Task given to help the staff to count the file and document of staff as an example total of staff MPKB 1200. vii. Learning, check and update the file, profile and document in HRMIS system. viii. Tasks given to help the staff in arrange the reception one of the intern student who have finish their practical and also help the staff in tern of food take the glass

	and other than that.
<p>6th week 23-27/8/2015</p>	<ul style="list-style-type: none"> i. Reception "Hari Durian" make by MPKB to all staff and public. ii. Help the staff to send the letter to other departments. iii. Continue using HRM system to check and updated profile of staff. iv. Task given to compile all document in the department and ensure all keep it at save place and easily to find v. Task given to do Microsoft word to make some word for the department. vi. Tasks given to help staff for the reception of one of the student who have finish their intern vii. Check the profile of staff who have taken a leave, holiday and other than that. viii. Listen the speech in the MPKB (Every Thursday) ix. Photo state some document required by the department and help the staff in the Microsoft excel to make a table content.
<p>7th week 1-6/9/2015</p>	<ul style="list-style-type: none"> i. Konferensi Antarabangsa Islam Borneo (KAIBVIII) , UNIVERSITI ISLAM SULTAN SHARIF (UNISA).
	<ul style="list-style-type: none"> i. MPKB have open job opportunity to the publican task was given to give the letter to applicant for those who

<p style="text-align: center;">8th week 7-15/9/2015</p>	<p>want request for the job available in the all department.</p> <p>ii. Photo state the document for applicant and help the staff in the counter services for explanation about job specification for applicant.</p> <p>iii. Arrange and compile the document in the department, print the document for the use of the staff, check and update the document in the department.</p> <p>iv. Received the call for the staff and public.</p> <p>v. Make some work by using Microsoft excel for the department used.</p> <p>vi. Task given to help staff to stack the profile of staff in the box and keep it at the save place and easier to find.</p> <p>vii. Task given to make an essay by using Microsoft word and print it required by department.</p> <p>viii. Using HRMIS system to check and updated status profile of staff and ensure all have clear and list the nama who are retired.</p> <p>ix. Sending the letter to the other agency</p> <p>x. Help the staff to find the box of letter to give to the applicant and cop the letter and document and give it to the manager to his signature.</p> <p>xi. Farewell and Appreciation Ceremony for practical students.</p>
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CHAPTER 3

ANALYSIS

3.1 INTRODUCTION

Generally, chapter two of this practical report had discussed in the summary of the jobs and tasks executed throughout practical training. An analysis of the tasks will be discussed in this third chapter to identify what theories are related to the tasks performed and its applications in the organization. Under this chapter also trainee will have to analyze specifically the task as covered in the log book. The trainee should be able to define the concept of the task and should be able to relate all the concepts learned in classroom at the workplace to reinforce understanding on the concepts learned in classroom. This chapter will describe the level understanding of the trainee towards the theory that they have learned and how they practice it.

3.2 OFFICE ADMINISTRATION

Office administration is also the daily routines of trainee during practical training. The trainee was undergoing the industrial training in administration unit and indirectly the trainee need to serve people either the outside the organization or inside the organization. Besides, office administration also included other basic administration like record letter or any document related with organization, photocopy document, sending fax, and so on. In order the tasks and job assigned to trainee run smoothly and effectively, the trainee experienced that most of task was performed involved communication.

3.2.1 File Management

File management can be defined as an important to records management. Filing is about managing all data and information to its own files and document. Other than that, filing has to be done in a safe place and must be able to retrieve easily. Besides, a filing system is the central record management system for an organization. It helps organization to be efficient and effective and also systematic. It also makes the entire officer in the organization are able to access the information easily.

Filing system must also be held in storage spaces that are lockable and offer some protection against hazards of burglary and fire as well as maintaining confidentiality of information stored. An efficient filing system should contain guides that organize and subdivide the contents of the file drawer. The guides may make from heavy cardboard or other substantial material and be direct the eye to the desired file.

Basically, there are commonly five types of filing systems that used to organize documents for easy retrieval which are based on their subject, chronological, geographical, numeric form and alphabetical form on filing system. These types of filing are commonly used for paper-based documents which must be filed for easy retrieval.

