



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:
IPOH CITY COUNCIL
JALAN SULTAN ABDUL JALIL, GREENTOWN
30450, IPOH PERAK DARUL RIDZUAN**

**SPECIAL PROJECT:
EZASET@MBI SYSTEM**

**BY
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2016673884**

**IM245 – BACHELOR OF SCIENCE (HONS)
INFORMATION SYSTEM MANAGEMENT
FACULTY OF INFORMATION MANAGEMENT
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FACULTY SUPERVISOR:
DR. KHALID BIN ABDUL WAHID

REPORT SUBMITTED IN FULFILLMENT OF THE
REQUIREMENT FOR THE INDUSTRIAL TRAINING
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN

01AUGUST 2018 – 31 DECEMBER 2018

DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

Signed by

Mohammad Rafiq Effny Bin Radi
2016673884

Date of submission: 7 January 2019

ACKNOWLEDGEMENT

All praises are due to Allah SWT who had given blessing, strength, and knowledge in completing my reports and for the opportunity to undergo my internship for subject requirements of Practical Training (IMC 690). Salawat and Salam also propose to the Prophet Muhammad Saw, the Uswatun Hasanah for all Muslims.

First of all, I would like to dedicate my sincere gratitude to my respected advisor Dr. Khalid Bin Abdul Wahid who had given a great deal of time through consultation session, valuable advices, and continuous guidance from the beginning until the final submission of this industrial training report at Ipoh City Council. I also would like to express my appreciation towards my industry supervisor, Mrs. Hasni Binti Hassan for his guidance and sharing knowledge on management and nature of work at Ipoh City Council. She was willing to spend his precious time just to assist me and giving evaluation on my performance which is part of the practical requirements. Not forgotten for all the staffs that working at Ipoh City Council, I am very much appreciated for their entire kindness in helping and teaching me when I am working here and also for being so cooperative and adequate. Lastly, I would like to extend my thankfulness to my parents for giving contribution in terms of financial and motivational support because without their encouragement, I can never undergo this training with comfort and spirit.

The completion of this undertaking could have been possible without the participation of everyone that I have mentioned, friends and assistance from respected lecturer. Their contribution is sincerely appreciated and gratefully accredited.

ABSTRACT

The trainee has undergoes to Ipoh City Council to gain knowledge and fulfill trainee faculty requirement to complete the industrial training from 1st August 2018 until 31th December 2018. The trainee has been placed in SPBT and General Unit for 5 months' internship. That is why, the report for industrial training was creates as an evidence for the trainee since had undergoing to this organization. In this report the trainee was divided the contents into 4 chapters which are introduction, organization information, training activities and the last one is conclusion. In chapter 1, the trainee was covers about the organization background, mission, vision, objectives, functions and organizational chart. For chapter 2, the trainee includes information about the SPBT and General unit, mission, vision and their functions. Next, chapter 3 the trainee was share about her activities during her internship including daily activities, other activities and his special project. For the last chapter, the trainee was writes about the application of knowledge, his personal thought, limitations and recommendation for organization and unit itself.

Keywords: *Ipoh City Council, SPBT and General Unit, eZaset@mbi System, Industrial Training, Faculty of Information Management, Knowledge and Skills, Working Environment*

TABLE OF CONTENT

NO	TITLE	PAGES
	<i>Declaration</i>	i
	<i>Abstract</i>	ii
	<i>Acknowledgement</i>	iii
	<i>Table of Content</i>	iv
	<i>List of Figures</i>	v
	<i>List of Tables</i>	vi
	<i>List of Appendixes</i>	vii
1.0	Introduction	
	Introduction about industrial training	1-3
	1.1 Background of Institution	3-7
2.0	Organization Information	
	2.1 Unit Structure	9
	2.2 Unit Functions	9-10
	2.3 Organizational Structure	10
3.0	Industrial Training Activities	
	3.1 Training activities	12-22
	3.3 Special project	22-36
4.0	Conclusion	
	4.1 Conclusion	
	4.1 Application of knowledge, skills and experience in undertaking the task	38
	4.2 Personal thought and opinion	39-42
	4.3 Learning experience	42-43
	4.4 Limitation and recommendations	44-45
	References	46
	Appendixes	47-54

LIST OF TABLE

TABLE	PAGES
Table 1: The users of eZaset@mbi system	27
Table 2: Specifications of Lenovo ideapad 310	28
Table 3: Specifications of HP printer	29
Table 4: List of software used to develop eZaset@mbi	30
Table 5: Total budget for hardware	34
Table 6: Total budget for software	34
Table 7: Total budget for installation	34-35
Table 8: Total budget for development	35

LIST OF FIGURE

FIGURE	PAGES
Figure 1 : Logo of Ipoh City Council	3
Figure 2: Ipoh City Council Map Location	6
Figure 3 : Organizational Structure of Ipoh City Council	7
Figure 4 : Organizational Structure of SPBT and General Unit	10
Figure 5 : Login Interface of SPBT System	13
Figure 6 : Homepage of SPBT System	14
Figure 7 : Computers at Laboratory of Tun Razak Library	15
Figure 8 : One of the process to format computer	16
Figure 9 : as a facilitator during one of the activities in that program	17
Figure 10 : Banner Design	18
Figure 11 : Bunting Design	18
Figure 12 : Assigned as an Operator	19
Figure 13 : Slide Show " Laporan Status Kesiapan Kerja (MPPD)"	20
Figure 14 : Discussion during the workshop	21
Figure 15 : Briefing before the workshop	21
Figure 16 : Import data before the program begin	22
Figure 17 : During the training at Aquatic Center	23
Figure 18 : Login Page of eZaset@mbi	26
Figure 19 : Homepage of eZaset@mbi	26
Figure 20: Lenovo ideapad 310 laptop	28
Figure 21: HP printer	29
Figure 22 : Gantt Chart of eZaset@mbi System	33
Figure 23 : Context Diagram of eZaset@mbi System	36
Figure 24 : Data Flow Diagram of eZaset@mbi System	36
Figure 25 : ER Diagram eZaset@mbi System	37
Figure 26 : During the workshop	50
Figure 27 : SPBT and General Unit	50

Figure 28 : Act as facilitator	51
Figure 29 : Trained staff how to use barcode scanner	51

LIST OF APPENDIXES

APPENDIXES	PAGES
Appendix A: Pictures	48-50
Appendix B: Work Sheets	51
Appendix C: Attendance	52
Appendix D: Leave and Medical Certificate	53
Appendix E: Log Book	54

CHAPTER 1: INTRODUCTION

1.0 Introduction

Industry training refers to a program which aims to provide supervised the industrial training within a specified timeframe from the faculty (University of Malaya, 2008). These industrial training students can choose either government or private sector to carry out the program. Obviously, through this industrial training, the students can have a great chance to learn about how the industry work's environment. Besides, it also can establish relationships between different levels of management and most importantly, the seeds start to a career in your selection profession.

Industrial training is a mandatory course for all degree students of Information Management. Industrial training is the process of developing skills and experiences in the real-life working environment to be more professional and productive. The training refers to work knowledge that is relevant to professional development prior to graduation. It's also a requirement to fulfill the course in order to complete the degree as well as graduate from the university. For Information System Management students, a 5 months' period is allocated for training at locations chosen by themselves.

For students of Information Management, we have to undertake this industrial training during our seventh (7th) semester for five months. Since trainee was Information System Management student, trainee has chosen the SPBT and General Unit at Ipoh City Council, Perak as a place of Industrial Training. So, right on the 1st of August 2018, trainee started the industrial training at the organization chosen and must be end the training on 31th December 2018. During industrial

training, Mrs. Hasni Binti Hassan has been in charged in trainee activities and ensuring the trainee would gain the knowledge and experiences as much as possible.

