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STUDIES**



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BACHELOR OF ADMINISTRATIVE SCIENCE (Hons)**

**PRACTICAL TRAINING REPORT (ADS 666)
DEWAN BANDARAYA KUCHING UTARA (DBKU)**

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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,

 . 4.12.2014

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TABLE OF CONTENTS

1.0	Introduction.....	1
1.1	Company History and Background.....	1
1.2	Vision.....	2
1.3	Mission.....	3
1.4	Function.....	4
1.5	Logo.....	5
1.6	Motto.....	6
1.7	Organizational Chart.....	6
1.8	Administration Division.....	10
2.0	Introduction.....	12
2.1	Summary of Schedule of Practical Training.....	12
2.1.1	Week 1.....	12
2.1.2	Week 2.....	15
2.1.3	Week 3.....	16
2.1.4	Week 4.....	18
2.1.5	Week 5.....	20
2.1.6	Week 6.....	21
3.0	Introduction.....	23
3.1	Task Analysis.....	23
3.2	Organizational Behavior Theory.....	24
3.2.1	Organizational Structure.....	24
3.3	Public Relations Theory.....	25
3.3.1	Employee Communication.....	26
3.3.2	Community Relations.....	28

3.4	Human Resource Management Theory.....	29
	3.4.1 Training.....	30
3.5	Ethics in Administration Theory.....	31
	3.5.1 Rule Utilitarianism.....	32
3.6	Public Finance Theory.....	33
	3.6.1 Public Procurement.....	34
3.7	Local Government Theory.....	37
	3.7.1 Local Governance.....	38
3.8	Management Information Systems Theory.....	39
	3.8.1 Database Management System.....	40
3.9	Ethnic Relations Theory.....	41
	3.9.1 Pluralistic Society.....	41
4.0	Introduction.....	43
4.1	SWOT Analysis.....	43
	4.1.1 Strengths.....	43
	4.1.2 Weaknesses.....	44
	4.1.3 Opportunities.....	45
	4.1.4 Threats.....	45
4.2	Suggestions and Recommendations.....	46
5.0	Introduction.....	48
5.1	Chapter One.....	48
5.2	Chapter Two.....	49
5.3	Chapter Three.....	50
5.4	Chapter Four.....	51

6.0	References.....	53
7.0	Appendices.....	54

CHAPTER 1: INTRODUCTION

1.0 Introduction

This chapter will discuss and summarize the history and background, vision, mission, function, logo, motto, organizational charts of Kuching North City Hall or in Malay known as *Dewan Bandaraya Kuching Utara* (DBKU) as well as about Administration Division (ADM).

1.1 Company History and Background

Kuching North City Hall or *Dewan Bandaraya Kuching Utara* (DBKU) in Malay is the local authority which administers the northern part of the city of Kuching, Sarawak. DBKU was founded on 1st August 1988 when Kuching was granted a city status and become the second city in Malaysia after Kuala Lumpur. DBKU is responsible for public health and sanitation, waste removal and management, town planning, environmental protection and building control, social and economic development, and general maintenance function of urban structure. The main headquarters of DBKU is located at Bukit Siol, Petrajaya. The current Commissioner of Kuching North City Hall is YBhg. Datuk Haji Abdul Wahap Haji Abang Julai, who took the oath of office as the sixth mayor on 1st August 2011 replacing the previous Commissioner, YBhg. Haji Mohammad Atei Abang Medaan.

Due to the vastness of Kuching city, it is divided into two administrative areas namely north and south. The northern part of Kuching city is being administered by the Kuching North City Hall while the southern part of Kuching city is being administered by the Councils of Kuching South or *Majlis Bandaraya Kuching Selatan* (MBKS). During its establishment, DBKU started with only eight personnel on its payroll in August 1988. In 2008, DBKU has 1007 personnel under its employment which comprises of 35 full-time professionals and administrative staffs, 696 support staffs, and 276 daily paid workers. In addition, Kuching city is populated by people of various ethnic groups such as the Malays, Chinese, Iban, Bidayuh, and Melanau each with different cultural backgrounds making Kuching as an interesting ethnic showcase to tourist both foreign and local. Kuching city also has many parks and historical landmarks. For example, the tourist can go to Kuching Waterfront, Planetarium, the Astana, Cultural Village, Sarawak Museum, and many others.

1.2 Vision

DBKU has a designated vision which is the long term goal that the company needs to achieve. The primary vision is as stated below;

“Kuching ... A Vibrant Livable City of Choice”

This gives the overall overview that DBKU wants to transform Kuching city to be a place that becomes the choice of people to live. Therefore, DBKU

has tried its best to make Kuching city to become the place that has many interesting destination for the tourist either foreign or local, improving the infrastructure and public facilities for the benefit of the people living in Kuching.

1.3 Mission

DBKU also has a designated mission as a guideline in order for them to focus in achieving their long-term vision;

*“To Enhance the Quality of Life by Creating a Conducive Environment,
Citizen Engagement and Best-In-Class Service Delivery”*

This is the purpose of DBKU to make Kuching city to become a place for the people to live comfortably and at the same time benefiting them. Therefore, DBKU will ensure the enhancement of the quality of life of the people in Kuching by creating conducive environment, citizen’s engagement, and best-in-class service delivery.

1.4 Function

There are several functions of DBKU. They are;

1. Collecting assessment tax,
2. Issuing business licenses,
3. Administer and enforce by-laws regarding the license, health, park, building, cleanliness, trench, and road permit,
4. Planning and implementing road development programs, drainage, pedestrian, park, landscape, public facilities, and lightings,
5. As the agent for implementing projects for other government agencies,
6. Coordinating development programs for other government agencies that involves the city,
7. To sustain public environment of the city including road, drainage, pedestrian, park, recreation area, and river,
8. Administering and managing public facilities such as toilet, library, market, and hawker center, and
9. To instill civic awareness among the people.

1.5 Logo



This logo was used during the proclamation day of the city on 1st August 1988. The principles of the logo are;

- Cats** - Kuching city mascot as in the logo.
- Shield** - Shield represents DBKU as a distinctive agency that carry out all physical developments, social and economy as well as to become a patron for the well-being and safety of the citizen.
- Green** - Green color means concern for environmental preservation as well as to create a “green” and fresh environment and maintaining ecosystem in any development project.
- Hornbill** - The official emblem for Sarawak that shows Kuching as the capital city.
- Stars** - Located on the top of the logo that has 9 vertices which translates into the 9 divisions of Sarawak.

1.6 Motto

DBKU also has its own motto. Their motto is;

“For Cultured Community”

The motto reflects the effort of DBKU in molding the citizen that have the characteristics of ethnic culture of Kuching citizen that will be preserved and expanded to make Kuching as a tourism destination.

1.7 Organizational Chart

The organization chart below shows the hierarchy work of the DBKU. The head of department of DBKU is the Mayor, Datuk Haji Abdul Wahap bin Haji Julai. The Mayor is assisted by the Director of DBKU, Dr. Sa’adiah binti Abdul Samat. Audit division reports directly to the Mayor and the head of the Audit division is Madam Ajing Kartini binti Mohamad Ramlee. Every division in DBKU will be administer by Chief Deputy Director which is Hajjah Kartina binti Zamahari that is responsible on several divisions and reports directly to the Director. The divisions that report directly to the Chief Deputy Director are the Legal Affairs Division (LAW), the Secretariat Committee Division (BDD), and the Business Development Division (CTS). The Chief Deputy Director is assisted by six Deputy Directors from various departments.