Furthermore, there are several criteria in filing equipment. In filing equipment, it should consider on types of records stored, volume of records requiring storage, and space limitations. Generally, the filing of organization either public or private is made in lateral cabinets, vertical drawer cabinets, and open shelves. Filing cabinet is used to keep all the files accordingly which is thus may help any officer in the organization to find any documents easily. Each files may have different contains which was arrange according to their serial number as well as according to any five types of filing system.

In facts, Saluja (2003) stated the vertical filing cabinet (vertical file cabinet in the United States) more or less as in use today was invented by Edwin G. Seibels in 1898. He invented a vertical filing system in 1898 that revolutionized record-keeping which previously, businesses kept papers in envelopes in turn stored in arrays of pigeonholes often lining a wall. Moreover, according to Simplyoj (2011), the purpose of filing is to put together all related documents in one place so that the history of the transaction or dealings with a particular subject can be easily accessible, provide a safe place for records of business information and transaction when not in use, and to make records available when they are needed.

3.2.1.1 Application of file management into MPKB

In applying the file management into MPKB, when trainee involved in the administration unit. The clerical jobs and tasks are familiar with trainee and throughout the practical training, trainee was taught by the officer on the file management. Thus, MPKB can be said as applying file management in order the organization's document is be kept systematically.

In MPKB, trainee is involved in handle the organization's letter and document either received by hand or through fax. The documents and letter need to keep on the right file to ensure the entire staff can easily retrieve all the information needed. On the top of file, there are labeled of title or name of the file, code number and reference number. The letter that received to the trainee needs to stamp it with date stamp. After stamp it, those letter be place into a file called 'received letter file'. This file is kept all of original letter that received in which those letter need to take further action. The details or particulars from the letter need to record into system and make a copy for each letter. The copy of each letter then be place into another file called 'letter need to be authorized'. The letters that put into the file need to be endorsed by the secretary of MPKB or directors in service management department. Then, the letters would be place into another file for distribute into the pigeon hole according to the department or unit. In

administration unit, the pigeon hole is very important because all the letters or documents for each department are be inserting into the pigeon hole that each of it are been labeled accordingly based on department or unit. After that, the staff from each department would take all the necessary documents and letters from the pigeon hole. However, the system is not very applicable when there is some officer did not come to collect the documents or letters related to his department and the trainee take a proactive step to send those documents and letters to specific department or unit.

The file management system was very useful and helped the MPKB's staff to ensure their task is systematic plan, effective and efficient in implemented the particular tasks. Meanwhile, the staff also can make fast decision making where they can obviously differentiate the letters based on the date and events. Thus, the problem such as redundancy and misplaced could be avoided when the staff can identify which letters are the priority and needed immediate action of their department according to the date of file.

3.3 COMMUNICATION THEORY

According to Snell and Bohlander (2013), communication can be defined as the process of transmitting information and common understanding from one to another. In other word, communication is a medium to which the messages been deliver to people. Types of communication can be divided into two which is verbal or non-verbal communication such as gestures and body language. The communication theory which is communication process can be shows into this diagram:

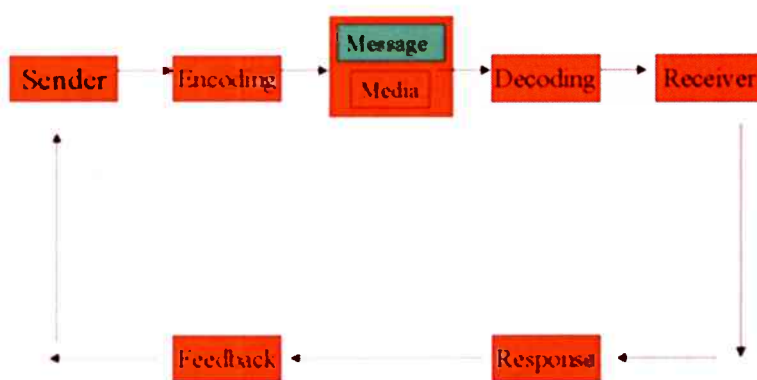


Figure 3.3: The process of communication

The process of communication is involving the sender and receiver. The sender is the one who deliver the message or start to initiates the communication to others. Meanwhile, the receiver is the one whom the receive the message that been sent by the sender. The sender will encode the message which means on how they conveying or presenting the message through selecting the words, symbols or gestures. Basically, when sending the message there are three elements that involved which is medium, message, and noise. In communication process, it must have a message which means an information, concept, or idea that resulted from encoding and the communication cannot happen if there is no message at all. After that, when conveying the message the sender will determine the medium or channel on how they want to

