UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

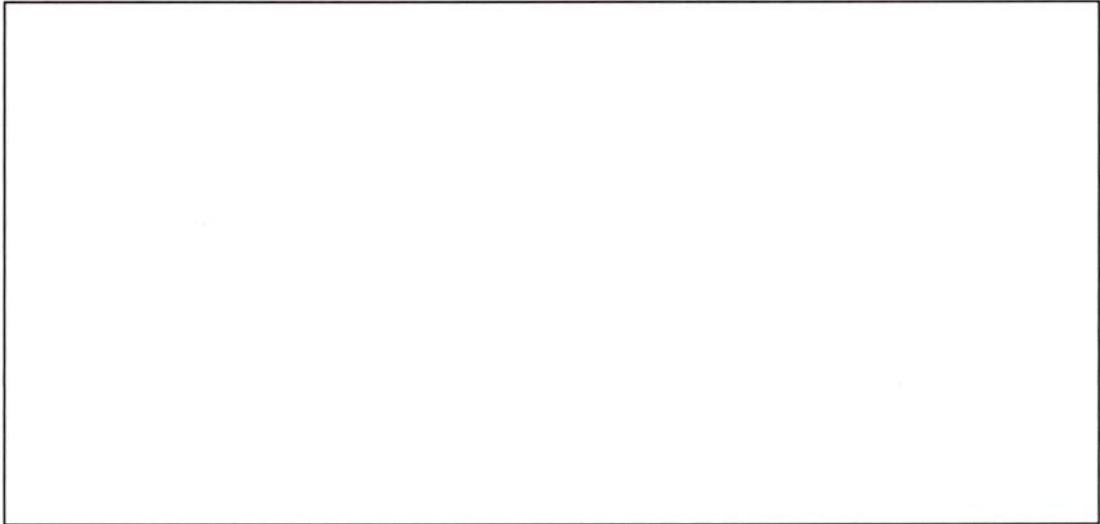

PRACTICAL TRAINING REPORT:
KUCHING NORTH OF CITY HALL, DBKU
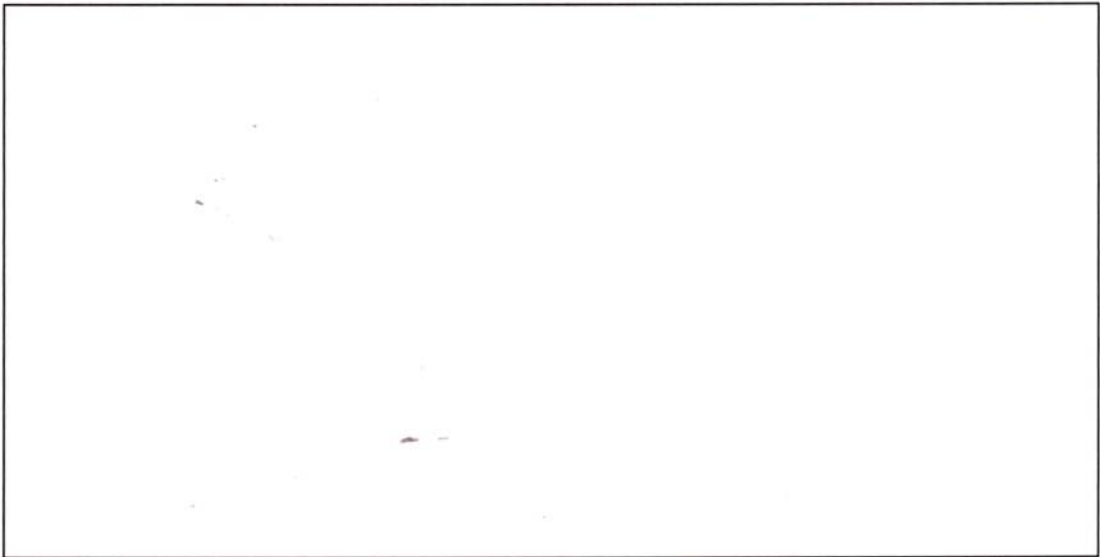
RAFIELLA ANAK BENJAMIN
2013440558

JUNE 2016

Supervisor's Comments

Moderator's Comments

CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE SUPERVISOR

Name of Supervisor   : MADAM SHARON PEARL HENRY SERUB

Title of Practical Training Report   : KUCHING NORTH OF CITY HALL, DBKU

Name of Student   : RAFIELLA ANAK BENJAMIN

I have reviewed the final and complete Practical Training report and approve the submission of this report for evaluation.

_____
(SHARON PEARL HENRY SERUB)

Date:

DECLARATION FORM

I hereby declare that the work contained in this Practical Training report is my own except those which have been obtained from the department I attached with. If I am later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against us under the Academic Regulations of UiTM's.

Signed,

_____
Rafiella Anak Benjamin

ACKNOWLEDGEMENT

I would like to thank to Almighty God for wonderful eight weeks of my practical training from 20th January until 16th March, 2016. Finally, i managed to complete my report for practical training. I would like to express my gratitude to Kuching North of City Hall for giving me the opportunity to undergo my practical training there. Therefore, I would also like thank to my organization's supervisor in-charged, Mr. Holis Anak Atun, for believing me in whatever I am doing while sharing their knowledge throughout my practical training.

In addition, I also would like to thanks to all of the employees in the Kuching North of City Hall for giving their cooperation and therefore, sharing their experience, knowledge and guidance which helps me to carry out my practical training. Besides, I also would like to thanks for those who involved in my practical training which done within eight weeks, especially my family which giving me support and also sources of financial.

Last but not least, I would like to thanks to my supervisor, Madam Sharon Pearl, whom giving me guidance throughout my entire practical training. Her undivided love and caring that provide advice in order for me to finish my practical training report. It would not have been possible to complete this study without her helping hand and guidance.

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CHAPTER 4: RECOMMENDATION

CHAPTER 1: INTRODUCTION OF THE ORGANIZATION

1.1 Background of the Organization (The Kuching North of City Hall , DBKU)

Kuching was conferred a city status on 1st August 1988 and making it the second Malaysin's city after Kuala Lumpur. Due to its vastness the city was divided into two administrative areas which are namely north and south. The City of Kuching North Commission or Dewan Bandaraya Utara (DBKU), in Malay, administrates the northern part and the Councils of Kuching South or Majlis Bandaraya Kuching Selatan (MBKS) the southern part. At its establishment, DBKU started with only eight personnel on its payroll in August 1988. DBKU now (2008) has 1,007 personnel under its employment comprises such as 35 full time professionals and administrative staff, 696 support staff and 276 daily paid workers (Official Website of the Commission Of The City Of Kuching North, 2016).

(Official Website of the Commission Of The City Of Kuching North, 2016).

As the capital and gateway of Sarawak, DBKU endeavors to make Kuching a clean city to promote a good image of Sarawak, especially to foreign visitors. Kuching City is populated by people of many ethnic groups; namely the Malays, Chinese, Iban, Bidayuh and Melanau each with their different cultural backgrounds making Kuching as an interesting ethnics showcase to tourists both foreign and local. Kuching City also has many parks and historical landmarks.

Figure 1.1.1 The Mayor of the City Kuching North (DBKU)

YBhg. Datu Dr. Yusoff Hj. Hanifah (1988-1994)	YBhg. Datu Haji Awang Ehsan Joini (1995-2000)
YBhg. Tuan Haji Madehi Haji Kolek (2001-2004)	YBhg Abdul Hamid b. Mohd Yusoff (2005-2007)

YBhg. Dato Haji Mohamad Atei Abang Medaan (2007-2011)	YBhg. Datuk Haji Abang Wahap Abang Julai (2011-Present)

(Official Website of the Commission Of The City Of Kuching North, 2016).

1.2 Logo of Kuching North City Hall (DBKU)

The logo of Kuching North was originally designed and created by Sarawakian. It has been the official emblem for Kuching North City Hall since the proclamation of Kuching as a City on August 1, 1988.

Each element of the Logo has its meaning that reflects the characteristics of Kuching north City Hall as an organization (Official Website of the Commission Of The City Of Kuching North, 2016).

- The Shield

    The shield portrays DBKU as an organisation that excels in
    physical, social and economic development and as protector of
    peace and safety for its inhabitants.

- The Cat

    The two "cats": In Bahasa Malaysia 'Kucing' means cat, from which
    the City got its name, is the mascot of Kuching City.

- The Hornbill

    The hornbill in the middle of the logo is the official emblem for the
    state of Sarawak.

- The Star

    The nine pointed Star on top of the Hornbill represents the nine*
    divisions of Sarawak. (The state of Sarawak has now been divided
    into eleven divisions).

- The Motto

    'Towards A Cultured Society' or in Bahasa Malaysia, 'Untuk
    Masyarakat Berbudaya', represents the main concern of DBKU as
    a city administrator to imbue in its inhabitants the characteristics of

a civic-minded and a well- mannered society of high moral values. DBKU seeks to enhance the ethnic diversity of its society to make Kuching as a prime tourist destination.

- The Green Color

  The Green color represents a caring organisation; that cares for the environment and maintains the eco-systems in all its development projects.

1.3 Vision

KUCHING...A VIBRANT LIVABLE CITY OF CHOICE

1.4 Mission

I.   To enhance the quality of life by creating a condusive environment.

II. To enhance the citizens engagement

III. To enhance the Best-In-Class Service Delivery

1.5 Clients' Charter

As a Local Authority that practices Total Quality Management.