The DBKU structure is divided into six departments namely;

- ⇒ Department of Corporate Services (CPS)
- ⇒ Department of Finance Services (FCS)
- ⇒ Department of Regulatory (RES)
- ⇒ Department of Planning, Building, and Landscape Services (PBL)
- ⇒ Department of Infrastructure Services (INS)
- ⇒ Department of Community Services (COS)

Every division in DBKU has to report directly to the certain department. For the Department of Corporate Services (CPS), the head of department is Mr. Jumaini bin Haili. The divisions that report directly to CPS Department are the Human Resource Division (HRM), Administration Division (ADM), and Transformation and Innovation Division (TRI).

For the Department of Finance Services (FCS), the head of department is Madam Salwa binti Pauzi. The divisions that report directly to FCS department are the Finance Division (FIN), Assessment and Taxation Division (VAL), and Information Technology Division (ICT).

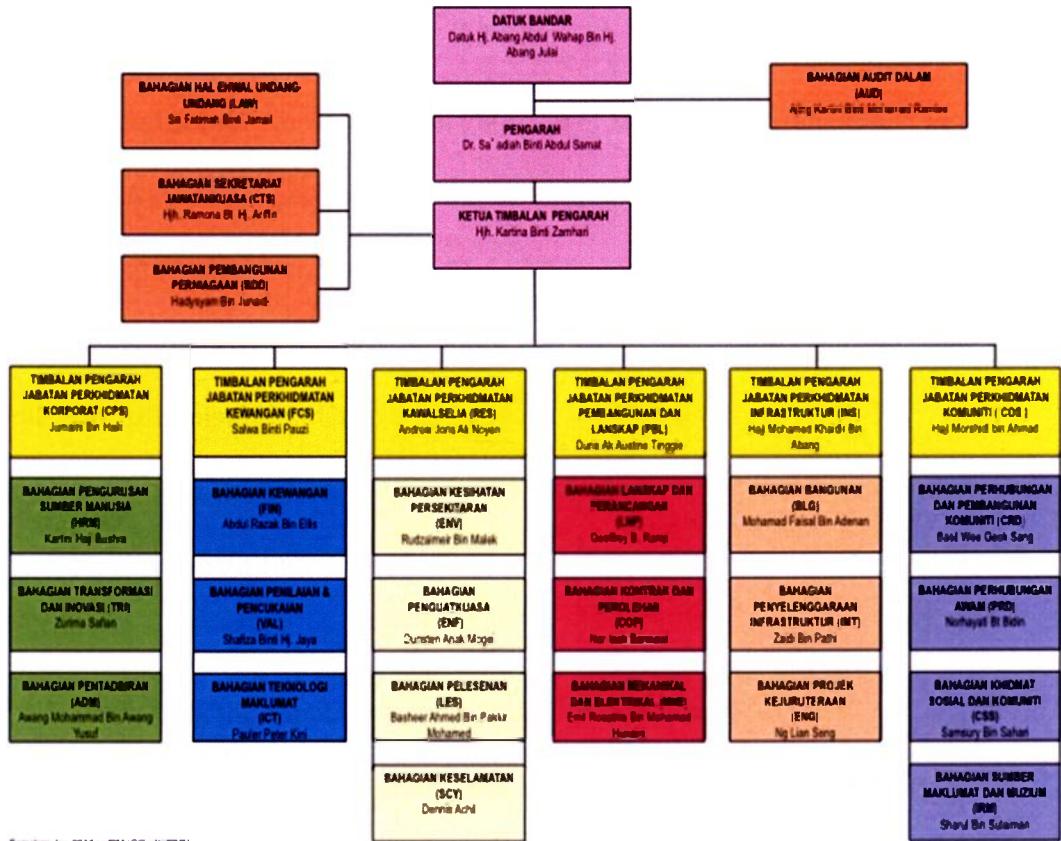
For the Department of Regulatory (RES), the head of department is Mr. Andrew Joris ak. Noyen. The divisions that report directly to this department are the Health Environment Division (ENV), Enforcement Division (ENF), Licensing Department (LES), and Safety Division (SCY).

For the Department of Planning, Building, and Landscape (PBL), the head of department is Madam Durie ak. Augustine Tinggie. The divisions that report directly to this department are the Landscape and Planning Division (LNP), Contract and Procurement Division (COP), and Mechanical and Electrical Division (MNE).

For the department of Infrastructure Services (INS), the head of department is Mr. Haji Mohamed Khadir bin Abang. The divisions that report directly to this department are the Building Division (BLG), Maintenance Infrastructure Division (IMT), and Engineering Project Division (ENG).

Lastly, the head of department for Community Services Department (COS) is Haji Morshidi bin Ahmad. The divisions that report directly to this department are the Communication and Community Development Division (CRD), Public Communication Division (PRD), Social Services and Community Division (CSS) and Information Resources and Museum (IRM).

CARTA ORGANISASI DBKU



Semakan Jun 2014 - HRM (CO) KVV/WW

Source: www.dbku.gov.my

1.8 Administration Division (ADM)

The head division of Administration Division is Mr. Awang Mohammad bin Awang Yusuf. He is assisted by the Administrative Officer Assistant in managing the Administration Division. Administration division is divided into three units which are the Support Services Unit, Asset Management Unit, and Administration Unit.

There are three main functions of ADM. They are;

1. Providing the support services to all divisions in DBKU by;
 - ⇒ Managing the newspaper subscriptions, and the booking of transportations as well as the meeting rooms.
 - ⇒ Processing the authority card application.
 - ⇒ Recording all incoming mails using the REACT system before distributing them to the responsible officers.
 - ⇒ Maintaining the DBKU file system.

2. Ensuring that the Mobile Asset Management System is conducted in an orderly manner and in accordance with the requirements of LAFR by;
 - ⇒ Monitoring the application for the purchase of fixed asset through a special code charges.
 - ⇒ Managing the registration of new assets.
 - ⇒ Managing assets disposal.

- ⇒ Managing physical inspection of assets for at least once a year.
 - ⇒ Providing account inspection report for fixed assets to the Finance Division (FIN).
3. Managing and controlling the spending for ADM division by;
- ⇒ Monitoring the expenditure that is centralized at ADM division.
 - ⇒ Controlling the application and the claim for asset insurance and human resource.
 - ⇒ Managing and monitoring the activities of the committee involving ADM division.

CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

Kuching North City Hall (DBKU) is the organization where I have done my practical training and is located in the headquarters at Bukit Siol, Petrajaya. My practical training took place for about six weeks from 21st July 2014 until 29th August 2014. During the practical training at DBKU, I was attached to the Administration (ADM) division under Mr. Awang Mohammad Awang Yusuf. Throughout the period of six weeks, I have learned and practiced the basic tasks in doing administration works such as attending meeting, management of annual leave in terms of application and records, making booking for transportation, asset management such as the physical examination of assets and registering new assets into the system, and so on. For as long as the period of the practical training, I have been working closely with Mdm. Sitina Kederi, Mdm. Zuraida Wahab, as well as Mr. Abdul Aziz Abdul Rahman.

