UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
JABATAN PENYIARAN KELANTAN (RTM)

JABATAN PENYIARAN KELANTAN, RTM KELANTAN PETI SURAT 143, 15710 KOTA BHARU KELANTAN

SISTEM ADUAN ICT DAN M&E JABATAN PENYIARAN KELANTAN

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UNIVERSITI TEKNOLOGI MARA KELANTAN

03 FEBRUARY 2019 – 30 JUNE 2019

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

03 FEBRUARY 2019 – 30 JUNE 2019

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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.

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Nurezian Syurana Binti Mohamad
2016343303

Abstract- This report highlight about industrial training at Jabatan Penyiaran Kelantan (RTM). Industrial Training will be duration five month starting with 3 February 2019 until 30 June 2019. The trainee gets many tasks during industrial training and knowledge in real working. In duration internship the trainee involve activities in technical and also media conference. There are many activities that have been complete by trainee which is in editing the video, outside broadcasting, make a news coverage and PA system event. During industrial training, the trainees discuss with supervisor industrial training and faculty and decide to make a special project which is Sistem Aduan ICT dan M&E for Jabatan Penyiaran Kelantan. This system focused to staff RTM for complaint related in IT and maintenance only. Sistem Aduan will be conducted by admin which is ICT staff and maintenance staff. That person responsible to monitor complaint by user. Every department responsible to control and manage complaint by user in RTM Kelantan. This system very easy for using weather manual method before that. This is because user just need to register first and can be login in their system. Sistem Aduan suitable using by staff in RTM Kelantan.

Keyword: RTM, complaint

ACKNOWLEDGEMENT

TABLE OF CONTENTS

i.

REFERENCES

APENDIXES

LIST OF TABLE

LIST OF FIGURE

CHAPTER 1: INTRODUCTION

1.0 INTRODUCTION

Internship can be defined as a structured work experience related to students as a major or career goal. An experience that should to enhance a students in academic, career and personal development. An internship offers the chance to learn by doing in a setting where students are supervised by a work place professional and have the opportunity to achieve students own learning goals, without the responsibilities of being a permanent employee.

An internship also offers the opportunity to work with someone who can become a mentor for student, not only in the internship but throughout career. The main objective of Industrial Training is to expose the students to actual working environment and enhance their knowledge and skill from what they have learned in the college.

Another purpose of this program is to in still the good qualities of integrity, responsibility and self-confidence. All ethical values and good working practices must be followed by student. It is also to help the students about the safety practices and regulations inside the industry and to in still the spirit of teamwork and good relationship between students and employees.

All information system management student is compulsory to undergo industrial training at the finally years study which is on seventh semester. The duration of student should complete the industrial training, it is about 5 month, because of our semester is on end of years, our industrial training is started on 1 February 2019 and must be end on 30 June 2019. Since information system management student, industrial training need to undergo for related fields such as information technology. During the internship, the student will be assigned to six different units. As the internship duration is five months, the student will spend one month at every unit. The units are Outside Broadcast (OB) Unit, ICT Unit, News Unit, Maintenance Unit, Transmission Unit and Main Control Room (MCR) Unit. Each unit has different works and due to that, student will experience different tasks during this internship.

As for RTM Kelantan Organization, there are several departments that are assigned to different things, however, as one of the internship student that is related to IT field, the department IT that was assigned is Technical Department. The person that is in charge with this department is Mr. Dinor Bin Zaidi. However, only Mr Dinor Bin Zaidi were assigned

2

to monitor the internship students and the students need to report anything to this respective person.

1.1 Background of the Organization

RTM started broadcasting radio on 1 April 1946, and television on 28 December 1963. The first two radio stations are Radio Malaya (in Malay) and The Blue Network (in English). The transmitters were located first in Singapore and later in Kuala Lumpur (opened in 1950).

With the independence of Malaya on 31 August 1957 Radio Malaya was split into two separate stations the original studios in Singapore was taken over by a new station called Radio Singapore and Radio Malaya moved to Kuala Lumpur going on air from the new location on 1 January 1959. It would be later renamed Radio Malaysia on 16 September 1963 with the transmissions beginning with its trademark words *"Inilah Radio Malaysia"* (This is Radio Malaysia) on the day the Malaysia of today was born.

Television services under the name Malaysia *"Televisyen"* or Malaysia Television (Malaysia TV) started on 28 December 1963 in time for the national New Year celebrations in Kuala Lumpur and regional telecasts in the Klang Valley in Selangor state, with its first studios being located in Jalan Ampang. The then 10 month old Television Singapore that launched on 16 February 1963 became part of Malaysian *"Televisyen"* as its state station for Singapore viewers, a role served until 1965, when Singapore became independent.

Radio and TV operations merged in 1968 as the new Angkasapuri headquarters was inaugurated. Thus Radio Malaysia and *"Televisyen"* Malaysia's identities merged to become Radio *"Televisyen"* Malaysia (Radio Television Malaysia, RTM) in 1969. A second TV station opened also in the same year as its rebranding, and in 1971 Radio Malaysia became the first radio station to broadcast 24 hours a day, nationwide, thus becoming National Network in the process.

1.1.1 VISION

Vision of this department is to make RTM a leading broadcasting agency in the country and in the Asia Pacific region.

1.1.2 MISSION

Determining high quality broadcasting services

1.1.3 OBJECTIVE

i. To catalyze the development of the creative content industry of the country
ii. Information through various broadcast platforms
iii. Support Malaysian heritage and culture
iv. Expand the network of collaboration and strategies collaboration both domestically and internationally

1.1.4 Background of the KelantanFm Organization

Figure 1.1.4
KelantanFm of the logo

Kelantan FM is one of the state radio stations in Malaysia. The slogan is *"Penuhi Citarasa Anda"*. It is managed by RTM Kelantan State. It can be heard throughout Kelantan and

border areas like Jerteh in Terengganu and Lipis in Pahang and Golok in Southern Thailand.

The history began on November 16, 1963, where Radio Malaysia Kota Bharu started operations. The opening ceremony was held on 6 November 1964 by KDYMM Al-Sultan Kelantan, Sultan Yahya Petra ibni Al-Marhum Sultan Ibrahim Petra. The opening ceremony was also attended by Malaysian Deputy Prime Minister Tun Abd. Razak, Malaysia's Information and Broadcasting Minister and Kelantan Menteri Besar, Muhammad Asri.RTM Kota Bharu is the first RTM station in Malaysia that pioneered the district broadcast.

The building cost reached RM115 million and is equipped with 3 studios comprising 2 Broadcast Studio and 1 Studio Talk. The building is also equipped with a Stage or known as the Auditorium and can accommodate approximately 160 spectators. The district broadcast at that time was broadcast only a few hours a day and received a welcome response from all walks of life.

At the beginning of its establishment, Radio Malaysia Kota Bharu was the start station launching the eastern region compared to other states and regional news delivered in the Kelantan dialect. The initial radio staff was only 66 people from the technical and planning section. At the beginning of its establishment, the station was the Headquarters for the Eastern Region until 1972.

In 1972, its function as Headquarters was transferred to the newly completed Radio Television Malaysia Kuala Terengganu Station. With this move, RTM Kota Bharu is a local broadcast station. Local broadcasting from 5.15pm to 6.15 pm. From 1 September 1980 the local broadcast time plus 30 minutes longer for the morning broadcast from 8.30 am to 9.00 am. When the time of the Peninsular, Sabah and Sarawak was adjusted on January 1, 1982, local broadcast time was also changed to from 8.35am to 9.00am and the afternoon broadcast at 5.45pm to 6.45pm. Local broadcast time was also changed in 1986 when local broadcasts were known RMKB which starts at 7.00 am to 9.00 am daily while in 1988 the local afternoon broadcasting starts from 4.00 pm to 6.00 pm.