We will deliver our Clients Charter as follows:

I.   We practice 3S ('Senyum, Salam & Sabar') in all our services.

II. We attend to each query and public complaint within 24 hours and give feedback within three (3) working days.
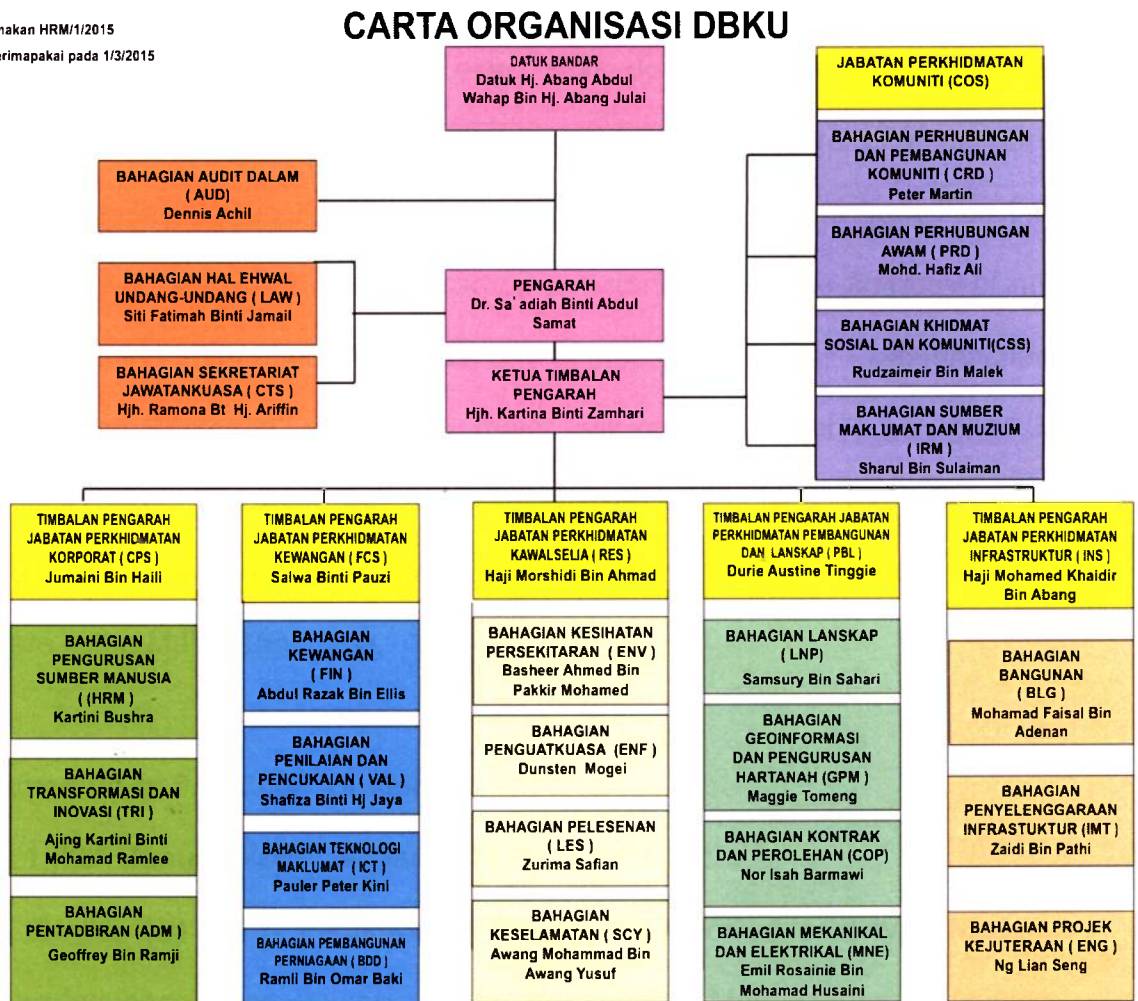
III. We execute public service works promptly and efficiently in accordance to the working schedule.

IV. We disseminate accurate information on guidelines, rules and administration procedures towards a cultured society.

V. We process and approve all applications that meet the requirements within twenty one (21) working days from the date of receipt of invoice(s) or claims.

1.6 Organization Chart

Figure 1.6 Organization Chart of Kuching North of City Hall , DBKU

CARTA ORGANISASI DBKU

Semakan HRM/1/2015
Diterimapakai pada 1/3/2015

DATUK BANDAR
Datuk Hj. Abang Abdul Wahap Bin Hj. Abang Julai

JABATAN PERKHIDMATAN KOMUNITI (COS)

BAHAGIAN AUDIT DALAM (AUD)
Dennis Achil

BAHAGIAN PERHUBUNGAN DAN PEMBANGUNAN KOMUNITI (CRD)
Peter Martin

BAHAGIAN HAL EHWAL UNDANG-UNDANG (LAW)
Siti Fatimah Binti Jamail

PENGARAH
Dr. Sa'adiah Binti Abdul Samat

BAHAGIAN PERHUBUNGAN AWAM (PRD)
Mohd. Hafiz Ali

BAHAGIAN SEKRETARIAT JAWATANKUASA (CTS)
Hjh. Ramona Bt Hj. Ariffin

KETUA TIMBALAN PENGARAH
Hjh. Kartina Binti Zamhari

BAHAGIAN KHIDMAT SOSIAL DAN KOMUNITI(CSS)
Rudzaimeir Bin Malek

BAHAGIAN SUMBER MAKLUMAT DAN MUZIUM (IRM)
Sharul Bin Sulaiman

TIMBALAN PENGARAH JABATAN PERKHIDMATAN KORPORAT (CPS)
Jumaini Bin Haili

TIMBALAN PENGARAH JABATAN PERKHIDMATAN KEWANGAN (FCS)
Salwa Binti Pauzi

TIMBALAN PENGARAH JABATAN PERKHIDMATAN KAWALSELIA (RES)
Haji Morshidi Bin Ahmad

TIMBALAN PENGARAH JABATAN PERKHIDMATAN PEMBANGUNAN DAN LANSKAP (PBL)
Durie Austine Tinggie

TIMBALAN PENGARAH JABATAN PERKHIDMATAN INFRASTRUKTUR (INS)
Haji Mohamed Khaidir Bin Abang

BAHAGIAN PENGURUSAN SUMBER MANUSIA ((HRM)
Kartini Bushra

BAHAGIAN KEWANGAN (FIN)
Abdul Razak Bin Ellis

BAHAGIAN KESIHATAN PERSEKITARAN (ENV)
Basheer Ahmed Bin Pakkir Mohamed

BAHAGIAN LANSKAP (LNP)
Samsury Bin Sahari

BAHAGIAN BANGUNAN (BLG)
Mohamad Faisal Bin Adenan

BAHAGIAN TRANSFORMASI DAN INOVASI (TRI)
Ajing Kartini Binti Mohamad Ramlee

BAHAGIAN PENILAIAN DAN PENCUKAIAN (VAL)
Shafiza Binti Hj Jaya

BAHAGIAN PENGUATKUASA (ENF)
Dunsten Mogei

BAHAGIAN GEOINFORMASI DAN PENGURUSAN HARTANAH (GPM)
Maggie Tomeng

BAHAGIAN PENYELENGGARAAN INFRASTUKTUR (IMT)
Zaidi Bin Pathi

BAHAGIAN PENTADBIRAN (ADM)
Geoffrey Bin Ramji

BAHAGIAN TEKNOLOGI MAKLUMAT (ICT)
Pauler Peter Kini

BAHAGIAN PELESENAN (LES)
Zurima Safian

BAHAGIAN KONTRAK DAN PEROLEHAN (COP)
Nor Isah Barmawi

BAHAGIAN PEMBANGUNAN PERNIAGAAN (BDD)
Ramli Bin Omar Baki

BAHAGIAN KESELAMATAN (SCY)
Awang Mohammad Bin Awang Yusuf

BAHAGIAN MEKANIKAL DAN ELEKTRIKAL (MNE)
Emil Rosainie Bin Mohamad Husaini

BAHAGIAN PROJEK KEJUTERAAN (ENG)
Ng Lian Seng

(Official Website of the Commission Of The City Of Kuching North, 2016).

CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

Chapter 2 explain about the exact work done throughout my practical training which is under code subject ADS 667 within 2 months from 20th January until 16th March 2016 in Kuching North City Hall (DBKU). It is based on the weekly or daily task. The task was carried out starting from the first day of my practical training and ended on my last day of practical training. I was attached to the Human Resource Unit and my major task given is under Training Need Analysis (TNA). The main language being used in Kuching North City Hall (DBKU) was Malay language. Therefore, most of the tasks that I have carried out were in the Malay Language.

2.2 Schedule of Practical Training

Week 1 (20th January-22nd January 2016)

On the first day of my practical training as I reported for duty to Madam Saraswathy, one of the trainer staff in the Training Management of Human Resource Management Unit. She assigned me to the Human Resource Management Unit. As I have been attached in Human Resource Management, the Head Unit of Training Management, Mr Holis anak Atun who is also my

supervisor in-charged. He briefed me about the several tasks and functions in Human Resource Management.

The first task that I have handled was Training Need Analysis (TNA). Mr Holis ak Atun taught me about the TNA being practiced in the unit. The first thing needed to be done in TNA was key-in data on Training Need Analysis (TNA) form for each department level for three years by using Microsoft Excel based on the "Bil" and "Gred" of their position. The purpose of TNA is the form that needs to be filled by employees regarding the training course they wanted according to their job or position. It is to ensure whether the training course provided was suitable or not with their job or position.

Besides, DBKU consists of six departments and every each of departments has several units. All the departments must be provided with the training course according to their job. The data of TNA was key-in in the database. The process of keying in the data on TNA's form was took within three days to be done and I was also asked to sort the name list of employees according to the order. I have to continue my task on TNA form because it needed to be double checked to ensure that all the data was filled in details and in the right data so that the employees understand and make it easier for them to fill up the form. After it has been done, the TNA's form would be distributed to all employees in every each division. Therefore, I have started my task to explore on several appropriate methods which would be applicable.