2.1 Summary of Schedule of Practical Training

2.1.1 Week 1 (21st July 2014 – 25th July 2014)

On the first day of practical training, I reported duty to the Human Resources Management (HRM) division. I was given a briefing by Mdm. Saraswati and Mr. Abdul Razak Saie from the HRM division about the history and background of DBKU as well as its functions. DBKU, as the

local authority in Kuching North area has several functions such as collecting assessment tax, issuing business license, and planning and implementing road development programs, among others. I was also introduced to the Head of HRM division, Mdm. Kartini Haji Bushra as well as the Head of ADM division, Mr. Awang Mohammad Awang Yusuf. Other than that, I was introduced to the ADM division which includes Administration Unit, Asset Management Unit, and Support Services Unit. For every unit, there is the head of unit. The head of Administration Unit is Mdm. Sitina Kederi, while the head of Asset Management Unit is Mdm. Zuraida Wahab, and the head of Support Services Unit is Mr. Abdul Aziz Abdul Rahman.

During the first week of practical training, I also attended the ADM division's monthly meeting whereby I was introduced to the staffs of ADM department, as well as discussing about issues in the ADM department. Currently, the total number of staffs in the ADM division is 24. Additionally, I was exposed on how the ADM department manages the annual leave of both the ADM division's staffs as well as the staffs of Pejabat Datuk Bandar (PDB) or Mayor's Office from Mr. Melihi @ Meliki bin Kipli. In order for the staffs to apply for their annual leave, they must fill in the application form and submit it to their superior at least one week before the date of their leave. However, when a staff has an emergency, he or she can notify the superior about the emergency and emergency leave will be granted, which will be deducted from his or her annual leave. The information on the annual leave of each and every one of the staffs is

recorded into the system. The related information regarding the leave such as the number of days taken, the number of days left, and the reasons for the leave are recorded into the system and is being updated as and when needed in order to keep track of the staffs. Furthermore, I attended meeting for DBKU uniform policy with Mr. Harisman Mohd. Suhaili, Mdm. Sitina Kederi, as well Miss Alicia Sadam which was chaired by Mr. Andrew Joris, the Deputy Director. The meeting was held at *Bilik Anggerik* whereby it discussed on the policy of uniform for the staffs of DBKU. The uniform is to be updated in order to keep it up to date and relevant to the current requirements and usage. After the meeting, I did some amendments to the DBKU uniform policy power point slideshow in terms of its format and design, as required by Mr. Andrew Joris.

During the first week of the practical training, I was taught about the guidelines on how DBKU manages its assets as well as filing and recording management system from Mdm. Zuraida Abdul Wahab. In doing the filing work, all the documents and letters have to be kept in folders so that it can be easily retrieved in the future when needed. The documents and letters are being kept in folders with the subject related to the matter of the documents or letters. During the first week, I have also been taught on how to organize the files based on the different codes of each file for each department whereby each department has its own code in order to identify which file belongs to which department, and how to organize the document that are related to the acquisition assets document according to the different department.

Lastly, I had done minor office tasks. These include sorting out documents and letters, photocopying documents and letters needed by the staffs of DBKU, stamping dates and acknowledgements on Astro, TM, and KWB bills, collecting and sorting out the faxes received, as well as seeking signature from the Finance division staff for the purpose of bill payments.

2.1.2 Week 2 (31st July 2014 – 1st August 2014)

On the second week of practical training, I had only worked for two days from Thursday to Friday due to the *Hari Raya* break. I only did minor office tasks such as doing the registry of the fax received into the record book which includes the date, title, and department concerned with the fax received and photocopying the documents required by various departments in order for those departments to perform its duties. Other than that, I sorted out letters and bills received and placed them in the pigeon box according to the departments, as well as going to the Finance division to get signature from Mdm. Dores for the payment of bills. The pigeon box is used to separate letters and documents so that it can be sorted out according to its respective divisions. For example, all the documents and letters meant for the Finance division will be placed in its own pigeon box. This will ensure that the documents and letters of one division will not be mixed up with the other divisions' documents and letters. Apart from that, it will make it easier for the staffs of each division to collect their divisions' documents and letters as they are being placed in their own specific place.

2.1.3 Week 3 (4th August – 8th August 2014)

For the third week of practical training, I did various support service tasks. These include moving A4 and B5 paper stocks from the store room into the ADM division and placed it in the cabinet for the usage of the ADM division, clearing unused materials for disposal and reorganizing the materials left in the cabinets. This is related to the practice of 5S methodology whereby we have to sort, straighten, shine, standardize, and sustain. I also helped to set up new trolleys for the usage of ADM division's tea lady. As the division which is responsible to cater food and beverages whenever it is needed for functions such as meetings, the ADM division needs to have the trolley for the tea lady for the purpose of serving the food and beverages.

During this period of practical training, I did the update of the annual leave records in the system for the ADM division's staffs for the month of July under the supervision of Mr. Melihi @ Meliki bin Kipli. As required by the organization, the annual leave of its staffs must be updated from time to time. Therefore, I had updated the current information regarding the staffs' annual leave such as the number of days applied, the number of days left, as well as the reason for their annual leave application. Next, I also sorted out the documents and letters for the purpose of filing, which is required by the organization in order to ensure that the documents and letters can be retrieved easily in the future. The documents and letters are later on being kept in their respective folders with the subject related to the matter of the

documents or letters. The documents and letters are sorted out according to their dates whereby the newest documents and letters will be placed on top most while the oldest will be on the bottom most of the folder.

Other than that, I also went to JPJ office with Miss Alicia Sadam in order to renew the road tax for DBKU's official vehicles. After that, the renewed road taxes are photocopied for the purpose of recording in the system. During this period, I was also assigned by the Head of ADM division, Mr. Awang Mohammad Awang Yusuf to draft the criteria of the marking scheme for "*Pertandingan Setor Ceria 2014*". The "*Pertandingan Setor Ceria 2014*" is a part of the initiatives made in order to maintain the practice of the 5S methodology. It is to ensure that all the stores in the DBKU office are being kept in a safe, clean, usable, and manageable condition. I had also attended a briefing for Kuching Marathon 2014 which will be held on 17th August as all of the practical students in DBKU were required to become volunteers. Kuching Marathon 2014 was organized by the Kuching Marathon Association, as well as DBKU as its co-organizer. Throughout the third week, I had also been structuring the questions for the draft of the criteria for the marking of "*Pertandingan Setor Ceria 2014*".

2.1.4 Week 4 (11th August 2014 – 17th August 2014)

During the fourth week of practical training, I had been doing in office works as well as fieldworks whereby I have been required to be the volunteer for the upcoming Kuching Marathon 2014. From 11th August until 13th August, I had been working in the office while from 14th August until 17th August, I had been working outside of the office at Plaza Merdeka and Padang Merdeka. While in the office, I continued the drafting of the criteria of the marking scheme for “Pertandingan Setor Ceria 2014”. The criteria included things such as the management, records, layout, safety, and cleanliness. I also did minor office tasks such as photocopying documents and letters as well as binding the new logbook for the booking of transportation for the month of August. Next, I did the filing works such as sorting out documents and letters as well as putting them into files related to the subject matter of the documents or letters. This is to ensure that the documents and letters can be retrieved easily when they are needed. Apart from that, I also did the asset management works such as highlighting the most expensive asset purchased by the different departments of DBKU. This is to ensure that the organization can keep track of its most valuable assets. Next, I did the physical examination of the assets at the DBKU Depo with Mr. Mohd. Nur Zakaria whereby pictures were taken of the registration number of the assets as well as the assets itself as evidence in order to ensure whether the assets are in a good condition or not.

