

UNIVERSITI TEKNOLOGI MARA  
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES



PRACTICAL TRAINING REPORT  
MAJLIS PERBANDARAN KOTA SAMARAHAN (MPKS)

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2016307523

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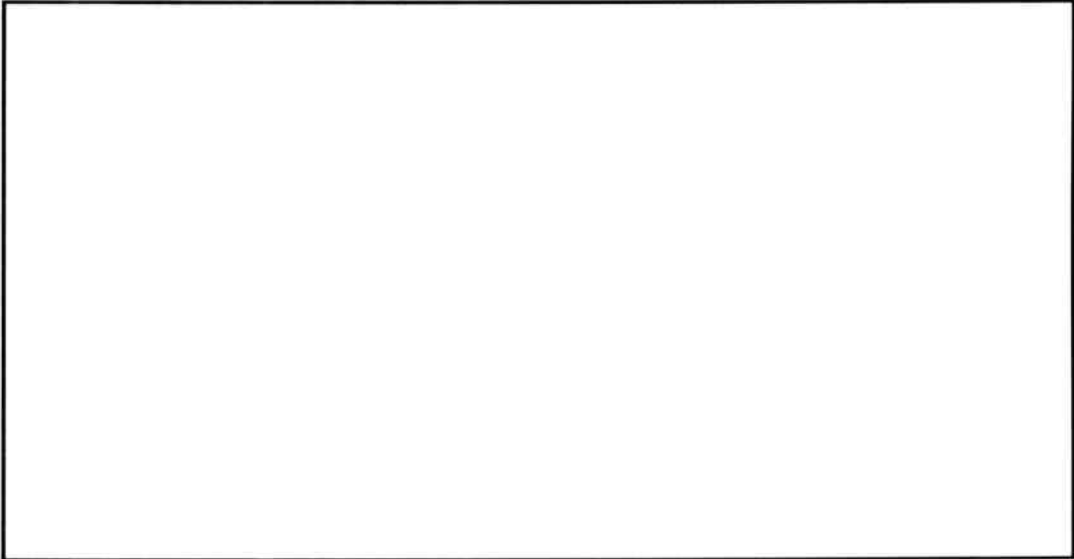
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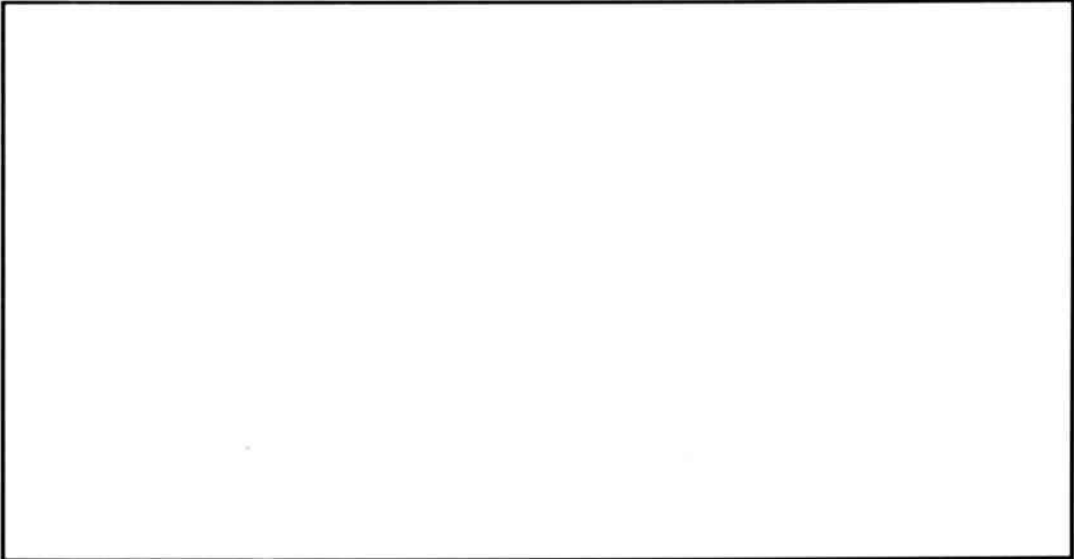
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**MODERATOR'S COMMENTS**

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

Name of Supervisor: Madam Noorfadhleen Binti Mahmud

Place of Training: Majlis Perbandaran Kota Samarahan (MPKS)

Name of Student: Athirah Binti Masuud

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

.....  
(Madam Noorfadhleen Binti Mahmud)

Date:

## **DECLARATION**

I hereby declare that the work and information contained in this practical training report is my own except those that have been duly identified and acknowledged. If I were later found to have committed plagiarism or other form of dishonesty, action can be taken against me under the Academic Regulation of UiTM's.

Signed

.....

(ATHIRAH BINTI MASUUD)

## **ACKNOWLEDGEMENT**

First of all, I would like express gratitude on Almighty Allah for all his blessing in enabling me to finish my practical training and also in completing my practical training in Majlis Perbandaran Kota Samarahan.

I would like to express my special thanks of gratitude to my supervisor Madam Noorfadhleen Binti Mahmud, the one who share the knowledge with me in doing this practical training report. Without her support, I may not be able to finish my practical training report and also to all of lecturers for the endless support. Other than that, I also want to thanks the staff from Majlis Perbandaran Kota Samarahan, especially to my in-charge supervisor which is Haji Nawi Bin Haji Som for accepting me and giving the opportunities for me to gain experience and knowledge in the organization.

I also convey my sincere thanks to my parents and family for the continuous support given to me during the duration of my practical training, and also to my friends in sharing the ideas with to complete my report.

A big thanks to all of those people who have helped and supported me during the completion of my practical from day one until the finishing of this practical report.



# **CHAPTER 1**

## **INTRODUCTION TO ORGANIZATION**

### **1.1 CHAPTER REVIEW**

In this chapter will explain on the history of the establishment of the organization which is Majlis Perbandaran Kota Samarahan, vision and mission, the objective and also the organization structure. Other than that it will also focus on the client charter of the organization and also motto and slogan of Majlis Perbandaran Kota Samarahan.