1.1 Background of the Organization



Figure 1 : Logo of Ipoh City Council

In general, the Ipoh City Council as the local authority, is a Corporate Body established under the Local Government Act 1976 (Act 171), being the body responsible for managing the Ipoh City area based on local interest, as well as a local planning authority under the Town and Country Planning Act 1976 (Act 172); MBI is directly tasked by Law to formulate and implement development planning policies based on centralized locality in accordance to the policies set by the Government.

Currently, the boundary of the Council covers an area of 643 square kilometers with a population of over 720,000 people. As the state capital of Perak, Ipoh serves as the center of administration, commerce, sports, finance, politics, religion and education. Now under the leadership of the Mayor, the Ipoh City Council continues its effort to transform the city into a dynamic and distinguished city.

1.1.0 Functions of the Organization

Ipoh City Council Functions:

- i. Development Planning and Control
- ii. Building, Advertisements and Sign Boards Control
- iii. City Rubbish Collection Services and Hygiene and Sanitation Control
- iv. Businesses and Hawkers Licensing and Control.
- v. Streets Building and Maintenance.
- vi. Traffic Management
- vii. Provision of Public Amenities.
- viii. Improving and upgrading new/traditional/systematic villages by providing basic amenities.

1.1.1 Objectives

To create a more comfortable and well-balanced quality of life as well as improving the standard of living of all residents staying in the Council area by:

- i. Providing all amenities and services as the basis to achieve a more comfortable quality of life and improving the standard of living of the residents staying in the Council area.
- ii. Organizing and improving the quality of services and the development planning in all areas.
- iii. Promoting and providing public recreational amenities.
- iv. Beautifying Ipoh City befitting its status as Perak state capital and administrative Centre as well as promoting the industry and administration.

- v. Promoting industrial and commercial growth.
- vi. Striving to achieve the government's objective and aspiration in implementing the National Development policy.

1.1.2 Vision

"Ipoh Bandar Raya Mampan, Dinamik dan Cemerlang Menjelang Tahun 2020"

1.1.3 Mission

"Menerajui Urus Tadbir Bandar Secara Strategik Dan Inovatif Ke Arah Bandar Raya Yang Kondusif dan Mampan Untuk Kesejahteraan Warga Kota"

1.1.4 Location Maps

Basically, the organization will provide the maps or directions to the clients as a reference and guide to seek where is the building of Ipoh City Council. Figure 2 shows the location of Ipoh City Council, where people can easily come and find the building because the building was placed just around the famous Dataran Ipoh and Federal Building Ipoh.



Figure 2: Ipoh City Council Map Location

1.1.5 Contact Information

Address: Majlis Bandaraya Ipoh

Jalan Sultan Abdul Jalil, Greentown

30450, Ipoh Perak Darul Ridzuan

No Tel: 05-2083333

No Fax: 05-253 7396 / 05-208 3530

Email: mbi@mbi.gov.my

1.2 Organizational Structure

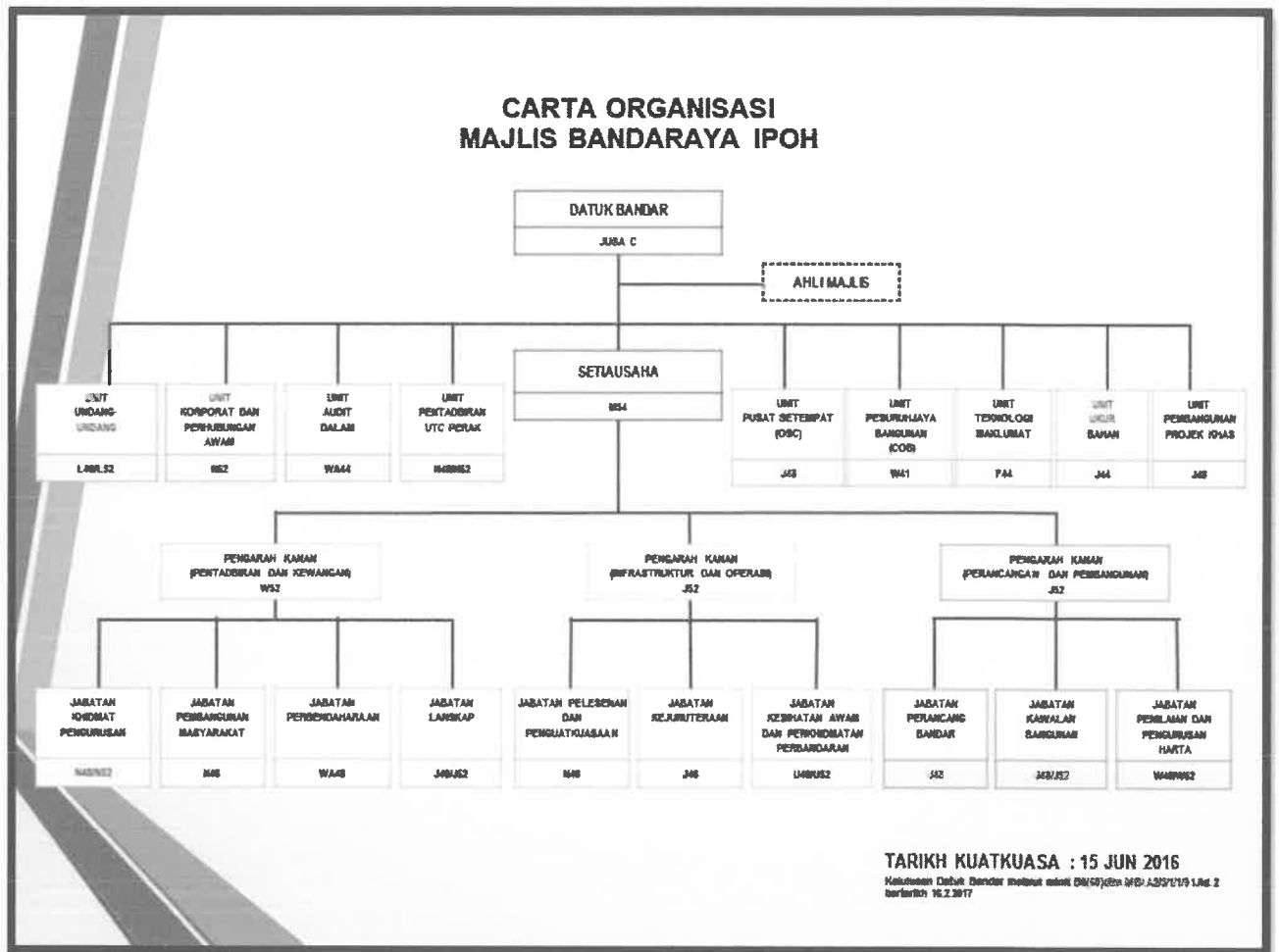


Figure 3 : Organizational Structure of Ipoh City Council

CHAPTER 2: ORGANIZATION INFORMATION

2.0 Introduction

In this chapter 2, it was about the organization information by trainee. The trainee needs to describe the details information about the unit that has been placed during the industrial training. Then, in this chapter also would be discussed about the unit structure and unit functions.

2.1 Unit Structure

During trainee reporting, a trainee has been placed in the SPBT & General Unit for five (5) months. In this unit, there are five (5) staffs were responsible to manage and ensure all systems and also SPBT activities in Ipoh City Council will going smoothly without any complications. In SPBT & General Unit, Mrs. Nor Azlina binti Jalaludin as the Head of SPBT & General Unit (N41), two Assistant Officer (F29) and two SPBT staffs (N19).

2.2 Unit Functions

The functions of the SPBT & General Division are as follows:

- i. The SPBT & General Division is responsible for strengthening the development, improvement and maintenance of the SPBT System Council.
- ii. Managing Treasury Department Procurement (Purchase and Payment Voucher Application).