While doing the fieldwork, I had been working at Plaza Merdeka together with the other practical students who were doing their practical training in DBKU from 14th August until 16th August as they have been required to become volunteers for the registration of the participants of Kuching Marathon 2014. Kuching Marathon 2014 was organized by the Kuching Marathon Association and DBKU was the co-organizer. The event had attracted approximately 7,000 participants from over 30 countries around the globe. The flag-off ceremony of the full marathon (42km) was officiated by the Minister of Housing and Minister of Tourism, Datuk Amar Abang Johari Tun Openg. The flag-off ceremony for the other three categories of marathon (21km, 10km, and 5km) was officiated by the Mayor of Kuching North, Datuk Haji Abang Abdul Wahap Haji Abang Julai.

During these two days, I had been working together with the volunteers from the Kuching Marathon Association, who were the organizer of the Kuching Marathon 2014. The volunteers had been working at the counter in processing the participants of the marathon so that they will be able to collect their race packs in the form of goodie bags which include their vest and bib number for them to use during the marathon day later on. On the 17th August, which is the marathon day, the I did work such as arranging medals on the tables at the finishing lines which are to be given out to the finishers of the marathon, as well as marking the bib numbers of the participants who had finished the marathon. Lastly, I also formed a barricade with the other volunteers for the Kuching Marathon 2014 at the

starting line. This is to prevent the participants to be standing way beyond the starting line before the marathon start.

2.1.5 Week 5 (18th August 2014 – 20th August 2014)

For the fifth week of the practical training, I worked for three days from 18th August until 20th August as the practical students were given two days off from the Human Resource Management division as they had been working over the previous weekends for the volunteers of Kuching Marathon 2014. Therefore, I took the 21st August and 22nd August as my two days off. During the fifth week, I did the update on the data of the land which is in the area of DBKU's jurisdiction into the system. This is to ensure that the usage of land in DBKU's area of jurisdiction can be kept in record as a mean for future reference. I also had completed the drafting of the criteria of the marking scheme for "Pertandingan Setor Ceria 2014" during the fifth week of the practical training.

During this fifth week of practical training, I was still doing the asset management work. I had been going to the DBKU Depo with Mr. Mohd. Nur Zakaria to do the physical examination of the assets of various departments. Pictures of the registration number of the assets as well as the assets itself were taken as evidence in order to ensure that those assets from the various departments are in good or working conditions. Lastly, the trainees had been doing minor office tasks and support services such as doing the reservation for the usage of transportation, photocopying

documents, and sorting out letters. The reservation of transportation were made for Mdm. Durie which was to be used by her from DBKU headquarters to the DBKU Library at Baitulmal building in order for her to attend a seminar. The documents that were needed for the insurance claim by various parties were also being sorted and photocopied in order for the claim to be processed. The trainees also sorted out letters and bills into the pigeon box according to the divisions which they were addressed to as all the letters and bills must be go through the ADM department for the purpose of record and registry.

2.1.6 Week 6 (25th August 2014 – 29th August 2014)

During the last week of the practical training, it coincides with the last day of the month of Syawal. Most divisions in DBKU as well as the ADM division held their own “open house” as a nod to the passing of this joyous month. I had been involved in the preparation of the ADM division’s “open house” in expecting the guests from other divisions within DBKU. Therefore, I had been working together with the other staffs of ADM division in arranging the layout of the office in terms of the table arrangements, moving of office equipment such as the photocopy machine in order to make space for the table arrangement, as well as preparing for the materials needed for the “open house” such as plates, cutleries, tablecloths, and so on. As the last week of the practical training, I was required to prepare a written report which is to be handed over to Mr. Awang Mohammad Awang Yusuf, the Head of ADM division by the last

day of the practical training. Therefore I had been focusing on completing the report with only minor office tasks done. Those tasks done are such as photocopying documents, answering phone calls, and sorting out letters and documents. Other than that, I had handed the completed draft of criteria of the marking scheme for “Pertandingan Setor Ceria 2014” to Mr. Awang Mohammad Awang Yusuf.

CHAPTER 3: ANALYSIS

3.0 Introduction

In this chapter, it will analyze all the areas of tasks done as mentioned in the practical training logbook. This chapter will also discuss on the application of the theoretical aspects that have been learnt in the classroom into the workplace for the period of six months during the practical training at DBKU. The theoretical aspects will be explained in detail by comparing the theories that had been learnt from various subjects during class with the real working conditions.

3.1 Task Analysis

During the course of my practical training, I had been assigned to do various administrative tasks such as updating annual leave records, management of assets, updating the filing system, as well as dealing with the public. By doing these tasks, I have learnt how the administrative division of an organization perform its functions in order to ensure that the other divisions in the organization can carry out its duties due to the fact that the other divisions in the organization rely on the services performed by the administrative division. For instance, the administrative division handles the booking of transportations as well as that of the meeting rooms. Therefore, in order for the other divisions to use transportations or meeting rooms, they have to deal with the administrative division. Apart from that, I was also

assigned as a volunteer for the Kuching Marathon 2014 along with other practical trainees at DBKU during that time. For the period of my practical training in DBKU, there was a number of subjects that I had learnt in class that were relevant to me in doing my practical training tasks.

3.2 Organizational Behavior Theory

In the subject of Organizational Behavior (ADM501), organizational behavior is defined as the study of what people think, feel, and do in and around organizations. Organization on the other hand is defined as a group of people who work interdependently in order to achieve a certain goal.

3.2.1 Organizational Structure

Organizational structure is defined as the division of labor as well as the patterns of coordination, communication, workflow and formal power that direct organized activities. Organizational structures require the division of labor into distinct tasks, and the coordination of work activities. This is to ensure that the employees are able to accomplish the organizational goals.

The division of labor is where the work or jobs is further divided into separate tasks that are assigned to different people. This will lead to job specialization which in turn will increase efficiency. This is due to the fact that job specialization can enable employees to master their task quickly because the work cycles are very short. Job specialization will also reduce

training costs as it requires less mental and physical skills in order for an employee to perform fewer tasks.

The coordination of work activities is required in order to ensure that employees in the organization can work in synchronization. This is so that the division of labor is at the optimal level with the job specialization. This means that the organization should divide work among many employees to the extent that those employees can coordinate with each other. If this is not being observed, the organization will face the risk of wastage through to misalignment, duplication and the mistiming of tasks.

Applying the theory of organizational structure with the Administration division of DBKU, it has its own organizational structure whereby its employees are divided according to their units, which represent their scope of tasks. For example, in the Asset Management Unit, the head of unit is Madam Zuraida binti Wahab with her two subordinates, Mr. Bohari and Mr. Mohd. Nur Zakaria. In the General Administration unit, the head of unit is Madam Sitina with her three subordinates, Madam Shamsidah, Miss Alicia, and Mr. Malihi.

3.3 Public Relations Theory

In the subject of Public Relations (PRO458), public relations is defined as a leadership and management function that helps achieve organizational objectives, define philosophy, and facilitate organizational change

(Lattimore, Baskin, Heiman, and Toth, 2009). Public relations work is mainly about maintaining good relationships between organizations and the groups that are important to it such as the employees, customers, media, investors, government agencies, and so on.

3.3.1 Employee Communication

Employee communication can be defined as how public relations professionals in corporations, counseling firms, and nonprofit organizations help promote effective communication among employees and between line employees and top management (Lattimore, Baskin, Heiman, and Toth, 2009). Employee communication is also known as internal communication or employee relations as it creates and maintains the communications between the employers and the employees.