### **1.2 HISTORY OF ESTABLISHMENT**

In the beginning, the Samarahan District started as a small district which located under the Kuching District. Subsequently, the Samarahan District Council (MDS) was gazette as a Local Assembly in Sarawak under the provisions of the Local authorities Ordinance Cap. 117 on 1<sup>st</sup> January 1985. Samarahan District Council is a body designated by the Local Authorities, subject to the jurisdiction of the National Housing and Local Government Ministry. MDS implements the power conferred under Local Authorities Ordinance and the Local Authority By-Law under its care area. Locals are subject to the custody of Local Authorities.

MDS is located in Samarahan District which it located 30 kilometres from Kuching City. The Kota Samarahan Municipal Council was gazetted on 27<sup>th</sup> December 1984 and exercised the power to administer the areas under its custody beginning on 1<sup>st</sup> January 1985. The area which fall under the control of MDS includes the Small District of Asajaya and the Sadong Jaya District. In just about 10 years, many development and progress has been achieved as a result of efforts by Local Authorities, Government Agencies and the involvement of local communities in making such changes.

Now, the vision of the government is to make the Samarahan Division a centre of research and study in the state which is then a centre of international education. This can be seen through several types of education centres such as University Malaysia Sarawak (UNIMAS), Universiti Teknologi Mara (UiTM), Institut Pendidikan Tun Abdul Razak (IPTAR), Samarahan Industrial

Training Institute (ILP), Sarawak Technology Park, and Sarawak International Medical Centre (SIMC). All of this someday will make Samarahan one of the centres of excellence in education, training and research in Malaysia.

The Samarahan district has an area of 583.9 square kilometres with a population of 63581 people (Population Census of 2000). The population includes Samarahan and Asajaya the terrain of the Samarahan District is flat and most of it consist of lowland or peat. This is the kind of land that is suitable for agriculture activities and here is the IADP project. Among the commodities produced are sweet lemon grass, coconut, oil palm and also pineapple. There are also popular cash crops, paddy fields, watermelons, sweet corn and vegetables.

There are also industrial areas (Samarahan Industrial Zone) located next to Kampung Tanjung Bundong. The Samarahan Industrial Zone is 62,213 hectares. On 1<sup>st</sup> November 2016, Majlis Daerah Samarahan being upgraded into Majlis Perbandaran Kota Samarahan (Samarahan, n.d.)

### **1.3 SERVICES OFFERED BY MAJLIS PERBANDARAN KOTA SAMARAHAN**

- Planning and implementing development projects.
- Provide library services to communities in Samarahan Division and areas under their care.
- Provide solid waste disposal management services at Samarahan Division and areas in the proper and efficient of MPKS custody.
- Issuing various licenses, building permits to control business activities and ensure the safety of the surrounding residents.
- Provide vectors control services and infectious diseases.
- Provides SBBS counters service.
- Beautify the environment in MPKS's area of care.
- Provide small business facilities.
- Controlling small business activities.
- Provide sporting and recreational facilities.
- Food quality control and cleaning services.

## **1.4 VISION**

Kota Samarahan Municipal Council as a model centre of community advancement efficient local government.

## **1.5 MISSION**

We dedicate our energy and resources in helping the state to achieve its vision through sound of local government administration.

## **1.6 OBJECTIVES**

- Building council accountability through efficient and effective budget, financial and accounting system management.
  - Creating an efficient and effective administration management control system for quality, stable and efficient service to customers in its area of responsibility.
  - Establishing a fair tax system through an efficient, responsible and dedicated assessment.
  - Creating a transparent and fair business license control.
  - Creating a safe, beautiful environment through regular planned development and maintenance under its administration.
  - Providing an adequate and quality library and infrastructure services.
  - Providing enforcement services strictly, responsible, competent, fair and equitability.
- In order to achieve these objectives, the council will definitely use the existing work force optimally in order to provide the best services to Kota Samarahan citizens.

## 1.7 MOTTO

Beautiful, Clean & Green

## 1.8 SLOGAN

Samarahan, Kota Ilmu Yang Sejahtera

## 1.9 CLIENT CHARTER

- Client's charter responds to a realistic complaints within a period of not more than 3 working days from the date of complaint received.
- A complete building plan application will be processed and submitted to the relevant external agency / internal section for review within 14 of working days.
- The building plan is brought to the council committee meeting within a period of not exceeding 14 working days after obtaining approval from all relevant agencies.
- Occupational permit should be issued within 7 working days after qualifying done.
- Payment of goods and claims will be paid within 14 working days after all of payment details are received.
- Application of new solid waste collection will be processed within 5 working days within the existing collection of service area.
- Ensuring that all of new books acquired are ready to be processed and displayed for borrowing within 5 months from the date of purchasing.
- Take follow-up action within 3 working days of any offense or violation of the law.
- Application for business license must be processed within 14 working days form the date of receipt.
- The business license application decision letter will be issued within 10 working days after it has been decided by the full meeting.
- All proportionate holds except for residential and shop houses within Occupational Permit which has been examined will be submitted to the *Bahagian Penilaian dan*

*Kadaran Kementerian* within 30 working days from the holding period measured check.

- Ensuring that residential houses and shop houses with Occupational Permit are assessed for review, assessment and withdrawal of assessment tax bill within 60 working days from the date of issuance of Occupational Permit, except for Occupational Permit issued after 30 September, the assessment tax bill will be issued in January the following year.
- Longhouses and houses charged at general purpose rates are only checked, assessed and removed by the assessment bills within 3 months from the date of inspection.
- Minutes of the council meeting shall be prepared and distributed within 7 working days after the meeting.