send or deliver the message such as telephone call, face to face conversation, email and so on. However, in the process of conveying the information usually noise will disturb or distorts the message. Some examples of noise which is different language barriers, perceptions of the message, interruptions, emotions and attitudes. Lastly, the receiver needs to give feedback or respond on the particular information to the sender. The receiver must carefully interpret the message and failure to do so might lead to failure of communication. Means that there is miscommunication between the sender and receiver in which the feedback from receiver was not fulfill the desire of the sender. Thus, when the receiver fails to understand the meaning of information conveyed from the sender, it can be concluding that the process of communication is less effective.

3.3.3 Application of Communication Theory into MPKB

In applying to the communication theory in MPKB organization, this theory is very important especially people inside the organization as well the people outside the organization such as customers, supplier, and dealer and so on. It can be said this communication theory need to apply in this organization. When there is no communication, the tasks and jobs cannot be delivered effectively in specific time and the organization's goals and objectives cannot be achieved. In MPKB, the top level management which is Yang-Dipertua, Secretary, members of council and all the director are communicate to lower level management about the goals, vision, mission and strategies. First of all, the top level management will conduct a meeting and discuss the event or strategies for the organization and they will come out with the final decision. After that, the directors of each department will communicate and explain the decision to the lower level management. For example, in service management department, its director, Mr. Azizan bin Hj Mohamed will communicate and send the messages to his deputy chief director, Mr. Mohd Fauzi bin Ab. Rahim. Then, Mr. Mohd Fauzi will explain the messages to all unit include administration unit, human resources unit, management unit and financial unit. The

officers of each unit will implement the tasks given and follow the decision by the top level management. By doing this, everyone can know and performed their works effectively which later can lead to the desired achievement.

Trainee has also applied the communication theory throughout the industrial training. Hence, once trainee have been assigned at human resources unit, Puan Norbaya which trainee's supervisor had communicated and explained to me about trainee task and what he had expected from trainee. This face to face communication makes trainee more understand about roles of trainee in MPKB organization. Meanwhile, same goes if trainee not clears about the task, trainee would ask him to figure it out. Besides, each instruction and order that trainee received from the officer also involved communication either in verbal or non-verbal. Trainee not only communicated with staff from administration unit and human resources unit. However, trainee was instructed by supervisor to send the documents or letters that need for immediate action to others department and unit also such as financial department, license unit, human resource department, counter services and so on. During practical training, when my supervisor or officer ask me to fax the letters immediately, they would explain to me the details such as the fax numbers and who is persons or agencies to be sent those letter. Trainee will be face a problem in perform the tasks if the officer or supervisor does not clearly explain to trainee about the details.

In addition, the communication not only as medium for deliver the tasks but it also been used by the staffs in improving the relationship between others in this organization. Trainee are closed with the all the staffs and officers in the department. This medium makes trainee are enjoyable to perform all the tasks that been assigned. Communication can make unfamiliar people closed with our family and friends. So, it same goes in this organization when all the staffs in that department are much closed with trainee. It also makes the working environment

become more comfortable to work due to people in this organization are friendly, helpful, kindly and caring.

Furthermore, trainee is applied two types of communication which is verbal and non-verbal communication such as through phone call and fax machines. Generally, there are some problems faced by trainee when used this medium trainee such as noisy in the theory of communication. This is because when trainee needs to cooperate with people through phone call sometimes the technical problem arisen and existent in our communication likes the communication not smooth due to network problem and also the sounds are not clear either from trainee or from the other side. Meanwhile, the system or machine breakdown was the barrier of communication that trainee had faced when trainee used the fax machine in order to deliver the message. This problem makes the process of transmitting or delivering the message move slow or late.