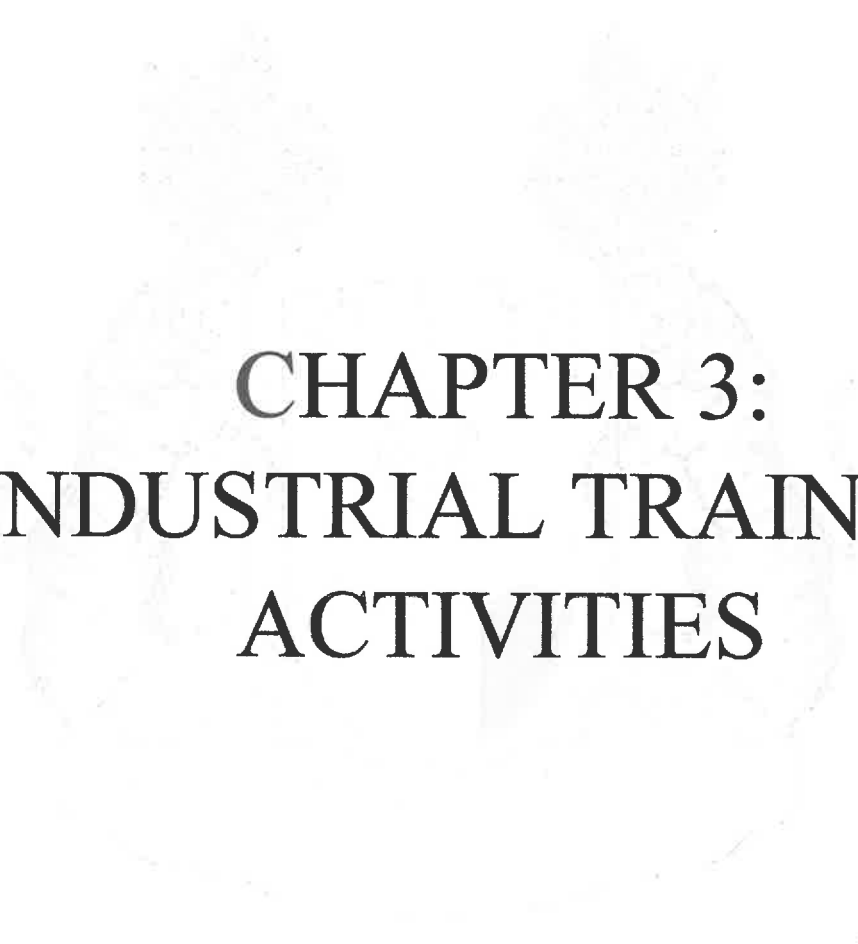
- iii. Become a Secretariat of the Assets and Inventories in the Treasury Department.
- iv. Become a Secretariat of Holidays in Treasury Department.
- v. Course Secretariat at Treasury Department.
- vi. Work Manual Procedure Secretariat (MPK), Desk File and MS ISO 9001: 2008 in Treasury Department.

2.3 Organizational Structure



Figure 4 : Organizational Structure of SPBT and General Unit

SPBT and General Unit is led by Mrs. Nor Azlina Binti Jalaludin for the position as Head of SPBT and General Unit (N41) assisted by two Assistant Officer (F29) and two SPBT staffs (N19). Up until 31 December 2018, there are five (5) staffs that were responsible in managing and ensuring all the SPBT system and activities at Ipoh City Council are working and running smoothly.



CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

3.0 Training Activities

In Chapter 3, the trainee will describe and explain about the activities during his industrial training at Ipoh City Council. Even though the trainee has been placed in the SPBT and General Unit, but sometimes the trainee has been exposed with the activities from the other units and departments in Ipoh City Council. So, all the daily activities from trainee during industrial training must be recorded in the log book and all the activities will be briefly explained in this chapter. In other words, for this chapter is about the summary of all the activities that was done by trainee since 1st August 2018 until 31th December 2018.

3.1 Daily Activities

3.1.1 Maintain and troubleshoot existing system

In Ipoh City Council, especially in finance department, they currently using an oracle system to manage their data and produce reports. So that, the SPBT and General Unit is responsible to maintain the system. The trainee was given the responsibility to amend the reports and screen in the system. All the tasks given were based on SPBT request form that will be filled by the users and the approval will be made by head of the department or unit.

Usually, the users requested to amend the report and screen that have problem. For example, the layout of report did fit when print, change the report format and add some field in the screen. However, sometimes the users also requested a new report and screen to make easier for them to do

their work by using the SPBT System. Through the SPBT request form also, the Assistant Director, Mrs. Azlina can monitor the staffs’ work and give marks for “Sasaran Kerja Tahunan (SKT)” based on how many SPBT request form that the staff have finished.



Figure 5 : Login Interface of SPBT System



Figure 6 : Homepage of SPBT System

3.2 Other Activities

3.2.1 Software Installation

Software Installation is not a common activity for SPBT and General Unit. It is because Ipoh City Council has an Information Technology Unit to handle and take over that particular job. However, the program which is practical test for system development was under SPBT and General Unit. So, trainee and staffs were given the task to install the software which is xampp, navicat, filezilla and notepad++ to all computers at computer laboratory of Tun Razak library.



Figure 7 : Computers at Laboratory of Tun Razak Library

3.2.2 Format and setup Personal Computer (PCs)

Some of the personal computers at office have a problem with virus. Due to that problem, the computers become lag to use and it disrupts the workflow of the staffs to complete their job that require them to use PCs.

So, the trainee was given a task to format the personal computers and setup the computers based on users or staffs demands. For example, the trainee will setup the printer and install software that users need to use.

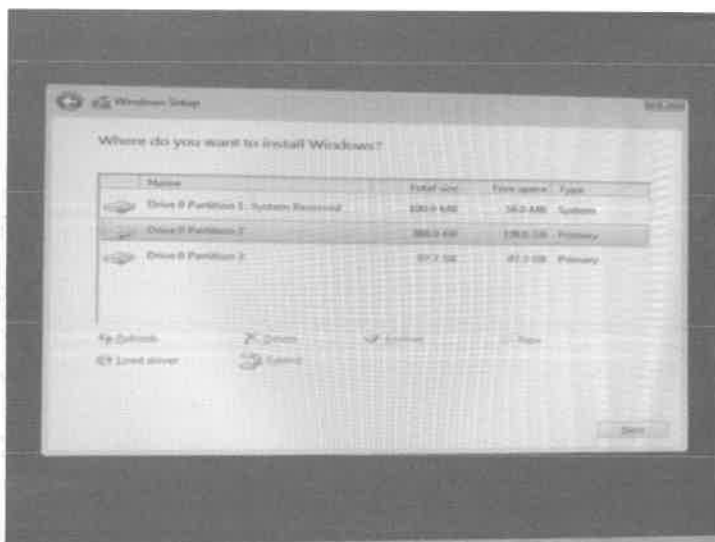


Figure 8 : One of the process to format computer

3.2.3 Involved in “Program Perkongsian Pintar Sistem SPBT@MBI”

Another activity during this industrial training at Ipoh City Council, the trainee has participated in a program and an event as a photographer. One of the activity in the program was guided a group of staffs from Port Dickson City Council. So, the trainee was assigned to be a photographer during the visitation.

The trainee also appointed as a facilitator during one of the activities in that program. The activity was present about System SPBT by Module to

the Port Dickson City Council. Besides that, the trainee was involved to facilitate in Asset module and if anything problem occurred during that module, the trainee need to immediately solve the problem. It is to make sure users can use the system with ease without any disruption.



Figure 9 : as a facilitator during one of the activities in that program

3.2.4 Designed Bunting and Banner

At Ipoh City Council, the trainees usually not only assigned to the tasks in the department he was placed. They also in charge in some other tasks for example, the task that regarding of designing when the organization supervisor asked to. So, the trainee was given a task to design a bunting and banner for program “Seminar Pemakaian MPSAS di PBT Kita”.



