

**UNIVERSITI TEKNOLOGI MARA SARAWAK
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI**



PRACTICAL TRAINING REPORT (ADS666)

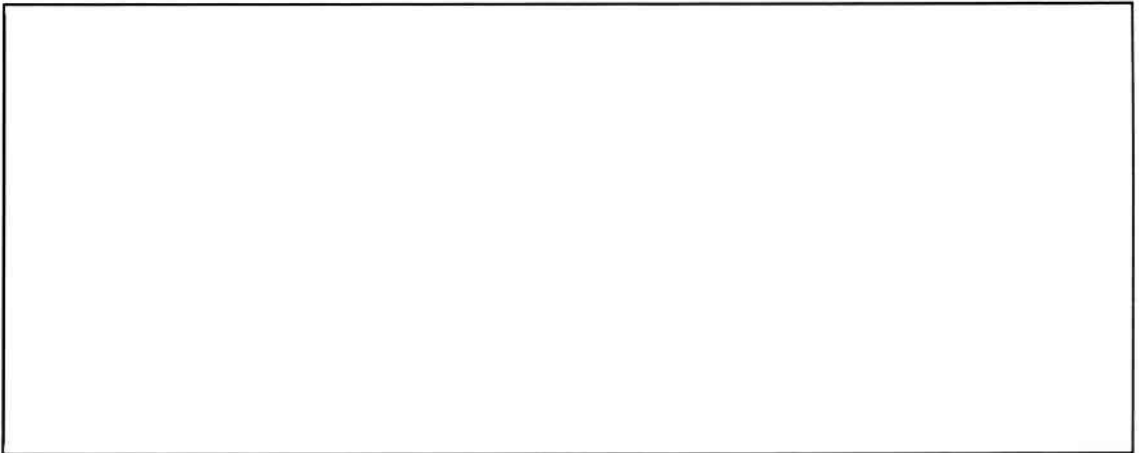
TOWN PLANNING DEPARTMENT, SEREMBAN MUNICIPAL COUNCIL

PREPARED BY

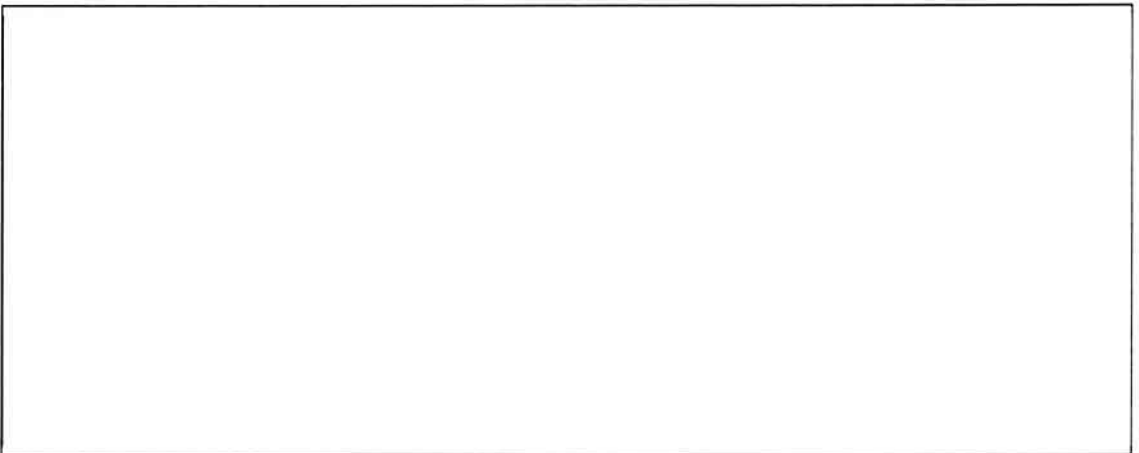
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JULY 2016

SUPERVISOR'S COMMENTS

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MODERATOR'S COMMENTS

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**CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE
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I have reviewed the final and complete practical report and approve the submission of the practical report for evaluation.

Signed.

MADAM NOOR FADHLEEN BINTI MAHMUD

DATE:

ACKNOWLEDGEMENT

Praise to Allah for eight weeks I undergo my Practical Training that begins on 20 January this year until 16 March, and I finally managed to complete my report Practical Training. I also wish to express my gratitude to the people most precious in my life, my father and mother for all the moral, financially supports and also to my colleagues for reminding me to always be honest and trustworthy during my Practical Training.

For my supervisor at University of Technology Mara, Madam Noor Fadhleen Binti Mahmud, thank you for all the comments and guidance because it's really helped me in preparing my report. Her support and encouragements had indirectly cultivated perseverance and dedication in my mind to be better tomorrow. Her advice and patience also really makes me appreciate on any sacrifices that she had made for me.

Finally, I want to express my appreciation to my Practical Training's supervisor Mr. Daud Bin Ahmad on the advice and patience guided me during my work in Department of Town Planning. Do not forget to all staff working in Department of Town Planning, I really appreciate all their help and kindness taught me when I was working there.

NOR ALIF BIN MOHD ZIN (2013456166)

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THE DECLARATION

Declaration

I hereby declare that the work contained in this report is original and my 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.

(NOR ALIF BIN MOHD ZIN)

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 Introduction

This chapter explain about the background of the organisation, vision and mission of the organisation, values of organisation, organisation chart, occupational safety and health management structure, core business and services of the organisation. This also includes the functions of the organisation.

1.2 Background of Organisation

1.2.1 Seremban Municipal Council

The Seremban Town Council Era.

The Seremban Town Board constitution was abolished by the Malay Rulers through Government Gazette No. 262 dated April 14, 1953. In compliance with Section 51 (1), of the Election Ordinance, Local Government 1950, the first local government election was held on August 22, 1953. Seremban was divided into electoral constituencies namely, Temiang, "Lake" Area, Rahang and Lobak. The administration of the council was in constant flux, very much dependent on the prevailing political condition of Seremban during that time. The table given below lists the names of Chairmen / Presidents the Seremban Town Council from 1953 to July 22, 1965.

President of Seremban Municipal Council		
No.	Name	Year
1	YM Tunku Mustapha	1954 -1956
2	En. Jaafar Bin Tahar	1957-1958
3	En. Tham Tat Ming	1959
4	En. Robert Singam	1960
5	En. Lam Teck Choon	1961
6	En. Chin See Yin	1962
7	En. P Gumam Singh Gill	1963 -1964
8	En. Lai Pong Yuen	1965 -22 July 1965

Restructuring of Local Government and Authorities in Malaysia.