Week 2 (25 January-29 January 2016)

I have started my day to obtain the relevant information from the workers through the questionnaires for cleaning course. I have been asked by Mr Razak, Trainer staff under Training Management, to interview some of the workers that have been chosen to participate in cleaning course. I have explained to them the information about the cleaning course before they filled the forms so that they can understand the purpose of the cleaning course that have been organized by Human Resource Management. It is to analyze the information about their experienced and the challenges they faced while working.

Apart from that, I was required by Madam Siti Rahayu to handle incoming and outgoing correspondence. Every correspondence needed to be recorded in HRM report book. Besides, every incoming and outgoing letter must be written according to the date received and recorded in Report Book. The purpose of this report book is to ensure that all the incoming and outgoing letters that have been received by HRM and it is also easier for the staff to refer the relevant letters through the report book. Other than that, I have been asked by Madam Siti Asmider to prepare the check-up medical forms of the employees. It is to ensure that all the employees have the check-up medical forms that are provided under DBKU. Madam Yi Moi Yan has taught me on how to calculate the basic home loan eligibility for the staffs. The data is then recorded by using the Microsoft

Excel. The purpose of this basic home loan is to provide the subsidy for all the staffs depending on the amount of salary. Therefore, Mr. Mawi, asked me to handle in filing system that being practiced in the unit. The first thing that needed to be done in filing was to sort the document according to the order. The document that I have filed was school certificate with offer letter according to the department of the particular DBKU staff. This is under personnel management.

Week 3 (1 February- 5 February 2016)

Here, I have started my day to handle the incoming and outgoing correspondence. The incoming and outgoing letters needed to be recorded in the Record Book. This is to ensure all the incoming and outgoing letters have been received and recorded. Besides, I also was required to receive and check the incoming email from every each department level if they send the staff name list for the monthly assembly. After I received the name list from all department level, I would print out the name list and passed it to Madam Yi Moi Yan. Madam Yi Moi Yan asked me to prepare the attendance forms for the Monthly Assembly on 3rd February 2016. It is to ensure that all the staffs will be attending the assembly on that day.

Other than that, I have to handle the resume of the vacancy applicants. Madam Asmider asked me to arrange the resume of the vacancy applicant based on the data specified. For example, for those applicants that does not have cover letter and did not mention any job that is offered by DBKU needed to be separate from

those applicants that have a cover letter. It is to make the interviewer easy to perform their job before interview session. The interview session will be handled by Madam Rosmiyati, Madam Kartini and Mr. Holis.

As I was attached in training management of Human Resource Management, I was required to handle the course for the DBKU staff. The first course I have handled was "Kursus Pembersihan Pejabat" with Encik Holis and Encik Razak. The course took place within two days which are on 3rd February and 4th February 2016 at Riverside Majestic, Hotel. Before the course, I need to check the equipment box to ensure that all the equipments has been prepared and provided. On the 3rd February, before the course begins, I need to obtain the signature of participants for attendance in the morning and evening. This is to ensure all the participants attended the course. During the course, I need to distribute the equipments that needed by the speaker and participants. Mr. Razak also asked me to take picture during the session for the report. We are also need to collect and store all the equipments after the course.

As usual, on the 2nd day of the "Kursus Pembersihan Pejabat", I have obtained signature of participants for the attendance in morning and evening session. In the morning session, we went to the Head Quarters of DBKU for practical session in office cleaning. I have been asked to evaluate and monitor the participants during the practical session. After that, we went back to Riverside Majestic Hotel and continued the activities. I have also distributed the

equipments to all the participants. At the same time, I recorded the activities during the course for the report. After the course, we need to collect the evaluation forms that have been distributed from all participants and keep all the equipments.

I continued my task on filing task that been asked by Madam Yi Moi Yan. The first thing needed to be done in filing was to sort the document according to the other. I have also managed by checking the document before put it into the file for filing. The document I have filed was "Borang Permohonan Untuk Pemberian Wang Tunai Gantian Cuti Rakyat (GCR) Bagi Kelayakan Cuti Tahun 2015".

Week 4 (10 February- 12 February 2016)

On the 4th week, I have started my day by preparing the report for "Kursus Pembersihan Pejabat". I have given five days by Mr. Razak to complete the report. While doing the report, I referred to the data information through the evaluation form of the participants. I need to analyze and calculate the amount of the range that given by participants. Then I will key-in the amount in Microsoft Excel to create the graph.

I have also been asked to move at the Business Department Division, Satok by Madam Aini who is in charged under License department. I was required to complete the urgent task and need to be done before on 18 February 2016. The task I have handled was Key Focus Analysis by key in the recipient's information

on Final Reminder Returned in database. The recipient's information contained three thousands and needed to be done within one week.

Week 5 (15 February 2016- 19 February 2016)

Here, I have started my day continuing the KFA task by keying in the recepient's information on Final Reminder Returned in database. I have to ensure that all the receipient's information has been key-in in database. After it has been done, I need to sort the recepient's information on Final Reminder Return according to the order in database. Besides, I also been asked by Madam Aini to calculate the figure and prepared the statistic for Final Reminder Returned. It will be pasted included in the slide show for the presentation of Key Focus Activity Workshop that held on 18 February 2016.

On the 18 February 2016, I was required to attend and handled the Key Focus Activity Workshop (KFA) as part of the secretariat. The workshop was held at Grand Margherita Hotel. The workshop is attended by all the Head of Division of Kuching North City. Before the workshop begins, I need to obtain the signature of participants for attendance in morning and evening. During the workshop, I also need to ensure that all the food have been provided on time. After the workshop, I need to collect and ensure that all the equipments have been kept.

After I have done with urgent task at Business Department Division (BDD), Satok, I went back to the Head Quarters of Kuching North City at Semariang. Besides, I was required to key in the information of applicants for post "Pembantu

Perpustakaan" S17 in Microsoft Excel such as name, education level, and contact number. It needs to be divided to make it easier for them to refer to the information of applicants. Encik Holis asked me to prepare the name list of the staff in every division for TNA and editing the reference number in the TNA form. After it has been done, it needs to be distributed again to all the staff in every each division.

Week 6 (22ⁿᵈ February-26 February 2016)

As usual, I have started my day by handling the incoming and outgoing correspondence. I will record every mail I received everyday in Incoming and Outgoing Record Book. Then, I will pass all the letters that have been recorded to our Head of Division, Madam Kartini Bushra. I also continued my task by keying in data of the vacancy applicants in database. Other than that, Mr. Razak and I who are in charged in handling the course for staff have prepared all the materials for ISO course within three days. This is to ensure that all the materials are enough for the course on that day.

Besides, I have been asked by Mr. Mawi to count the amount and prepared of 25ᵗʰ years Certificate for the staff. Mr. Mawi has also taught me how to laminate the certificate. The certificate will be given during the assembly. It is for those who have been working exceed than 25 years.

On 24th and 25th February 2016, I was required to attend and handled the Internal Audit course as part of the secretariat. The course was held at Riverside Majestic Hotel. The course was taken within two days. As usual, I need to obtain the signature of participants for attendance in morning and evening. The speaker invited is Mr. Amirshah from SIRIM, Kuala Lumpur. I have also recorded the activities during the course as my reference and knowledge. Besides, before the course begins, I need to provide all the tools and equipments for the participants and speaker. It is because they have done some exercises and presentation during the course. I have also distributed the evaluation forms to all the participants. Then, I will collect the evaluation form and keep all the equipments after the course.

I have also been asked by Madam Asmider to sort the data for the post "Pembantu Perpustakaan S17" according to the received date. The purpose is to ensure that all the applicant letters have been managed according to the date and easy for them to refer to if they still need that data.

Week 7 (29 February- 6 March 2016)

Furthermore, I have given a task which is handling the course. This is the fourth courses I have handled under Human Resource Management. The course that I have handled and attend is "Hazard Identification, Risk Assessment and Determining Control (HIRADC). This course was held at DBKU's Library near the Wisma Hopoh. The purpose of this course is to ensure that all the staff

aware of the risk that might be happen at their workplace. Besides, this course also gave them some knowledge and solution for the HIRADC. The course was conducted within three days. As part of the secretariat, I need to ensure that all the participants have signed their attendance in morning and evening session before the course begin. I have also need to distribute the mineral water and stationeries required for the course.

For the second day of the course, I need to do the same thing which is obtained the signature of participants for the attendance. Other than that, I have prepared the notes from the speaker to be distributed to all the participants. After it has been prepared, I distributed the notes to the participants during the course. On the last day which is the third day of the course, we have site visits with the speaker and participants in various workplaces according to the every division in DBKU such as Safe and Security division, Mechanical Engineering division, Electrical Engineering division and Landscape division. The purpose is to check every risk at the workplace and find the solution for hazard and risk in the workplace. The speaker has suggested the best way to solve the problem for the workers safety during working hours.

In the afternoon session, we went back to DBKU's Library to continue the course and every group need to do their presentation about Hazard Identification, Risk Assessment and Determining Control. As usual, I need to obtain the signature of participants for attendance and distributes the mineral water, evaluation form and

also stationeries that required by the participants and speaker. After the course, I collected the evaluation forms from all participants and keep all the materials and equipments.

I have been given a task by Mr. Holis and Mr. Razak after the course which is to prepare the report for "Hazard Identification, Risk Assessment and Determining Control" (HIRADC) course. The purpose of report is to evaluate every opinion from participants about the course and also speaker and how many range they are given. Then, I need to calculate the figure to do the flow chart by using Microsoft Excel. After done with report, I was required to sort the document regarding the "Hazard Identification, Risk Assessment and Determining Control" (HIRADC) course according to the order.