# 1.10 ORGANIZATIONAL CHART

## CARTA ORGANISASI MAJLIS PERBANDARAN KOTA SAMARAHAN



## **1.11 CONCLUSION**

In this chapter, the trainee will be able on the general information of the organization. The general knowledge is important for the trainee so that they can know what kind of services delivered by their organization.

## **CHAPTER 2**

### **JOB DESCRIPTION**

#### **2.1 CHAPTER REVIEW**

This chapter is focuses on the practical training schedule. It will emphasized on the trainee weekly task in the organization.

#### **2.2 INTRODUCTION**

Practical training is very important to the final year student of Faculty Administrative Science and Policy Studies. The practical training will be done during the final year of the study which is during the semester break of semester 5. The students are required to do their practical training within 8 weeks of their semester break. The students are given the opportunities to choose for the organization that they are intended to their practical training. During the 8 weeks of the practical training duration, I was assigned into Majlis Perbandaran Kota Samarahan under Public Health department. In this organization, I was supervised by the Ketua Seksyen Bahagian Kesihatan Persekitaran which is Haji Nawi Bin Haji Som. I was assigned with various tasks which are relevant to my scope of study. On the other hand, I had the chances and opportunities to enhance my soft skill as well as management technique when dealing with employers, employees, customers and also the public.

#### **2.3 LOG BOOK**

For recording purpose, I was provided with practical training log book by University as a training requirement. The log book being used to record all of the task that been done during the practical training. This is to ensure that the trainee can able to manage their task given in the organization. In the practical training log book consist of the trainee's information regarding to the place of practical that have been chosen by the trainee. The trainee have to record their word done every day starting from their first day reported duty until the last day of



their services in the organization. The log book is very important in order to help the student to do their practical training report which will be submitted to their university. Its function is to ensure and prove to the university that the students are attended their practical training and also perform the task given by the organization.

## 2.4 THE WEEKLY TASK

In this section consist of all the weekly task that have been done by the trainee. The task will be started on the first day of practical training which was 23<sup>rd</sup> July 2018 and end on 14<sup>th</sup> September 2018.

### 2.4.1 Week 1: 23<sup>rd</sup> July 2018-27<sup>th</sup> July 2018

<b>23<sup>rd</sup> July 2018</b>	It was a public holiday which is Sarawak Independence Day.
<b>24<sup>th</sup> July 2018</b>	<p>It was my first day of practical training. I was placed at the section of public health and being supervised by Haji Nawi Bin Haji Som. I have been given the briefing regarding to my scope of task, the organization background and also being introduced to the staffs.</p> <p>My first task was related to the public relation. I have been given the guidance on how to receive a phone call, to record the complaint that being received through phone call and I was assisted on how to give feedback to the caller. The complaint that I have received will be in term of complaint from the public such as the schedule of rubbish collection, the matters regarding to the stray cat and also the complaint on the septic tank.</p> <p>Meanwhile, in the evening I have been assigned to make flowers by using the recycle papers. We were practising the concept of 5S in the office in order to ensure that the unused paper can be transformed into other things. Here I was able to learn on the importance of taking care</p>

	of our nature by practising the 5S concept and also can reduce the production of rubbish in the office.
<b>25<sup>th</sup> July 2018</b>	<p>On this day, I have been given the guidance on how to arrange the file. The file should be arranged according to its reference number. This is to ensure that the officer and staff can easily look for previous letters in the file as it has been arranged according to its reference number and also based on its date. Here I was able to do the file management which will be useful for me in the future.</p> <p>Meanwhile, in the evening I was given the opportunity to join the interview session. The interview was held at the Perpustakaan Awam MPKS. The interview was between the council and the applicants of Aiman Mall Wet Market. During the interview session, I helped the staff to jot the information of the applicants and also assisted the applicants to enter the room without making any mess during the interview session being held. Here I was able to learn on how to interact with people and also learnt how to manage the situation.</p>
<b>26<sup>th</sup> July 2018</b>	<p>I have been assisted on how to key in the data by using Microsoft Excel. The staff, En Andreas asked for my help to key in the data of the applicants of Aiman Mall Wet Market and also the name lists of Entingan peddlers. There were more than 100 names of applicants that I have to key in into the Microsoft Excel. Other than that, I also being asked to key in the data of the zone of rubbish collection. There were 9 zones altogether that under MPKS. I was using Microsoft Word to do the zone analysis. Here, I was able to improve and enhance my knowledge regarding to Microsoft. I was also able to utilize the knowledge that have been learnt in class of CSC408.</p>
<b>27<sup>th</sup> July 2018</b>	<p>On this day, I have been explained regarding to the EKSA week. EKSA stand for Ekosistem Kondusif Sektor Awam which was upgraded version of the 5S concept. Every department in the Majlis Perbandaran Kota Samarahan will be responsible to ensure that their department were practising EKSA. The EKSA for MPKS will be held on September which every department will be analysed and given the marks. Hence, I am continuing my task in making the flowers by using</p>

	<p>the recycled papers in the office. The flowers then will be used to decorate the office environments. Other than that, I also make the rubbish bin from the unused boxes and make 3 rubbish bin which indicate paper, glass and also one for aluminium. Here, I was learnt that it is importance to ensure the good environment in the working place.</p>
<p><b>28<sup>th</sup> July 2018</b></p>	<p>I went to Kampung Tambirat to join the community development program that was held at Dewan Kampung Tambirat. The event was “Gotong-Royong Mega Bersepadu Perangi Aedes 1.0 Peringkat Kebangsaan Negeri Sarawak 2018”. The aimed of this event was to control the spreading of dengue fever among the villagers and public. There were few agencies involved in this event such as Kementerian Kesihatan Malaysia (KKM), Komuniti Sihat Perkasa Negara (KOSPEN), and the community and so on. Here I was able to improve my self-confident as I have to interact with the community and also being able to learn the behaviours of the public.</p>