The local government election was eventually abolished on July 23, 1965. The Menteri Besar took over the presidency of the council. However, on March 1, 1979 the Seremban Town Council again experienced a restructuring in accordance with the Local Governments Act 1976. It was upgraded into the status of municipality and proclaimed as the Seremban Municipal Council. The Menteri Besar remained at the helm, but a new post of Deputy President was created to assist him in carrying out a full-time executive role. This was the practice until the Malaysian Cabinet in 1998 decided that the presidency or chairmanship of local governments including the Seremban Municipal Council be handed over to a senior civil servant. Consequently, the then Menteri Besar, Dato' Seri Utama Tan Sri Haji Mohd. Isa Bin Dato' Haji Abdul Samad relinquished the presidency of the council to a civil servant, Dato' Haji Hassan @ Hassani Bin Mohd. Zain.

Presidents of Seremban Municipal Council	
YAB Dato' Rais Bin Yatim	1978 - 1982
YAB Dato' Seri Utama Tan Sri Haji Mohd. Isa Bin Dato' Haji Abdul Samad	1982 - 31 July 1998
Dato' Haji Hassan @ Hasanni Bin Mohd. Zain	1 August 1998 -7 July 2003
Dato' Mohd Jaafar Bin Mohd Atan	1 August 2003 - 15hb August 2004
Dato' Haji Abd. Halim Bin Abd.Latif	1 September 2004 to today

1.2.2 Town Planning Department

Department of Town Planning is one of the departments under Seremban Municipal Council which play their roles as a planner in order to enhancing the development in Seremban. Besides, this department also have several functions in order to maintain and performing the task based on the organisation's objectives and department's objectives. In addition, department of town planning is considered as the main actor in developing in the Seremban areas. In which, dealing with the contractors, those wanted to build a development in the Seremban area. Under department of Town Planning, there have several functions involved in order to developing all the area of Seremban. All the functions are;

- Planning and Development Control
- One Stop Centre (OSC) Secretariat
- Planning and Development Data
- PPRT & PPR Project (Lobak and Paroi), Rumah Pangsa Lobak and Privatisation Project and Commissioner of Buildings (COB).

1.3 Vision of the organization

Transforming the Seremban Municipal Council (MPS) into a development, clean and financially stable Municipal Council.

1.4 Mission of the organization

To provide municipal services efficiently, with quality and integrity to ensure the citizens of Seremban enjoy a comfortable and peaceful living.

1.5 Values of the organization

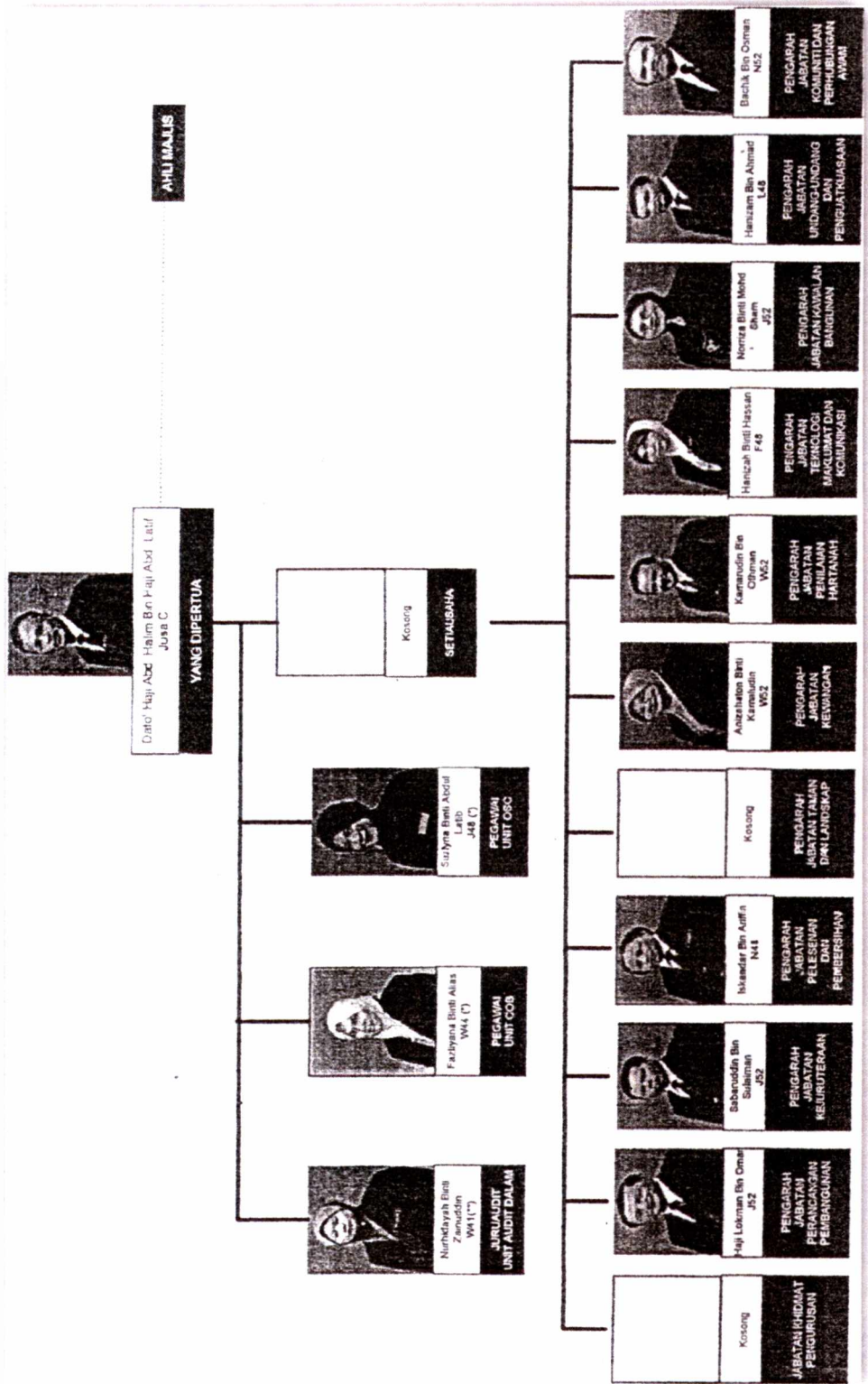
To our shares holder, customers, fellow employees, suppliers, partners and other people of the communities we serve, we commit ourselves to the following:

- Cooperation teamwork
- Trustworthiness for the individual
- Dedication in performing the task
- Responsibility towards entire organisation

1.6 Objectives of the department

- Plan to improve the physical, social, economic and environmental developments in the Council's areas in order to upgrade the living standard of the people in accordance with the government's intention particularly the National Development Policy and Vision 2020.
- Implementation of the Town and Country Planning Act 1976 (Act 172) and its amendments to ensure that the development plans are used as a basis to position and regulate all developments and its land use.
- Ensure the expertise and comply with the Client's Charter for purpose of regulating and improving the workmanship.

1.7 SEREMBAN MUNICIPAL COUNCIL CHART



1.9 Core Business and Services

Seremban Municipal Council is one of the local authorities that operate to ensure the proper development and administration seremban. However, Department of Town Planning is operating under Seremban Municipal Council in order to maintain the technical operation management. This is because department of town planning operate all the technical task in which planed the development in area of seremban.