As usual, I have recorded the incoming and outgoing mail received in Record Book. Besides, Madam Saraswathy has asked me to handle the phone call to inform the participants about the Auditor ISO:500001 Energy Management course on the 9-10 Mac 2016. There are 36 participants have been chosen. The course was only attended by Head of Division from every division. I have also attended to the phone call when the staff was not available in the office. I would note down any messages left by phone callers and deliver it to the particular staff. I have been asked went to site visits at Taman Botani accompanied by Mr. Razak and Mr. Mawi for "Majlis Perasmian Hari Landskap Negara 2016" on 6 March 2016.

I was required to attend the "Majlis Perasmian Hari Landskap Negara 2016" on 6 March 2016 which on Sunday. The event was accompanied by Madam Siti Rahayu. This event is to enhance our knowledge and experience about the landscape. On that day, I have obtained the signature of the DBKU staff for the attendance. At the same time, I have also distributed the food coupon to all staff and the participants after the event done. Besides, I have learned how to plant the tree with DBKU staff at Taman Botani.

Week 8 (7 March-11 March 2016)

I have started my day by arranging the document of "Kursus Pengurusan Fail dan Rekod" in the file for the filing. It is to ensure that all the document manageable. Besides, I had prepared the notes and the equipments for the course and also photocopying and binding the notes. On the 8 March 2016, I was required to handle the "Taklimat Awareness ISO 500001" for all staff in Kuching North City Hall by obtained the signature of participant for the attendance in every four session. I have also need to ensure that all the participants signed their attendance and provide the food to all participants after done with the "Taklimat Awareness ISO 500001". Other than that, I have been asked to attend the course which is "Kursus Juruaudit ISO 500001: Energy Management". The speakers invited are from Kuala Lumpur, Madam Fazilla and Mr. Iskandar. As usual, before the course begins, I need to obtain the signature of participants for attendance and prepare all the tools for participants and speakers. Then, I need to distribute the evaluation form to all the participants

and collect it back after the course done. After the course, I also need to collect and keep all the equipments.

Moreover, I was required to attend and handle the "Program Taklimat Suaikenal Bersama Staf Baru" by Mr. Holis at Allamanda room, DBKU's library. As usual, I need to ensure that all the participant have signed their attendance. I have also monitored the participants and recorded all the activities during the program. The program is to ensure that all the new staff aware of the term and condition and background in DBKU. After done with the program, I have collected the evaluation form from the participant and keep all the stationeries.

Week 9 (14 March-16 March 2016)

On the final week of my practical training, I have started my day by arranging the copies of course certificate of "Kursus Pengurusan Rekod dan Fail" and "Kursus Hazard Identification, Risk Assessment and Determining Control" in the file for filing that been asked by Mr. Razak. Besides, after done with filing, Mr Holis asked me to key in data of Training Need Analysis (TNA's) form in database. I have also prepared the copies of "Borang Pemeriksaan Kesihatan" for the staff in Kuching North City (DBKU). On my last day of practical training, as usual I have recorded the incoming mail in record book. I have been asked by Madam Yi Moi Yan to create and design and prepared the food coupon for "Earth Hour" event on 19 March 2016.

2.3 Summarization of the daily task for the whole eight weeks

Summarily, the entire tasks that I have performed throughout the nine weeks of practical training are related to my field of study. Here, the task that I have performed covers the file management, incoming and outgoing mail record, data processing such as Training Need Analysis (TNA's) for three years, Basic Home Loan Eligibility record, Key Focus Analysis and course reports and event management. The data processing which is include the software application such as Microsoft Excel to develop the system for TNA's (Training Need Analysis) form based on the "Bil" and "Gred" of the staff position such as keying and checking the information data that have been filled by the DBKU's staff regarding the training course they wanted according to their job or position; recording the incoming and outgoing mail in the record book according to the date received; calculate the basic home loan eligibility for the staffs to provide the subsidy for staff depending on the amount of salary and recorded using Microsoft Excel; and keying the data information for course report through the evaluation form to analyzing and calculating the amount of the range that given by the participants; and also keying the recipient's information on Final Reminder Returned in database by calculating the figure and prepared the statistic for Key Focus Analysis.

Mostly, my task is more focus on organizational program management where I was required to handle the course and programs for the DBKU staff and organization such as "Kursus Pembersihan Pejabat", "Internal Audit Course",

"HIRADC (Hazard Identification, Risk Assessment and Determining Control", "Kursus Juruaudit ISO 500001: Energy Management", "Program Taklimat Suaikenal Bersama Staf Baru" and "Majlis Perasmian Hari Landskap Negara 2016". Even some of the task are difficult at my level, I still be able to catch up and became familiar with it as I perform the task as my routine in DBKU. In my opinion, the task where I have contributed a lot are in data processing and event management.

CHAPTER 3: ANALYSIS OF TRAINING

3.1 Introduction

This chapter is about the analysis of practical training which refers to a detailed examination of the task covered in the Practical Training Log Book. Therefore, the chosen task will reflect the definition of the concept, demonstration of practical and theoretical aspects after that relate all the concepts learned in the classroom with real task at the workplace. Besides, this chapter also consists of a reflection of student personal experience during the practical training.

3.2 Task Analysis

Throughout my practical training in Kuching North City Hall (DBKU), I have learned many new things which are also related to the lesson learned during class. The task I have performed consists of preparation of Training Need Analysis (TNA's), organizational program management, preparation of event report and data processing such as software application and data creation.

Hence, the task I have focus on to be analyzing is organizational program management. I chose organizational program management as I have been attached in Training management in Human Resource Management. This is because I have been required to monitor and handle the program management organized by Human Resource Management division from DBKU.

3.3 Organizational Program Management

3.3.1 Definition of Organizational Program Management (Event Management)

Program management is the planning, organizing, directing and controlling of company resources and ongoing projects within an organization. To achieve goal or business objective in program management must manage all of those projects more effectively. In management is mostly focuses on the dynamic allocation, utilization and direction of resources which are includes human and technical that related to the relation towards individual efforts and product delivery schedule. It will consist with the cost, relating to both the acquisition and consumption of funding. Referring to American Heritage Dictionary stated that the plan is program or method that worked out for the accomplishment of an objective. Moreover, program planner should strengthen their planning effort to conduct an individual project plans then create a digest of their contents. During the process in planning, there will be lead to the conflicts between projects and need to provide the problem solution. Besides, the purpose or goal of the digest effort is to produce a concise, usable view of all program work, timeframes and also required results. In program planning, managers usually use a bottom-up approach to identify and execute planning iterations for the individual program.

Firstly, manager need to monitor a plan for every each project to estimates and allocates resources that required delivering the program's result by using the same techniques and practices where they would employ in planning a program.

Managers also need to identify the connections and dependencies among the program's plan and rework their project plans to integrate them with others. The program planner should strengthen their planning effort to conduct an individual plans and create a digest of their contents (Project Management Institute, 2013).

3.3.2 EVENT DETAILS

3.3.2.1 Event Place and Time

The event management should be provided as specific and as possible about the activities that the organizer to plan and conduct the event. During selection of the dates for the event it, need to be check whether there are any other events that have been planned. This is to avoid any clashes in events. Other than that, the timing for the event also need to be consider because maybe some of the staff or people might be out of town or have other events (Latrobe Council, 2008). However, this is very important to provide details of event set up and selecting the period as well as the actual times for the event that will be organize by the organization to assist with the scheduling of works in area and place.

3.3.2.2 Contact during Event

The event manager should play their role to responsible to manage the event. The manager's responsibility includes organizing, resourcing, creating directing, human resource management, negotiating, financial management, public representation and troubleshooting. Besides, the event manager must be

easy to contact regarding the event planning, conducting and evaluation processes.

3.3.3 ORGANISING COMMITTEE

This section is refer to the organizing an event by grouping or form a group members. It will begin from informal group as soon as the groups starts to handle money then it is necessary for them to play their roles and responsibilities and decision-making. According to Latrobe Council (2008), some of people will volunteer for the committee work for a certain or variety of reasons but they become involved with an organization or an event and want to do something that can achieve the future success. Besides, by managing committees with effective way is to identify why people become involved because it will need a combination of organizational skills and understanding among the members. For example, everyone will feel more comfortable and appropriate when giving them opportunity to work with volunteers. This is because, they need to gain the knowledge and skill from other people on the committee and match them to the jobs which need doing within the group.

3.3.4 Program Management Processes

According to Roli Pathak (2014), the program management process is very important in event planning especially for program managers. By using the terms of stages, the program managers can ensure that the deliverables produced at

the end of each phase meet their purpose, and also the program team members are properly prepared for the next stage.

There are some of the key program management processes, which run though all of these phases, includes:

3.3.4.1 Project Initiation Stage

The purpose in this stage is to develop a high level plan and risk assessment for a proposed project and to provide information for portfolio assessing strategic viability the project. However, the emphasis is placed on analyzing the project sponsor's strategic requirements as well as immediate needs (Chandler and Arizona, n.d). At the start of any program or project, there are variety of ideas and opinions about the purpose and the scope of the project. In the initiation stage is concerned with by taking these ideas and intentions developing them into a formal, planned, resourced and funded project. Through this stage, it is necessary to clearly and explicitly to define what the program or project is intended to achieve and what its scope of interest will be. By defining this first, a benchmark is created for assessing the quality of what is actually produced at the end of the project. It is also necessary to develop an overall schedule of activities and resources that required carrying out the whole project. It is to ensure that the project objectives can be achieved. It is defines the project organization structure which can be used to ensure that the program been managed effectively and establishes a convincing business case for the

project. Through this way, program managers can gains commitment and approval to the project from the appropriate level of senior management.