Figure 10 : Banner Design

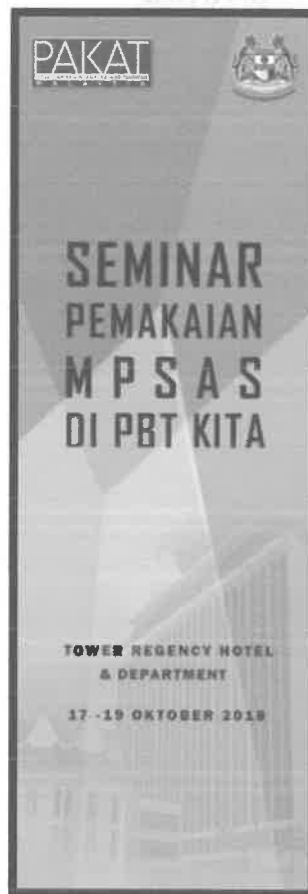


Figure 11 : Bunting Design

3.2.4 Assigned as an Operator

The trainee was assigned to become an operator. Throughout the process the trainee can gain experience in customer service field or other related field in the industry by dealing with other people and fulfil their needs. The task assigned was not full time and it is just for temporary. The prescribed period was the whole day in a meantime. The trainee has to replace the staff in charge because the staff was on leave for medical check-up and sometimes on leave for other things purposes. During carrying out the task, mostly the trainee received calls from users that have problem with the system and it need to be solved immediately in order to make sure users can use the system with ease.



Figure 12 : Assigned as an Operator

3.2.5 Slide Show for a Program

SPBT and General Unit were always organized their own programs and events. Despite of that, the trainee need to make presentation slides for one of the programs which is "Laporan Status Kesiapan Kerja (MPPD)". The presentation slides were made for Financial Director, Mr. Syazlan in order for him to present to the staffs of Port Dickson City Council.



Figure 13 : Slide Show " Laporan Status Kesiapan Kerja (MPPD)"

3.2.6 Attend Workshops

There are many workshops that have been organized by SPBT and General unit. The purpose of the workshop is to make sure that some Module in the System SPBT will run smoothly when users use it. So, the trainee was given the responsibility to join the workshop by helping the staff to finish the module in the system. Example of the workshops that

the trainee has been joined are “Pemantapan Modul KEW.PA”, “Pemantapan Sistem Elaun Lebih Masa –Siri 1”, “Pemantapan Sistem Bagi Modul Perolehan”, “Pemantapan Sistem Elaun Lebih Masa – Siri 2”, “Pemantapan Laporan Harian dan tahunan MPSAS”, and “Pemantapan Modul MPSAS”



Figure 14 : Discussion during the workshop



Figure 15 : Briefing before the workshop

3.2.7 Assist to import data of offline system for program “Pengurusan Kewangan”

The trainee also involved in program “Pengurusan Kewangan” by assisted to import data to offline system SPBT. This is for the Amanah Assistant Director who wants to present the system in offline. She does not want to have any interference with the online system SPBT during presentation and to ensure the original data will not have changed or redundant.



Figure 16 : Import data before the program begin

3.2.8 Trained Staff on how to use Myticket System

The Myticket System for Aquatic centre is another sight project for SPBT and General Unit. However, before the system will be use, the SPBT and

General Unit staffs need to train the users on how to use the system at the first place. So, the trainee was given instruction to involve and responsible to train the staffs. For example, the trainee gives explanation about how to key in the data and print the ticket. In addition, the trainee also taught the staffs on how to scan the barcode that was printed in the ticket.



Figure 17 : During the training at Aquatic Center

3.3 Special Project

3.3.1 Introduction of eZaset@mbi system

The Finance Department of Ipoh City Council is aiming to increase Council's revenue by using various systematic resources and methods. One of the most important services offered to ensure that financial records are authentic, organised and accurate so that complete reports and financial statement may be provided. This is achieved through the

finance department strategies established in the Finance Department of Ipoh City Council.

3.3.2 Problem Statement

This project will be developed to manage the records in Asset Unit. This project could change the method of record management in Asset Unit from Microsoft Excel into Web Based System. This project could solve some of the problems in records management such as:

i. **Inefficient and ineffective tools of records management**

It is because in the unit Asset, some of the data or record still using the Microsoft Excel. It is still not an inefficient and ineffective tool to keep the data and manage the record. However, it probably can lose the data if the Microsoft Excel was corrupt and get a virus attack.

ii. **Lack of control and security**

By using the Microsoft excel and oracle system, they do not have a good control and security. It is because, they can pass to someone else the file or data to by not knowing who. So, it should secure and can be control.

3.3.3 Objectives

Objectives of eZaset@mbi system are:

- i. To develop a web-based application as a record management tool.

By eZaset@mbi system, they can use it as record management tool with more efficiency and effectively.

- ii. To provide centralized data that is easy to control and secure

By using eZaset@mbi, the staff can direct access of records whenever they are located as long as they have an internet connection. It is because they need to go to other place to check the asset of Ipoh City Council. On the other hand, they can immediately key in the data when they in the other place when using the eZaset@mbi system.

3.3.4 Scope of Project

eZaset@mbi system is designed especially for the Asset Unit in Finance department at the Ipoh City Council. In Asset Unit, staff will be assigned to use this system as a platform to gather information and produce reports. In this system, user can key in the information of about Asset of

Ipoh City Council such as Plant, Road, Building and so on. eZaset@mbi have two modules which is Infrastructure and Plantation.



Figure 18 : Login Page of eZaset@mbi

Kod Jalan	Nama Jalan	Status Jalan	Pegawai Input	Tarikh Input	Peg. Kemasjid	Tarikh Kemasjid	Tindakan

Kod Jalan	Nama Jalan	Kod Zon	Status Jalan	Kod Kategori	Pegawai Input	Tarikh Input	Peg. Kemasjid	Tarikh Kemasjid	Tindakan
					1000	16/04/2019 11:28	1000	16/04/2019 11:28	
					1000	16/04/2019 11:28	1000	16/04/2019 11:28	
					5000	16/04/2019 11:28	1000	16/04/2019 11:28	
					1000	16/04/2019 11:28	1000	16/04/2019 11:28	
					1000	16/04/2019 11:28	1000	16/04/2019 11:28	

Figure 19 : Homepage of eZaset@mbi

3.3.5 Target user Tools Used for Development

eZaset@mbi is designed especially for the Asset Unit in Finance department at the Ipoh City Council. In Asset Unit, staff will be assigned to use this system as a platform to gather information and produce reports. There are three target users for this system which manager, staff and admin. This system enables staff to input and key in data for company usage and also as a records keeping.

Table 1: The users of eZaset@mbi system

No.	Users	Explanation
1	Manager	Manager is the head of department and assistant of head unit who will control and monitor the staff's works. Manager also can produce the reports and check the information that has been key in by the staffs.
2	Staff	Staffs are the individual that can use the system to input any data or information on assigned tasks by his or her superior. The staffs also required to produce reports based on the inputted data using the system.

3.3.6 Tools Used for Development

In order to develop eZaset@mbi, it requires the use of several tools which is:

3.3.6.1 Hardware

- i. Lenovo ideapad 310



Figure 20: Lenovo ideapad 310 laptop

Table 2: Specifications of Lenovo ideapad 310

No.	Parts	Specification
1	Processor	Intel® Core™ i5-7 th gen
2	Memory	4GB DDR4 RAM,
3	Storage	1TB HDD

4	Graphics	Integrated intel graphic or NVIDIA GeForce 920MX graphics (optional)
---	----------	---

ii. HP printer (HP deskjet ink advantage 3835)



Figure 21: HP printer

Table 3: Specifications of HP printer

No	Details	Description
1	Functions	Print, copy, and scan
2	Compatible operating system	Windows 10, windows 8, windows 7
3	Scanner type	Flatbed

4	Scan file format	JPEG, TIFF, PDF, BMP, PNG
5	Scan resolution, optical	Up to 1200 dpi
6	Bit depth	24 bit
7	Scan size, maximum	216 x 279 mm
8	Scan input modes	Front-panel scan

3.3.6.2 Software

Table 4: List of software used to develop eZaset@mbi

NO	SOFTWARE	DESCRIPTION
1	Windows 10	An operating system developed and released by Microsoft.
2	Hypertext Preprocessor (PHP)	A server side scripting language designed for web development, but also used as a general purpose programming language.
3	Adobe Dreamweaver	A proprietary web development tool developed by Adobe Systems.
4	MySQL	An open source relational database management system.