2.0 Functions of the Organisation

There have several functions that introduced by the Department of Town Planning under Seremban Municipal Council. Other than that, these all functions introduced is due to ensure to achieve the main objective of the organisation. The functions include:

I. Planning and Development Control

- o Process Planning Permission
- o Provide Building Plan Reviews for Building Department
- o Development Plans (Structure Plans/ and Local District Plan/Special Area Plan)
- o Execute the Enforcement of Planning Act 172
- o Handle appeal cases to the Appeal Board
- o Provide technical review of applications for government land from the Seremban District and Land Office
- o Gazette empty land reserve

II. One Stop Centre (OSC) Secretariat

- o Receive development proposals from applicants.

- o Ensure applicants had conducted Pre-consultation with related technical agencies
- o Check development proposal following checklist provided by OSC
- o Distribute development proposal applications to the relevant technical agencies
- o Monitor applications distributed to the relevant technical agencies
- o Obtain feedback from the technical agencies
- o Prepare working papers to be brought to the OSC Committee Meeting for the development proposals received
- o Prepare OSC Committee meeting minutes
- o Distribute OSC Committee endorsement to the Land Administer for application of land status conversion
- o Receive decisions from the State Executive Council
- o Prepare certification papers to be brought to the Seremban Municipal Council Full Council Meeting (MMP)
- o Inform the applicants on the official decision

III. Planning and Development Data

- o Collect and update data collection for the Geographic Information System (GIS) for MPS area

- Collect technical information for housing, businesses and industries, empty plots and infrastructure for Structure Plans / Local District Plan / Special Area Plan
- Provide road names and house number for housing estates.
- Prepare working papers on road names and housing area names.
- Basic annual data collection for the Sustainable Town Development Study (MurniNet) and Safe Town Programme
- Collect feedback for industrial operators for the implementation of the District Industrial Development Unit.

IV. PPRT & PPR Projects (Lobak and Paroi), Rumah Pangsa Lobak and Privatisation Projects and Commissioner of Buildings (COB)

- Manage the Rumah Pangsa Lobak PPRT and Paroi PPR
- Collect rents and maintenance fees for PPRT and Paroi PPR
- Manage Lobak Medium Cost Apartment
- Collect rents and maintenance fees for PPRT and Paroi PPR
- Supervise multistoried buildings (strata ownership) to the Commissioner of Buildings (COB).

- Manage and expand collaboration projects between MPS and the private sector
- Coordinate Urban Poverty Eradication Programme (PPKB)
- Identify and apply government land for community development project.

V. Administration

- Handle for meetings
- Organise and store files.
- Manage staffs' matters related to course, travel claims and overtime allowances.
- Manage mail handling.
- Provide payment bills for plan processing fee.
- Provide local order (L.O).
- Inventory of office supply stock.

2.1 Conclusion

This chapter explain and give overview on the background of the organisation, vision, and mission, values of organisation, organisation chart, occupational safety and health management structure, core business and services of the organisation. This also includes the functions of the organisation.

CHAPTER 2

SCHEDULE OF PRATICAL TRAINING

2.1 Introduction

This chapter explains on the report and summarizing the daily training extracted from the log book. It will explain under first week of training based on the date until the end of the training.

Week Activity	1 (20/1 to 22/1)	2 (25/1 to 29/1)	3 (2/2 to 5/2)	4 (10/2 to 12/2)	5 (15/2 to 19/2)	6 (22/2 to 26/2)	7 (29/2 to 4/3)	8 (7/3 to 11/3)	9 (14/3 to 16/3)
<ul style="list-style-type: none"> ▪ Briefed on scope of work ▪ Briefed on the technical task. ▪ Briefed on the admin task. ▪ Research on Town Planning Department. ▪ Briefed on the failing system used. 									
Introduction of other task <ul style="list-style-type: none"> ▪ Minutes fail ▪ Minutes meeting ▪ Used technical machinery 									
Filing and operate the company machine <ul style="list-style-type: none"> ▪ Photocopiers ▪ Scanners 									

<ul style="list-style-type: none"> ▪ Study technical task. ▪ Contact the contractor. ▪ Contact the contractor for giving tender. ▪ Contact the contractor for development. 									
<p>Managing PPR (Paroi & LObak)</p> <ul style="list-style-type: none"> ▪ Collect data hirer ▪ Collect complaint data. ▪ Manage new applicant 									
<p>Managing meeting</p> <ul style="list-style-type: none"> ▪ Preparation before meeting ▪ Correspondence convene meetings. ▪ Involve meeting with YDPA MPS. ▪ 									
<p>Filing</p> <ul style="list-style-type: none"> ▪ Minutes of file ▪ Open new file ▪ Close file ▪ Key in contractor data into file 									

2.2 Schedule of the training activities

WEEKS	DATE	DESCRIPTION
ONE	20/01/2016	<ul style="list-style-type: none"> - Duty report at 8a.m. - Introducing the overall background of the organization by En. Suhaimi. - Placement in Town Planning Department. - Introducing the background of the department. - Initial briefing regarding the task in the organization. - Assigning the responsibility of the practical training student: <ol style="list-style-type: none"> 1) Filing 2) Photocopying 3) Meeting 4) Recording Data 5) Preparing Report
	21/01/2016	<ul style="list-style-type: none"> - Minutes File - Attending Annual Report Meeting of the Department. - Learned record received letter. - Learned to processing file. - Introduced different file from different unit in the Department.
	22/01/2016	<ul style="list-style-type: none"> - Arrived at office at 8a.m. - Attending Majlis Ilmu - Take files from File Room: <ol style="list-style-type: none"> 1) Fail Taman Perumahan 2) Fail Abjad (Kursus/Seminar, Parkir) 3) Fail <i>Touch n Go</i> 4) Fail Kebenaran Merancang - Learn to prepared bills and UAV data.
TWO	25/01/2016	<ul style="list-style-type: none"> - Public Holiday (Thaipusam Festive)
	26/01/2016	<ul style="list-style-type: none"> - Arrived at office at 7.54a.m. - Recorded received letter: <ol style="list-style-type: none"> 1) Letter from OSC Unit 2) Letter from JKR 3) Letter from Suppliers - Updating stock (ink printer) - Learned to use facsimile machine. - Minutes Files: <ol style="list-style-type: none"> 1) Fail Permohonan Tukar Nama Jalan 2) Fail Bayaran Cek
	27/01/2016	<ul style="list-style-type: none"> - Arrived at office at 7.54a.m. - Recorded received letter: <ol style="list-style-type: none"> 1) Letter from Land Office (80 copies) 2) Letter invitation of Seminar 3) Letter invitation annual assembly - Photocopy letters (42 copies) - Tuan Syed