In 1993, RTM changed its policy from three broadcasts, namely national broadcasting, district and local to national and state broadcasting. Accordingly, the name of the station

was changed to Radio 3 Kota Bharu. The Kota Bahru Radio Malaysia also contributed several national-level plans such as the Dikir Barat, Fresh and Nirvana, My Choices, but acquired the Kuala Terengganu station a few years later known as Eastern design 11.30.

It starts 8 hours a day and so 18 hours a day from 06:00 to 00:00. In 1996, the name Radio 3 Kota Bharu was converted to Radio Malaysia Kelantan in line with the restructuring of state radio stations all over the country. RMK can be broadcast via FM stereo and Medium Wave in Kelantan, Hulu Terengganu and Southern Thailand. On April 1, 2005, in conjunction with Radio Malaysia Rebranding the name of Radio Malaysia Kelantan was changed to KELANTAN fm. On June 17, 2005, in conjunction with the Launch of Radio Rebranding Launch Malaysia Kelantan to KELANTAN fm, The Honorable Information Minister Dato 'Sri Abdul Kadir Syeikh Fadzir announced the release of KELANTAN FM extended from 18 hours to 24 hours starting August 1, 2005. Since its inception, Kelantan RTM has been led by 11 Directors who started with Encik Mohd Tahir Ramli as the Station Supervisor at that time. Kelantan RTM is under the management of Pn Noriani Bt Mohd Idris, as Kelantan Broadcasting Director.

1.1.5 Organizational Structure

RTM Kelantan that have the top which are Director and Assistant of Director. In RTM Kelantan, divided to three departments which are Kejuruteraan Department, Rancangan Department and Admin Department. Each department there are by certain units. The Kejuruteraan Department control by Mr Aiman Yusoff. For the Kejuruteraan Department there are by six unit which are Unit Communication Technology (ICT) unit, Main Control Room (MCR) unit, Outside Broadcasting (0B) unit, Transmission unit, Maintenance unit and Electronic New Gathering Unit. For the Rancangan Department also there are by six units which are Penerbitan, Pemasaran, Berita, Jadual Urusan Rancangan Radio, Siaran and Muzik. Other than that, Admin Department divided to four units which are Pentadbiran Kewangan, Keselamatan, Kenderaan and Penyelenggaraan Kawasan. Figure 1.1.5 shows the Organization Structure of RTM Kelantan
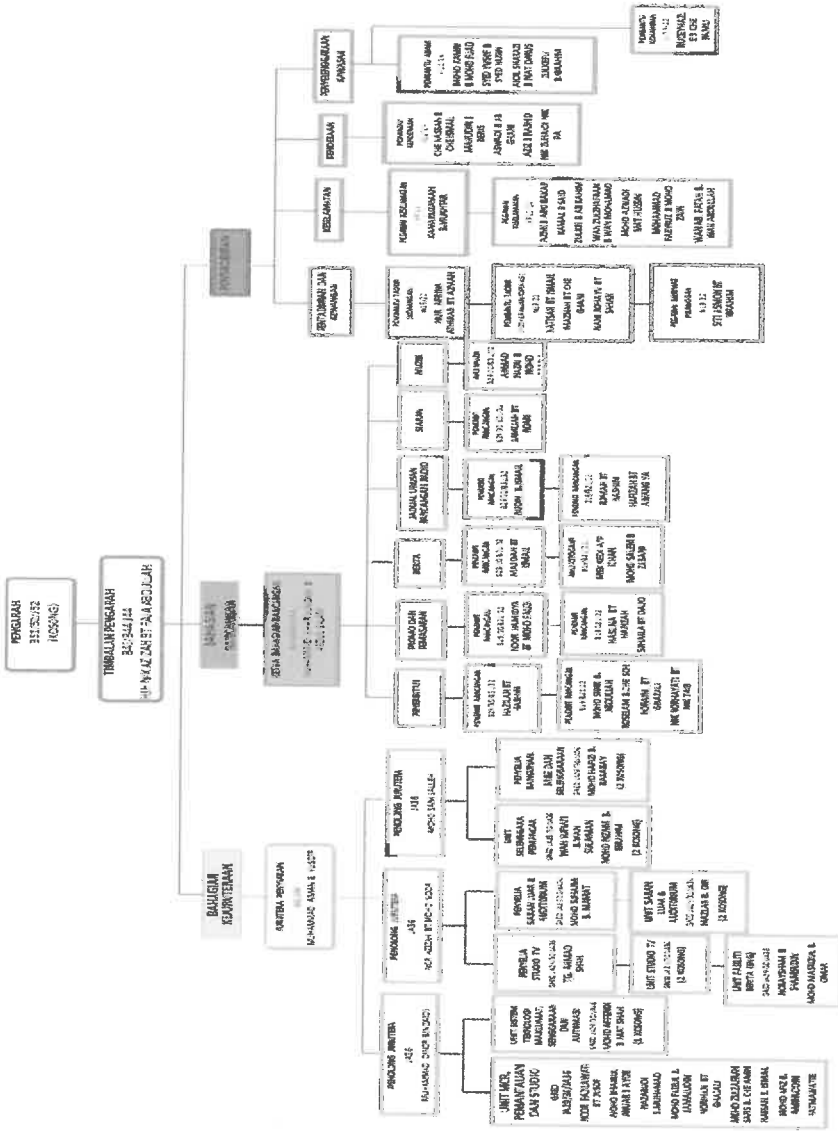
Figure 1.1.5
Organization Structure of RTM Kelantan

1.1.6 Contact Information Detail

Address: Jabatan Penyiaran Kelantan, RTM Kelantan Peti Surat 143, 15710 Kota
                Bharu Kelantan.

Phone: Office +6097482933

                Whatsapp +601111439730

Faks: +6097472082

1.1.7 RTM Kelantan Business Nature

Every company or organization will have its own legal status. As for RTM Kelantan, the legal status or legal entity is known as Government Owned Company or State-Owned Enterprise. This type of legal status is created by a government. This is because this company will partake in commercial activities on the government's behalf and this company can be owned by the government wholly or just partially.

As for RTM, it is wholly owned by government which is led by Ministry of Communications and Multimedia Malaysia. RTM main services is to give information to Malaysian citizens. That is why, the main services that is provided by RTM are television channel and radio transmission. RTM has a total of 33 Radio stations and 4 television stations.

As for RTM Kelantan, the function is to give information by using radio stations platform. However, in order to gain profit, RTM Kelantan also provide services for advertisement. This service can be used by any business entity in order to promote their business by using radio. Besides, RTM Kelantan also allow organizations to rent their auditorium and hall for any event. Both auditorium and hall can fit about 600 people at one time. This is how RTM Kelantan FM gain profit and at the end of 2017, the profit gained approximately RM 1.2 million.

CHAPTER 2: ORGANIZATION INFORMATION

2.0 ORGANIZATION INFORMATION

RTM Kelantan that have the top which are Director and Assistant of Director. In RTM Kelantan, divided to three departments which are Kejuruteraan Department, Rancangan Department and Admin Department. Each department there are by certain units. The Kejuruteraan Department control by Mr Aiman Yusoff. For the Kejuruteraan Department there are by six unit which are Unit Communication Technology (ICT) unit, Main Control Room (MCR) unit, Outside Broadcasting (OB) unit, Transmission unit, Maintenance unit and Electronic New Gathering Unit. For the Rancangan Department also there are by six units which are Penerbitan, Pemasaran, Berita, Jadual Urusan Rancangan Radio, Siaran and Muzik. Other than that, Admin Department divided to four units which are Pentadbiran Kewangan, Keselamatan, Kenderaan and Penyelenggaraan Kawasan.