5	Apache	A free and open source cross platform web server.
6	Bootstrap	A free and open source front end framework for designing websites and web applications.

3.3.7 Project planning

For the project planning, four criteria are assessed project feasibility, economic feasibility, technical feasibility and schedule feasibility.

3.3.7.1 Assessing project feasibility

Any project that is related to developing system should be measured to ensure the development of the project well and produce the best results. In assessing project feasibility, we have make a discussion with an expert, make a discussion with the stakeholder, make a review of literature, and make a review of existing data. The expert is the supervisor of the project which is Dr. Khalid Bin Abdul Wahid. The stakeholder for the project is the managers and the staffs in Finance department at the Ipoh City Council. They have use Microsoft Excel to gather the information.

3.3.7.2 Assessing economic feasibility

According to Laplante (2006), he stated that the development of the project will be identified by economic feasibility with identifying the financial benefits and cost. In assessing economic feasibility, we have made a budget for the development cost and maintenance cost.

3.3.7.3 Assessing technical feasibility

In assessing technical feasibility, we have to assess capability of team; we have to know the capabilities of the team so that we can complete the project according to the schedule. We also have to know the facility of organization, and the readiness of hardware and software.

3.3.7.4 Assessing schedule feasibility

For the schedule feasibility, we have to make a survey on system to decide on potential timeframe. Next, we also have got the agreement from the stakeholder. Lastly, we have to ensure that the timeframe is suitable with the capability of the team and availability of the resources.

3.3.8 Planning Schedule

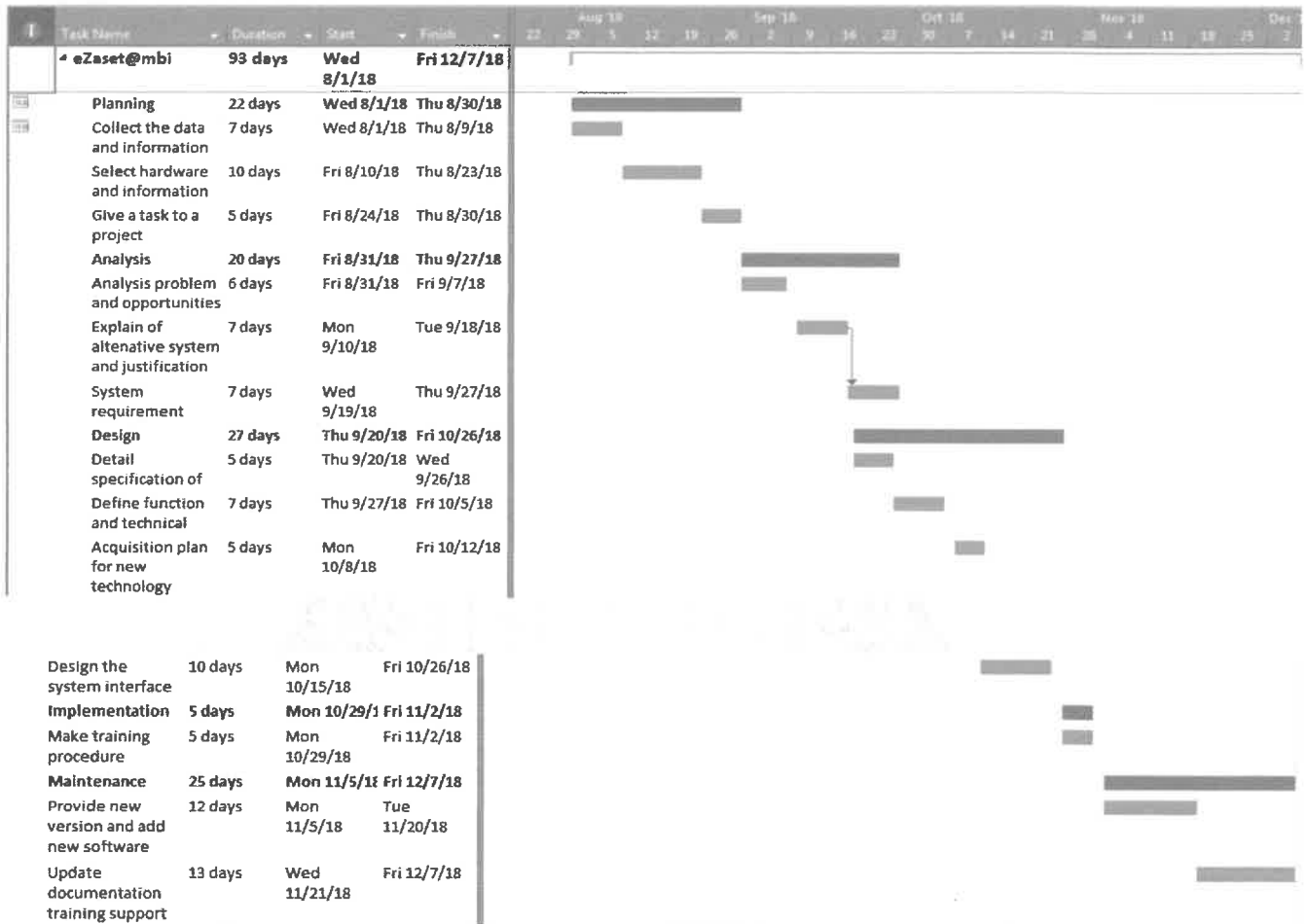


Figure 22 : Gantt Chart of eZaset@mbi System

3.3.9 Budget of system development

Table 5: Total budget for hardware

No.	Items	Quantity	Price
1	Lenovo ideapad 310	1	RM 2,399
2	HP printer	1	RM 379
Total			RM 2,778

Table 6: Total budget for software

No	Items	Quantity	Price
1	Adobe package	1	RM 1,821
2	Microsoft office	1	RM 799
3	Edraw Max	1	RM 99
Total			RM 2,719

Table 7: Total budget for installation

No.	Items	Price
1	Web server	RM 250

2	Training	RM 100 x 8-hour x 1 person
Total		RM 1,050

Table 8: Total budget for development

No.	Items	Price
1	Wage	RM 100 x 8 hour x 30 days
2	Maintenance	Provided for one year
Total		RM 24, 000

No.	Items	Price
1	Hardware	RM 2,778
2	Software	RM 2,719
3	Installation	RM 1,050
4	Development	RM 24, 000
Total		RM 29,997