		<ul style="list-style-type: none"> - Facsimile application form of staff courses. - Visiting Flat PPR Paroi with Engineering Department
	28/01/2016	<ul style="list-style-type: none"> - Arrived at office at 7.56a.m. - Briefing regarding Technical Unit by Technical staff (Pn. Rusminah). - Minutes files: <ol style="list-style-type: none"> 1) 84/0746/15/03 2) Permohonan Kebenaran Merancang Mendirikan Bangunan. - Attending annual report of PPR Paroi and PPR Lobak.
	29/01/2016	<ul style="list-style-type: none"> - Arrived at office at 7.53a.m. - Recorded received letter: <ol style="list-style-type: none"> 1) Letter from OSC Unit 2) Letter from Land Office - Visiting PPR Lobak (at 9.15a.m – 11.55a.m): <ol style="list-style-type: none"> 1) Rumah Kos Rendah 2) Rumah Kos Sederhana 3) Rumah Projek Perumahan Rakyat Termiskin - Minutes Files: <ol style="list-style-type: none"> 1) Surveyor File 2) Layout Plan File 3) Permohonan Kebenaran Merancang
THREE	01/02/2016	<ul style="list-style-type: none"> - Arrived at office at 8.00a.m. - Visiting PPR Lobak (collected complaint): <ol style="list-style-type: none"> 1) Rubbish 2) Grass did not cut off 3) Street Lamp not functioning 4) Ignorance the complaint by the officers. 5) Clog Drainage - Minutes Files: <ol style="list-style-type: none"> 1) Bills Payment File 2) Cheque Payment File - Open new files (85/2825/16/01) - Recorded received letter: <ol style="list-style-type: none"> 1) Letter from OSC Unit 2) Letter from Menteri Besar 3) Letter from Land Office
	02/02/2016	<ul style="list-style-type: none"> - Arrived at office at 7.57a.m. - Preparing Meeting Agenda (Health Day) -En Yusof. - Recorded File Opened: <ol style="list-style-type: none"> 1) 81, 82, 83 2) Year 2015-2016 - Opened New File (OSC Unit) <ol style="list-style-type: none"> 1) Kebenaran Merancang (KM) 2) Tukar Jalan (TJ) - at 2p.m attending “Majlis Penyerahan Siap TP1M

		<p>Flat Taman Makmur”</p> <ul style="list-style-type: none"> - Printing e-Bill (Mr. Johny) <ul style="list-style-type: none"> 1) Selling Unmanned Area Vehicle (UAV) Data 2) RM31.80 (including GST)
	03/02/2016	<ul style="list-style-type: none"> - Arrived at office at 7.57a.m. - Minutes File (duplicated new file) - Served the customer at Counter Service. - Prepared Business Licences Letter (100copies) - Recorded Outstanding Payment Report of PPR Paroi - Printing Bills month of January (PPR Paroi and PPR Lobak).
	04/02/2016	<ul style="list-style-type: none"> - Arrived at office at 7.57a.m. - Opened New Files: <ul style="list-style-type: none"> 1) Kebenaran Merancang 2) Build Bungalow 3) Build Tower 4) Additional and Renovation - Updating Licenses Files (Series 170 and Series 171) - Updating Stocks: <ul style="list-style-type: none"> 1) White Cover Files 2) Hard Cover Files 3) Yellow Cover Files - Recording sells of UAV data manually.
	05/02/2016	<ul style="list-style-type: none"> - Arrived at office at 7.57a.m. - Dispatch files: <ul style="list-style-type: none"> 1) Plan 2) KM Files 3) OSC Files - Attending meeting of Department with YDP Mps.
FOUR	10/02/2016	<ul style="list-style-type: none"> - Arrived at office at 7.58a.m. - Recorded received letter: <ul style="list-style-type: none"> 1) Letter for requested build a building. 2) Memo (Motivation Seminar) 3) Requested for additional and renovation. - Printing e-Bills and sells of UAV data.
	11/02/2016	<ul style="list-style-type: none"> - Arrived at office at 7.56a.m. - Updating Licenses Files (Series 171) - Received and recorded outstanding payment for maintenance fees of PPR Lobak. - Served the customer at Counter Service.
	12/02/2016	<ul style="list-style-type: none"> - Arrived at office at 7.54a.m. - Updating stocks: <ul style="list-style-type: none"> 1) Stationary 2) A4 Paper 3) A3 Paper 4) Letter Head - Record stock transitions

		<ul style="list-style-type: none"> - Updating Licenses Files - Opened new licences files (Series 172) - Recorded received letter: <ul style="list-style-type: none"> 1) Letter from OSC Unit 2) Letter for requested build a building. 3) Letter from JKR
FIVE	15/02/2016	<ul style="list-style-type: none"> - Arrived at office at 7.56a.m. - Recorded payment for maintenance fees of PPR Lobak (December 2015) - Recorded outstanding payment for maintenance fees of PPR Lobak (December 2015 and January 2016) - Printing summary of payment analysis - Received rental payment from the hirer - Printing bill/ receipt of payment.
	16/02/2016	<ul style="list-style-type: none"> - Arrived at office at 7.53a.m. - Preparing for EKSA Audit: <ul style="list-style-type: none"> 1) Updating files cabinet 2) Clean up files room 3) Resemble files (Town Planning and OSC) - Recorded payment for maintenance fees - Printing payment analysis
	17/02/2016	<ul style="list-style-type: none"> - Arrived at office at 7.56a.m. - Recorded received letter: <ul style="list-style-type: none"> 1) Letter from OSC Unit 2) Letter from Land Office - Minutes Files: <ul style="list-style-type: none"> 1) Fail Permohonan Tukar Nama Jalan 2) Fail Bayaran Cek - Updating Licenses Files
	18/02/2016	- Sick Leave (Food Poisoning)
	19/02/2016	<ul style="list-style-type: none"> - Arrived at office at 7.56a.m. - Attending Internal Coordination of Technical Task Meeting (OSC Unit, at 10a.m) - Attending Pre-Construction Meeting (at 3.30p.m) <ul style="list-style-type: none"> 1) Handover government tender amount RM823, 853.00 2) Maintenance PPR Paroi
SIX	22/02/2016	<ul style="list-style-type: none"> - Arrived at office at 7.56a.m. - Minutes Files: <ul style="list-style-type: none"> 1) Town Planning Files 2) OSC Files - Recorded received letter: <ul style="list-style-type: none"> 1) Letter from OSC Unit 2) Letter from Land Office - Recorded Outstanding Payment Report of PPR Lobak
	23/02/2016	<ul style="list-style-type: none"> - Arrived at office at 7.59a.m. - Visiting PPRT Lobak: <ul style="list-style-type: none"> 1) Take the photos