#### 2.4.2 Week 2: 30<sup>th</sup> July 2018-5<sup>th</sup> August 2018

<b>30<sup>th</sup> July 2018</b>	I was assisted by my supervisor on how to make the organizational chart for our section. I am using my creativity to make the chart based on what I have learnt in class before. This chart was the preparation for upcoming EKSA. Every department have to make preparation for EKSA. Organization chart was important in every department. This to show that there will be a leader which can assist their subordinate so that the task can be delivered and done accordingly. Here I learnt that every organization will have the leader to assist the staffs so that there will be no misused of power happened in the organization.
<b>31<sup>st</sup> July 2018</b>	On this day, I am continuing my task in arranging the file. I have been asked to the file management as there were many types of file to be arranged in the drawers. As usual, I will arranged the file according to its references number so that it will be easier for the staff to look for their needed files. Here I learnt that it is important to make the management in the office so that it can make the staff easier and able to reduce their time in looking for the needed file.
<b>1<sup>st</sup> August 2018</b>	I am not able to perform my duties due to health condition. I was having fever and being given sick certificate by Dr Mohd Hirman Ritom from Klinik Satok
<b>2<sup>nd</sup> August 2018</b>	I am still continuing my task in arranging the file. As usual, I will ensure the file will be located and keep at the right drawer. I will also ensure that the file will be arranged accordingly. On the same day, I have been asked to key in the data of the letter received in the organization into a form so that the letters information can be traced easily by the employees. The form will be stick in the front page of the file. Here I was learnt that it was important to arrange and keep our items so that there will be no issue of the item being misplaced or lost. Every letters or file in the organization were confidential and should be keep in a safe place.

<p><b>3<sup>rd</sup> August 2018</b></p>	<p>I was brought to do inspection at 7<sup>th</sup> mile. We did the inspection at that place after we received complaint from the public that there were many unused cars, old tyres which can cause dengue at that area. We found out that there were old tyres and old cars being kept at that place. The old tyres can cause the aedes to breed which can give negative impacts to the public. Here I was able to enhance my knowledge by going out to meet and see the public.</p>
<p><b>5<sup>th</sup> August 2018</b></p>	<p>On this day, I was brought by the staff to join community development program. The program was held at Kampung Rebak. The event was “Program Pembangunan Komuniti ‘Kebun Rakyat Komuniti Sepakat’”. Here, I was able to make interaction with the community and able to enhance my communication skill.</p>

### 2.4.3 Week 3: 6<sup>th</sup> August 2018-10<sup>th</sup> august 2018

<b>6<sup>th</sup> August 2018</b>	<p>On this day, I was exposed with new task. I have been given the task to do budgeting. I was asked to prepare the tender for the mobile toilet. In this task, I am using Microsoft Excel to fill in the information regarding to the tender. Here I was able to practise the formula that I have learnt in Excel before which was the formula of function of sum. It made my task easier to count the price since I did not require to use calculator to count it one by one.</p> <p>Meanwhile, in the evening, I had given the chances to attend the course of 'Bengkel Pengurusan Kewangan Peribadi'. In this course I learnt on how to manage our financial without soending over the budget. I am glad that I was chose to join the course and being able to interact with other staffs from other department in MPKS.</p>
<b>7<sup>th</sup> August 2018</b>	<p>I am still attending the course. On this day, we were explained on how to cut down our expenses in order to do more savings. This course teach me on how to manage our salary and survived until we got for another salary. As employees, we had to know on how to personally manage our financial so that we will not overspending. Other than that, there were also activity in a group which I have been chosen to become representative of my group to do presentation. We were given the topic of bitcoin. There were tons of thing that I got from this course. Hence, I was able to improve my communication skills in front of public especially to those who were much elder than me. It was an amazing experienced for me which usually I only presented in front of my classmates. I was given certificate for my involvement in this course.</p>
<b>8<sup>th</sup> August 2018</b>	<p>On this day, I had given the chances to go outside of my office environment. I was brought to do auditing for public toilets which under MPKS's authority. There were 4 toilets located at Asajaya and Sadong Jaya. We went to audit 4 toilets which were 'Tandas Awam Sadong Jaya, Tandas Awam Pasar Asajaya, Tandas Awam Pengkalan Feri Kota Samarahan and also Tandas Awam Halaman Samarahan. During the inspection, we were assigned to give marks for the public toilets in order to give the star rating to each of the toilets.</p>

<b>9<sup>th</sup> August 2018</b>	I am continuing my task by arranging the file in the drawer. I also make the new labelling for the file as previous labelling is not up to date.
<b>10<sup>th</sup> August 2018</b>	I was asked to help Haji Nawi to make the updation for the toilet inspection. My supervisor asked me to open a new file which specifically for the public toilet which was under supervision of Majlis Perbandaran Kota Samarahan.

#### 2.4.4 Week 4: 13<sup>th</sup> August 2018-17<sup>th</sup> August 2018

<b>13<sup>th</sup> August 2018</b>	On this day, I was asked to make a reply letter to UNIMAS regarding to the application rental of MPKS mobile toilet. UNIMAS wanted to rent the mobile toilet from MPKS. I was asked to make reply letter which stated on charged given by MPKS for each toilet rented. Other than that, I also make a letter regarding to the issue of the stray wild dog at the residential area. I made a reply to the complaint letter from the public. Hence, I was able to practise what I have learnt in class of EWC with Dr Norseha Unin.
<b>14<sup>th</sup> August 2018</b>	I was given the task to make the cleaning schedule for public toilet under supervision of Majlis Perbandaran Kota Samarahan. After settled preparing the schedule, I am continued my task on arranging the file. I was also dealing with the public through phone calls. The public made a complaint about the rubbish collection and also regarding to the stray dog that gave harm to the community.
<b>15<sup>th</sup> August 2018</b>	My supervisor game me the opportunities to help him with the KIK project. KIK stand for Kumpulan Inovatif & Kreatif. MPKS team had come out with the idea of Smart Mobile Canvas Bin. The smart mobile canvas bin was an innovation of the recycle bin which will be made into 3 in 1 bin. There will be three compartment in 1 big size of bin. The material used for this bin were canvas, metal, wheel and so on. This bin made to attract the public to be more aware on keeping the environment safe. I was asked to generate and contribute ideas for this project.
<b>16<sup>th</sup> August 2018</b>	I am still working for the KIK project. I came out with the idea on the elaboration for the team to present during the KIK day. In doing this task, I was using Microsoft Powerpoint to prepare for their slide presentation. The KIK will be presented by my supervisor and other MPKS members. I was glad that the idea of mine being used by the staff to represent their project.