Furthermore, to clarify the purpose and for the control reasons it is useful to arrange these tasks in a top down structure. This is called as Work Breakdown Structure (WBS). It provides the standard for the strategic planning and applications development. Besides, it is necessary and important to take the opportunity to customize this for the particular of the project and its objective. However, the WBS can provide the benchmark by which the quality of the project process can be assessed. The project initiation stage can define what the resources and associated time commitment is required to carry out the project. Through the work breakdown structure, it can provide a basis from which estimation can be carried out. The way the project is managed and executed is the key to success and achieves its objectives.

3.3.4.2 Project Controlling Stage

The project control stage is about how to manage the project work during a stage and prepare for the next stage (Roli Pathak, 2014). During this stage, the program manager should focus on carrying out the work planned for the stage. This is because there are many program or project management activities that needed to be carried out in the project work itself. In this methodology, these activities are arranged into several steps.

The steps are divided into four categories:

- A step to initiate the stage

- Steps that are carried out on an on-going basis throughout the stage

- Steps that are carried out at the end of the stage

- A step that is only carried out in an exception situation.

Most of the activities are planned according to the project and stage planning. However, the procedures that is defined during project initiation stage and revised during the further stage planning by following the steps (Chandler and Arizona, n.d).

The Project Management activities include:

- Monitoring and controlling the project or program progress, through the use of regular checkpoints that involve the project team and formal reviews with the Project Board.

- Controlling the quality of the products or services or places.

- Controlling the way of changes to baseline products are implemented

- Controlling and resolving issues that arise during the course of the project.

Chandler and Arizona (n.d) stated that the several of the activities will result in changes to the stage schedule. The program manager should ensure that the changes are made smoothly and manageable. For any changes made to individual work assignments should be confirmed in the regular checkpoint meetings. However, the event of a stage tolerance being exceeded, an

exception situation will arise. The stage plan will be replaced by an Exception Situation Report which will explain how the exception arises, the options examined and the proposed actions.

3.3.4.3 Project Closure Stage

According to Roli Pathak (2014), this stage is formally close the project or after the program. In this stage, the projects are designed to end at some point that is the nature of project work. To gain more benefit from a project, the project should go through a formal close down. On the other hand, there may be some outstanding work that needs to be carried out on the products of the project. This work should either be cancelled such as a maintenance program, or additional projects should be established to complete the work. Besides, the members of the organization program management have learn how to carry out this type of program better in the future and also improve the idea of how long the various activities on this type of project will take to do. This type of learning should be taking it for the future use. Finally, there will be a lot of information generated during a project, and this will have been stored with varying degrees of formality by the members of the Project or Program Organization. As a result, this information needs to be formality filled away for possible future use (Chandler and Arizona, n.d).

3.3.5 Application of Organizational Program Management at Kuching North of City Hall, DBKU

As I have been attached at Human Resource Management Unit, I have mainly performed several tasks regarding the program management organized by DBKU. Under program management which is in Training Management Unit, I was in charged of handling the courses as part of the secretariat. Mostly the course is provided for DBKU staff especially for the Head Of Department. Before the event, I need to inform all the participants by sending the email or through phone call to ensure that they are attend for the course. It is to prepare the attendance list for the course. The purpose of the courses been organized is to enhance their knowledge and gain some new skill regarding their job position. Besides, the materials and documents need to be prepared early before the event and ensure that all the materials are enough and complete for the course on that day. During the courses, I have performed my role and responsibility to ensure that the courses are run smoothly and manageable. For every course, I will ensure that the participants signed their attendance and provided all the materials for the staff and speaker.

At the same time, I recorded the activities during the course for my knowledge and information so that I know about the purposes of the course. As usual, after the course I have been asked by Mr. Razak and my supervisor in charged, Mr Holis to prepare the report for all the courses. Then, I need to calculate the figure

to do the flow chart by using Microsoft Excel. This purpose of report is to evaluate every opinion from the participants about the course they attend and also their opinion towards the speaker and how many range they are given. The evaluation given is through questionnaire. Other than that, I was required to go to site visit at Taman Botani accompanied by Mr Razak and Mr Mawi for "Majlis Perasmian Hari Landskap Negara 2016". I was also been asked to attend and handled that program on 6 March 2016 which is on Sunday. During the program, I have distributed food coupon to all the staff and participants after the event done. At the same time, I have learned and gained some knowledge about how to plant the tree with DBKU staff at Taman Botani.

CHAPTER 4: RECOMMENDATION

4.1 Introduction

This chapter highlights and discusses the strengths and weaknesses of the tasks assigned during practical training as discussed in Chapter Three. After doing with the analysis of the task assigned, the strengths and weaknesses of the Kuching North of City Hall, DBKU can be determined. This chapter also will provide the solution for improvement on organization program management that can be applied in the future. Thus, there are several strengths and weaknesses of organization program management at Kuching North of City Hall, DBKU that I have observed during my practical training.

4.2 Strengths of the Organization program Management at Kuching North of City Hall, DBKU

4.2.1 Friendly attitude of the staff

The staffs in DBKU are very friendly and willing to help when people needed help from them especially those involved in organizing program because they should play their roles as a organizer to interact with others not only in the organization but outside of the organization. This attitude occurs in every department and all the staff feels comfortable as a family. Besides, the organizer is very good in creating a friendly relationship with the participants, speaker and other people. This is because they need to cooperate with the people from other

places such as with hotel managers to manage the event place and they need to keep the information updated about the place and confirm with them.

4.2.2 Provide more information and knowledge for the staff

The DBKU organization always organizes the program such as courses for the staff. The courses provided are depending on their job position. The participants involved are especially for the Head of Department. This is to gain their knowledge and more information about their job task. At the same time, they can improve the skills and ability how to handle their job task. Besides, after they attended the course they can get more knowledge and by the time they can contribute and encourage other staff to enhance their work performance.

4.2.3 Strengthen program planning effort

The organizers who organize the program are handled by Human Resource Management especially in Training Management Unit. They have performed their responsibility by providing the courses for the DBKU staff for their own good on their job task. During organizing the program, they can strengthen the planning effort through the courses that have been organized and provide more good benefit to attract the participant to involve in the program.

4.2.4 Public Safety is under control

The program organized by DBKU is always under control, safe and appropriate for the programs. This is because they are concerned about the security that is essential to the success of a program and the safety of the public. The event organizer decides the different types of events that require different types or combinations of security. Besides, the event organizing committees examine the risks involved with the event by ensuring that place is safe and have a public security. For the outdoor programs that held by organizer, they know about the entry and exits points that must be provided. They always make sure that place is kept clear of obstructions.

4.3 Weaknesses of the Organization program Management at Kuching North of City Hall, DBKU

4.3.1 Conflicts between the staff

During the process in planning, there are some of the problems or conflicts occur between the staff. It is always occur within the department or other department management not agrees with the program provided and they refused to attend the courses. They will argue with each other if they are not interested with the programs that have been organized. While doing the program processes, they are somehow distracted by other staff. This is because they have different ideas and plans and which is not related with their job tasks. They will give the excuses for their reason to avoid from the programs.

4.3.2 Lack of material during the course

In DBKU, there is some disadvantages during the courses. This occurs when they have lack of material during the course and not enough for all the participants. The participants have to use their own material. This has lead participants complained about the services provided and the equipment that is not fully provided. Besides, it is because they are doing the last minute plan and not really prepared.

4.3.3 Lack of updated information

Most of the time, any news, plans or announcements at DBKU are not being informed to the staff. This resulted in the staff to be not updated by the latest information especially for the new programs or the program has been changed. This will create dissatisfaction among the staff with the organizer. The problem will occur when the participant or staff asked about the latest updates without knowing anything. Besides, they always change the activity program in the last minute and sometime nobody inform the staff.

4.3.4 Lack of respect towards the speaker or invited person

This lack of respect has occurred during the course especially when it is involved in auditing courses. Some of the Head of Division does not respect and were rude to the speaker. It will involve dissatisfaction between the speaker and the participants. This is happen when they are kept arguing with their opinion and ideas that will lead the speaker feel not comfortable with the situation.

4.4 Recommendations or solutions for improvement

4.4.1 Staff training

Staff training is the most recommended and necessary for all the new personnel especially for the program or event organizer. This is because the program organizer are the one who might have frequent contact with participants, staffs and managers from other organization. The program organizer need to be knowledgeable and equipped will the necessary information and experience to their roles as a program organizer. Instead of replacing the incompetent staff or organizer, it is better to train them to be more knowledgeable and competent.

4.4.2 Single role played by the program organizer

The program organizer should play a single role that is to attract the participant as their main responsibility. Therefore, they can focus in giving a good benefit to the participant instead of being distracted by the other extensive task. They should organize the programs that can bring any benefits and are interesting for the staff or participants.

4.4.3 Updated information toward the staff or participant

The information or new plan or activities must be updated with the latest information from the relevant officer or organizer in-charge. Every participant must know the updates of information so that they are more aware and know about the planning that have been changed. For example, the place or date has

been changed. The organizer may announce the latest news or plans through the email or phone call. Besides, they need to inform the staff or participant regularly because some of them might be not remembering about the programs organized by DBKU.

4.4.4 Recheck the materials

All material especially the equipment for the course must be rechecked before the day of the course or programs. In preparing the material for the course, every necessary material must be fulfill and complete for the participant and speaker invited. This is to avoid time might be wasted to do last minute recheck a few days before the day of the program or course.