2.1 Organization Information Kejuruteraan Department

Kejuruteraan Department consist of six unit which are Outsite Broadcasting (OB) unit, Informationand Communication Unit (ICT), Electronic News Gathering (ENG), Maintenance Unit, Transmission Unit and Main Control Unit (MCR). During the six months of internship period, student was assigned to each unit for one month.

Each unit gives different task and experience to the student where Outside Broadcasting Unit (OB) focused on site task, while ICT unit focused on multimedia and network part. Berita dan Hal Ehwal Semasa (BES) focused on providing news and information and Maintenance Unit focused on maintaining and services for RTM Kelantan. Any transmission system will be monitor by Transmission Unit while the Main Control Room (MCR) focusing on the server and radio konti. By giving different tasks to be done in different unit, the student can be exposed to as many tasks as possible. It can be said that by doing this, student can learn new things well as to apply everything that have been taught in the university. The detail of each unit is discussed next.

Main control room (MCR) is a control room or operations room is a room serving as a central space where a large physical facility or physically dispersed service can be

11

monitored and controlled. A control room will often be part of a larger command center. MCR is a functioning unit as a control room for receiving, distributing and streaming resources. This room is also to ensure the operation of the broadcast for 18 hours according to the time of broadcasting. The staff responsible for the MCR should operate from 5.30 am to 12 midnight. MCR also makes recordings of radio studios. The MCR is also one of the technical parts. Then, to control MCR that have 7 staff members is headed by En Dinor Zaidi.

2.1.1 Departmental structure for Jabatan Penyiaran Kelantan (RTM)

RTM Kelantan that have the top which are Director and Assistant of Director. The Kejuruteraan Department control by Mr Aiman Yusoff for the Kejuruteraan Department. This department there are by six unit which are Communication Technology (ICT) unit, Main Control Room (MCR) unit, Outside Broadcasting (OB) unit, Transmission unit, Maintenance unit and Electronic New Gathering Unit. Each six unit also control by three person which are Nor Azizah as an Engineer Assistant in Information Communication Technology (ICT) unit and Outside Broadcasting (OB), Muhammad Dinor Zaidi in Main Control Room (MCR) and Mohd Sani Salleh in Transmision Unit.. Figure 2.1.1 show the departmental structure for Jabatan Penyiaran Kelantan (RTM).
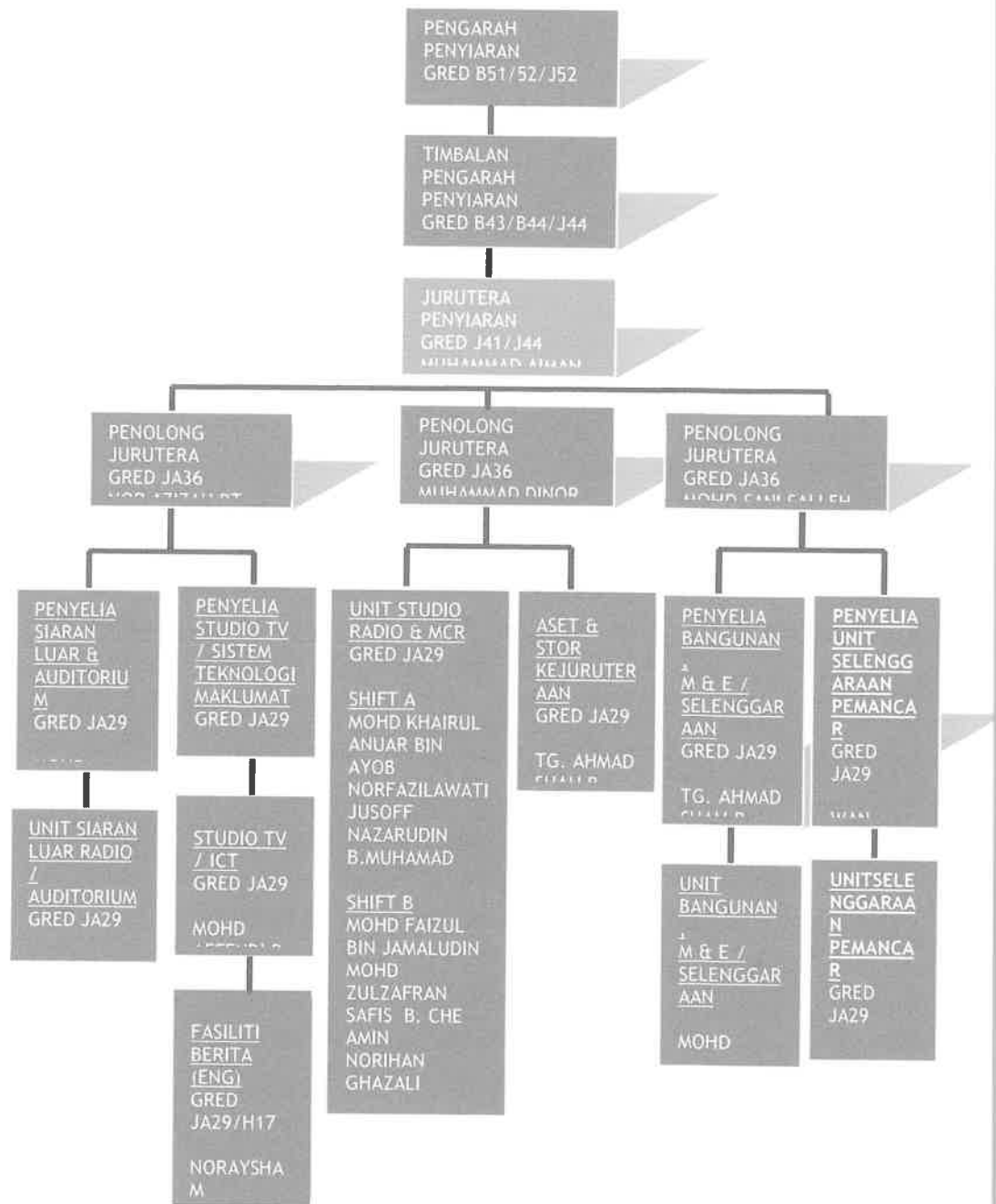
Figure 2.1.1

Organization Chart for the Kejuruteraan Department

2.2 Department function

The Kejuruteraan Department is also prepare and manage all the function for RTM Kelantan. Kejuruteraan Department is divided into six units where all these practical student will be logged in to find out more in RTM.

Each unit under all this department have their own function:

2.2.1 Information and Communication Technology (ICT) Unit

The main task of ICT unit is to Monitor and maintain local network (LAN) systems, streamyx and 1GOV lines. The computer maintenance works are also under the ICT unit. ICT units are also responsible for updating data and staff information for department HRMIS applications. For example, monitor the KelantanFM online radio broadcast and also update the website of the broadcasting department of Kelantan. The unit also monitors the operating system ESPKB E-PEROLEHAN, E-TERIMAAN and E-RESERVATION. Accepting new equipment or equipment also involves ICT unit.

2.2.2 Main Control Room (MCR) Unit

The main task of MCR is to designs the technical affairs and development of engineering parts including the Main Control Room, Studio Editing and Monitor Radio and TV Broadcasts to enable the engineering division to carry out its functions and goals set efficiently and effectively. MCR is also one of the rooms as a center for channeling KelantanFM radio broadcasts from mainstream to central control room directly to Wakaf Che Yeh transmitter system. For example, MCR is also responsible for receiving KelantanFm, TV1, and TV2 radio broadcasts to be channeled to the KelantanFM transmitters.