		<p>2) Preparing details for application of maintenance PPRT Lobak.</p> <p>- Minutes Files.</p>
	24/02/2016	<p>- Arrived at office at 7.56a.m.</p> <p>- Recorded received letter:</p> <ol style="list-style-type: none"> 1) Letter from OSC Unit 2) Letter for requested build a building. 3) Letter from JKR <p>Minutes Files:</p> <ol style="list-style-type: none"> 1) Surveyor File 2) Layout Plan File 3) Bills Payment File 4) Cheque Payment File
	25/02/2016	<p>- Arrived at office at 7.59a.m.</p> <p>- Dispatch letters:</p> <ol style="list-style-type: none"> 1) Senawang area 2) Seremban 2 area <p>- Preparing Files for OSC meeting at 29.03.2016</p>
	26/02/2016	<p>- Arrived at office at 7.57a.m.</p> <p>- Preparing Files for Bandar Selamat meeting (Task Force) at 04.03.2016</p> <p>- Preparing proposal of maintenance PPRT Lobak</p> <p>- Attending monthly assembly MPS (at 8a.m until 8.40a.m)</p>
SEVEN	29/02/2016	<p>- Arrived at office at 7.57a.m.</p> <p>- Attending Full Council Meeting.</p> <p>- Recorded received letter:</p> <ol style="list-style-type: none"> 1) Letter from OSC Unit <p>- Updating Licenses Files</p>
	01/03/2016	<p>- Arrived at office at 7.57a.m.</p> <p>- Printing e-Bills (payment of UAV)</p> <p>- Opened New Files:</p> <ol style="list-style-type: none"> 1) Kebenaran Merancang 2) Build Bungalow 3) Additional and Renovation <p>- Site visit</p> <p>- Dispatch Bandar Selamat minutes meeting:</p> <ol style="list-style-type: none"> 1) Senawang Area 2) Paroi Area 3) Seremban 2 Height Area
	02/03/2016	<p>- Arrived at office at 7.58a.m.</p> <p>- Attending Majlis Perasmian Pertandingan Inovasi Mps 2015/2016</p> <p>- Minutes Technical Files (Pn. Rusminah)</p>
	03/03/2016	<p>- Arrived at office at 7.57a.m.</p> <p>- Updating stock (ink printer)</p> <p>- Recorded booking stocks</p> <p>- Preparing Technical Review Letter</p> <p>- Printing Maintenance Notice</p> <p>- Open new files:</p>

		<ul style="list-style-type: none"> 1) 85 2) 81 - Printing Technical Review Letter
	04/03/2016	<ul style="list-style-type: none"> - Arrived at office at 7.58a.m. - Attending Bandar Selamat Meeting - Preparing Anniversary of MPS 2016
EIGHT	07/02/2016	<ul style="list-style-type: none"> - Arrived at office at 7.57a.m. - Open new files - Recorded data/ technical charter - Minutes Files (Audit) - Managing selling UAV data
	08/03/2016	<ul style="list-style-type: none"> - Arrived at office at 7.58a.m. - Dispatch invitation letters - Visiting garbage disposal site PPR Lobak - Booking hampers for anniversary MPS event - Received payment of selling UAV data from customer
	09/03/2016	<ul style="list-style-type: none"> - Arrived at office at 7.59a.m. - Typing letter of Motivation programmes organise by BAKI, Mps - Typing letter of appeals from paying rental fees for the hall in UiTM Seremban 3
	10/03/2016	<ul style="list-style-type: none"> - Arrived at office at 7.59a.m. - Attending Technical Meeting of Department with Head of Department and all technical staff - Farewell
	11/03/2016	<ul style="list-style-type: none"> - Arrived at office at 7.57a.m. - Dispatch Motivation Programmes letters: <ul style="list-style-type: none"> 1) SMK Pendeta Za'aba 2) UiTM Seremban 3 - Preparing claim letter for outstanding maintenance payment of rental PPR Lobak
NINE	14/03/2016	<ul style="list-style-type: none"> - Arrived at office at 7.59a.m. - Preparing Notice Payment of outstanding rental PPR Lobak - - Updating stocks: <ul style="list-style-type: none"> 1) Stationary 2) A4 Paper 3) A3 Paper 4) Letter Head
	15/03/2016	<ul style="list-style-type: none"> - Arrived at office at 7.58a.m. - Dispatch letter to all resident of PPR Lobak - Received outstanding payment from the resident of PPR Lobak - Attending OSC meeting(04/2016)
	16/03/2016	<ul style="list-style-type: none"> - End of Internship

2.3 Conclusion

I have been summarizing the daily training tasks and jobs given to me. I also analyse the jobs and tasks during my practical training.

CHAPTER 3

ANALYSIS

3.1 Introduction

This chapter clearly defines concept, theory and circular in job description. In that report the trainee should analyse and focuses on the task that trainee had done. Besides that, this chapter also should reflect definition of concept. Demonstration of practical and theoretical aspects how students relates all concepts learned in classroom at work place and how students transforms knowledge gained to reinforce understanding on the concept learned in classroom. Thus, the trainee should relate the task and the theory that they had learn in class room. During my internship in Town Planning Department, Seremban Municipal Council, I had do many tasks but the most attract me is the task regarding the meeting session such as before, during and after conducting the meeting.

3.2 What are the meeting defined?

Meeting can be defined as an assembly of people for a particular purpose, especially for formal discussion people. Other than that, it also can be defined as an organized event at which a number of races or other sporting contest are held and a situation when two people or more people meet by chance or arranged (Oxford Dictionaries, 2013).

In addition, in generally management of meeting consist of controlled discussion between people who are necessary involved, which require purpose, agenda, a chairman, a secretary and who are record the minutes of meeting (Wells, 1991). It is

due to the actors that need to play their role in order to creating a balance of discussion among them. However, all these attribute are essential in the context of meeting, because of the needs of systematic decision making process.

3.2.1 Four Basic Managerial Function In Organize Meeting

The action to creating a proper and good process of meeting, there have several managerial functions which important for a leader or manager to adapt the desired purpose of efficiently in attained the goal of organization where in my opinion it is important in action to organized the meeting. According to Moorhead, there are basic managerial functions such as planning, organizing, leading and controlling.

In explanation, planning involve the process of determine the organization desired future position and how best to get there. It involved on how the organization outline the strategies and develop tactics to help execute the strategies. In the meeting the leader and chairman will discuss with secretary on the proposal of the meeting before organize meeting with the staff or the other actors.

In addition, in term of organizing, it is actually the process of designing job, grouping job into manageable unit, and established pattern of authority among jobs and group of jobs. It also involved framework and structure of the organization. However, in meeting session, the agenda will be listed and focus on for discussion among the committee members. It also must be proper organized to ensure every agenda will be discuss within specific time as before the meeting ends.

Besides, in the context of leading it actually a process of motivate members of the organization to work together towards achieve the organization goals. In meeting activity, every committee members have its own role. As for the chairman, he or she needs to lead the meeting and ensure all the committee had given their own opinion or ideas regarding the agenda of meeting.

Lastly, in term of controlling that as a managerial function. It actually the effort of the manager to ensure the meeting process will well organized without any interference. This term controlling is important that might be control in term of time consuming, financial approach and maybe the external involvement such as new investor that have intention to invest in our organization. In a meeting process, all the evidence and suggestion should have a controlling approach in order to make sure all that will affecting a beneficial towards the organization itself and also will gain long-term beneficial.