The communications among the employees are two-way communications because all employees are free to participate in the exchange of information. Communications among the employees will enable them to share important information such as the goals and mission of the organization, learning how to perform a certain tasks, employee benefits such as health care program as well as annual leave, and so on.

Employee communication or internal communication has four objectives.

They are;

1. To help employees understand their roles in the organization.

Employee communication can help the employees to know the importance of their jobs in order to achieve the organizational goals.

2. To clarify the management policies.

Through employee communication, the employees can be accurately informed about the organization activities, programs, rules and regulations, and so on.

3. To ensure the well-being and safety of employees.

By having employee communication, the information on safety practices, rules, and procedures can be spread to the employees thus ensuring their well-being and safety.

4. To recognize the achievements of employees.

Employee communication will incur recognition of employee achievements which will encourage and motivate the employees to perform better in the future as well as to give good examples to other employees.

Applying the theory of employee communication into my experience in doing practical training in DBKU, I can see that the employees are communicating frequently among each other be it formally or informally. The employees of DBKU communicate formally in the meetings, while delegating tasks from the supervisor to the subordinates, and so on. The communication among the employees of DBKU is also a two-way communications because they participate freely in the exchange of information.

3.3.2 Community Relations

Community relations can be defined as a public relations function whereby it is the institution's planned, active, and continuing participation with and within a community in order to maintain and enhance its environment to the benefit of both the institution and the community. By having good community relations, an organization can ensure that what the organization needs from the community can be acquire while at the same time providing what the community expects.

In order to create a good community relations, organizations must do it with careful planning and execution. The process involves determining the objectives, knowing the community, communicating with the communities, and determining the channel of communication. Through this, effective community relations programs can be planned. Following are the guidelines for effective community relations programs;

1. The organization must set the objectives that they want to achieve.
2. Strategies must be set as well as alternative strategies as a back up plan in case the first strategy is not feasible.
3. The community relations programs must bring good impacts on both the organization and the community.
4. The organization should pay attention to the total cost of implementing the program so as to avoid wastage and overspending.

5. Special expertise, political skills, and deep understanding of community problems must be acquired in an unfamiliar cultural setting in order to implement programs in the area.

Applying the theory of community relations into my experience in doing practical training in DBKU, I can see that DBKU has been doing a lot of community relations programs. While I was doing my practical training, I had the opportunity to be a part of the volunteer team for the Kuching Marathon 2014. Kuching Marathon is one of the community relations programs held by DBKU. By organizing this program, DBKU have enhanced and improved its relationship with the community because they are having good interactions with each other.

3.4 Human Resource Management Theory

In the subject of Human Resource Management (ADM551), human resource management is defined as the process of managing human talent to achieve an organization's objectives (Bohlander and Snell, 2013). Human resource management's main concerns are divided into three elements namely, competitive challenges, human resources, and employee concerns.

In the competitive challenges, it deals with the changes in the marketplace and economy, globalization, adapting to new technologies, and cost containment or keeping the costs as low as possible. Under the human resources, it deals with the planning, recruitment, staffing, job design,

training and development, communications, appraisal, and compensations and benefits. Lastly, in the employee concerns, it deals with job securities, healthcare issues, retirement issues, gender issues, employee rights, educational levels, privacy issues, and work attitudes.

3.4.1 Training

Training can be defined as any effort initiated by an organization in order to foster learning among its members (Bohlander and Snell, 2013). Experts in the field of human resource management had distinguished between training and development whereby training is more narrow where it focused towards short-term performance, while development is leaning more towards broadening an individual's skills to make them ready for future tasks.

In training, there is the strategic model of training. The strategic model of training involves four phases namely needs assessment, design, implementation, and evaluation. Under the needs assessment phase, the organization must assess the organization itself, tasks involved, as well as the employees involved. The organization should consider whether the training is really needed provided the current organization's position, the knowledge, skills and abilities needed to perform the tasks, as well as who in the organization needs the training the most. In the design phase, the organization designs the training program. The organization must take into account the objectives of the training, the trainees' readiness and motivation, as well as the characteristics of the instructors.

Under the implementation phase, this is where the organization implements the actual training program. Organizations can conduct training to their employees through various methods such as on-the-job training, apprentice training, internships, programmed instruction, e-learning and so on. Therefore, the organization must determine the most suitable method of implementing the training program according to the nature of work of the employees. Lastly, in the evaluation phase, this is where the organization evaluates the effectiveness of the training program conducted. The organization must consider the reactions of the trainees to the training programs, the learning that the trainees gained during the training, the behavior of the trainees towards the training, as well as the results or the return on investment of the training program.

Applying the theory of training into my experience during my practical training in DBKU, I had experienced myself the training conducted by DBKU. The training provided by DBKU is very much related to the work that I was going to do throughout my practical training period. I had also see that new employees employed by DBKU had to gone through a training program which is to prepare them for the tasks that they are going to perform.

3.5 Ethics in Administration Theory

In the subject of Ethics in Administration (ADS452), ethics is defined according to the National Integrity Plan as a set of moral values and

principles which form the standards guiding the code of conduct of individuals, organizations, and professions. The subject of ethics deals mainly with the basic questions about the good life, about what is better or worse, and whether there is any objective right or wrong. The study of ethics benefits everyone from students, employer, employee, citizen, family members and so on. The study of ethics in administration will enable an individual to weigh the best solution for moral problems in the context of administration such as accepting application that is beyond the closing date, making transaction with organization which have the interest of the individual, and so on.

3.5.1 Rule Utilitarianism

Rule utilitarianism is whereby everyone in the community or a certain defined area must always obey those rules and regulations that were set that will bring the greatest good for everyone in the community. This means that the people in the community must follow a certain rules and regulations in order for them to observe their behavior. For example, in an organization, the employees are bound by its rules and regulations such as the working hours, dress code, and so on. This will ensure that the employees of the organization behave in a good manner while at the same time reflects a good image to the public.

Applying the theory of rule utilitarianism during my practical training period in DBKU, I had observed that there are rules and regulations that

need to be followed by the employees of DBKU. These include the working hours, dress code, and so on. During my practical training, I have to obey the working hours whereby I have to come at the office at 8 in the morning and I can only leave at 5 in the evening. All practical students are also required to clock in their punch card every time they enter the office in the morning and when they leave the office in the afternoon. I had been following this rule whereby I had to clock in my punch card every morning and evening throughout my practical training period. Apart from that, I have to also observe the dress code or the working attire so that my clothing does not go against the dress code as set by DBKU for its employees.

3.6 Public Finance Theory

In the subject of Public Finance (ADS652), public finance is defined as a field of economics concerned with paying for collective or governmental activities, and with the administration and design of those activities. In short, public finance deals with how the government collects their revenue, and how the government manages and spends its revenue. The government should manage its spending and revenue wisely as the fund that they are holding is actually the public's money. Thus, the public would very much like to know where does the government spend their money on.

There are five importance of public finance;

1. To avoid overspending.

This is to prevent the extravagant and lavish expenditure of the government which does not bring any real benefit to the people.

2. To avoid fraud and misuse of fund.

This is to ensure that all the government monetary transactions and spending are prudent and transparent.

3. To meet national objectives.

Through the balance income distribution and the development of socio economic, this will ensure that the national objectives can be met.

4. To have a systematic financial statement.

Public finance will provide thorough and systematic financial statement of the government activities as all of the spending and transactions are being recorded.