2.2.3 Outsite and Broadcasting (OB) Unit

Outsite and Broadcasting (OB) are responsible for ensuring that the outdoor equipment and auditorium in the department are in good condition every day by examining and testing all times such as regular maintenance schedules. The unit also functions to maintain equipment for outdoor broadcast and mini studio. Typically, this unit will carry out an outdoor activity for example a "Seloka Bersahut". The OB unit will maintain equipment if there is a function.

2.2.3   Maintenance Unit

Maintenance unit is also one of the units under engineering divisions. The Maintenance Unit is responsible for assisting, recording, collecting, preparing, and conducting project execution for engineering scope of work including mechanical and electrical, which collects information on departmental and strong damage complaints, inventories inventory, monitor project sites, supervise the implementation of construction supervision work at project site, project advancement, assisting consultancy and preparation of quotes and tenders, carrying out building maintenance work and workshops, performing control, testing, periodic maintenance of electrical equipment, planning and organizing activities to regulate electrical and mechanical systems and tasks related. Maintenance units work to supervise, monitor and maintain electrical facilities and telecom lines in office buildings and strong holders. This unit is responsible for any damage related to maintenance in the Kelantan broadcasting department. In this section also monitors and tests the generator according to schedule to avoid cross-cutting. All mechanical facilities managed by this section include damage complaints that occur.

2.2.4   Pemancar Unit

The next unit that the trainee was being placed is Transmission Unit (TX unit). The function of this unit is to operate and maintain the broadcast production and transmission facilities and ensure the quality comply with the broadcasting standards. TX unit also monitor and coordinate the radio and TV operation and transmission to maintain quality within the coverage area. Other than that, plan and develop an effective transmission

infrastructure using suitable technology to obtain maximum benefit to the viewers and listeners. Not only that, TX unit also exploit the information and new media technology to maximize the audience reach. At this unit, the trainee have been taught about the equipment used for transmission of the TV and radio

2.2.5   Electronic New Gathering (ENG) Unit

Electronic News Gathering (ENG) unit responsible for collect information or news via electronic. This unit was established in RTM Kelantan which operates with instructions from ENG Center at Wisma TV Angkasapuri. This unit was the second unit that was being placed for the second month. The first thing that has been taught in the first week was on how to write news for Kelantan Sana Sini (KSS) slot for Kelantan FM. KSS is the news that will be read every morning at 7.30 am for Kelantan FM. After that, this unit been taught about how the broadcasting camera works and learn how to do the visual editing.

CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

3.0 INDUSRTIAL TRAINING ACTIVITIES

During the industrial training, the student will be assigned to six different units. As the industrial training duration is five months, the student will spend one month at every unit. The units are Information Communication Technology (ICT) Unit, Outside Broadcast (OB) Unit, Eletronic News Gathering Unit, Maintenance Unit, Transmission Unit and Main Control Room (MCR) Unit. Each unit has different works and due to that, student will experience different tasks during this industrial training. There are many activites that have been done by trainee. The activities industrial training divided each by unit which are:

3.1 Information and Communication Unit (ICT)

One of the purposes of this unit is to provide information to citizen via media social. RTM Kelantan has two media social platforms which are Facebook and Instagram under username Kelantanfm and RTM Kelantanfm respectively. This unit also in charge for the physical network and computers of RTM Kelantan.

The first task that was given right after joining this unit was to make a straight through network cable to be used at the Administrative Office. By doing this task, the things that have been learned from the university can be applied. During this task, network cable CAT 6, crimping tool, RJ45 connector and cutter have been used. First of all, cut the cable jacket off using the cutter coloured cable. Arrange the wire from left to right from white orange, orange, white green, blue, white blue, green, white brown and brown. Once the coloured wire have been arranged, place the RJ45 connector to the end of the wire and make sure that then end of the wire reach the end of RJ45 connector. After checking the wire arrangement and the RJ45 placement, used the crimping tool to crimp the RJ45 to the CAT 6 cable. Do the same thing at another end of the cable.

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The other task that was given during the placement at ICT unit was to check the old computers in order to replace it with the new one. For this job, the task involved is to make the computer connection, and clear all files. Check the internet connection as to make sure the old computer can be connected to the internet both by using Ethernet cable and

wireless. If there is any problem that cannot be solved, label it at the computer by using masking tape. By doing this, it is easy for the respective staff to fix the problem. The figure 3.1.1 shows the check connection by using cable tester
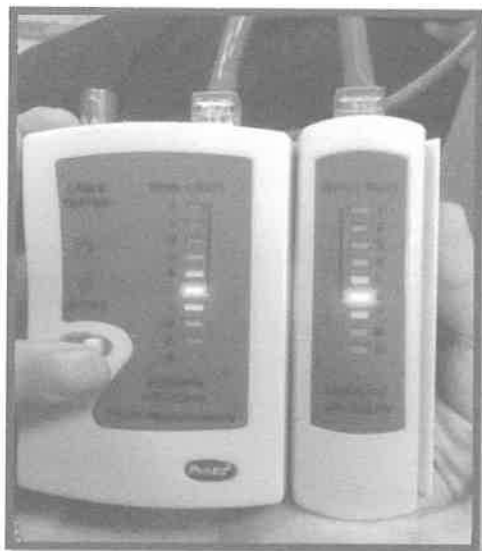
Figure 3.1.1
The check connection by using cable tester

3.2 Electronic News Coverage (ENG)

Electronic News Coverage (ENG) is the unit that cover for news and the purposes are to provide news for Kelantan FM radio and RTM news section, to go for interviews for the news coverage and to handle the live news at the location. This unit was the third unit that was being placed for the fourth month. The first thing that have been taught in the first week of staying at this unit was on how to write news for Kelantan Sana Sini (KSS) section for Kelantan FM. KSS is the news that will be read every morning at 7.30 am for Kelantan FM. The figure 3.2.1 shows sample of Kelantan Sana Sini (KSS)

1.

Lembaga Pemasaran Pertanian Persekutuan (FAMA) akan memperkenalkan sistem pemasaran, Tani Ekspres.

Ia untuk memungut hasil pertanian dari tapak atau ladang untuk dihantar terus kepada pembekal atau pengguna.

Selain itu, menerusi sistem berkenaan ia juga dapat menarik minat golongan muda terlibat dalam bidang pertanian bagi memperoleh pendapatan sampingan.

2.

Jabatan Pengangkutan Jalan (JPJ) Kelantan merekodkan sebanyak seribu 125 kes dengan pelbagai kesalahan dalam Op Hari Raya Aidilfitri (HRA) 2019 yang dilaksanakan sejak 29 Mei lalu.

Sepanjang operasi berkenaan, sebanyak 444 kes kesalahan melibatkan Lesen Kenderaan Motor (LKM) atau cukai jalan tamat tempoh dan sebanyak 335 kes, tiada lesen memandu atau tamat tempoh direkodkan.

Figure 3.2.1
Sample of Kelantan Sana Sini (KSS)

Besides that, industrial training student also was an given opportunity to read the news for radio. In order to do so, the voice recordings have done at the Voice Over (VO) room. The other tasks that have been done given at the ENG unit were following the reporter to make news coverage and prepared the news. This media conference is regarding the accident that had occurred on 10 June 2019 at Kuala Kog Gua Musang. In this media conference, the detail of how the accident was occurred was explained by the forensic and police.

In this department, using media express software to send the news material to Angkasapuri. This software can be connecting with the Angkasapuri. Before send the video to Angkaspuri has been edit by journalist. After that, before send the video, journalist need to call first Angkasapuri to inform. And then, after call Angkasapuri this software will be on to start the and already transferring. The 3.2.2 shows Media Express Software.

Figure 3.2.2
Media Express Software.