<b>17<sup>th</sup> August 2018</b>	On this day, I am still doing the preparation for Smart Mobile Canvas Bin. I was also brought to do the inspection at the Tanah Perkuburan Meranek. We received many complaints regarding to the rubbish issue at that area.
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#### 2.4.5 Week 5: 20<sup>th</sup> August 2018-24<sup>th</sup> August 2018

<b>20<sup>th</sup> August 2018</b>	I am still generating my idea for Smart Mobile Canvas Bin project.
<b>21<sup>st</sup> August 2018</b>	On this day, I was asked to send the letters from my department to others department. I was also assist to get the letter approval from the Pegawai Tadbir and also from the Setiausaha Perbandaran.
<b>22<sup>nd</sup> August 2018</b>	HARI RAYA AIDIL ADHA
<b>23<sup>rd</sup> August 2018</b>	On this day, I am continuing my task on making the paper flowers. Other than, I also was asked to decorate our department which was for preparation of EKSA. My friends which are also trainee from Politeknik Kuching and I being asked to do the decoration by using those recycle items in the office.
<b>24<sup>th</sup> August 2018</b>	I was doing my regular task which was file management. At this moment, my supervisor asked me to aarange the file according to its type. For example, there were file consists of payment, schedule of rubbish collection, contract of agreement from the contractor and many more. Here, I was able to know the file should be arranged according to its type.

#### 2.4.6 Week 6: 27<sup>th</sup> August 2018-31<sup>st</sup> August 2018

<b>27<sup>th</sup> August 2018</b>	On this day, I was asked to help one of the staff to call the customers. The customers were the applicants of Aiman Mall Wet Market. There were 400 of applicants to be called which they were the one who have applied for a place at the Aiman Mall Wet Market. Here I was able to communicate with the publics from various races. It also can increase and improve my communication skill with people.
<b>28<sup>th</sup> August 2018</b>	I was asked to help my supervisor to classify the file according to the complaint made by the public. I had to label the file and arranged the complaint based on its date.
<b>29<sup>th</sup> August 2018</b>	My supervisor assisted me to do the report for EKSA. There were few department which be called as zone in MPKS that involved in EKSA. The EKSA will be held on 13 <sup>th</sup> September 2018. I was asked to prepare the information that will be kept in the EKSA file such as the detail of EKSA in term of its objective, its logo, policy and so on.
<b>30<sup>th</sup> August 2018</b>	On this day, I was given the chances again to be involved in the interview session of those Aiman Mall applicants. The interview was held at the Perpustakaan Awam MPKS. I helped the staffs to sort the name list of the applicants that have arrived at the library. This is to ensure that there will be no chaotic incidents happen at the library. The interview should be goes smoothly as it involved more than 200 of applicants.
<b>31<sup>st</sup> August 2018</b>	PUBLIC HOLIDAY

#### 2.4.7 Week 7: 3<sup>rd</sup> September 2018-7<sup>th</sup> September 2018

<p><b>3<sup>rd</sup> September 2018</b></p>	<p>On this day I was doing file organizing. The file that I have arranged before will be kept in the drawer according to its type and label. This is to ensure that the file will be to be find by the officer. Other than that, I also went to the store in the office to take out some of the stationaries to be used in my department. Before taking out the stationaries. Before taking out the items, I have to register the going out items in the store. This is to ensure that those who were responsible on the stationaries will be easy to make a record of stationaries used. Here, I learnt that it is important to record all the thing that we have done in order to ensure that there will be missing item in the department.</p>
<p><b>4<sup>th</sup> September 2018</b></p>	<p>I went to do inspection at Bukit Berangan APT Commercial Centre. My supervisor brought me to do inspection at this place after we received complaint that there were 2 or 3 person who were from this area suspected with dengue fever. In this inspection, there were also officers from Pejabat Kesihatan Samarahan involved. Here I took the opportunities to get to know with the officers from other agency as it can enlarge my knowledge and my social circle.</p>
<p><b>5<sup>th</sup> September 2018</b></p>	<p>We were still doing the inspection at Bukit Berangan APT Commercial Centre. During the inspection, we were divided into 2 groups which each group will handle their own location to look for potential area of dengue. I was in the team with the officers from Pejabat Kesihatan Samarahan.</p>
<p><b>6<sup>th</sup> September 2018</b></p>	<p>On this day, I went to Klinik Nur Sejahtera LPPKN Kuching to have my third dose of HPV injection.</p>
<p><b>7<sup>th</sup> September 2018</b></p>	<p>I was asked by mu supervisor to distribute the memorandum of EKSA. My supervisor was the leader of MPKS EKSA. He asked for my helped to distribute the memorandum into each zone in the office. Here I was able to get to know with other officers from other zone.</p>

#### 2.4.8 Week 8: 10<sup>th</sup> September 2018-14<sup>th</sup> September

<b>10<sup>th</sup> 2018</b>	<b>September</b>	PUBLIC HOLIDAY YDPA's BIRTHDAY
<b>11<sup>th</sup> 2018</b>	<b>September</b>	PUBLIC HOLIDAY AWAL MUHARRAM
<b>12<sup>th</sup> 2018</b>	<b>September</b>	Last preparation for EKSA. I helped the officers to hang the organizational chart and make the labelling for the staffs drawer in our department. The label will consist of three compartment which were personal item, stationaries and general items.
<b>13<sup>th</sup> 2018</b>	<b>September</b>	On this day, I helped the staff to key in the data of the location of MPKS public work. Other than that, I was doing the final check on the payment that have been made to the contractor. This is to ensure that there will be no mistake on the payments made. Today was also the EKSA day for MPKS.
<b>14<sup>th</sup> 2018</b>	<b>September</b>	Last day of practical training. I was given the task to key in the data of the permit licensing.