CHAPTER 4

RECOMMENDATION

4.1 Introduction

Under this chapter, practical trainee will come out with the strength and weaknesses of the organizations particularly by looking at how all the task and work are being done and what are the other additional equipment, procedure or methods that can be considered in assisting the practical trainee in doing trainee task that has been assign to them more effective and easier. Trainee also are being expected to come out with the recommendation and solutions to shed some lights in order to addressing the weaknesses of the organizations which could at least give some ideas or improvements that will then acts as a catalyst to improve the efficiency and effectiveness of the organizations operations.

In today's world of globalization where demand and expectations from the people are increasing and the quality of the services are also being expected to fulfill the necessary benchmarked requirements or standard by the organization itself and in terms of public sector like MBPJ, the performance expected must aligned in moving towards achieving the national goals or policies. The practices of effective Human Resource Management must be adapting in the organizations in order to ensure the organizations are performing at its best. The practices of effective Human Resource Management is a comprehensive and holistic practices that involved all level of organizational levels and also involve every aspect of the human resource as according to E.Hong (2012), An effective human resource management practices namely employee empowerment, training and development, appraisal system compensation are the main factor for the success of a firm on employee retention.

4.2 STRENGTH OF THE ORGANIZATIONS

During trainee's practical periods, practical trainee had been observed and noticed some of the pillar of strength for the MPKB. This strength is the one that has made MPKB to be able to operate its operations in the utmost efficient and effective in carrying out their daily routine. The strength of the organizations in general are the effectiveness in filing in organizing documents, good cooperation among the employee in their units and the application of technology in terms of personnel system software.

4.2.1 Effective Filing Management in Organizing the Documents and Records Book

Majlis Perbandaran Kota Bharu can be considered as having an effective filing system. This can be seen through the way they organize all document. In Human resource department, documents and service book records are among the top priority documents and are considered as very important and have to ensure that all documents are being filing according to the standard procedure and guidelines in order to ensure that all documents are filed accordingly to timely basis and could ease accessibilities to it whenever needed.

In MPKB, there are mainly two types of files that are considered as very crucial and also highly private and confidential (P&C), namely Dosia Files and also the Record of service books where both contents already explained the significant of it towards the organizational filing management system in the earlier part of this report. In MPKB, all of this documents are being safely kept in the vault room where it is only accessible by the staff of Human Resource only since they are the only one who have the access card into the vault. Other than that, inside the vault the filing system is very systematic and are been kept according to the department, and the employee records also been kept according to the Grade and alphabetical order so every time their files are needed, the employees can easily determine where it is being kept.

MPKB Human Resource Department took this aspect of filing of document seriously as the improper document filing system could resulted into a great future difficulties as all the documents contained in the vault room is highly significant to the operations of the HR department especially when all the files contained in the vault is keeping all the service records of the employees of MPKB which are the total of more than 1200 employees throughout the organizations and also including the employee that has retired also, their files are kept inside the vault for the first five years after they have retired or layoffs. MPKB should maintain these good and effective ways in organizing the documents to ensure company effectiveness and efficiency in the current time and also in the future. For example, when there are promotions or the HRMIS need to be updated align with the manual record book of service, the staff only have to know the grade for the employees involved and also the name because when they know the grades of the employees, they will know which area of cabinet to look for the service record book because their files has already been kept and manage according to the grade and also names alphabetically.

4.2.2 Good Cooperation among the Employee

In any organizations also, the workforce of the organizations, they are not work solely independent and the workforce must be mutually dependent towards one another. In MPKB, the interdependent between the sub-units of the Human Resource are obviously can be seen where all of the sub-units of HR are directly dependent mostly to the filing units because all of the tasks related to the Human Resource will have to refer and updated with the files and documents of the current or even the past employees of MPKB as a whole. Throughout the practical training, trainee has found out that some of the task assigned during trainee in the one unit, but it requires trainee to get the information from other unit in order to ensure the accuracy and in order to make progress the tasks. For example, when trainee under the Welfare unit and are been assign to shortlisted the candidates for the Best Employee of The Year "Anugerah Pekerja

Cemerlang” (APC), trainee need to go through the information of the candidates by going through and referring to their Book of service records to ensure that they have any disciplinary actions taken throughout their service in MPKB and also other than that, trainee need to refer to the HRMIS and information unit to obtain their leave track records in the HRMIS system to check their leave applications and status in order to find and to shortlisted the best employee that has and fulfill the necessary requirements and also approved by their head of departments.