Next, the trainee has followed the reporter to make news coverage regarding drug cases "Got Up to Fight Drugs" organized by AADK with NGO at SMK Putra Hall, Kota Bharu. After that, the trainee help the reporter interviewed a former drug addict and help the cameraman to set up the press conference that has been held at SMK Putra Hall, Kota Bharu. After that, the trainee was interviewing a former drug addict shows the camera setup for preparation of press conference.

Other than that, during industrial training the trainee edit the video using Final Cut Pro Software is software to edit news materials. This software can be cut or adjust the video before sending to Angkasapuri for publish in TV. This software usually using in every RTM. This is because Final Cut Pro Software very user friendly.

The trainee also has been taught about professional video camera or broadcast camera. Broadcast camera is a high-end device for creating electronic moving. Originally developed for use in broadcast television. The trainee has learned the basic function of the camera. There are three parts of a broadcast camera which is body, audio and lens. ENG cameras are larger and heavier usually supported by a camera shoulder support on the cameraman shoulder, taking the weight off the hand, which is freed to operate the zoom lens control.

3.3 Maintenance Unit

Maintenance unit is one of the important unit in Engineering Department of RTM Kelantan. Maintenance unit handle the properties of RTM Kelantan. The main purposes of maintenance unit are to handle and maintain equipment for RTM Kelantan, to repair or change any broken equipment and to track the properties of RTM Kelantan. During the placement at maintenance unit, most of the tasks given were related to the electrical. One of the tasks is to make extension cable.

The first step of making this extension cable is to remove the jacket of the 3 tier electrical cable by using the cutter. Once the jacket was removed, the 3 coloured wires can be seen, and the colors were brown, green and blue. Then remove the wire jacket by using wire stripper to reveal the copper wire inside it. The copper wire and attach it to the 3 pin plug. As it was named, 3 pin plug have 3 pin that indicates LIVE, NEUTRAL and EARTH. Brown wire goes to LIVE, blue wire for NEUTRAL and green goes to EARTH. Tie the copper wire at each pin accordingly and by using screw driver, tighten the copper wire to the pin.

Then, take the other end of the cable, and to the same things as mentioned before. But instead of connecting it to the 3 pin plug, connect the cable to the 3 pin switch socket. The connection is the same as the 3 pin plug. The four sockets used in this extension making. Each socket need to be connected to each other and only one socket will connect directly to the 3 pin plug. After finished, plug in the extension to check the electric flow by using the test pen. If the test pen light up, then the extension can be used. The figure shows 3.3.1 checking the electronic using test pen

Figure shows 3.3.1
Checking the electronic using test pen

Besides that, the task that was assigned to change broken lamp around the RTM Kelantan. In order to change the broken lamp, the industrial training student was taught on what need to be known regarding the electrical structure of the lamp. One of the maintenance staff taught on how the wiring of the lamp was done. There are three type of wires can be seen at the lamp which is life, earth and neutral. If the lamp is not lighting up when the switch is on, use the test pen and place it at the life wire to check the electric flows. If the test pen light up, then there is no problem on the electrical connection side.

The next step is to check the starter of the lamp. If the lamp is not lighten up after switching on, change the starter and if the problem still continue after changing the starter, go the next step, check the electronic ballast. The function of electronic ballast is to regulate the current to the lamp and provide enough voltage for the lamp to start. The electronic ballast can be checked just by looking at the condition, if the is no burnt trace it is most likely to be functioning well. It need to be change if there is any burnt trace. After all of this step, if the lamps still not function, now it is time to change the bulb.
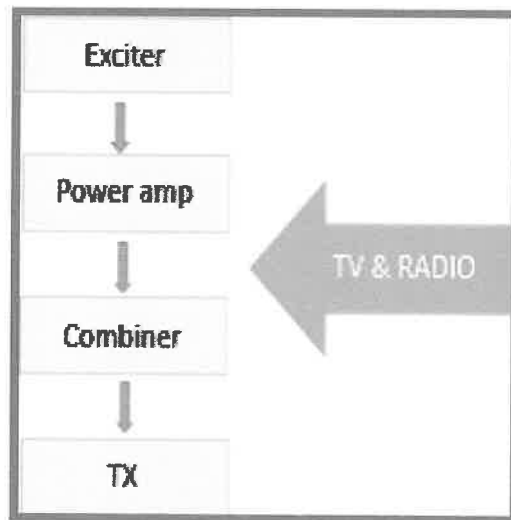
3.4. Transmission Unit

The next unit that was being placed is Transmission Unit. The function of this unit is to handle and monitor the transmission system for both radio and TV. Another, it function is to improve the radio and TV production to make sure it will be suitable for current demand. In addition, this unit also responsible to improve the ability of radio and TV coverage. During the placement at this unit, instead of giving works to the internship student, they give lesson about what is Transmission Unit actually do. In this unit, firstly there is Telekom room. In this room, there is a Telekom codec where this coded is used for transmission for radio and TV. As for Telekom for radio transmission, there are six different coded which are R1, R2, R3, R4, R5 and R6. Each codec is used for different channels. As for R1 and R2 the coded is used for Klasik FM and Nasional FM respectively. R3 is used for RTM Kelantan Main Control Room (MCR). This coded is not used for radio transmission and it is monitored by TM Kota Bharu. R4 and R5 are for Traxx FM and Ai FM. Telekom coded for TV is used for RTM channel TV1, TV2 and RTM Sport HD.

The next thing that was taught by the staff is regarding the cooling system of the transmission room. This is because the equipment used for transmission run 24 hours every day and it possible for the equipment to be overheated. The cooling system for this room and equipment are consisting of timer for air conditioner, temperature displayer and air cooling system. To make sure all the equipment can work properly, the temperature should be around 21 degree Celsius. This temperature will be display at the temperature displayer. To make sure that the temperature is around 21 degree Celsius, timer has bet set to the air conditioner. By doing this, the temperature of the transmission room can be controlled and the equipment can be used for a long time. As for the air cooling system, it is used for the transmission room. The figure shows 3.4.1 Air Cooling System for Transmission Room.

The figure 3.4.1
Air Cooling System for Transmission Room.

Industrial training also taught about the transmitter part. The transmitter used in RTM is for radio and TV transmission. This transmitter consists of exciter, power amplifier and combiner. The figure 3.4.2 shows Flow transmission for both radio and TV.

The figure 3.4.2
Flow transmission for both radio and TV

First is the exciter where the function is to generate or modulate the carrier wave. This carrier wave is modulated or generated with incoming signal so that the signal will be multiplied for appropriate level. The power amplifier is used to amplify the power to the desired level. The last part which is the combiner which is used to allow the transmitter to share one transmitting antenna. These parts of transmitter used are different for radio and TV.

3.5 Main Control Room Unit (MCR)

Main Control Room (MCR) unit is placed under Engineering Department at RTM Kelantan. The purposes of this unit are to monitor the radio coverage and to monitor and maintain the server. During the placement at this unit, there is no specific task or works were given because the main purpose is to monitor. However, the staff appointed to this unit, had used the time to teach the internship student about the equipment and how the work at this unit was done. MCR unit is the only unit that has a direct connection to the radio konti. If there is any problems occur at the radio konti when it is on-air, the siren at the MCR will buzz to alert the respective on duty staff. In a simple words, MCR unit act as intermediaries between radio konti and Transmission unit. In this unit, there is a server room where everything was centred at it.

The first thing that was taught to the internship at MCR unit is about the system used for radio automation. This system is known as Radio Automation System (RAS) and there are three type of RAS which are Zenon system, Metea System and Dalet System but as for RTM Kelantan, the system used is Zenon system. This system was developed by Germany and is used by RTM at Kelantan, Bintulu and Johor. This system consists of server, monitor and CPU for conti. The software used for this system are Cartwall software, Easy Edit software and Rotation software. Send and Cartwall software are used for player and set list respectively. Easy Edit is used for editing the source files for radio and then Rotation software is used to store the edited files to the server storage. Lastly is the Browser is used for the DJ to search the file that was stored in the storage server.