4.4.5 Build strong relationship between the staff or participant

The program organizer in DBKU should play their role by organizing event such as Family Day. The purpose of organize the family day is to strengthen and build strong relationship between the staff or participant. Through this activity, they can know each other more closely and give them opportunity to communicate with each other and share their knowledge and experience about their life or job to improve their understanding. Besides, they can also cooperate in doing some work together in the workplace or outside the workplace.

CHAPTER 5: CONCLUSION

This chapter is about the summary for Chapter One until Chapter Four which has been discusses earlier.

In Chapter One, the introduction of the organization that has been discussed where covers about the background of Kuching North of City Hall (DBKU) which includes the establishment of DBKU where it has been established since August 1988 until present and the total number of its employment has 1,007 such as 35 full time professionals and administrative staff, 696 support staff and 276 daily paid workers. Besides, Chapter One also discussed the DBKU's objectives, vision, mission, client's charter, logo of DBKU, The Mayor of the DBKU and organization chart. Furthermore, Chapter One is the information about the organization in which I have undergone my practical training. The nature of the function in the organization can be known in Chapter One.

In Chapter Two, it is about the schedule of my practical training in which I have been attached to the Human Resource Management Unit in DBKU. It covers the exact nature of work done for the whole nine weeks in DBKU. Among the task that I have performed are data record and data processing such as Training Need Analysis (TNA's) for three years, Basic Home Loan Eligibility

record, Key Focus Analysis and course reports and keying the information of applicants for post " Pembantu Perpustakaan S17" by using the Microsoft Excel; recording the incoming and outgoing mail in the record book according to the date received; file management such as school certificate with offer letter according to the department of DBKU staff, the resume of the vacancy applicant according to the data specified, "Borang Permohonan Untuk Pemberian Wang Tunai Gantian Cuti Rakya (GCR) Bagi Kelayakan Cuti Tahun 2015", " Kursus Pengurusan Fail dan Rekod" and "Kursus Hazard Identification , Risk Assessment and Determining Control (HIRADC)"; and lastly organizational program management where I was required to handle the course for the DBKU staff and organization such as "Kursus Pembersihan Pejabat", "Internal Audit Course", "HIRADC (Hazard Identification, Risk Assessment and Determining Control", "Kursus Juruaudit ISO 500001: Energy Management", "Program Taklimat Suaikenal Bersama Staf Baru" and "Majlis Perasmian Hari Landskap Negara 2016". As a result, all the task that has been performed can be identified through the thorough of explanation on each task performed. The task performed has been within and outside of the organization in which I have been attached to.

In Chapter Three, it is about the analysis of practical training in DBKU. The task that I have chosen to be analyzed is the organizational program management task. The organizational program management has been introduced by giving its definition as well as its scenarios. The organizational program management scenarios that I have gave are the event details which is

includes event place and time and contact during event, organizing committee, program management processes such as the first step is project initiation stage, project controlling stage which is divided into four categories includes a step to initiate the stage, steps that are carried out on an on-going basis throughout the stage, steps that are carried out at the end of the stage and the last step is a step that is only carried out in an exception situation, and I also include the project closure stage which is the last stage of the organizing program management. In my opinion, I recommended by applying the following stages to improve the DBKU organizational program management to be more successful.

Chapter four, is about the strengths and weaknesses of the organizational program management at DBKU. Among the strengths at DBKU during the program management are includes friendly attitude of the staff, provide more information and knowledge for the staff, strengthen program planning effort and public safety is under control. Besides that, during the program management, there are some weaknesses such as conflicts between the staff, lack of material during the course, lack of updated information and lack of respect towards the speaker or invited person. However, there are some of the appropriate solution which I have recommended to improve the organizational program management in DBKU includes staff training, single role played by the program organizers, updated information toward the staff or participant, recheck the material and build strong relationship between the staff or participant.

In a nutshell, all the tasks that I have performed in Human Resource Management Unit where I have been attached to are related to my field of study. The analysis on specific tasks that I have chosen has identified their strengths and also weaknesses of the job tasks. Therefore, I hope my practical report can be used as a reference by other students who also will undergo their practical training and also I hope my experiences during the practical training can improve my knowledge in the coming future.

APPENDICES

DEWAN BANDARAYA KUCHING UTARA
(Commission of the City of Kuching North)
BUKIT SIOL, JALAN SEMARIANG, PETRA JAYA,
93050 KUCHING, SARAWAK.
TEL : 082-446658 HOTLINE : 082-446644 FAKS : 082-446414
Laman Web: www.dbku.sarawak.gov.my   Dewan Bandaraya Kuching Utara
E-mel: prd@dbku.gov.my

Bil. Tuan :

Tarikh :   03 DEC 2015

Bil. Kami :   DBKU/HRM/UL/05

Penyelaras Latihan Praktik (Amali)
Sarjana Muda Sains Pentadbiran
Fakulti Sains Pentadbiran Dan Pengajian Polisi
Universiti Teknologi MARA Sarawak
Kampus Samarahan 2
94300 Kota Samarahan
SARAWAK

(U/P : Encik Fairuz Hidayat Merican Wan Merican)

Tuan/Puan,

LATIHAN INDUSTRI / PRAKTIKAL

Dengan segala hormatnya perkara di atas adalah dirujuk.

Sukacita dimaklumkan bahawa Dewan Bandaraya Kuching Utara tiada halangan untuk menerima pelajar tuan/puan bagi menjalani Latihan Industri / Praktikal seperti berikut:-

Nama Pelajar	Tempoh Latihan Industri / Praktikal	Program	Bahagian Ditempatkan
Rafiella Anak Benjamin (No. Pelajar : 2013440558)	20 Januari – 16 Mac 2016	Sarjana Muda Sains Pentadbiran	Bahagian Pengurusan Sumber Manusia

Sehubungan itu, pelajar tuan/puan adalah diminta untuk melapor diri pada tarikh, masa dan tempat seperti berikut:-

Tarikh	:	**20 Januari 2016 (Rabu)**
Masa	:	8.00 pagi
Tempat	:	Unit Pengurusan Latihan
		Bahagian Pengurusan Sumber Manusia
		Tingkat 3, Bangunan Dewan Bandaraya Kuching Utara
		Bukit Siol, Jalan Semariang, Petra Jaya
		93050 Kuching, SARAWAK

2/-

LATIHAN INDUSTRI / PRAKTIKAL

Syarat-syarat untuk menjalani Latihan Industri/Praktikal di Dewan Bandaraya Kuching Utara adalah seperti di **Lampiran I.**

Semasa melapor diri sila bawa bersama dokumen seperti berikut:-
1. Surat tawaran menjalani latihan industri / praktikal
2. 1 keping gambar berukuran pasport
3. Buku log

Sila buat pengesahan secara bertulis **(seperti di Lampiran II)** kepada Dewan Bandaraya Kuching Utara **sebelum atau pada 11 Disember 2015.** Sekiranya pihak kami tidak menerima sebarang maklumbalas selepas tarikh tersebut, maka kami beranggapan bahawa pelajar tuan/puan telah menolak tawaran tersebut. Sebarang surat-menyurat selepas tarikh tersebut tidak akan dilayan.

Sekian. Terima kasih.

"INTEGRITI DAN INOVASI BUDAYA KAMI"

"AN HONOUR TO SERVE"

ROSEMIYATI MOHD NAWAWI (CIK)
Pegawai Tadbir
Bahagian Pengurusan Sumber Manusia
b.p. Pengarah. Dewan Bandaraya Kuching Utara

SYARAT-SYARAT BAGI LATIHAN INDUSTRI / PRAKTIKAL

1. Pelajar yang menjalani Latihan Industri / Praktikal di DBKU tidak akan di bayar sebarang elaun.

2. Pihak DBKU tidak akan bertanggungjawab ke atas sebarang kecederaan / kemalangan yang berlaku kepada pelajar sepanjang latihan.

3. Pelajar tidak akan mendapat kemudahan perkhidmatan seperti pegawai DBKU (termasuk pengangkutan dan penginapan).

4. Pelajar diwajibkan berpakaian kemas dan menepati waktu bekerja semasa menjalani latihan praktikal di DBKU.

5. Tidak boleh mengambil cuti (kecuali sakit – surat kebenaran daripada doktor).

6. Mematuhi arahan / peraturan yang telah ditetapkan oleh pihak DBKU dari semasa ke semasa.

SURAT JAWAPAN

Ruj. Tuan: **DBKU/HRM/UL/05**
Ruj. Kami:
Tarikh   :

Kepada:

Pegawai Tadbir
Bahagian Pengurusan Sumber Manusia
Dewan Bandaraya Kuching Utara
Bukit Siol, Jalan Semariang
Petra Jaya, 93050
Kuching, Sarawak.

Tuan / Puan,

Pengesahan Bagi Pelajar Latihan Industri

Merujuk kepada perkara di atas, * kami bersetuju / tidak bersetuju pelajar berikut menjalani Latihan Industri di jabatan / firma tuan dari _20 JANUARI 2016_ hingga _16 MAC 2016_ .

Nama Pelajar: RAFIELLA ANAK BENJAMIN
No. Pendaftaran: 2013440558
Kursus: SARJANA MUDA SAINS PENTADBIRAN

Sekian, terima kasih.

Nama Pegawai: FARUZ HIDAYAT
Jawatan   : PENYARAH
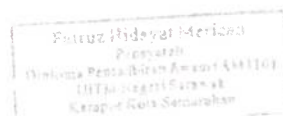
Cop Jabatan / Firma:...........................