Besides that, good cooperation is really important in MPKB as some of the document or information needed is not only used by single unit, but also other unit as well, and any deficiencies or missing file or documents can cause a chain reaction effects where it will affect other unit performance and effectiveness and efficiencies as well thus it could hinder an effective operations of the Human Resource Department as a whole.

Based on the statements above, this show that good relationship between departments is very important and in MPKB, the good relationship is proven to be crucial and this could ease one unit to another works and also being as a trainee, it allows an ease to get all the information immediately especially in preparing documentations. Organizations like MPKB need to maintain these good relationship and coordination among the sub-units as this will ensure that organizations will maintain their effectiveness and efficiency by giving out services to their client and also towards and among the employees within the organizations and departments.

4.2.3 The Application of Technology

The last strength that I have managed to discovered at MPKB organizational systems is the application of technology in order to keep their employees personal and details of employment such as salaries, grades, home address and even their allowances and some others details. This system is called as Human Resource Information systems (HRMIS) that

keep the employment records of public sector as a whole where it is being used by all of the public sector organizations.

During my studies, HRMIS is one of the software or system that I have only heard before but never had the chance to handle, after going through the practical training in MPKB, I have been given the opportunities to handle the system on daily basis since its one of the core functions that need to be operated almost in every tasks because both of this systems is involving all of the tasks given to me, at least most of it especially the tasks that requires a files and information retrieving of the employees. During my training in MPKB, I often used both of this software to do work such as double check or updating the employees medical, profile, leave, retired and other in the HRMIS system, key in the training course evaluation form online by retrieving the employees number in the MPKB system, finding employees records in the MPKB system for the purpose of APC award and so many more tasks that requires the use of both of this software and systems.

The application of this system and software is proven to improve the efficiency and effectiveness of the MBKB operations and also ease the employee's tasks other than very time effectiveness. By applying this software and system into the organizations also it makes the tasks that are about to be completed to be more integrated where almost all the information about the employees can be obtained through the systems without having the one unit to be fully dependent to another. Other than that, this application of technology also could save spaces where all of the information regarding the employee employment are not everything is stored in the form of papers instead it is being digitalized and unlike the Dosia files and Employee record books, it requires the organizations to spend a space to store everything pertaining the employment information of the employees in the vault.

Furthermore, during my practical training also I have been taught in handling with other machine like photocopy machine, fax machine, scanner and also printer. This knowledge and valuable experience will help me in future where I will have no problem facing tasks that requires me to handling with office machines, because during my practical training in MBPJ I already has experienced in dealing with those machines where it is obviously ease in terms of documentations preparations before and also after the meetings.

4.3 WEAKNESSES OF THE ORGANIZATION

During practical training time in MPKB, there are also some weaknesses that are being discovered while doing all sorts of task given to myself. This section of report will discuss further into detail regarding the weaknesses of the company and trainee will try to come out with the recommendation to give some of the ideas and try to shed some lights in order to assist in overcoming the current weaknesses that presence in the MPKB Human Resource Department and this recommendation are hopefully can improve the efficiency and effectiveness of the organizations operations and also employees performance. In general, Weakness of the organizations is the ineffective system software and the lack of discipline of the employees in terms of the Counter Services.

4.3.1 Ineffective Technology System Software

This technological ineffective is referring to the MPKB system and not the HRMIS. This is what happens when sometimes, the strength of the organization also could be one of their disadvantages or weaknesses. This is because the MPKB system is always crashed and also hangs whenever it is being operated. This is actually a problem towards the employee of the MPKB as a whole because it could hinder an effective and efficient performance of the tasks by the employees. This is because it will create some sort of time constraints because every time the system hangs and crashed, all the data that has been searched and stated will vanished and the employees must search for the information needed all over again and the process will takes time especially when it involves so many details of employees that need to be retrieved from the system.