3.6 Outside Broadcasting Unit (OB)

Outside Broadcasting Department or well known as OB. The purpose of this department are to do the on location recording, to handle LIVE show from any assigned location and to handle any program held at the auditorium.

During induatrial training, the trainee was joib the LIVE show for RTM day 2019 final. This event was held at night on 4thMay 2019, where the final match was scheduled. RTM Kelantan. This event was open for everyone who is interested to watch singing show by Haqiem Rusli and Amar Bahrain. The internship students were encouraged to follow the staffs in order to learn on how the setup was done. No major tasks were given to the internship student directly because this is an important event, unwanted problem need to be avoided.

In order to run this event, the equipment needed are speaker for audio purpose, mixer to control the audio quality, microphone to project the audio and the big LCD screen. All of this equipment is then being set together. The figure 3.6.1 shows the setup of PA system

Figure 3.6.1
The process setup Mixer PA

The next event is the audition for Bintang Kecil and Bintang P.Ramlee and Saloma. This audition was held at the Auditorium room at RTM Kelantan and the internship student was involved in the program. During the audition period, several new things have been taught and it is about sound mixer. There are several parts of the sound mixer but the important parts are fader that is used to control the audio quality and the input and output ports. The microphone is used as the input and the speaker is the output. The mixer will be adjusted accordingly to the voices and because of both man and woman have different tone in their voice it is necessary to adjust the mixer so that the microphone and speaker would not broke.

Besides involve the events, industrial training student was also taught about. One of the how to setup the Public Address (PA) System and the PA system for recording. The equipment involve in his PA system are mixer, microphone, speaker and a recorder called Tascam. The first step in setting up this PA system is to connect all the equipment together where the microphone is placed as the input and the speaker and the recorder as the output.

After all the connection was done, mixer will be turn on and confirmed what channel the microphone was on. This is because a mixer can have up to 24 channels which mean 24 inputs can be placed in a mixer. After all the connection was correct, turn on the speaker and check the microphone. Adjust the mixer accordingly to the voice by moving the fader. If the connection is correct, the voice can be heard through the speaker rand the Tascam will record the audio.

Moreover the internship student also have taught about how to make an audio cable. There are two types of audio cable which are mono and stereo. The difference between this two types of audio jack is the ring. A mono audio cable only have sleeve and tip with no ring while stereo audio cable has both tip and sleeve plus a ring.

During the process of making the audio cable, soldering was involved and this is where the internship student can apply the knowledge that has been learned. The steps involved in making the audio cable are cut the end of a cable (a wire with three wires) and remove the jacket. For mono cable, took two wire and bind together and as for stereo cable, left it be. Connect the wire to the stereo or mono connector. As for mono, place the wire at the tip

and the sleeve, make sure the end for both cable is matching before soldering. For stereo audio cable, place the wire to the tip, sleeve and the ring. Once again make sure the colors of the wire used for both end are the same. This is because, different connection will cause the cable not to function. Make sure that the cable is not touched with each other when the soldering is being done, because if it happens, the cable will broke.

3.2 SPECIAL PROJECT

During industrial training, the trainees discuss with supervisor industrial training and faculty and decide to make a special project which is Sistem Aduan ICT dan M&E for Jabatan Penyiaran Kelantan.

3.2.1 Project Background

"Sistem Aduan ICT dan M&E Jabatan Penyiaran Kelantan (RTM)" portal is the portal where people can complaint anything related in ICT and maintenance RTM Kelantan. Actually M&E stand for maintenance in RTM Kelantan. This system is prepared user with the form that user can directly use the system and select the agencies that need to handle that situation and the user can simply submit their complaint just only use this system without need to complaint using the manual form to complaint.

This system focused to staff RTM for complaint related in IT and maintenance only. This system also provide information which is that information is retrieved from user who are made the complaint and the other people also can simply comment to give any suggestion and recommendation that could make this portal friendlier and can make communities are helping to each other through online.

Sistem Aduan will be conducted by admin which is ICT staff and maintenance staff. That person responsible to monitor complaint by user. Every department responsible to control and manage complaint by user in RTM Kelantan. This system very easy for using weather manual method before that. This is because user just need to register first and can be login in their system. Sistem Aduan suitable using by staff in RTM Kelantan.

3.2.2   Statement of problem

3.2.2.1 The difficulty of the staff officer in monitored the status of the complaint by user

The difficulty that is faced by the officer in RTM Kelantan is in monitor the status and previous application records are because there is a lot of the overload record

because of the application are used in printed form. This actually will be more complicated for the staff in managing and find the records which are for references, update the information of the application. Then the analysis of the previous application will be a difficult task for the staff to handle.

Manual documents filling is very time-consuming. It can take anywhere from minutes to hours to hunt down a file, depending on how well in the organization. This can cause annoyance for clients as well as for employees. Their productivity is lowered by having to spend excessive time dealing with a paper filing system.

3.2.2.2 Takes up a lot of office space in RTM Kelantan

Takes up a lot of office space in RTM Kelantan because of the large amount of the records complaint by user, it actually really take a large space in filing the records. The biggest problem in manual document filing is the amount of space it can take up. Otherwise, it might find taking up rooms just to fit the files.

3.2.2.3 An manual method that takes time and difficult to complaint

A sometime person does not have time to go to counter to make a complaint such as road problem. With this latest environment where people are only using device to make anything so people are need a portal to make their complaint more easier and faster

3.2.3   Objectives

3.2.3.1 To make sure staff can easily manage complaint efficiently.

3.2.3.2 To standardize record information complaint is flexible to accommodate the requirements of the most management system.

3.2.4 Scope

Sistem Aduan is specially design for the RTM Kelantan under Engineering department in managing the complaint system. This system is developed and used in RTM. This system is developed to make sure the staff RTM Kelantan are easily to give and also make any complaint that are useful and give benefits to others to ensure the communities are aware about their surroundings. This system is made because people are not having a proper place to make complaint through online.

"Sistem Aduan" is needed user to register and log in to enter the system and this system will store user complaint and the others user can also give any suggestions and recommendation about the other user's complaint. This is to facilitate students to fill the zakat application form in online

Furthermore, all information about the complaint by staff will be recorded automatically in this system, thus preventing the loss of complaint forms. This is because the information of the staff will be stored in the system. The management of complaint information data records is also easy to manage from using manual methods.

This system is only working when user is logged in into system and this system wills not functioning once user logged out from the system. Sistem Aduan can help the staff to manage the information of complaint applicants. In addition, staff can access data quickly and accurately rather than using the manual method. With this system, it also can reduce the cost of purchasing a cabinet to compile the information of complaint by staff RTM Kelantan. All applicant of information will be stored in the system and safe without the intruder's information.

Sistem Aduan can help the staff to manage the information of complaint applicants. In addition, staff can access data quickly and accurately rather than using the manual method. With this system, it also can reduce the cost of purchasing a cabinet to compile the information of complaint by staff RTM Kelantan. All applicant of information will be stored in the system and safe without the intruder's information.

Other than that, through this system, it will facilitate to the staff in retrieving that records about pass complaints. This system is very important to staff manage large records in Jabatan Penyiaran Kelantan (RTM). So it will be easier for staff to retrieves the complaint information quickly. And then, the records also will be managed efficiently. This is because all important information complaint will be easy to classify in the system. By using this system staff can offer higher speeds than files. Rather than having to stack up documents to find information, staff can often find what is needed with just a few clicks of keys or mouse clicks. Higher speed and efficiency results in greater productivity and wasted time, which can help improve the level of Jabatan Penyiaran Kelantan (RTM) organization.