(Hendaklah dikembalikan / di faks kepada Penyelaras Latihan Industri / Praktikal DBKU)
No. Faks : 082-312686 (HRM)

* Potong bahagian yang tidak berkenaan

FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA
LAPORAN AKHIR PRAKTIKAL (ADS 667)

NAMA PELAJAR : Rafiella Anak Benjamin

NO MATRIK UiTM : 2013440558

NO KAD PENGENALAN : 920119-13-5234

PROGRAM : AM228/AM225*

NAMA PENSYARAH PENYELIA : Madam Sharon Pearl Henry Serub

* Pelajar dikehendaki mendapatkan tandatangan dari Pensyarah Penyelia Penyediaan Laporan Akhir Latihan Praktikal pada setiap kali pertemuan diadakan

Bil	TARIKH	MASA	TANDATANGAN	CATATAN
1	1.4.2016	2pm	*(signature)*	① Draft Chap 1 & Chap 2 ② Next appointment : 18.4.2016 @ 3pm
2	11.4.2016	3.05pm	*(signature)*	① Submitted Chap 1+2 ② To draft out Chap 3 ③ Next appointment : 20.4.2016 @ 2pm
3	20.4.2016	2.05pm	*(signature)*	① Returned Chap 1+2 ② To submit Chap 3+4 ③ Next appointment : 11.5.2016 @ 5pm
4	13.05.2016	10.43am	*(signature)*	① To redo Chap 3+4 ② Next appointment : 18.05.2016/@5pm
5	06.06.2016	4.14pm	*(signature)*	① Checked and returned Chap 3+4 ② To do Chap 5
6				
7				
8				
9				
10				

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SENARAI SEMAK LATIHAN DALAMAN

Tajuk Kursus/Taklimat: .... Kumpulan Sasaran : ....

Tarikh : .... Bil. Peserta : ....

Tempat : .... Fasilitator : ....

A) SEBELUM KURSUS

Bil.	Perkara/Keperluan*	Tindakan/Catatan/ Tarikh	Bil.	Perkara	Tindakan/Catatan/ Tarikh
1.	Fasilitator (Luaran / Dalaman)		4.	Peserta	
	☐ Sebutharga	☐		☐ Pencalonan	☐
	☐ Nota/Program Kursus	☐		☐ Pengesahan	☐
	☐ Pengesahan	☐			
	☐ Penginapan / Pengangkutan	☐			
2.	Tempat/Lokasi program		5.	Majlis Perasmian/Penutupan	
	☐ Hotel / Lain-lain : _____	☐		☐ Jemputan/Tempahan untuk	☐
	☐ Susun Atur Bilik konferen	☐		DB/PGH/TP/KB	
	☐ Jamuan	☐	6.	Proses Pembayaran	
	☐ Peralatan Teknikal	☐		☐ Borang Permintaan	
	☐ Pengangkutan sekretariat ke lokasi	☐		Service Order	
3.	Program		7.	Keperluan Program	
	☐ Susunatur bilik kursus	☐		☐ Emcee	☐
	☐ Back-drop (Hotel/DBKU)	☐		☐ Pengangkutan	☐
	☐ Nota	☐		☐ Sesi Foto	☐
	☐ Senarai Kehadiran	☐		☐ Cenderahati	☐
	☐ Borang Penilaian Sebelum/Selepas	☐		☐ Course Kits	☐
	☐ Program kursus/Makluman Peserta	☐		☐ First Aid Kits	☐

B) SEMASA KURSUS (koordinat program)

1.	Memeriksa semua peralatan teknikal :- P.A. System/LCD Projector/OHP/ Note Book/Clip mic	☐
2.	Mengagihkan nota kursus dan Makluman Peserta (Delegate's information) Penilaian kendiri (sebelum kursus)	☐
3.	Mendapatkan tandatangan kehadiran peserta kursus	☐
4.	Merekodkan aktiviti yang berlaku dan masa ke semasa kursus dijalankan (helaian lain)	☐
5.	Memeriksa jamuan minum pagi, makan tengahari dan minum petang disediakan mengikut jadual program	☐
6.	Mengedarkan Borang Penilaian Kursus kepada peserta sebelum kursus tamat dan mengumpul semula	☐
7.	Mengumpul dan mengemas peralatan selepas tamat program	☐

C) SELEPAS KURSUS

1.	Membuat analisa penilaian kursus	☐
2.	Memasukkan data kursus ke dalam system HRPays	☐
3.	Menyediakan memo pembayaran honorarium kepada fasilitator (jika ada)	☐
4.	Failkan dokumen kursus	☐
5.	Penilaian perubahan positif selepas kursus (3 bulan)	
	a) Diagihkan kepada peserta	☐
	b) Dikembalikan oleh peserta	☐

DL&B-checklist dalaman/zaw

Senarai Semak Latihan Dalaman

KANDUNGAN DOKUMEN YANG DIFAIL - KURSUS DALAMAN

NAMA:

TARIKH:

TEMPAT:

BILANGAN PESERTA:

NO FAIL:

BIL	KANDUNGAN	DIFAIL	T/Tanggan	DISEMAK	T/Tanggan
1	Kelulusan Kursus				
2	Sebutharga Firma Perunding Latihan (Jika Khidmat luaran)				
3	Sebutharga Tempat Kursus				
4	Emel Nama Pencalonan				
5	Senarai Nama Pencalonan				
6	Emel Pemberitahuan Peserta Kursus				
7	Borang Penilaian Kendiri(sebelum kursus) DBKU/HRM/78-08				
8	Borang Kehadiran yang telah lengkap ditandatangani				
9	Borang Penilaian Program Latihan Dalaman - DBKU/HTM50-01				
10	Laporan Penilaian selepas Kursus Dalaman				
11	Laporan Penilaian selepas 3 bulan berkursus				
12	Dokumen yang telah dikemaskini dalam Hrpay				
13	Nota Kursus (jika ada)				
14					
15					

Disedia oleh

Nama
Jawatan
Tarikh

Disemak oleh

Nama
Jawatan
Tarikh

Kandungan Dokumen Yang Difailkan-Kursus Dalaman
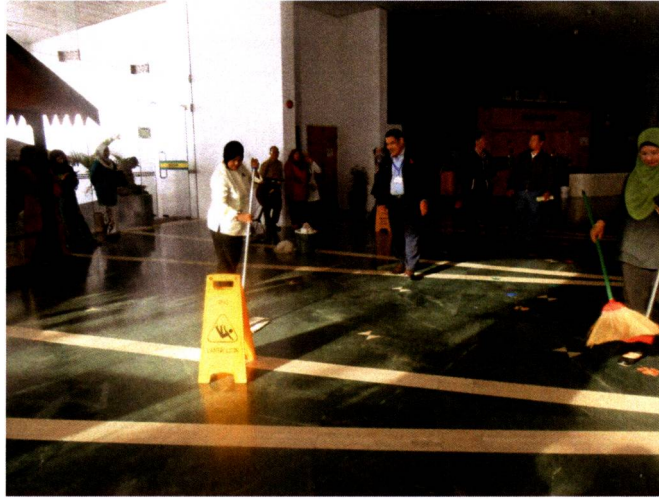
Practical Session at DBK's lobby
"Kursus Pembersihan Pejabat"

Talk at Riverside
"Kursus Pembersihan Pejabat"

Presentation session
"Internal Audit Course"
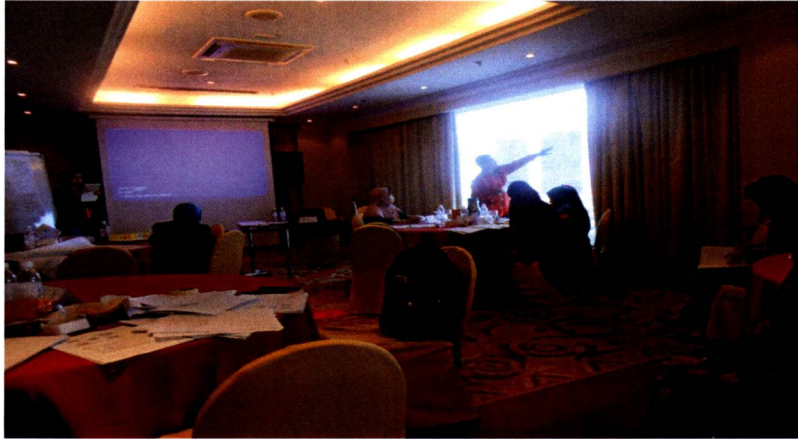
"Kursus Hazard Identification , Risk Assessment and Determining Control (HIRADC)"

Talk by speaker at DBKU's Library (Alamanda)

Site visit (compos) with auditor and the Head of Department

Site visit with auditor to check and identify hazard and risk and find the solution to avoid risk at workplace