When I was doing my practical training there, I also faced with the similar problem and this is very stressing and problematic since the MPKB system are the one that need to be used almost in every tasks or work, because of this, it was like this department is depending and relying too much on the system and when the system is problematic, the work will be delayed and there will be much idle time when I need to wait for the server or the system to go back to its normal state and conditions. This problem is very disturbing especially when I was performing my task to complete the key-in data of the survey or the post-evaluation of the training and development programs courses of the employee where there are thousands of form that need to be key in the data into the system and in order for me to key in the data, I need to first find the employee details in the MPKB system by search it through their name to obtain their employees number which will then is required to fill in the Monkey Survey System.

4.3.2 Lack Of Discipline Of The Employees In Terms Of The Counter Services

Counter service in MPKB are referring to the front counter of the department. The core problem in terms of the counter service is because of the absence of the employees that should be available at the counter. From the day I came to be a practical trainee there up until I finished the practical training, the counter will always be absence of employee unless there are customers that required them to be at the counter. Even though the schedule for the counter services turn already been prepared but the staff did not follow it and this has caused only the staff nearby the counter to serve the customer or even the staff from other department that come over to the counter. This has caused some dissatisfaction among the staff nearby the counter because they are the only one who keeps on having to serve the customers who came to the counter other than the practical trainee. This problem arises mainly because of the staff which is required to perform their duty at the counter is actually their desk is quite far from the counter so they are unable to do their job if they are to be expected to standby at the counter and do nothing but wait for the customer to come before they could serve them.

This brings us to the another problem emerge especially when the counter itself didn't provide a Personal Computer facilities unlike the Department of Development Planning counter just besides the Human Resource Department counter. This has caused the staff which is required to stand by at the counter unable to do any of their task but just sit there and wait for the customer or staff to come to the counter and serve them. If there is PC equipped, the staff will be more motivated to follow the counter services schedule because while waiting, they can perform their own task and work at the counter other than just simply waiting there to serve the customer that come over.

4.4 RECOMMENDATIONS FOR IMPROVEMENTS

4.4.1 Ineffective Technology System Software

MPKB is a long established organization and having a great and systematic strategic management of administrative systems. However, just like any organizations, MPKB also has their own weaknesses and flaws when it comes to cope in terms of the organization information technology (IT). Because of this reasons, I would like to recommend that the IT department of MPKB to updated and improvised their core personnel system database in order to smoothen the staff tasks. Unlike HRMIS, it is more stable and smooth in terms of its interface and the system also can be said as smooth as compared to MPKB system.

This is because the MPKB system is as stated earlier is one of the most important system which is used by the Human Resource department other than HRMIS in order to obtain the personnel details and record in order to carry out their task on daily basis. When the MPKB always crashed, freeze and sometimes too slow to respond to the users which resulted in the inconvenience towards the user in using it. This issue is commonly happened and it could indirectly slow down the process of retrieving the staff information detail from the PJIS systems thus could hinders an effective and efficient job performance of the staff. The system or software also can be replaced with other new and more up to date software meaning that MBPJ need to spend some sum of expenditure to develop a new system database software in order to replace the PJIS which can be considered as outdated software.

4.4.2 Lack Of Discipline Of The Employees In Terms Of The Counter Services

In order to addressing the problem of Counter Services schedule in the Human Resource Department of MPKB, the only way to resolve or minimize this problem is to equipped the Front Counter with the Computer facilities. This is because computers at the front counter is crucial in order to ease the service delivery process happening at the counter other than could filled the idle time of the employees who standby there to allowed them to perform or completing their job or tasks while they are required to stand by at the counter.

This is because the main reasons of why the staff that are required to standby at the counter service did not follow their schedule is because of the counter and their desk is far and also at the desk didn't equipped with computer which has hinders them to do anything but sit down plainly at the counter and this is among the main reasons why this problem at the counter services occurs.