3.2.5 Limitation

The limitation of this system is this system are not connected to the authority's database and will make this system are only functioning with the data that exist in database that have been created in mysql phpMyAdmin.

This system having some interface that might not be interesting and seem simple and this system also does not have notification or alert when their complaint is proceed. For the information in the complaint section, user cannot change the information unless they need to delete and resubmit their complaint. Lastly the limitation of this system is user need to log in and register in order to see all comment and complaint that have been made by others.

3.2.6 Tools User for Development (Hardware)

Table 3.2.6.1: Tools for the hardware

No	Part	Specification
1.	Platform	Laptop
2.	Type Processor	Intel Core i3 Intel ® Core™ i3-4005U Processor (1.70 GHz, 3M Cache)
3.	Memory	2GB DDR3 SDRAM
4.	Max Memory	8 GB
5.	Audio	Sonic Master
6.	Speaker	Built-in Speakers And Microphone
7.	Hard Drive	500GB Serial ATA 5400RPM
8.	Wireless Network Protocol	802.11/b/g/n
9.	Wireless Bluetooth	Bluetooth 4.0
10.	Interface	• 1 x VGA port/mini D-sub 15-pin for external monitor • 1 x RJ45 LAN Jack for LAN insert • 2 x USB 2.0 port(s) • 1 x HDMI • 1 x COMBO audio jack
11.	Battery	2cells 37 Whrs Polymer Baterry

12.	Weight	2.1 kg (With polymer battery)
13.	Camera	VGA camera
14.	Operating System	Microsoft Windows 8 64 Bit

3.2.7 Software

3.2.7.1 Adobe Dreamweaver CS5

One of the most popular professional web design programs available that usually use is called as Adobe Dreamweaver CS5. This program can be able to use by the beginner and the expert of web designer it is because it can help to identify which error that has made it during writing the code. It is faster and very helpful. This Adobe is more than advanced and better than C++. In this platform, the user can able to use Adobe Dreamweaver CS5 to write HTML, CSS, PHP, JavaScript, Action Script, and others. In this project, which is in the system, complaint system uses this software to write the code before opening in the localhost. It is very helpful when sometime, the developer forgets to write the opening or closing code, it will immediately mention the error. Other than that, this software very easy to use compared others software because of this software easy to identify the error in the system and then also user friendly.

3.2.7.2 XAMPP server

XAMPP server is an open source application which is the user can get it free, it usually uses in Web server environments. The element of the Web server is provided to developers and web server, database, operating system, and web scripting software. The most important part which is used run the web server within windows is Apache or another name is Apache HTTP Server. In XAMPP Server, the usual technologies that are used for creating a website are MYSQL and PHP. MYSQL is the platform of the database that saves the data. To access data from the database, it will use PHP as the scripting language. This is useful for testing the website before publishing to the real public web server. During the development of the Sistem Aduan XAMPP will be used as a server to trying and testing the system.

3.2.7.3 Google

Among several popular web browsers, Google Chrome is one of them. It is an open sources program that enables the user to run the Web-based application and accessing the World Wide Web. Google Chrome has been produced by Google Company at 2008. This software can able to use in all operating system such as Windows, Mac OS X, Linux, Android, and iOS. In order to test the Sistem Aduan, Google Chrome will be used as a platform for the XAMPP and WAMP serve to display what is actually has been done by the developer. In developing this system, the Google Chrome has been used because, in more convenient rather than another browser, this browser is commonly used because of their user friendly, which is their interface easier to use.

3.2.8 Methodology and Proposed System

In this chapter will be discussing the methodology that will be using in the development of the Sistem Aduan ICT dan M&E. The methodology model that is used in developing this system is based on the traditional system development life cycle using. This model is to describe the phases that are involved in the development of the system. These models have 5 phases which is involve planning, analyzing, design, implementation and maintenance phases. This model is very important that provides a systematic process during the process of developing the system so that in the end the system will produce the actual deliverables or good. Using this model, it guides the developer by following the phases according to the step by step that helps the developer to get the best output of the project. In developing our system, we are a focus on the planning, analysis and design phases. The figure 3.2.8 shows System development lifecycle
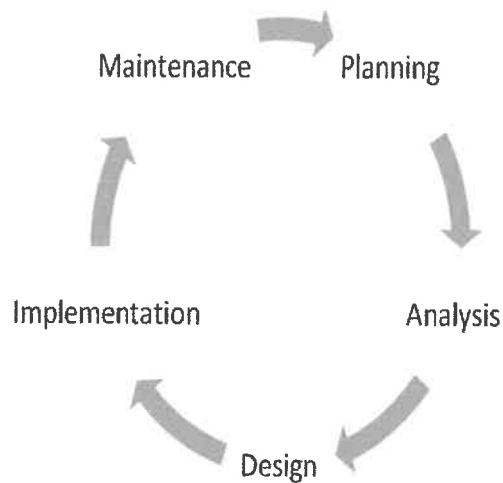
Figure 3.2.8
System development lifecycle

3.2.8.1 Planning

Planning is the first phases in the traditional system development lifecycle, so basically, the process is the most critical phase of any project as it provides the direction to the entire project. The process of developing Sistem Aduan is started with the planning process which is the ideas of this system created by myself. Sistem Aduan is not our first ideas, these ideas come after some ideas are being rejected. The first ideas that our group want to develop are the Internship system but this system is already developed and created. After make brainstorming with supervisor RTM and other staffs decide to develop Sistem Aduan. The objective of developing this system is to facilitate the management ICT and M&E in order to manage, control the process of application facility and manage the records with efficiently.

3.2.8.2 Analysis

In the analysis phase, the process that is involved in this phase is where consider the functional requirement of the project or solution. The phase is where the takes a place in collecting and analyzing the information that needs to the end user to ensure the system can meet their expectation.

In the developing of Sistem Aduan, collecting the information about the requirement of the system by the interview and from manual. For the interview method, our team has made an interview session with Encik Tengku Ahmad Shah the person manage maintenance department for managing the system manually. Through the interview session, he explained to us about the detail and the flow about the process manual Aduan.

Through the way in getting the information, Encik Tengku Ahmad Shah has made a request to me for develop the full function of the system that can assist him in managing the Sistem Aduan zakat.

3.2.8.3 Design

In the design phase, a determining the architecture and operation of the system which is the process, hardware, software, networking, data retrieval, archiving and use, user interface and another component. This phase is to describe the detail, necessary specification, features and operation of the system that will satisfy the functional requirement of the proposed system which will be in place.

The trainee already made a diagram for the structure of the data that are collected from the interview and manual form method in order to meet and fulfill the user need for the system. The diagrams are accurately designed with actual structure by identifying using context diagrams, a data flow diagram, and an entity relationship diagram. The data structure is design to help the team to develop the system smoothly without any problem. In designing the system, our group uses the computer language to write web pages of our system. The computer language that we used is the combination of Hypertext Mark-up Language (HTML) and hypertext pre-processor (PHP) language. For the database, we have used XAMP software that contains MYSQL as a platform of the database that keeps the data, to open MYSQL we used phpMyAdmin to store the data that are collected from the user.

3.2.8.4 Implementation

In these phases, the system will be customized, tested and installed, system maintenance and evaluation of outcomes is an essential component during the implementation process. This phase is involved in a written program of the system and the system is put into the production by moving the data and components from the logical into the physical system.