5. To ensure the efficiency and effectiveness.

With careful planning and management of public fund, and well as the prudent spending, this will ensure that the public fund is being spent efficiently and effectively.

3.6.1 Public Procurement

Public procurement is defined as the purchasing of goods and services for public purposes. In other words, it deals with the purchasing of goods and services by the government in order for them to improve their level of

service to the people. The main objective of public procurement is to get the materials and supplies of the right quality, in the right quantity, at the right time, from the right supplier, and at the right price. All these are to ensure that the goods and services purchased by the government will last a long period of time so as to avoid any wastage.

The public procurement involves a long process. Following are the process of public procurement;

1. Get the order from various departments.

This is where the various departments state whatever goods or services that they need.

2. Set out the specific technical specifications.

The specifications such as the requirements for the materials are prepared.

3. Prepare the documents needed for the tender.

This is where the conditions is stated in terms of the bank guarantee or cash, the address, date and time of close tender, the class of contractor required, and so on.

4. Make advertisements of the tender.

The advertisement of tender must be made in at least one local newspaper.

5. Evaluate the bids or tender from suppliers.

This is where the Tender Opening Committee and Technical Committee opens and records then come out with technical report of the bids or tender.

6. Prepare the paperwork for the Procurement Board.

The paperwork is to be prepared by the secretariat and then come out with the report to the Procurement Board.

7. Procurement Board meeting.

The Procurement Board will go through the technical report and financial evaluation. This is also where the best bidder will be selected.

8. Making offers to the best bidder.

The best bidder will be contacted as to make the offer to them.

9. Preparing and signing of the contract.

This is to be done by legal representatives.

10. Receive and certify goods.

When the goods are delivered, it has to be checked whether they are in good conditions, no shortage of quantities, or any mistake in the delivery.

11. Make payments following the delivery of goods.

The payments must be made within 30 days after the goods had been delivered.

12. Distribute the goods to respective departments.

The goods received must be distributed to the respective departments according to the order as set earlier.

13. Taking action against defaulters.

Those who failed to comply with the agreed contract have to be blacklisted.

Applying the theory of public procurement to my practical training in DBKU, I had learnt that the Asset Management Unit under the Administration Division purchase goods in a same manner as those process in the public procurement. The Administration is responsible in all of the matters regarding the purchasing of goods and assets irrespective to which departments or divisions made the order. The Asset Management Unit under the Administration Division will have to go through similar process as mentioned above in purchasing goods. All of the goods and assets purchased must be handed to the Asset Management Unit under the Administration Division before it can be given to the various departments and divisions that have made the order. The Asset Management Unit will have to record the goods purchased into their system so that they can keep a good track on all of the goods purchased.

3.7 Local Government Theory

In the subject of Local Government (ADS505), it defines local government as a political sub-division of a nation in a federal system which is constituted by law and has substantial control of local affairs, including the power to impose taxes or exact labor for the prescribed purposes. The governing body is elected or locally selected. Another definition for local government is that it is referred to as the authority that determines and executes matters within a restricted area inside and smaller than the whole state (Barber, 1972). The Malaysian Federal Constitution under the Act 172 defines local authority as any City Council, Municipal Council, District

Council, Town Council, Town Board, Local Council, Rural Board, or other similar authority established by or under any written law.

3.7.1 Local Governance

Governance is defined as the process of decision-making and the process whereby decisions are implemented, or not implemented. In other words, governance deals with the activity of governing which includes the act, process, and power of governing. The term governance can be used in corporate bodies, international, national and even in local governance through their interactions between other organizations or bodies within the society.

Good governance is whereby the moral of the governance consists of assuring, on behalf of those governed, a worthy pattern of good while at the same time avoiding and undesired consequences. Under local governance, there are eight characteristics of good governance. They are;

1. Consensus oriented.
2. Participatory.
3. Accountable.
4. Transparent.
5. Subject to the law.
6. Responsive.
7. Equitable and inclusive.

Applying the theory of local governance into DBKU, it is the local authority or the local government in the area Northern area of Kuching. As the local authority, DBKU practices good governance. Firstly, DBKU is very much consensus oriented whereby its main function is to ensure the harmony and unity among the people of living under the area of Northern Kuching through its various activities such as town planning, road developments, and so on. DBKU is also accountable for any affairs under the area of its jurisdiction. It is also subject to the law whereby it follows the law in carrying out its duties to serve the local people. DBKU is also transparent in governing whereby all of its activities, policies, rules and regulations are clearly communicated to the public.

3.8 Management Information Systems Theory

Under the subject of Management Information System (CSC208), an information system is an organized collection of people, information, business process, and information technology which are designed to transform inputs into outputs in order to achieve a goal. Through information systems, it can enhance the knowledge work, decision-making, problem solving, communication, and coordination.

Management information system, on the other hand is whereby the information system is used to provide timely information to decision-makers through processing and reporting features. The provision of timely

information or reports will enable managers to monitor critical processes and to avoid mistakes that can incur a high cost.

3.8.1 Database Management System

In the subject of Management Information System (CSC208), database includes the interrelated that are stored in files for easy access of a specific piece of data. Database management system (DBMS), on the other hand is known as a collection of software that allows users to create and work with a database. When database and its database management system (DBMS) are combined, it is referred to as a database system. There are four advantages of database management system (DBMS). They are;

1. Data organization is independent from any software application.
2. Data can be organized in a manner that deletes data redundancy.
3. The database management system enables the maintenance of the original quality of the data, as well as synchronizing the access of the data simultaneously from various authorized users.
4. The database management system enables the improvement of data access, different views of the data for different users, and report generation.

Applying the database management system theory during my practical training in DBKU, DBKU has its own database management system. The database management system of DBKU deals with its asset management. There are two database management systems used to record the registry of

assets acquired by DBKU. The first one is known as Asset Management System and the second one is known as Integrated Information System. The Asset Management System is used to record the assets acquired by DBKU which cost more than RM500, while the Integrated Information System is used to record the assets with the value of below RM500.

3.9 Ethnic Relations Theory

In the subject of Ethnic Relations (CTU553), ethnic is defined as a group of people that practices a culture that is very much similar, including the custom, clothing, food, language, and economic activities. Ethnic relations can be defined as the study of how the different ethnic groups live together interdependently in a harmonious community.

3.9.1 Pluralistic Society

Pluralistic society can be defined as a society which is made up of various ethnics, languages, cultures, beliefs, customs, and so on. The pluralistic society in Malaysia is the result of the European colony back in the days. The pluralistic society in Malaysia has resulted in the three main groups of ethnics namely the Malays and *Bumiputras*, Chinese, and Indians. Historically, before the year 1848, almost all of the residents of *Tanah Melayu* are Malays. With the development the tin mining during the middle of 19th century and the increase of rubber tapping industry during the early 20th century, it has resulted in the mass immigration of the Chinese and

Indians into *Tanah Melayu*. The Malaysian Federal Constitution of 1957 is the basis for the social contract between the various ethnics in Malaysia. This is to ensure that all the various ethnic groups in Malaysia can live in a peaceful and harmonious environment.

Applying the concept of pluralistic society into DBKU, I had seen that there is a great degree of pluralistic society in terms of the employees of DBKU. The employees of DBKU are made up of mainly the Malays and the *Bumiputras*. However, there are also Chinese and Indians employees in DBKU. These employees of various ethnic groups work together harmoniously and maintain a good relationship with each other.