#### 2.5 CONCLUSION

In this chapter, the trainee are able to explain on the tasks that being carried out during the practical training. Thus, the task that have been given to the trainee were according to the standard guidelines as provided by Faculty of Administrative Science and Policy Studies. The trainee was also able to understand the job scope of the Department Of Public Health in Majlis Perbandaran Kota Samarahan, also the working environment and valuable experience gained during the internship will be valuable and useful for the trainee in the future.

## CHAPTER 3

### ANALYSIS

#### 3.1 CHAPTER REVIEW

In this chapter will explain on the analysis of the training which specifically focuses on the area of task as covered in the practical training. Other than that, it also reflects the definition of concept and theoretical aspects at the workplace and how the trainee transform the knowledge and experienced that gained in the organization.

#### 3.2 JOB ANALYSIS

<b>JOB DESCRIPTION/TASK PERFORMED</b>	<b>JOB ANALYSIS</b>
<p><b>ADMINISTRATIVE WORK</b></p> <p>-In the administrative work, I have been asked to record all the information regarding to the complaint from the public. The complaint can be through phone call, walk-in complaint, email, and letters and also through "Talian Khidmat".</p> <p>-Other than that, I were asked to do the file management during my practical training at MPKS. I have been asked to arrange the file accordingly to its type and will be kept into the drawer.</p> <p>-I were asked to do the slide presentation for the KIK project, which was Smart Mobile Canvas Bin. In this project, I will generate the idea regarding to its mission, vision of the project, problem statement and so on.</p>	<p>-Every organization will have its own administrative department. This is to ensure that all of the department in the organization will be managed well.</p> <p>-As in Majlis Perbandaran Kota Samarahan, there will be an administrative section in the organization which will handle the administrative works in the organization.</p> <p>-the administrative section will handle the meeting, employees training and also responsible in recruiting and also handle for delegation of practical student which will be place in other section in the organization. Other than that, they were also the one who will manage for the employee leave application process.</p>

<p><b>PUBLIC RELATION</b></p> <p>-the public relation that practised in Majlis Perbandaran Kota Samarahan can be seen through the program made for the public. During my internship at MPKS, almost every weekend there will an event organized by MPKS for the community. The event such as the "Program Pembangunan Komuniti : "Kebun Rakyat Komuniti Sepakat"". This event involved the Majlis Perbandaran Kota Samarahan and the community in order to enhance the community to do farming. The farming then can become their sources of income in the future</p>	<p>Public relations is a leadership and management function that helps the organization to achieve the organizational objectives, define philosophy, and facilitate organizational change (McGraw-Hill, 2012). Meanwhile, community relations; as a public relation function, is an institution's planned, active and continuing participation with and within a community to maintain and enhance its environment to the benefit of both the institution and the community (McGraw-Hill , 2012)</p> <p>-There will be planning for activity and event for the public especially those who were under the authority of Majlis Perbandaran Kota Samarahan.</p>
<p><b>HUMAN RESOURCES MANAGEMENT</b></p> <p>-In this work, I was introduced with all those office machineries and stationaries in the organization. I have been teach on how to use photocoppy machine, fax machines and scanner.</p> <p>-I was responsible to do all the photocopying needed in my organization especially during the EKSA week.</p> <p>-My supervisor asked me to make memorandum that will be distribute in each of the department in the organization.</p>	<p>-Human resources management is important in the organization. This is to ensure that the staffs will earn benefits in the organization. In order to ensure that the task given in the organization can be done at the estimated time, communication from the leader is required. This is to ensure that the subordinate can follow the order given by the upper level.</p> <p>-Communication can be defined as the process by which information is transmitted and</p>

	<p>understood between two or more people (McShane, 2013)</p> <p>-Other than that, Majlis Perbandaran Kota Samarahan also providing courses for their employee. This is to ensure that their employees can improve their knowledge and also their performances in the organization. As example, the course of "<i>Bengkel Pengurusan Kewangan Peribadi</i>". This course will give the knowledge to the employees on how to manage financial. I was given the opportunities to join this courses which located at Perpustakaan Awam Majlis Perbandarana Kota Samarahan.</p>
<p><b>OUTDOOR TASK</b></p> <p>-During my internship at Majlis Perbandaran Kota Samarahan, I was given the opportunities to join the Public Health's staff to do inspection at various places. I was brought to do inspection at the area of Sadong Jaya and Asajaya.</p> <p>-During the inspection, I was given the responsibility to do the toilet auditing. I have to give marks for the cleanliness of the toilet. The toilet should be in a clean and good condition in order to be utilized by the public. I found at that, the toilet must achieved 80 marks above in order to get 5 star rating. Other than that, I was brought to do inspection on at various places in Samarahan</p>	<p>-Outdoor task can be defined as working outside the organization. During my outdoor task with Majlis Perbandaran Kota Samarahan, I was assigned to make the mini report of the location, and also to take some photos as a proved to the head of department, which is Mr Wong King Sang that we have taken the action at the complaint area made by the public.</p> <p>-By having task outside of the office, the student will be able to relate their task with the environment which is good to the student so that they can be exposed with local environment. As applied to me, I was able to make a relationship with the public and able to widen my social circle. As for example, during the inspection on dengue awareness, I was</p>

	able to get in touch with the officers from the Pejabat Kesihatan Kota Samarahan and I gained lots of knowledge and information from them which is good for me as I am going to enter working life. The working environment will required me to have interaction with lots of people.
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**3.3 CONCLUSION**

In this chapter, the trainee are able to explain on the weekly task that have been done by the trainee in the organization. There were many task that have been done by the trainee within the 8 weeks of practical training period.