3.4 Context Diagram

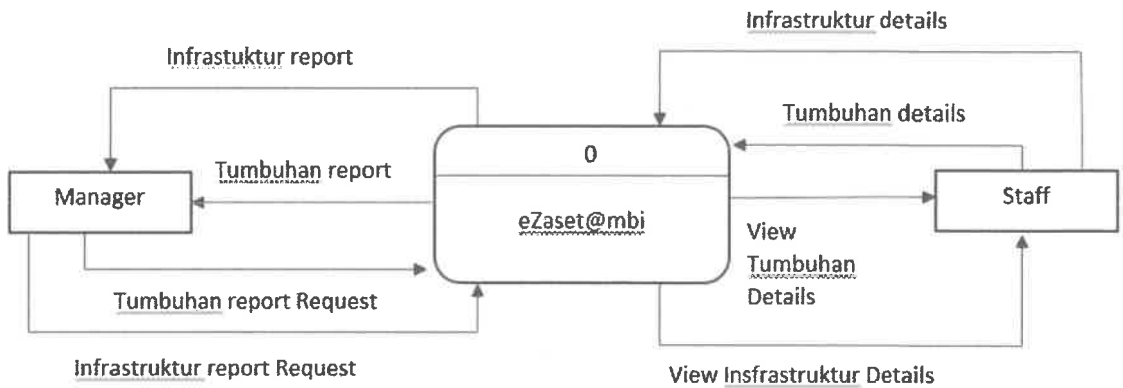


Figure 23 : Context Diagram of eZaset@mbi System

3.5 Data Flow Diagram

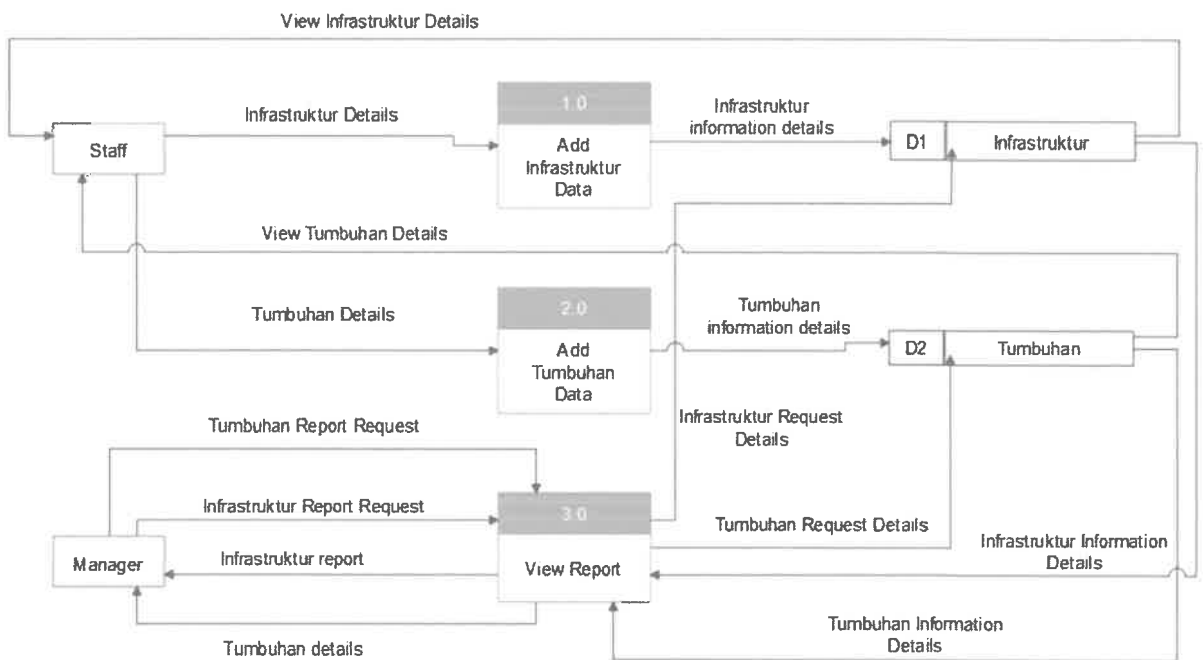


Figure 24 : Data Flow Diagram of eZaset@mbi System

3.6 ER Diagram

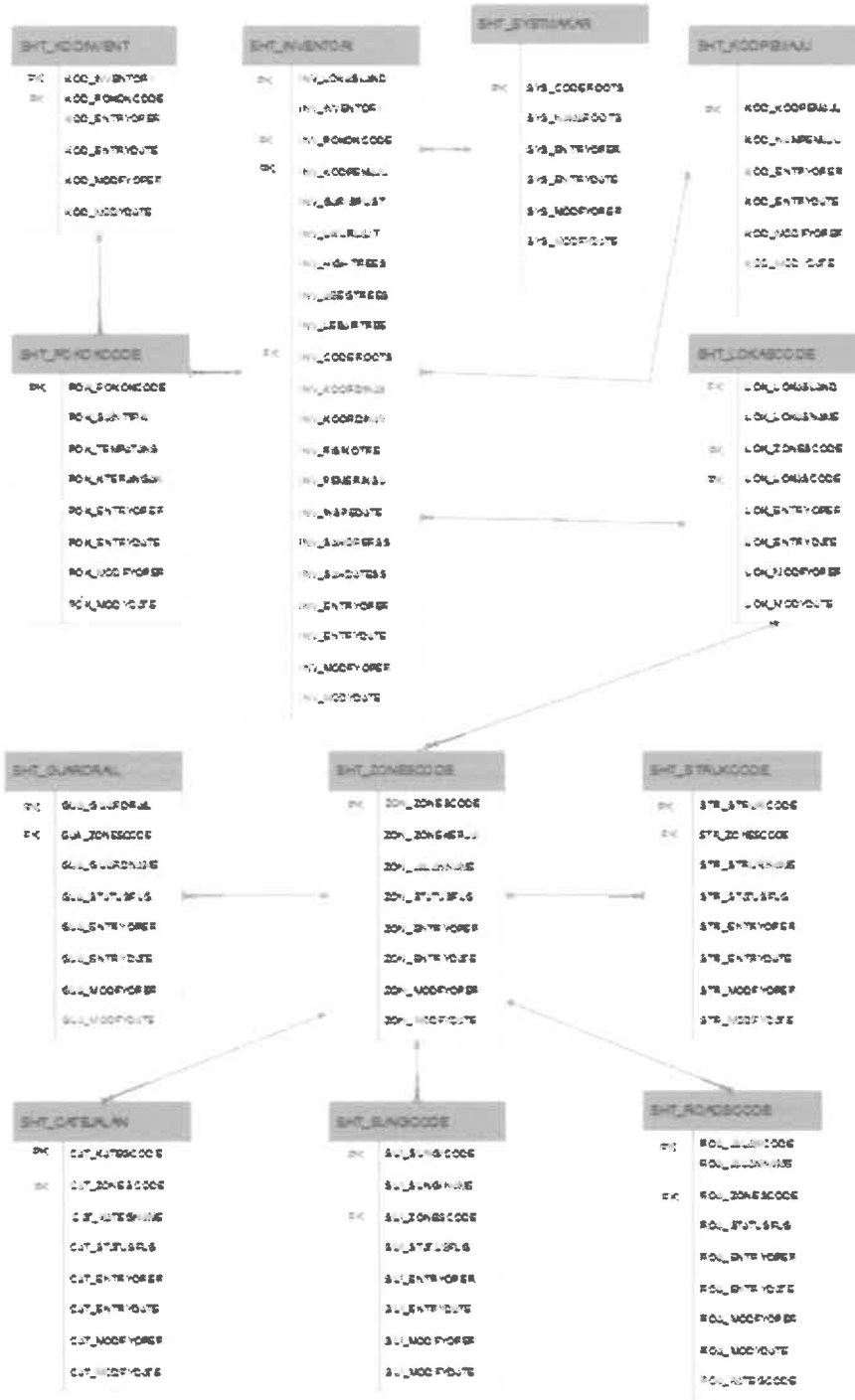
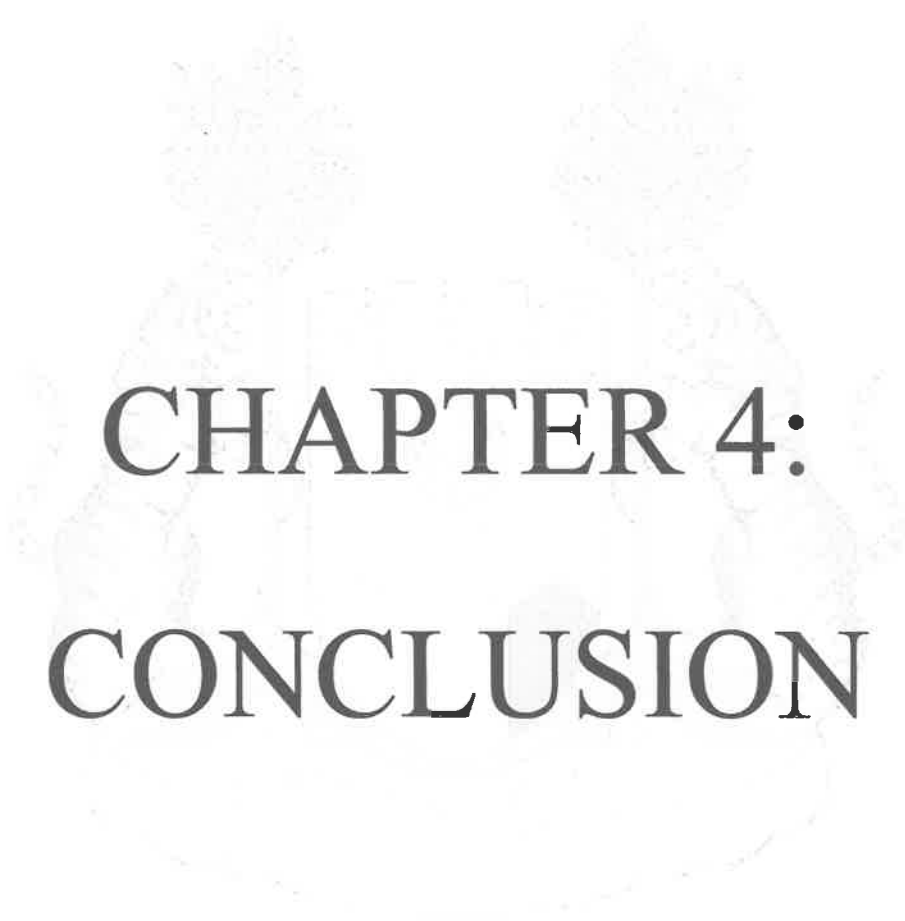