CHAPTER 4: RECOMMENDATIONS

4.0 Introduction

This chapter highlights the strength and weaknesses of DBKU as discussed in chapter three. Additionally, this chapter will also provide solution for improvement in the future. Based on my practical training at DBKU in the Administration Division, there are a number of improvements that can be implemented. This is so that the DBKU can perform its duties better in serving the public in the future.

4.1 SWOT Analysis

The SWOT analysis is whereby the structured planning method is used to evaluate the strengths, weaknesses, opportunities, and threats involved in an organization. It is conducted based on the direct and indirect experiences that I had gained during the course of my practical training at DBKU. There are a number of improvements that can be done for DBKU in order for it to maintain its desirable reputation.

4.1.1 Strengths

DBKU, as the local government governing the area of Northern Kuching has its own strengths. From my observation during my practical training period in DBKU, I have found two strengths of DBKU. Firstly is that,

DBKU has very good community relations. This can be seen through the various programs that were conducted in order to get good relationships with the local community. Apart from organizing the Kuching Marathon 2014 together with the Kuching Marathon Association, which I was involved as volunteer for the program, DBKU has conducted various programs for the local community. This includes the Cycle For Health 2014, Musical Sundays, Sarawak Regatta, and so on. These programs were carried out so as to enhance and improve its relationship with the local community. The second strength of DBKU is that it is using its own database management system. The database management system of DBKU is known as Asset Management System, and Integrated Management System. These systems are used to record the registry of all the assets purchased by DBKU. By using these systems, it can ensure the quick retrieval of data, report generation, as well as synchronizing the access of the data simultaneously by different users.

4.1.2 Weaknesses

DBKU, as with other organizations has its own weaknesses. There are two weaknesses that I had identified throughout my practical training period. The first weakness is that DBKU has a shortage of staffs. In the Administration Division, I had noticed that there is always a shortage of staff. For example, when one staff is on leave, there would be no one to take place of his or her duties. This has resulted in backlog for the tasks that need to be done immediately. The second weakness of DBKU is that it has poor

monitor towards the movement of its staffs. The staffs of DBKU can go in and out of the office at anytime they want to without having to report or present any reason to the supervisors.

4.1.3 Opportunities

With its strengths, DBKU can some opportunities that it can take advantage upon in order to provide better services to the local community. By using the database management system for its assets management, DBKU will be able to provide effective and efficient services to the local community. This is so because the database management system can reduce the time needed for it to render services. Through this, it can ensure the high level of satisfaction among the local community towards the quality of the services provided by DBKU.

4.1.4 Threats

The threats that are faced by DBKU are regarding its staffs. Due to its shortage of staffs, DBKU is facing the risk of inefficiency and ineffectiveness in performing its duties. This can be in terms of the lack of manpower to carry out the duties needed in order for DBKU to perform its responsibilities towards the local community. With the free movement of the employees of going in and out of the office, it will also slow down the work process of DBKU. Instead of getting their work done in the office, the

staffs could be going out of the office, thus delaying the completion of work.

4.2 Suggestions and Recommendations

Through my observation during my practical training in DBKU, there are some suggestions and recommendations that can be implemented in order to improve the performance of DBKU. Firstly, DBKU should widen the use of database management system throughout all of its related activities. The organization can make use of database management system not only in the activity of asset management, but also in the staffs' attendance, booking of transportations, as well as the booking for meeting rooms. This will result in a more smooth process for the said activities. By using the database management system throughout all the related activities, DBKU can ensure that they can retrieve any data needed at a touch of fingertips.

Secondly, DBKU needs to employ more staffs. As mentioned in the weaknesses section above, DBKU is having a shortage of staffs. This has resulted in the backlog as well as the delay of the completion of crucial tasks. Therefore, DBKU should employ more staffs that have the knowledge, skills, and abilities to perform the tasks needed in order to ensure that it could carry out its responsibilities towards the local community. Apart from that, by having sufficient number of staffs, this will ensure that there will be someone to take over the tasks of the staff that is on leave.

The last suggestion is on the staffs monitoring. As mentioned earlier, the staffs of DBKU are free to get in and out of the office without having to report or present any reason in doing so. This has also result in the delay of the completion to work process. Therefore, DBKU should impose a firmer rules and regulations towards its staffs regarding their movement of in and out of the office. This will ensure that the staffs will stay put in the office and get their task completed on time.

CHAPTER 5: CONCLUSION

5.0 Introduction

This chapter will conclude all the chapters in this report. Besides that, this chapter will also discuss about my experience in performing duties that I have never done before in class.

5.1 Chapter One

This chapter deals mainly on the background and history of DBKU. It is also focusing on the background of the Administration Division of DBKU whereby it has its own duties in administering the organization.

In the Administration Division of DBKU, there are three main functions.

They are;

1. Providing support services to all divisions in DBKU.

This includes the management of the subscriptions of newspapers, transportations, and meeting rooms.

2. Ensure the Mobile Asset Management System is conducted in an orderly manner and in accordance with the requirements of LAFR.

This deals with the registration of new assets, disposal of assets, as well as the physical inspection of assets at least once a year.

3. Managing and controlling the spending of Administration Division.

This includes the monitoring the expenditure the is centralized to the Administration Division, controlling the claim for asset insurance, as

well as monitoring the activities of the committee under the Administration Division.

5.2 Chapter Two

In chapter two, it shows the flow of tasks that I had done throughout the six weeks time of my practical training. This chapter includes the description of tasks done day by day and by week. The tasks given during the practical training period is very much related to the subjects learnt during class. This is due to the fact that the Administration Division deals mainly with the general administration of DBKU.

From the schedule of practical training, the tasks that were given to me during the practical training can be observed. The tasks provided to me were given so that I can relate to the subjects that I had learnt in class into the working environment while at the same time gaining experience of the real world working conditions. Through this chapter, it can be seen that the organization is utilizing the services that I can provide to the organization while doing my practical training by assigning me tasks that is related to my field of study. Apart from that, the organization also taught me how the Administration Division perform its duties through the tasks given to me while at the same time assisting me with any help that I needed in order to perform my duties.

5.3 Chapter Three

In this chapter, it shows the relationship between the theories learnt in various subjects during lecture and the tasks that were given to me throughout the practical training period. The relationship varies from one subject to another.

Throughout my practical training period, I had been assigned to various tasks. The first is the asset management. This is where it relates to the subject of Public Finance (ADS652) whereby the process of purchasing assets is very much related to the theory of public procurement. The task of asset management is also related to the subject Management Information System whereby the registry of assets is to be done into DBKU's own database system.

The second task that I was given to me was to join the volunteer team during the Kuching Marathon 2014. This program is carried out mainly to promote good relationship with the community. This is very much related to the theory of community relations in the subject of Public Relations (PRO458) whereby the organization carry out program in order to maintain good relationship with the community.

These tasks, along with the theories that I had learnt in class have made me understand better and broaden my knowledge regarding the theories. This

has resulted in me being more aware of how the theories work and it has indirectly given me thorough knowledge about the theories and the subjects.

5.4 Chapter Four

This chapter deals with the SWOT analysis of the organization that I was attached to during my practical training period. I had come up with suggestions and recommendations from this analysis as it determined the strengths, weaknesses, opportunities, and threats of DBKU. When the organization is aware of the problems faced by it, it can come up with strategies to overcome the problems thus ensuring that it can remain efficient and effective in performing its duties towards the local community.