## **CHAPTER 4**

### **RECOMMENDATION**

#### **4.1 CHAPTER REVIEW**

This chapter will explain on the strengths and weaknesses on the job or task assigned during the practical training. This chapter will provide suggestion and recommendation for organization improvement in future. There are strengths and weaknesses on the task that I have assigned during my experience at Majlis Perbandaran Kota Samarahan. The Majlis Perbandaran Kota Samarahan needs to know the weaknesses and ensure that they can improve their organization in order to overcome their weaknesses.

#### **4.2 THE STRENGTHS**

##### **4.2.1 WORKING ENVIRONMENT**

During my internship at Majlis Perbandaran Kota Samarahan, I found out that the staff are very welcoming to the student, they are willingly to teach all of the trainees so that the trainees are able to perform the task that have been given in the organization. Other than that, all of the department treat the trainee students equally even though the student being trained under different department. Due to this, I was able to perform my task and can ask the staff if I have curiosity towards my task. I am able to widen my knowledge in the organization and can also improve myself in the workplace.

##### **4.2.2 TIME MANAGEMENT**

I was able to learn on how to manage my time if I am an employee in the future. During my internship at Majlis Perbandaran Kota Samarahan, I was exposed by the staff to manage our time wisely. This can be seen in the office where the staffs in the department will arrive at the workplace before 8 am. Here, I learnt that we should be punctual and due to this, we can able to do all of our task within the period of time given by our employer. In action, I was asked to finish the task given by my supervisor before the due date arrived. This is to ensure that my

supervisor can check on my task and I am able to do correction. For example, I was asked to the meeting minute which I have little knowledge on how to do it. My supervisor gave me times to do it and willing to teach me if I have done any mistake.

### **4.3. THE WEAKNESSES**

#### **4.3.1. LACK OF PC SYSTEM**

One of the weaknesses during my internship at Majlis Perbandaran Kota Samarahan that we have lack of computer to use. I found out that the staff have to share their computer with other staff. This shows that there are limitation for the staff to do their own task as they have to share for computer. Other than that, the computer that are linked to the printer and photocopy machines are also limited. The staff have to use others computer to do the printing. The staff should be provided with enough facilities in the organization, this is to ensure that they can perform in their task and also being able to improve themselves. It also can boost the energy of the employees to be more accountable towards their job.

#### **4.3.2 WORKING SPACE LAYOUT**

Other weaknesses is the space. In Majlis Perbandaran Kota Samarahan, the department in the organization have to share their office room. During my internship at MPKS, I was assigned under Section of Public Health, which I realized that department are shared with the Section of Public Work. Due to sharing office has made the department looks crowded and have little space to move. It will cause uncomfortable for the staff to do their staff have no working privacy.

## **4.4 THE RECOMMENDATIONS**

### **4.4.1 ENLARGE THE WORKING SPACE**

In future, Majlis Perbandaran Kota Samarahan can enlarge the area by renovating their organization. This is to ensure that the staff can have spaces and can do their work comfortably. By having space, the staff may improve themselves in the office as they are happy with their works.

### **4.4.2. PROVIDE ENOUGH TECHNOLOGICAL FACILITIES**

As recommendation, Majlis Perbandaran Kota Samarahan can ensure that their staff will be provided with enough facility such computer. This is because computer is compulsory for the staff to do their job. The computer should be provided to each of the staff, so that the staff does not have to share the computer with others which might lead to misplace of work that have been done by the staff.

## **4.5 CONCLUSION**

In this chapter, the trainee are able to identify the strengths and weaknesses that have been found in the organization. The trainee also to generate the ideas on how to overcome the weaknesses in the organization.

## **CHAPTER 5**

### **CONCLUSION**

#### **5.1 CHAPTER REVIEW**

This chapter consist of summary from chapter 1, chapter 2, chapter 3, chapter 4 and also chapter 5 that have been done by the trainee during the practical training at Majlis Perbandaran Kota Samarahan.

#### **5.2 CHAPTER 1**

As a summary of chapter 1, I have explained on the background of establishment of Majlis Perbandaran Kota Samarahan (MPKS). I have done my practical training at Majlis Perbandaran Kota Samarahan from 23<sup>rd</sup> July 2018 until 15<sup>th</sup> September 2018 which is eight weeks. In this chapter also I explained on the mission, vision, objective and client's charter of Majlis Perbandaran Kota Samarahan. This chapter basically give the overview of the general information of Majlis Perbandaran Kota Samarahan.

#### **5.3 CHAPTER 2**

Meanwhile, in chapter 2 I have explained on the weekly tasks that have been assigned to me during my practical training at Majlis Perbandaran Kota Samarahan. There were many task that have been given to me. This chapter also explained on the work flow of the trainee during their practical training. There are many valuable learnt that the trainee gained during 8 weeks of their internship. The trainee are able to get the imagination of the working environment so that they can prepare themselves for their own future. Here, I was able to improve myself for my future undertaking. All of those experience and knowledge I gained at MPKS will be valuable for me in the future as I will be an employee someday.

### **5.4 CHAPTER 3**

This chapter will explained on the task analysis that I have done in Majlis Perbandaran Kota Samarahan. In this chapter the details of the task done by the trainee will be explained according to their scope of study which is to ensure that the task done is within the students' capabilities and related with in class theoretical learning and method being used to explain the task done. The task that I have done during my practical training are related with Human Resources Management, the Public Relation and also Organizational Behaviour. Other than that, this chapter will also help the trainee to understand on the concept applied to the task given with the knowledge that they have gained during the lecture given by their lecturer. All of the task during the practical training are related with the trainee's course outline in the class.