By equipping the counter service with the necessary computer facilities it is hoped that the employees will be more motivated to perform their duties as according to the schedule set and agreed among the staff in the Human Resource Department. This is because they will be able to do or to make some progress of their own work according to their unit while standby at the front counter to serve the customer who comes to the counter for various service reasons and necessity needed. However, by equipping the computer facilities at the front counter also has its downsides where the staff will be preoccupied and busy in doing their work at the computer and thus it could directly be influencing or affecting the quality of services delivered to the customers that come to the counter because the staff will not focus to the customer, instead they are being distracted by their work especially when it involves a workloads and a close deadlines.

CHAPTER 5

CONCLUSION

5.0 CONCLUSION FOR CHAPTER 1

As a conclusion, Majlis Perbandaran Kota Bharu (MPKB) or Kota Bharu Municipal Council is the local authority which administrates Kota Bharu City and its adjoining areas. The development and origins of this local authority can be track back all the way in 1844 when Kota Bharu was declared as the capital of Kelantan. In 1971, Kota Bharu Town Council changed to Kota Bharu Town Board. After a few years, Kota Bharu been upgraded to Kota Bharu Municipal Council.

Furthermore, based on the organizational vision, mission and quality objective also with my experienced in undergo the practical training there, it shown that MPKB is actually a very significant organization in which its concern on the Kota Bharu as Islamic City and through this Kelantan State become more popular and attractive on the eye of the world. Every year, Kelantan especially Kota Bharu had organized many Islamic events for Kelantanese people and MPKB plays an important role in ensure the event is run smoothly without having any problems.

5.1 CONCLUSION FOR CHAPTER 2

As a conclusion, Administration unit which is under Service Management department is actually a very interesting and important in MPKB that offers the best real working experience and exposure to its practical trainee. Even I only having a chance as trainee for 8 weeks however, many things i had learned throughout the practical training period that cannot be found in classroom or other places. This exposure and opportunities is very valuable and has allowed me to at least gets a bigger picture of how the organizations and also departmental works and how each and every unit in the department are actually inter-related towards one another.

The practical training that I have undergone in my time in MPKB has been successfully carried out for the total of 8 weeks as required by the faculty in order to fulfill my course requirements. I have been exposed and introduced with the administration unit and rules and regulation policies, process and customer chartered. I have been given tasks such as preparation before meeting, filing administration works and so on.

5.2 CONCLUSION FOR CHAPTER 3

In nutshell, Kota Bharu Municipal Council had applied the file management system in the organization. From the system, I observed that the organization's documents and letters are kept in the right place where it makes easier for the staff to find the particular documents when needed. The system also make other department are in line with the organization's goal and objectives. It can be said that not only service management department get the advantages through this file management system, the other department as well.

From the chapter 3 also it can be seen the communication theory is being applied in the organization and there are lots of cons gained in adapted the theory in MPKB. The communication plays an important part in ensure everybody in the organization knows the objectives, goals, strategies and so on and avoid from any redundant of tasks from the staff. The trainee are be able to define the concept of the task and be able to relate all the concepts learned in classroom at the workplace to reinforce understanding on the concepts learned in classroom into the real work time.

5.3 CONCLUSION FOR CHAPTER 4

As a conclusion, the demand and expectations from the people are increasing as day goes by and the quality of the services are also being expected to fulfill the necessary benchmarked requirements or standard by the organization itself and in terms of public sector like MBPJ, the performance expected must aligned in moving towards achieving the national goals or policies. The practices of effective Human Resource Management must be adapting in the organizations in order to ensure the organizations are performing at its best. The practices of effective Human Resource Management is a comprehensive and holistic practices that involved all level of organizational levels and also involve every aspect of the human resource as according to E.Hong (2012), An effective human resource management practices namely employee empowerment, training and development, appraisal system compensation are the main factor for the success of a firm on employee retention.

From chapter 4, The analysis of the organizational strength and weaknesses of the organizations is crucial in order for the organizations to know where they stand in the market and also in the context of this report, MBPJ where they stand whether they are aligning with their Vision, Mission and objectives to attaining and achieving the national goals or not. Through the strategic analysis, it could improve the operations of the organizations by going through the core problem of the department problem of effectiveness and efficiency before come up with the recommended solution in order to addressing the problem thus could shed some light towards the organizations so that it could get the organizations back on track.