3.2.2 Types of Meeting

In the context of meeting, there are several type of meeting which are regular meeting, work sessions, executive session, special meeting and public hearing (McBride, 1976).

Firstly is regular meeting. In term of regular meeting, it were held periodically to consider municipal business, make policy decision, approve contracts, established budget and enact ordinances or resolutions. Regular meeting also may know as ordinary meeting and these meeting are held usually on a regular basis and conduct business for which no special meeting needs to be given or

based on the organization's rules and constitution. An example meeting which is conducted weekly.

Secondly is work session. This is actually the meeting where we provide a members an opportunity to meet with staff in order to deal with complex issues, discuss solutions and alternatives, give direction to staff, finalize agendas or create consent agenda. Pre-meeting work sessions may be used by council members to prepare for upcoming regular meeting. These meetings are typically less formal and are often used for information gathering.

Executive session is also considered as one of types of meeting. Executive sessions are involved the council meeting which is closed to the public and often referred to as executive sessions. Such meeting may only be held for the specific, limited purpose authorized by law, and the council must comply with statutory procedures when closing a meeting. These private sessions are held with the elected officials and any staff or appointed professionals necessary to the discussion.

Next is special meeting. In this type of meeting it is usually convened to discuss and vote on one or a limited number of specific issues. As example, a special meeting may be held to take action on a controversial request. Because there may be a number of people wishing to comment regarding the request, holding a special meeting to address the issue is an effective way to avoid an otherwise long and drawn out regular meeting. These special meetings may also be convened during an emergency.

3.3 Organizational Behaviour

According to McShane S. et al., (2013), communication refers to the process by which information is transmitted and understood between two or more people. There is several importance of communication in any organization. The first importance of communication is as the role in term of organizational learning for better coordination in organization. Other than that, communication is also important for any decision making by discussion or brainstorming that may help to get better decision making in the organization. In addition, communication in organization played their role as the function to change behaviour such as consultation processes. Moreover, communication also includes as a tool to support employee action or wellbeing. Because of these factors, communication skills are essential for all organizations in enhancing the organizational performance and commitment.

Therefore, there have several problems that may arise from the communication processes. In term of language differences, it is considered as one of the problem in communication process. In this context, it can be caused by the cross cultural communication. This is due to language is the most obvious challenges in the cross cultural communication. In the Seremban Municipal Council (MPS), the staffs are come from different races which include Malay, Chinese, and Indian so that the cross cultural communication in term of language may arise. In addition, the staff in the organization need to aware with their responsible which should understanding each other such as by avoiding practicing the jargon and need to use the most suitable language that will be understood by others that they are communicated to. This is because different word may translate a different meaning. So that the person who want to give any information needs to identify the most suitable and simple word that will be understood by the receiver. This is important in order to ensure that all the

information will be received well without uncertain condition that may lead to the ineffectiveness of the communication especially for the important task in the existence organization.

Furthermore, in the context of communication too, the problems that have potential may arise are information overload. In term of information overload, it should be avoided due to there are limited for someone to receive the information. According to McShane S. et al., (2013), information overload can be classified by a condition in which the volume of the information receive exceed the person's capacity to process it. In preparing the tender documents, the effective communications are needed especially to get the document or details for other departments and outsiders. In example, the financial statement for the tender documents so that the person in-charge for the tenders needs to request for the financial statement from the financial department and certified by the authorized bank.

The information overload should be avoided in tender preparation because it may lead to misinterpretation and the information involved might be overlooked when the person are not able to process the information fast enough. In addition, it also may lead to the insufficient document as requested because of this issues which overlook the task are needed. The problem of information overload can be minimized by the increasing the information processing capacity, reducing the job's information load, or combination of both.

3.5 Office Administration

Office administration is also the daily routines of trainee during practical training. As trainee needs to serve people either the people that came to organization and also the staff or officers in this organization. Usually, the outsiders that trainee dealt with are contractor, settlers, and others. Besides, office administration also included other basic administration like photocopy document, sending fax and so on. What can trainee seen and experienced when performed the administration task, it involved the communication in order to make the works run smoothly and effectively.

3.5.1 File Management

As trainee needs to handle the letter and document that trainee received either by hand or through fax. This task was classified under file management. File management is the process of classifying, arranging, keeping and controlling the file in systematic ways in order to facilitate the users when required. The file would be label according to the function and date. During practical training when trainee received the letter, the trainee would stamp it with date stamp and put it into Received Letter File. All the original letter in this file need to take further action which are need to record into system and make a copy for each letter. Trainee not directly involved in the process of how the original letters were managed but what trainee had knew each file have their own name, code number and reference numbers. Then, after make a copy for each letter, it would be put into File of Action which required endorsement from officers that have higher authority which trainee had mentioned before. After been endorsed, the letters would be put into “*Fail Keluar*” which required trainee to

distribute these letters according to the officers or department. Besides, this organization also provided the trays or boxes which represented each unit or department. All the letters that no need to be recorded, trainee would directly put it into the trays or boxes according to the name of officers or departments which later they would take it by their own. During this period of practical, trainee can see that all officers and staffs in this organization stressed on the practicing of file management. This system was easier and helped the organization to be more systematic and efficient in their works which they can clearly differentiate the letters according to the function and date. So that the misplaced and redundancy could be avoided due to they would know which letters are the latest and needed immediate action by looking at the date of file.

3.5.2 The concept of Customer Orientation

Nowadays, under new public administration, people were the important customer in public agencies where this concept was implemented and used in the private sector for a long time ago. Thus, this customer orientation principle was due to achieve the quality of service delivery by performed in efficient, effective, friendly and also can be trusted. This means everything that agencies done were focused on the customer benefit and expectation. This concept was under the administration due to it is the routine that execute by the officer especially in serving the customer who had come to this organization. As trainee the office administration that trainee did during the practical was dealt with the customer. Hence, this task was supported with implementation of Total Quality Management which stressed on a few principles that helps the officers and staffs works in systematic ways. Besides, the usage of Client Charter and enhancing the concept of *Kumpulan Meningkatkan Mutu Kerja*

(KMK) also helped in the endeavour of providing the quality of service delivering.