### **5.5 CHAPTER 4**

Moreover, in this chapter will explained on the strength and weaknesses that the trainee face in the organization. The strength and weaknesses can be tools for trainee improvement which can be applied in the future for their real working environment. Other than that, there are also recommendation made for Majlis Perbandaran Kota Samarahan which can be applied by them in order to improve their quality and also their service delivery for the public. Every organization will have their own strengths and weaknesses that should be overcome. From the strength and the weaknesses can improve the efficiency and the effectiveness of the organization.

### **5.6 CHAPTER 5**

In this chapter, it will describe and discuss the overall conclusion of each chapter of the practical training report. Within the 8 weeks of practical training duration, I was able to gain lots of knowledge, create new friends, new experiences and improve my skills. Other than that, I also able to adapt to the working environment and exposed to the working life style. During my practical training, I was given lots of advices from the staff at Majlis Perbandaran Kota Samarahan, one of the advice was given by Puan Faridah Binti Ismawie which she said that we have to respect all of the staffs around us even though we are more powerful than the other staff. It shows that we have to be equal to others without concerning about their status.

## 5.7 CONCLUSION

Practical training is very essential for student, especially student from Faculty of Administrative Science and Policy Studies. During my practical training period, I acquired lots of experienced at Majlis Perbandaran Kota Samarahan. I was exposed with the real life of being an employee. This will help me to clarify my theory knowledge that I have learnt and being teach by my lecturer in the classroom. My valuable experienced at Majlis Perbandaran Kota Samarahan will be valuable for me in the future. The knowledge that I gained during my practical training period will be practiced during my working life in the future. At Majlis Perbandara Kota Samarahan, I was able to know how the working process look like and I was able to interact with lots of people as I was assigned under Public Health Section.

Apart from that, I was also able to apply the knowledge I learnt in class such as Organizational Behavior, Public Relation and also Human Resources Management and also able to enhance my ability in using the Microsoft software. Apart from that, I also had the chances to join for site inspection which was being an outdoor task for me. As an administrative student, I should be able to interact with the society. During my training period, I also able to join for community development program which was held at Kampung Rebak, the program of *'Kebun Rakyat Komuniti Sepakat'* and *'Gotong-royong Mega Bersepadu Perangi Aedes Peringkat Negeri Sarawak 2.0'* which was held at Kampung Tambirat.

Hence, I can say that practical training is good for every students as it is an exposure for the students to enter working life in the future. There are many benefits and experienced gained during the training period which will be valuable memories for the students. I hope that I can enjoy my working life as much as I enjoyed my practical training and able to gain lots of experience and knowledge in the future.

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**APPENDIX**





This pictures was taken during the community development that was held at Kampung Rebek and also at Kampung Sebandi Ulu, Asajaya



This pictures taken during the interview session with the applicants for Aiman Mall Wet Market.



The pictures was taken during the toilet auditing at Tandas Awam MPKS at Sadong Jaya and Asajaya.



The pictures was taken during the site inspection at APT Commercial Centre, Car Workshop 7<sup>th</sup> Mile and during the community service at Kampung Tembirat which mainly related to the aedes issue.



This pictures was taken during my last of practical training. I was given a token of appreciation from the Public Health Department.



## MAJLIS PERBANDARAN KOTA SAMARAHAN

### *Sijil Penghargaan*

*Dengan Sukacitanya Menganugerahkan  
Sijil Penghargaan ini kepada*

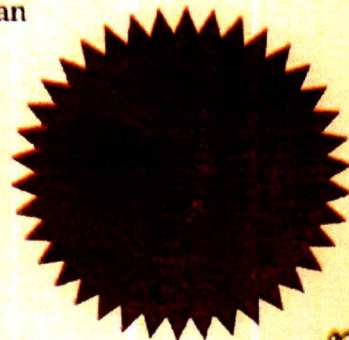
#### **ATHIRAH BINTI MASUUD**

*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*

**Lalihan Industri di Bahagian Kesihatan Awam**

*Tarikh: 23 Jul 2018 - 14 Sept 2018*

(ABU BAKAR BIN HAJI SEPAWI)  
Setiausaha Perbandaran  
Majlis Perbandaran Kota Samarahan





**MAJLIS PERBANDARAN KOTA SAMARAHAN**

*Sijil Penyertaan*

*Dengan Ini Diperakukan Bahawa*

**ATHIRAH BINTI MASUUD**

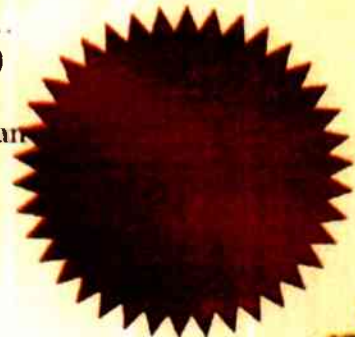
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**PROGRAM PEMBANGUNAN KOMUNITI – KEBUN  
RAKYAT KOMUNITI SEPAKAT**

**ANJURAN**

*Majlis Perbandaran Kota Samarahan  
di Kpg Rebak, Asajaya  
pada 05 Ogos 2018*

(ABU BAKAR BIN HJ SEPAWI)  
Setiausaha Perbandaran  
Majlis Perbandaran Kota Samarahan





## MAJLIS PERBANDARAN KOTA SAMARAHAN

### *Sijil Penyertaan*

*Dengan Ini Diperakukan Bahawa*

**ATHIRAH BINTI MASUUD**

*Telah Menghadiri*

**BENGGKEL PENGURUSAN KEWANGAN PERIBADI**

ANJURAN

*Majlis Perbandaran Kota Samarahan Bersama Qalif Event and  
Training di Bilik Latihan, Perpustakaan Awam,  
Majlis Perbandaran Kota Samarahan,  
pada 6 & 7 Ogos 2018*

(ABU BAKAR BIN HJ SEPAWI)  
SETIAUSAHA PERBANDARAN  
MAJLIS PERBANDARAN KOTA SAMARAHAN