UNIVERSITI TEKNOLOGI MARA SARAWAK

PRACTICAL TRAINING

LOG BOOK

1. Student's name: RAFIELLA ANAK BENJAMIN

2. Date & Place of Birth: 17 DECEMBER 1992

3. UiTM No: 2013440558

4. Program: FACULTY IN ADMINISTRATIVE SCIENCE AND POLICY

5. Year: _____ Part: 6

6. Home address: LOT.1253, LORONG 26 RPR BATU KAWA
   96250 KUCHING SARAWAK

7. Address during practical training: LOT 1253, LORONG 26 RPR BATU KAWA
   96250 KUCHING SARAWAK

8. Place of training: DEWAN BANDARAYA KUCHING UTARA (DBKU)

9. Name of Supervisor in-charge: ENCIK HOLIS AK ATUN

10. Duration of training : From : 20 JANUARY 2016   to   16 MARCH 2016

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

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....
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....
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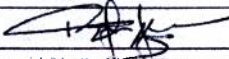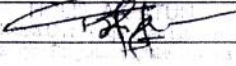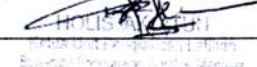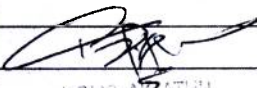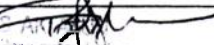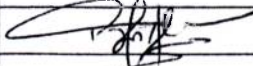
DATE JANUARY	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
20/1/2016	- Report on duty - Briefing on scope of specific work (under HR Department) - by Encik Holis anak Atun - Key in data on Training Need Analysis (TNA) form for every each department level for 3 years	HOLIS AK ATUN Ketua Unit Pengu... Latihan Bahagian Pengurusan Sumber Manusia
21/1/2016	- Still continue key in data on Training Need Analysis (TNA) form for every each department level for 2 years	
22/1/2016	- Key in data on Training Need Analysis (TNA) form for every each department level for 3 years - Double check for TNA	
25/1/2016	- Obtain relevant information from workers through questionnaires for cleaning course - Recording incoming mail - Preparing check-up medical forms	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
26/11/2016	- Recording incoming mail - Calculate basic home loan eligibility (DBKU) for staff (subsidy) - key- in data for basic home loan (DBKU)	
27/11/2016 29/11/2016	- SICK LEAVE -	
29/11/2016	- Filing school certificate with offer letter according to department of the particular DBKU staff. - Under Personel Management	
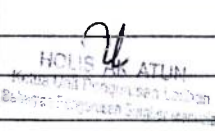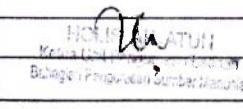
DATE FEBRUARY	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
01. 02. 16	-Recording incoming mail - check email receiving email from every each department	HOLIS AK ATUN Ketua Unit Pengurusan Latihan Bahagian Pengurusan Sumber Manusia
02. 02. 16	- recording incoming mail - separate resume of the vacancy applicant (based on data specified) - preparing the attendance forms for monthly Assembly	HOLIS AK ATUN Ketua Unit Pengurusan Latihan Bahagian Pengurusan Sumber Manusia
03. 02. 16	"kursus Pembersihan Pejabat" (OFFICE CLEANING COURSE) Riverside Majestic Hotel - obtain signature of participants for attendance (morning and evening) - Record activities during the course - Distribute evaluation form to all participants - collect and keep all the equipments after the course.	HOLIS AK ATUN Ketua Unit Pengurusan Latihan Bahagian Pengurusan Sumber Manusia

| DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
04.02.16	"Kursus Pembersihan Pejabat"	
	(OFFICE CLEANING COURSE)	
	Riverside Majestic Hotel	
	- Obtain signature of participants for	
	Attendance (Morning and evening)	
	and monitor	
	- Evaluate the participant's for practical in	
	office cleaning at HQ DBKU. (morning)	
	- Back to Riverside Majestic Hotel	
	- Collect the evaluation form from	
	all the participants.	
	- Record activities during the course	
	- Collect and keep all the equipments	
	after the course.	
05.02.16	- Filing Borang Permohonan Untuk Pembenian	
	Wang Tunai Gantian Cuti Rakyat (GCR) bagi	
	kelayakan Cuti Tahun 2015	
	- Sorting Borang Permohonan Untuk Pembenian	
	Wang Tunai Gantian Cuti Rakyat (GCR) bagi	
	kelayakan Cuti Tahun 2015	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
10/2/2016	- Preparing report for Office Cleaning Course - Key-in recipient's information on final reminder returned in database	
11/2/2016	- Key-in recipient's information on final reminder returned in database	
12/2/2016	- Key-in recipient's information on final reminder returned in database	
15/2/2016	- Key-in recipients information on final reminder returned in database - sorting recipients information on final reminder returned in database - Calculate the figure for the recipient's information on final reminder returned	
16/2/2016	- Preparing statistic for final returned Reminder returned -	
17/2/2016	- Preparing statistic for final Reminder returned	
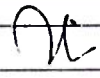
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
18/2/2016	- "Baykel Key Focus Activity" (KFA) - Kwan Grand Margenita Hotel - Obtain signature of participants for Attendance (morning and evening) - Collect and keep all the equipments after the workshop. - Handling the workshop - Handling and monitoring the participants in KFA workshop As a secretariat. (urusetia)	*(signature)* NOLIG AK ATUN Ketua Unit Pengurusan Latihan Bahagian Pengurusan Sumber Manusia
22.02.16	- Key-in data of the vacancy applicants in database. - Recording incoming mail - Preparing all the materials for LIO course within 3 days.	*(signature)* NOLIG AK ATUN Ketua Unit Pengurusan Latihan Bahagian Pengurusan Sumber Manusia
23.02.16	- Record incoming mail - Mark and cop all the 25th years of certificate for staff with DBKU symbols - Laminating all the certificate	*(signature)* NOLIG AK ATUN Ketua Unit Pengurusan Latihan Bahagian Pengurusan Sumber Manusia
19/2/2016	- Key in information (name, education level and contact no.) of applicants for post "Pembantu Perpustakaan S17" into database - Preparing list name of staffs in every division for TNA - Editing the reference number in the TNA form	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
24. 02. 16	"Kursus Internal Audit" (Internal Audit Course) - 2 days - Riverside Majestic Hotel - Obtain signature of participants for attendance (morning and evening) - Record the activities during the course - prepare all the tools for participants and speaker (En. Amirshah) - Distribute evaluation form to all participants	HOLIS AK ATUN Ketua Unit Pengurusan Latihan Bahagian Pengurusan Sumber Manusia
25. 02. 16	"Kursus Internal Audit" (Internal Audit Course)- 2 days) Riverside Majestic, Hotel - Obtain signature of participants for attendance (morning and evening) - provide the tools for participants activity and speaker during course session - Take picture during the talk and presentation by participants - Record activities during the course - collect all the evaluation form from all participants - collect and keep all the equipments after the course.	HOLIS AK ATUN Ketua Unit Pengurusan Latihan Bahagian Pengurusan Sumber Manusia

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
	- Distribute notes to all the participants.	
02/08/16	+ Know Hazard Identification, Risk Assessment and Determining Control (HIRARC) - Library	
	- Going Visiting to various department and site for Hazard Inspection (SCY, MNE, ENG, INT, LNP)	
	- Obtain signature of participants for attendance	
	- Distribute mineral water to all the participants	
	- Distribute Stationaries required for the course.	
	- Collect all the Stationaries provided after the course.	
	- Distribute the evaluation form to all participants	
	- Collect all the evaluation form from all participants after the course done.	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
27/03/2016	- Arrange the document of "Kursus Pengurusan Fail dan Rekod" in the file for filing - Prepare the notes for the course - Prepare the equipments for the course - Photocopying and binding the notes	HOLIS AK ATUN Ketua Unit Perolehan dan Latihan Bahagian Pengurusan Sumber Manusia
08/03/2016	"Taklimat Awareness ISO 50001" for all staff in Daru. - Obtain signature of participants for attendance in every 4 session (morning and evening) - Ensure that all participants sign their attendance - Provide the food to all participants after done with the "Taklimat Awareness ISO 50001"	HOLIS AK ATUN Ketua Unit Perolehan dan Latihan
09/03/2016	"Kursus Jum Audit ISO 50001: Energy Management" (Pn. Fazlina & En Iskandar) - Obtain signature of participants for attendance (Morning and evening) - Prepare all the notes for participants and speaker - Record the activities during the course - Collect and keep all the equipments after the course - At Riverside Majestic Hotel	HOLIS AK ATUN Ketua Unit Perolehan dan Latihan Bahagian Pengurusan Sumber Manusia

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
10/03/2016	"Kursus Juru Audit ISO 50001 : Energy Management (Pinnacle Majestic, Hotel) — Obtain signature of participant for attendance (morning and evening) — distribute the evaluation form to all participants. — distribute stationeries required for the course — Record the activities during the course — collect the evaluation form from all participants after the course done. — collect and keep all the equipments after the course.	 HELIO AK ATUM Ketua Unit Pengurusan Latihan Bahagian Pengurusan Sumber Manusia
11/03/2016	"Program Taklimat Suaikenal Bersama Staf baru" — Bilik Alimanda, Perpustakaan Baru — Obtain signature of participant for attendance (morning and evening) — Distribute the evaluation form to all partici participants — Record the activities during the program. * Taklimat MS ISO 9001 by En Ajang kastri * Taklimat EKSA * Taklimat OHSAS by Kapten Meran Ubong	 HELIO AK ATUM Ketua Unit Pengurusan Latihan Bahagian Pengurusan Sumber Manusia

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
	x taklimat of the term and condition of Service Regulation 2000 in Dewu by Cik Rosmiyati binti Mohd Nawawi	
	- collect the evaluation form from all the participants	
	- collect and keep all the stationeries after the talk.	
14/03/2016	- Filing copy of certificate "kursus Pengurusan Rekod dan Fail" - En. Razak	
	- Filing copy of certificate of "kursus Hazard Identification, Risk Assessment and Determining Control (HIRADC)".	ℛ
	- Key in data On Training Need Analysis (TNA) form (Course suggestion) - En Holis	
	- create and design the food coupon for "Earth hour" event on 19 Mac 2016.	
15/03/2016	- Prepare copies of 'Borang Pemankaian Kenderaan'	ℛ
	- Prepare food coupon for 'Earth Hour 2016' program	
16/03/2016	- Recording incoming mail	𝛾
	- prepare food coupon for 'Earth Hour 2016' program	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
	- Arrange the document of "kursus Hazard Identification, Risk Assessment and Determining Control " (HIRADC)	HOLIS AK ATUN Ketua Unit Pengurusan Latihan Bahagian Pengurusan Sumber Manusia

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