Hence, one of the methods in achieving this customer orientation was the implementation of Total Quality Management. Total quality management is a process of quality management that focus on the customer orientation which been implemented continuously and involved all aspect of organization (Ahmad Sarji, 1995). The principal of this concept that trainee could see in this organization were top management support, quality assurance, team works, customer orientation, performance indicator and also the training and recognition. In term of top management support, as trainee said before the *Pegawai Tadbir*, Encik Daud was reminding me to give the best services in the counter services. He wants me to show and act mannerly when dealing with customer. This is because the first impression of customer was important in determine the level of performance of this organization. Besides, due to implement this customer orientation, Town Planning Department, MPS was put the complaint box in the front desk in order to know the level of performance and also the customer perception towards the service delivery of this organization. This complaint box was used to improve the organization performance based on the expectation from customer to be better in future. Apart from that, this organization also was reward the employees that show good performance through the event of *Anugerah Pekerja Cemerlang* (APC). This recognition was motivated the employees to perform their work more effective and efficient through adopted the ethic and good values such as be more integrity, accountable, responsiveness, punctual and so on. For example, when trainee deal with the *Pekerja Am Pejabat* (PAP), trainee need to ensure

that they bring the dispatch book and write the details of letter that they sent in this organization. This strictly ordered by Encik Daud since they were under her supervision then he wants all of them accountable to their works. Furthermore through this concept, trainee could see that this organization implemented the concept of team work and also the *Kumpulan Mutu Kerja*. trainee could see this when we were busying in managing the concept of 5S, all the departments were helping each other in order to ensure that this organization manage to get good rating in the evaluation. They shared the idea and opinion on how to make the 5S concept be more interesting.

3.6 Conclusion

This chapter discusses the concept of the quality of the product and the important of a good quality of product. I also mentioned about the ethics at the workplace. I have discussed some application of the ethics during my practical training.

CHAPTER 4

RECOMMENDATIONS

4.1 Introduction

This chapter described the strength and weaknesses of the organization. It also includes the recommendations that can be implemented to overcome the weaknesses as the level of improvement. The first section in this chapter is the strength of the organization which is section 4.2, followed by section 4.3 which is the weaknesses, and the last section is section 4.4 which is recommendations.

4.2 Strengths

4.2.1 Close Relationship between the Staffs

One of the strength of doing practical training in Seremban Municipal Council (MPS) is there has close relationship between the staffs in the organization. It means that, the staffs in the organization are close to each other where they can communicate and implementing the task together. There are strong teamwork, cooperation and good communication skills among them so that it can make they will become easier to communicate each other. It is important because a good communication skill can make they are able to understand to each other while communicating in term of the explanation, language, or the body language where include in both verbal and non-verbal communication.

In term of relationship, the organization also organized some activities that can make the organization members are gathered also in outside the organization activities instead of only implemented the internal activities of the organization which are the tasks and work responsibility. In example, during the period of practical training, there are two activities have been implemented which are 'Majlis Penyerahan Siap TP1M Flat Makmur' and 'Majlis Perasmian Pertandingan Inovasi MPS 2015/2016'. All these kind of activities were able to give the opportunity to the organization members to get close to each other because if there is no activity, they will just doing their own task and may be have no time to know and get close to each other.

The close relationship between the staffs also considered as the strength in the organization because it can help the organization to have better performance. It means that, the members of the organization will communicate well in performing any task because there is no problem with the relationship among them so that they can help and ask for to help among each other. It is because they will feel more comfortable to ask for any help because they are a good relationship between them that can make there become easier to corporate. Thus, it will directly affect the performance of the implementation of their task because when they can perform the task together without any problem, the task can be implemented faster and there will be the best quality that they are able to implement instead of implementing the task alone without ideas sharing and cooperation.

4.2.2 Adaptive to new technology

As a nature of business of the company is regarding the consultant of contractor to build a new landscape of town in Seremban, the technology used in the organization are very suitable with the current needs of the organization to perform the task. There will be no old technology equipment in the organization because they will always ensure that the equipment is updated by time to time. This is because the all equipment is very important to all the members in the organization in making the task that the want to perform are well implemented without any technology disruption. Meaning that, all the technology equipment in the organization is sufficient by the organization so that, the implementation of tasks by the staff can be easier.

In addition, the new technology equipment also can help the management team have sufficient tools to perform the task in order to fulfil the requirement needed. For example, Plotter Machine is one of the new technologies that have been used in the organization to plot all the area in the large size of the plan. This is needs to ensure the area is correct and aware with the boarders between that close areas. Moreover, high technology of plotter machines is useful for this organization because of the every single thing that have been plot have their own meaning such as government land, native land, boarder, forest, and also industry area.

Furthermore, the example of the organization is adaptive to the new technology is the usage of closed-circuit television (CCTV). It is very beneficial to the organization because it will function as the video surveillance to monitor the movement and attitude of the organization's members so that it

is one of the ways that the top management can measure the performance of the staffs. Besides, the CCTV is also very useful if any incident happened in the organization so that the evidence of the incidents can be monitored through the CCTV video recorded. Thus, the unwanted incidents or crimes can be avoided or at least reduced by the functions of CCTV monitoring.

4.3 Weaknesses

4.3.1 Inappropriate filing system

In the organization which where I have been placed in Town Planning Department, the file was less and was not properly arranged. Meaning that, the filing systems have been properly managed but the arrangement in the office of the department was a little bit messy. It is because, the staffs in the department are very busy with completing the tasks regarding the tenders, quotation and few of them are busy with external duty such as meeting the customers, performing some presentation for the customer and also dealing with the problems of the customers so that they have insufficient time to allocate to arrange the files and the materials in the office. Thus, the office sometimes looked messy due to the inappropriate arrangement of the materials.

Regarding to the situation, it should not be a problem in the office because the arrangement in the office should be well managed because it is one of the images of the departments so that when the customers or outsiders come to the office it can lead to the bad perception on the organization. That is why the materials or equipment should be managed properly and should be arranged in the places provided so that it will be more appropriately arranged. It is very important to the organization to have well managed materials and equipment because it will

ease the process of finding any materials needed for any events, presentation or programs that want to be implementation by the organization.

4.3.2 Lack of Discipline of the Employees In Terms of the Counter Services

Counter service in Town Planning Department 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 another problems emerge especially when the counter itself didn't provide a Personal Computer facilities. 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

4.4.1 Hire Sufficient Workers in the Department

As response to the one of the weaknesses in the organization which is insufficient workers to perform the tasks, the suggested recommendation is by hiring sufficient workers in the department. Meaning that, the department must have sufficient workers to perform all the tasks that must be completed by the departments. It is very important to ensure that all the tasks can be done effectively and efficiently.

In addition, once sufficient workers are hired in the department, so that all the workers will focus on their own tasks then, there will be more quality performance because the workers will allocate sufficient time to complete the tasks. Sometimes, the task given should be completed within a short time so that the workers should be focus more on the task given to them. If all the workers have specific task, they will not disturb by the others task, then they will put all efforts on their own tasks to ensure the best performances are given for the task given.

4.4.2 Proper Filing System

The recommendation that suited with the second weaknesses which is inappropriate filing system is by having a proper filing system. Actually in the organization, there is a proper filing system when it is needed to be submitted and requested by any organization or customers so that here is a recommendation that the organization should have a proper filing system that will always arranged in a proper way, so that anytime it want to be used it already finished. Thus, the files that are required to use by the organization members will always well prepared. It will avoid the last minutes task to prepared and finished up the document needed. It is very important to ensure that all the documents are properly arranged in the files so that it will show the tidiness of the document of the organization. If the tidiness of the documentations in the organization is practiced, it will ease the organization members to refer at all documents if any information needed. It is because, anytime information is needed, the workers easily can get the related files and got the information that have been properly arranged.