Figure 25 : ER Diagram eZaset@mbi System



CHAPTER 4: CONCLUSION

4.0 Conclusion

The industrial training activities and tasks were mainly to enable a trainee acquire practical skills and link the lesson theory to practice in the industry so as to meet the labor market needs. Besides, the trainee has been able to gain the practical skills and knowledge through informal learning in organization. Through this industrial training, the trainee would understand on how the real industry was work.

For five (5) months the trainee goes to industrial training in Ipoh City Council under SPBT and General Unit but the trainee also need to do another tasks and activities from another Unit such as Information Technology Unit. Besides, the trainee had learnt a lot of new things in the industry in term of work tasks, goods employee personality and how to handle the matters and come out with the good decision to resolve the matters.

The industrial training can be an eye-opener to how the real industry was work. Through what the experiences the trainee got from her industrial training, it shows the practicum course manages to teach the trainee different management skills, hard and soft skills that cannot be learned in the classroom. Besides, it also can help the trainee to make an improvement in terms of skills such as communication skills, abilities to work under-stress skills, decision making skills, time management skills, and self-esteem skills.

4.1 Application of Knowledge, Skills and Experience

4.1.1 Application of Knowledge

During the trainee industrial trainee, He has applied a lot of knowledge that he was learnt during his diploma and degree. From the theory lesson during study, the trainee can have applied that knowledge into practical task. So, the trainee can use a short time to complete the task from a supervisor, SPBT and General Unit staff and other employees in Ipoh City Council.

a) Communication Skills for Information Professionals (IMD121)

Firstly, the trainee has been applied the knowledge from the subject Communication Skills for Information Professionals (IMD121). This subject was learnt during diploma in semester two (2). The trainee has been used this knowledge when he need to communicate with various level people in Ipoh City Council such as Head of Departments and staffs. Not only the language he need to take care, verbal and non-verbal language also the trainee to know how to use it rightly. For example, when the trainee attends the workshop at Unit Asset, he need to deal with the users what their need and understand users need.

b) Electronic Publishing (IMD214)

Secondly, for the subject Electronic Publishing (IMD214) in semester three (3) the trainee has used his skill in designing which is the trainee was assigned to design

banner and bunting. The trainee can use the Adobe Photoshop and Adobe Illustrator to complete the design.

c) Technical Support Services and Maintenance for Information Agencies (IMD222)

Thirdly, in trainee semester four (4) during the study, the trainee was learned the subject Technical Support Services and Maintenance for Information Agencies (IMD222). This subject is more to the practical task and it is about the computer maintenance and software installation. So, during industrial training the trainee was applied all of those knowledge and skills to complete the tasks from the supervisor and staffs in SPBT and General Unit itself. Most of the activities in the unit will related to this course such as the trainee needs to format a computer, software installation, maintain and troubleshoot the system SPBT.

d) Extension Services for Information Agencies (IMD314)

Fourth, under the subject Extension Services for Information Agencies (IMD314) the trainee was applied when the trainee need to participate in the programs and events in Ipoh City Council. In this subject, the trainee learned on how to handle a program or event to make sure it run smoothly. So, the trainee was applied those knowledge and skills in Ipoh City Council. It is because SPBT and General Unit always have programs with their organization.

4.1.2 Skills Gained

i. Communication Skill

During the industrial training in Ipoh City Council, the trainee has been discovered a few knowledge and gain the experience and skills in communication skills. This is because the trainee need to communicate a lot with level of people either it is formal or informal communication. For instance, the trainee need to communicate with head of department of financial, Mr. Syazlan, when he asks for help with virus software problem in his computer. Furthermore, the trainee also need to deal with Assistant of Unit Aset, Mrs. Fateha when she briefly explains about new report.

When the trainee need to become an operator, the trainee automatically has learnt on how to handle and communicate with a caller where each caller has differences problem with the system and perception towards the operator. Besides, this activity also helps the trainee to gain the skills on how to communicate with people through phone call. Hopefully, the trainee can make a lot of improvement in this communication skills from what she got and learnt from her activity during industrial trainee.

ii. Abilities to Work Under-Stress

Furthermore, in the industrial training, it can teach the trainee on how to control the emotion, mental and physical. In industry, the trainee can understand on how the employee works on their tasks given. Sometimes, the trainee was faced difficult time where the trainee need finished the tasks given based on the dateline given. Usually, the users want to use the system as soon as possible. Those people have different of

problem with the system, so when a trainee received some tasks, he need to control his emotion to deal with.

iii. Time Management Skill

Time management skill is a required skill in the industry. Through this industrial training the trainee can improve her skill to be better in future. During industrial training, the trainee was received multi-tasking task such as the trainee need to receive a call (operator), amendment the reports, and amendment the screen of the system, so the trainee need to think how to manage the time to complete everything in a day. Through this experience it was teach the trainee to be more discipline in managing his time.

4.2 Personal thoughts and opinion

Based on the trainee personal thought, industrial training is a compulsory for the last semester students. It is because during industrial training, the trainee can develop and make improvements in future profession. Besides, industrial training also can give exposure about the real world of working in the industry before the trainee finish the study. So, it will be more guarantee that the trainee will be ready to face the challenges and obstacles when entering real work experience in this industry.

During industrial training at Ipoh City Council, the trainee feels that the organization provides a lot of opportunities and the staffs were very friendly and supportive towards each other. The work environment there is like a family because all the staffs

help each other and cooperate in whatever they are doing. Due to that, the real purpose for the trainee complete the industrial training is to gain knowledge, improve the skills and gain more experience in the industry. So, by chosen Ipoh City Council, and based on the trainee's experiences, it was totally achieved the trainee's purpose.

4.3 Lesson learnt

During the industrial training, the trainee has learned to be more discipline, punctual and has improved in many skills and knowledge. Being around in working environment, the trainee has learned on how to commit with time exactly even the trainee was received multiple tasks and still can do it under stress. The trainee also can have completed all the tasks and works on time before the deadline given from the supervisor or staff. Besides that, at Ipoh City Council, trainee was being exposed about many new fields of knowledge and had a chance to apply the skills from what has been taught throughout five (5) years of study.