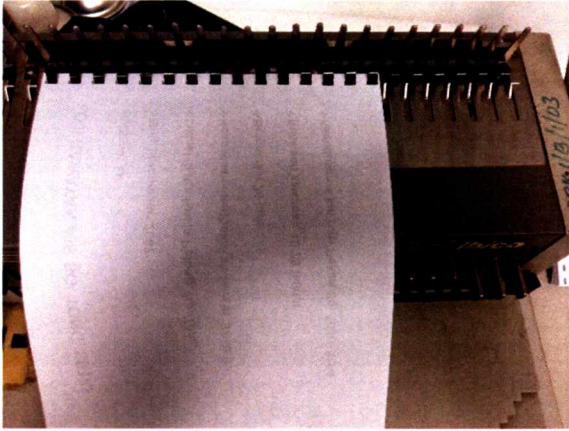
5.4 OVERALL CONCLUSION FOR THIS PRACTICAL REPORT

As a conclusion, I would like to conclude that I have learned a lot of knowledge and experience which I cannot obtain in the books or references. Even though it is only eight weeks of training, the experience in the industry during eight weeks is valuable for me. I have learned to be responsible for my position and be punctual on work. The organizations have provides me with the real working environment. It was an advantage for me to be in the Majlis Perbandaran Kota Bharu (MPKB) where I have been able to boost up my skills and abilities other than to push myself to the limit of my conceptual abilities into the practicality of it. Even though many of theories in administration, human resources and other than I found in this organization because the organization it is a public sector and teach me how to handle the current situation and be a good staff, responsible toward job and task, but most of important thing I have learned a new knowledge and experiences that needed for me when I working in the future.

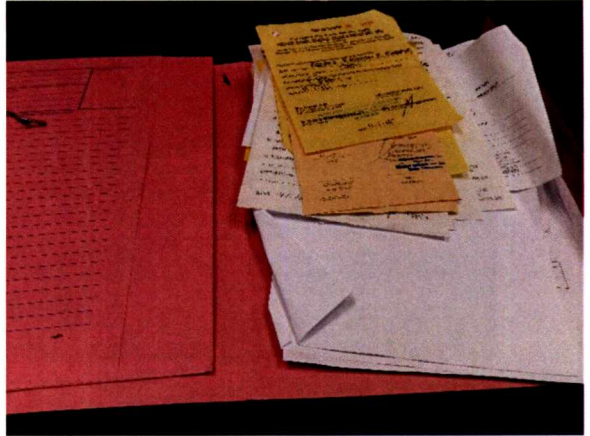
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APPENDIXES



Binding machine



Document arrangement



Photocopy machine



File room MPKB



Staff in MPKB



MPKB Department



Event Hari Raya



Event Hari Raya



مجلس قريندران كوتبهارو بندري اسلام

MAJLIS PERBANDARAN KOTA BHARU BANDAR RAYA ISLAM

SIJIL PENGHARGAAN

BAHAWASANYA

AHMAD HAZIM BIN KAMALUDIN

K/P/MATRIK : 921120-03-5635

PELAJAR DARI :

UNIVERSITI TEKNOLOGI MARA SARAWAK

TELAH MENJALANI LATIHAN INDUSTRI DI MAJLIS PERBANDARAN KOTA BHARU
BANDAR RAYA ISLAM, KELANTAN.

BAGI TEMPOH :

20 JULAI 2015 HINGGA 15 SEPT 2015

DI JABATAN / BAHAGIAN :

BAHAGIAN PERKHIDMATAN, MPKB-BRI

Sepanjang menjalani latihan tersebut, beliau telah menunjukkan kesungguhan dalam mempelajari dan melaksanakan tugas yang diarahkan. Beliau juga telah memberikan kerjasama yang baik di kalangan kakitangan dan pelanggan-pelanggan jabatan ini.

Dengan ini saya bagi pihak Majlis Perbandaran Kota Bharu Bandar Raya Islam, merakamkan setinggi-tinggi penghargaan dan ucapan terima kasih.

Haji ZAMRI bin Haji ISMAIL

Yang Dipertua
Majlis Perbandaran Kota Bharu
Bandar Raya Islam