In order to have proper filing system, the organization should have a specific person who is responsible to arrange all the files properly due to the different types, date and also the projects implemented by the organization. The organization also should state the specific date for the person in charge to update the files in the organization. This is very important to ensure all the files are updated all the time so that the top management of the organization should implement monthly inspection on the files prepared.

4.5 Conclusion

In this chapter, I have been analyses and recognize the Strengths and Weaknesses. Some of recommendations and suggestions also stated in order to improve the organisation and to improve the effectiveness and efficiency organisation.

CHAPTER 5

CONCLUSION

5.1 Introduction

This chapter will concludes the practical training report by all chapters starting from section 5.1, 5.2, 5.3, and 5.4 for chapter one until chapter four respectively. Then the last section which is section 5.5 concludes all the practical training that had been implemented within the eight weeks.

5.2 Summary of Chapter 1

In chapter 1, I have been explained about the organisational background of Town Planning Department, Seremban Municipal Council (MPS). Besides that, I also identified vision, and mission, values of organisation, organisation chart, core business and services of the organisation. This also includes the functions of the organisation and the organisational structures or hierarchy from the lower management until the upper level or top management. So, it can give me some ideas and knowledge to the background of Town Planning Department.

5.3 Summary of Chapter 2

In chapter 2, I have explained about the tasks and jobs that I did during practical training which consists of 8 weeks all together. The tasks given to me were consistent to the guidance provided by the faculty. The task mainly related to the scope of

quality of a product. I am able to apply what I had learnt in the classroom and to relate to the theory into practise. Therefore, it is a valuable experience that I can get through my practical training.

5.4 Summary of Chapter 3

In this chapter, I explained about the most important task that I did during my practical training. I was instructed to do many tasks, but the main focus in this chapter is to analyse about the task. It was such an interesting experience since I was exposed to many tasks and had lot of opportunity and working with other people. . It specifically focuses on one area of task as covered in the practical training handbook. It also should reflect definition of concept, demonstration of practical and theoretical aspects. Besides, trainee also explained about the strength and weaknesses of the task that have been done.

5.5 Summary of Chapter 4

In chapter four, the trainee had make recommendation and suggestion based on weaknesses that had list out in analysis done in Chapter 3. The recommendation helps the improvements in term of the process to conduct the employee satisfaction survey in the organization. Hence, the trainee can enhance the knowledge on how get more accurate information in handling the survey and gain knowledge to applied it in working environment as processing the data from the survey is the task that is most done by the trainee during practical training.

5.6 Overall Conclusion

Therefore, this chapter explain on the summary of every chapter that has been discussed on every chapter on highlighting the main points and some benefits I gain from my practical training. Practical training is one of the important parts of the learning process among the students. As the student of Bachelor Administrative Science (BAS), most of the subjects learnt are theoretical subjects so that by having practical training, student can apply this theories that has been learn into the practical. It is very important to the student to gain understanding instead of only learn the theories part.

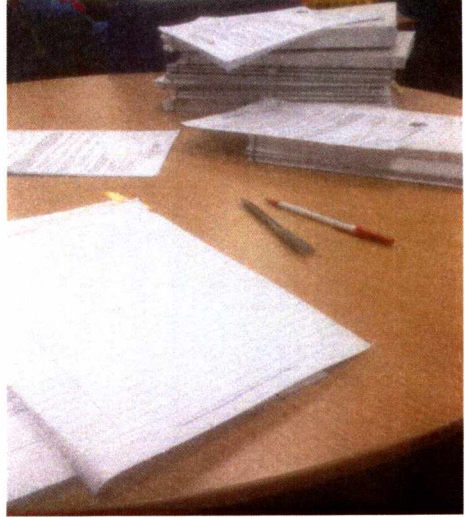
In Town Planning Department, there are several tasks that are related to the courses taken in BAS, then it considered as one of the opportunities to the students to practice on what have been learn in the real situation such as the preparation of tender that have been learn in Public Financial Administration subject. The organization gave a chance to the student to identify the ability in which area of administration part that have been learn, so that the student will know their strength an able to assist them in the career opportunity after graduated from BAS.

In addition, by having practical training, it became as the complement to the theories that have been learn where the students are able to get the experience on the real working environment in term of communication, handling the task and the teamwork. All these elements are very important especially for the fresh graduate student that will firstly work in any organization. It is because the knowledge, skills, ability, and experiences are very important to support each other to have a strong working ability. So that the student need to learn before enter any organization as the employee in future.

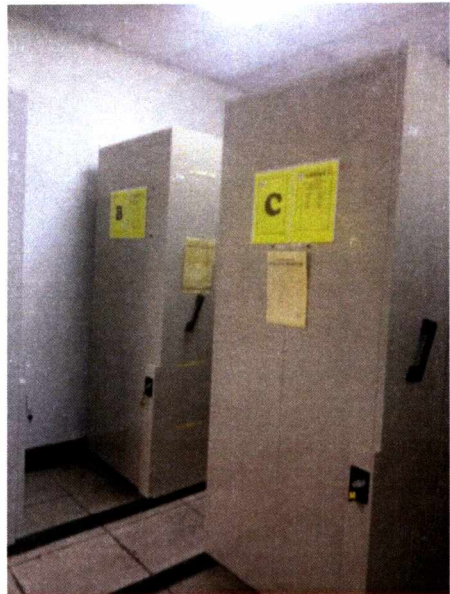
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APPENDIXES



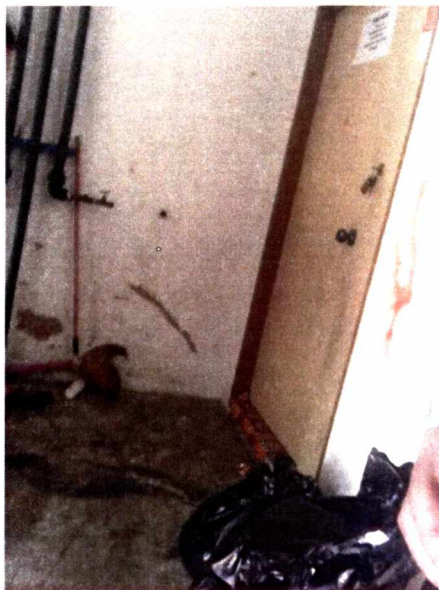
Appendix A: Minutes Files Process



Appendixes B: File's Cabinets



Appendix C: Stock's Cabinet and Stationaries Stocks



Appendix D: Clearance Burned Houses, Projek Perumahan Paroi (PPR Paroi)



Appendix E: Flat Projek Perumahan Lobak (PPR Lobak)