From the SWOT analysis, the organization can make its strengths better for the future so that it can remain productive. The organization must ensure that they have proper strategies for the future so that the organization will not be seen as outdated. The organization must also find ways to overcome its weaknesses which can turn into challenges for them in order to achieve its objectives, goals, mission, and vision.

From the SWOT analysis also, I had come out with the suggestions and recommendations in order to improve the organization by removing its weaknesses. Based on the weaknesses, I had come up with the methods that are feasible for the organization to consider in order for it to increase its service quality in the future. The recommendations and suggestions I had

come up with are also to ensure that the organization can have a high level from satisfaction from its customers.

As the final conclusion, the practical training at DBKU had given me the chance to experience myself the real world working environment while at the same time learning how an organization operates and performs its duties. The experience had also taught me on the importance of having related knowledge in order for an employee to carry out his duties when starting to work. By having the knowledge, the employee can perform his duties smoothly with much interruption because he is well versed in the field of work.

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APPENDICES



Working as a volunteer for the Kuching Marathon 2104.



The medals for the marathon finishers.



The finishing line for the marathon.



The starting line of the marathon.



DBKU's Mayor, YBhg. Datuk Haji Abdul Wahap Abang Julai (standing fourth from left) during the starting of the half-marathon (21KM category).



Starting of the fun run (5KM category).



Buffet table for the ADM division *Raya* “Open House”.



Some of the cakes served during the ADM division *Raya* “Open House”.



The crowds during the ADM division *Raya* “Open House”.



DBKU’s Mayor, YBhg. Datuk Haji Abdul Wahap Haji Abang Julai (seated second from right) during his visit to ADM division *Raya* “Open House”.

This survey was constructed by Muhammad Asrani Razin and Mohd. Farhan Nidzam as directed by the head of Administration Division, Mr. Awang Mohammad Awang Yusuf.

KRITERIA PEMARKAHAN PERTANDINGAN SETOR CERIA 2014

Berikut adalah kriteria pemarkahan bagi Pertandingan Setor Ceria 2014. Sila tandakan pada markah yang dianggap bersesuaian.

- 1 - Sangat tidak memuaskan**
- 2 - Tidak memuaskan**
- 3 - Memuaskan**
- 4 - Sangat memuaskan**

A1. Pengurusan

- | | | | | | |
|----|--|---|---|---|---|
| 1. | Adakah diwujudkan struktur Jawatankuasa pengurusan setor? | 1 | 2 | 3 | 4 |
| 2. | Adakah terdapat garis panduan/ arahan/ prosedur kerja mengenai pengurusan setor disediakan? | 1 | 2 | 3 | 4 |
| 3. | Adakah rekod inventori disediakan dan diselenggara dengan baik? | 1 | 2 | 3 | 4 |
| 4. | Adakah stok barang-barang di dalam setor sentiasa ada apabila dikehendaki dan menepati kehendak pelanggan? | 1 | 2 | 3 | 4 |

- | | | | | | |
|----|---|---|---|---|---|
| 5. | Adakah stok barang-barang di dalam setor diberi perlindungan, penjagaan, dan penyelenggaraan sewajarnya semasa dalam simpanan bagi memastikan kualiti stok sentiasa terjamin? | 1 | 2 | 3 | 4 |
|----|---|---|---|---|---|

A2. Rekod

- | | | | | | |
|-----|--|---|---|---|---|
| 6. | Adakah stok barangan yang keluar masuk dicatat mengikut prosedur yang telah ditetapkan bagi tujuan rekod? | 1 | 2 | 3 | 4 |
| 7. | Adakah stok barangan dilabelkan dengan nombor kod dan nama barang sama ada pada barang tersebut ataupun bekasnya? | 1 | 2 | 3 | 4 |
| 8. | Adakah stok barangan yang diterima direkodkan menggunakan kad yang telah ditetapkan? | 1 | 2 | 3 | 4 |
| 9. | Adakah penggunaan rekod melalui sistem elektronik mematuhi peraturan yang ditetapkan seperti dikemaskini dan dicetak dari semasa ke semasa serta format yang sama digunapakai? | 1 | 2 | 3 | 4 |
| 10. | Adakah pegawai setor mematuhi penggunaan rekod apabila merekod semua stok yang diterima oleh setor? | 1 | 2 | 3 | 4 |

A3. Susun atur

- | | | | | | |
|-----|---|---|---|---|---|
| 11. | Adakah ruang setor digunakan sepenuhnya dengan mengambilkira factor keselamatan, kemudahan pengeluaran, verifikasi, dan kekemasan setor? | 1 | 2 | 3 | 4 |
| 12. | Adakah setor disusun atur dengan sistematik dan praktik untuk membolehkan aktiviti pengurusan setor berjalan dengan lancar, selamat, mudah, dan menjimatkan masa? | 1 | 2 | 3 | 4 |
| 13. | Adakah setor disusun atur dengan mengambilkira penggunaan ruang untuk memudahkan kakitangan dan alat pengendalian barang-barang bergerak dengan selamat? | 1 | 2 | 3 | 4 |
| 14. | Adakah rak-rak yang sesuai atau boleh diubahsuai digunakan bagi penyimpanan barang-barang mengikut jenis, disusun pada setiap rak, tingkat, petak atau arah supaya teratur dan kemas? | 1 | 2 | 3 | 4 |
| 15. | Adakah konsep 5S diamalkan bagi memastikan stok tidak mudah rosak, senang dikeluarkan, dan penggunaan ruang yang optimum? | 1 | 2 | 3 | 4 |

A4. Keselamatan

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|-----|--|---|---|---|---|
| 16. | Adakah kotak keselamatan disediakan di dalam setor? | 1 | 2 | 3 | 4 |
| 17. | Adakah setor dilengkapi dengan sistem kawalan kebakaran yang sesuai dan memadai seperti <i>'fire alarm'</i> , <i>'smoke detector'</i> , <i>'water sprinkler'</i> , <i>'fire extinguisher'</i> dan lain-lain? | 1 | 2 | 3 | 4 |
| 18. | Adakah pengawal keselamatan dilantik untuk memantau keadaan setor? | 1 | 2 | 3 | 4 |
| 19. | Adakah notis arahan/ label/ petunjuk/ tanda-tanda keselamatan disediakan di dalam setor? | 1 | 2 | 3 | 4 |
| 20. | Adakah setor dipasang dengan lampu-lampu limpah dan diselenggara dengan baik? | 1 | 2 | 3 | 4 |

A5. Kebersihan

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|-----|---|---|---|---|---|
| 21. | Adakah keadaan lantai setor bersih dan tiada sampah disudut di bawah peralatan dan perabot? | 1 | 2 | 3 | 4 |
|-----|---|---|---|---|---|

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|-----|--|---|---|---|---|
| 22. | Adakah kawalan pencegahan serangga perosak secara berkala dilaksanakan di dalam setor? | 1 | 2 | 3 | 4 |
| 23. | Adakah jadual pembersihan setor disediakan bagi memastikan kerja-kerja pembersihan setor dilakukan secara berkala? | 1 | 2 | 3 | 4 |
| 24. | Adakah setor dicat dengan warna yang sesuai bagi mempamerkan keadaan persekitaran setor yang bersih dan menarik? | 1 | 2 | 3 | 4 |
| 25. | Adakah setor dihias menggunakan perhiasan yang sesuai, menarik, dan praktikal bagi menunjukkan keadaan persekitaran setor yang bersih dan menarik? | 1 | 2 | 3 | 4 |