Furthermore, throughout five (5) months of training, the trainee was realized that real working environment obviously different from what the trainee has learned in classes. So, this opportunity has given the trainee a chance to develop more practical skills by the trainee efforts itself. Industrial training program was definitely beneficial for the trainee. As people know, Ipoh City Council was involved and has many efforts in helping community around, cooperation between other departments, work practices that rely on establishing the system standards and based on the defined core.

Clearly, the trainee knows and get experiencing in work, learn how to communicate with the different staff members and learn how to solve problems faced in the workplace.

4.4 Limitations and Recommendations

Each organization has their own limitations. So, each limitation, the trainee comes out with some relevant suggestions. The first limitation is, at Ipoh City Council, the trainee found that the organization lack of employees especially in SPBT and General Unit. This issue should not occur because Ipoh City Council is one of the empowering and big organization but there are still not enough employees. Sometimes, some employees need to do other position's task such as staff in the SPBT and General Unit need to help other staffs to setup the printer or computer when there is problem. Even though, the task or job actually is for Information Technology Department but they also do not enough technician. So, they cannot solve the problem immediately. Therefore, the Ipoh City Council needs to hire more employees to ensure the operation and activities in Ipoh City Council will be more organize, smooth and systematic.

In addition, at Ipoh City Council, the organization uses the oracle system to manage their data and produce report. Indeed, it cannot be denied that system oracle can manage their data. But, there is also some limitations in using the system. Firstly, system oracle cannot be use if there is no installation of the system in the computer, so the staffs need to install first the oracle system in all the computers if they want to use

it. So, for the recommendation to overcome this issue, system oracle should be upgraded into web based system. It is because, when using the web based system, it will be much easier to maintain and user to use it. For example, the staffs no longer need to install the system in all computers but they just need to have an internet connection to open the system if they using the web based. So that, users can use it anywhere that they want and there is no place limitation to use it.



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Appendices



Appendices A: Pictures



Figure 26 : During the workshop



Figure 27 : SPBT and General Unit



Figure 28 : Act as facilitator



Figure 29 : Trained staff how to use barcode scanner

Appendices B: Work Sheets



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 MOHAMMAD RAFIQ EFFNY BIN RASDI
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**CHAPTER 1 :
 INTRODUCTION**

Background of the Organization

- Directly tasked by Law to formulate and implement development planning policies based on centralized locality in accordance to the policies set by the Government.
- The boundary of the Council covers an area of 643 square kilometers with a population of over 720,000 people.
- As the state capital of Perak, Ipoh serves as the center of administration, commerce, sports, finance, politics, religion and education.
- Under the leadership of the Mayor, the Ipoh City Council continues its effort to transform the city into a dynamic and distinguished city

Functions of the Organization

- Development Planning and Control
- Building Administration and High Rise Control
- City Council, District, State and regions and Sembrong District
- Business and Industry Planning and Control
- Street Lighting and Maintenance
- Public Management
- Provision of Public Services
- Planning and Control of the Development of the Area of the Council

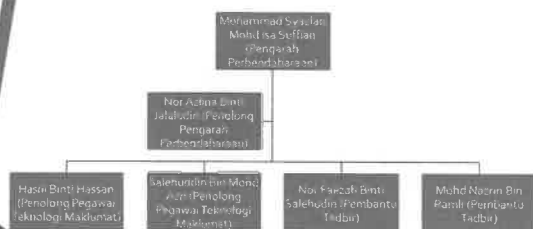
SPBT & GENERAL UNIT

- In this unit, there have three (3) staffs who are responsible to manage and ensure all System SPBT activities in Majlis Bandaraya Ipoh were going smoothly and clearly.
- Pn. Nor Azlina binti Jalaludin as a Head of SPBT & General Unit (N41), Two Assistant Officer (F29) and two SPBT staff (N19).

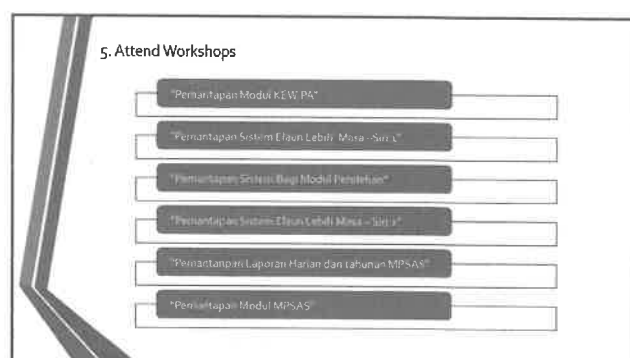
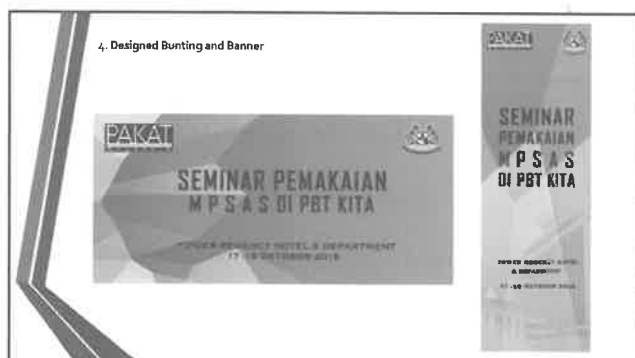
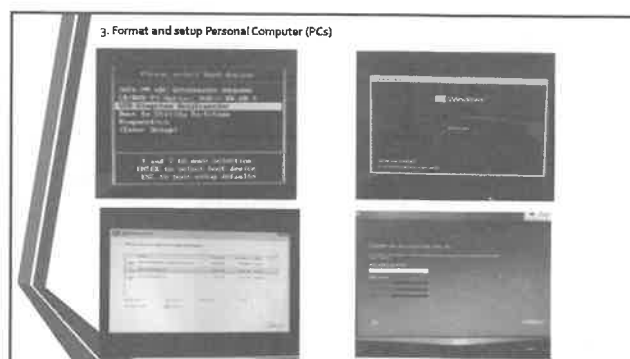
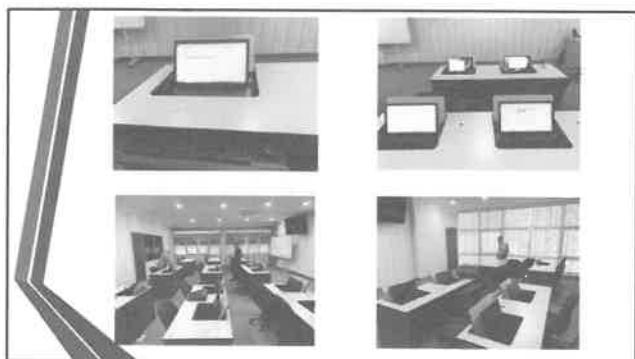
Functions

The SPBT & General Division is responsible for strengthening the development, improvement and maintenance of the SPBT System Council.	Managing Treasury Department Procurement (Purchase and Payment Voucher Applications)	Become a Secretariat of the Assets and Liabilities in the Treasury Department
Become a secretariat of holidays in Treasury Department	Coopre secretariat of Treasury Department	Work Manual Procedure Secretariat (MPK), Desk File and MS ISO 9001: 2008 in Treasury Department

Organizational Structure



CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES



Special Project – eZaset@MBI

- This project will be developed to manage the records in Asset Unit.
- This project could change the method of record management in Asset Unit from Microsoft Excel into Web-based.

Problem Statement

This project could solve some of the problems in records management such as:

- Inefficient and ineffective tools of records management
- Lack of control and security

Objectives

Objectives of ezaset@mbi system are:

- To develop a web-based application as a record management tool
- To provide centralized data that is easy to control and secure

Context Diagram