3.2.8.5 Maintenance

The maintenance phase is the last phases in the System Development Life Cycle. In this phase, it explains the process and outcomes of the maintenance phase. The end user can use the system as they wish. In this phase, the system is systematically repaired and improved for the future used for example the new version or releases of the software with associated updates to documentation.
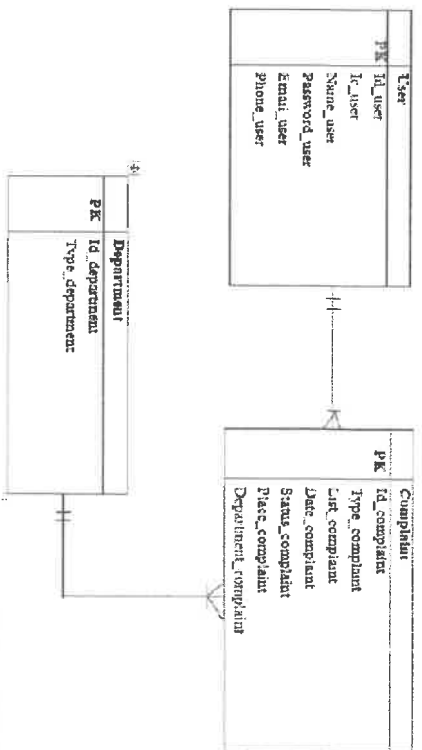
3.2.9 Illustration of Diagram

User

PK	Id_user
	Ic_user
	Name_user
	Password_user
	Email_user
	Phone_user

Department

PK	Id_department
	Type_department

Complaint

PK	Id_complaint
	Type_complaint
	List_complaint
	Date_complaint
	Status_complaint
	Place_complaint
	Department_complaint

Figure 3.2.9
Entity Relationship Diagram (ERD)

User → System Admin: User detail
System Admin → User: Information complaint detail
System Admin → ICT & Maintenance: Complaint status
ICT & Maintenance → System Admin: Complaint diversion information
Admin → System Admin: Complaint diversion information
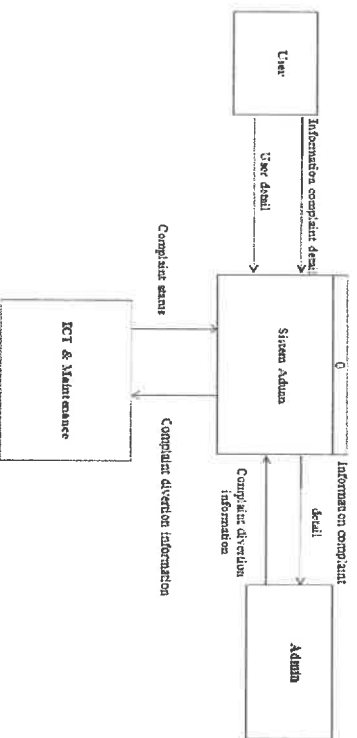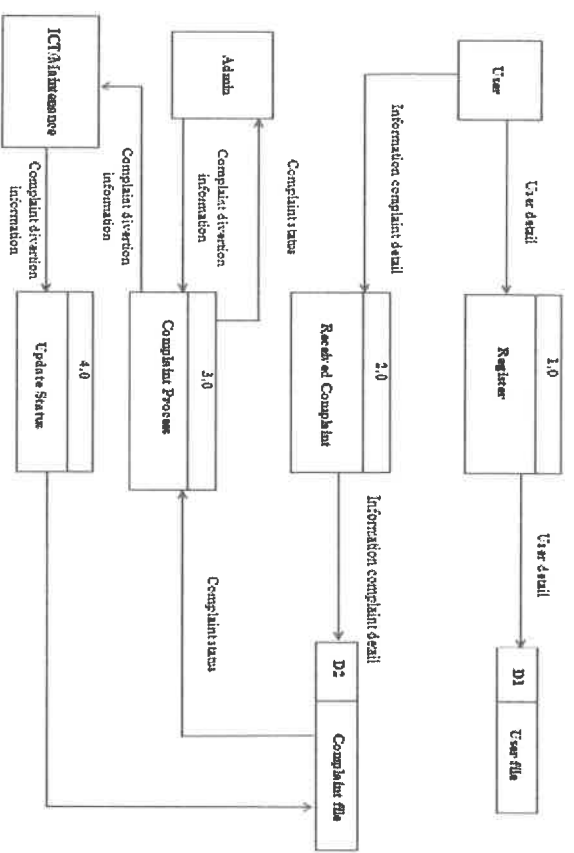System Admin → Admin: Information complaint detail

Figure 3.2.9
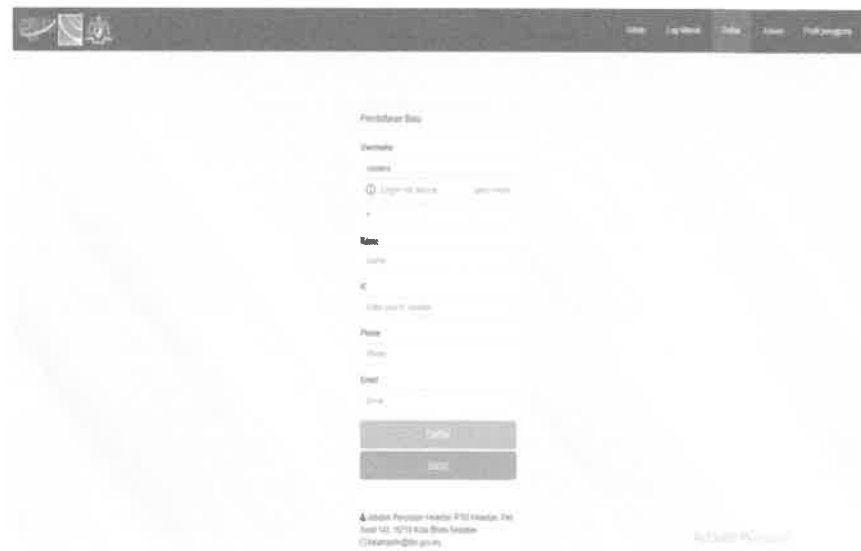**Context Diagram**

Figure 3.2.9
Data flow diagram

3.2.10 Interface Design

Figure 3.2.10

Homepage design

Figure 3.2.10

Registration interface user and admin

Figure 3.2.10

Login user interface

Figure 3.2.10

Login admin interface

Figure 3.2.10

Complaint form user interface
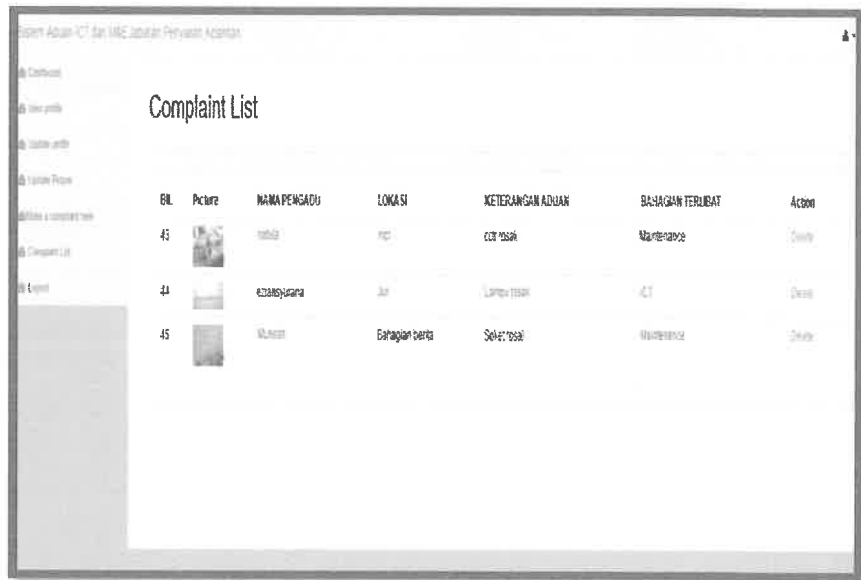
Figure 3.2.10

Complaint list interface
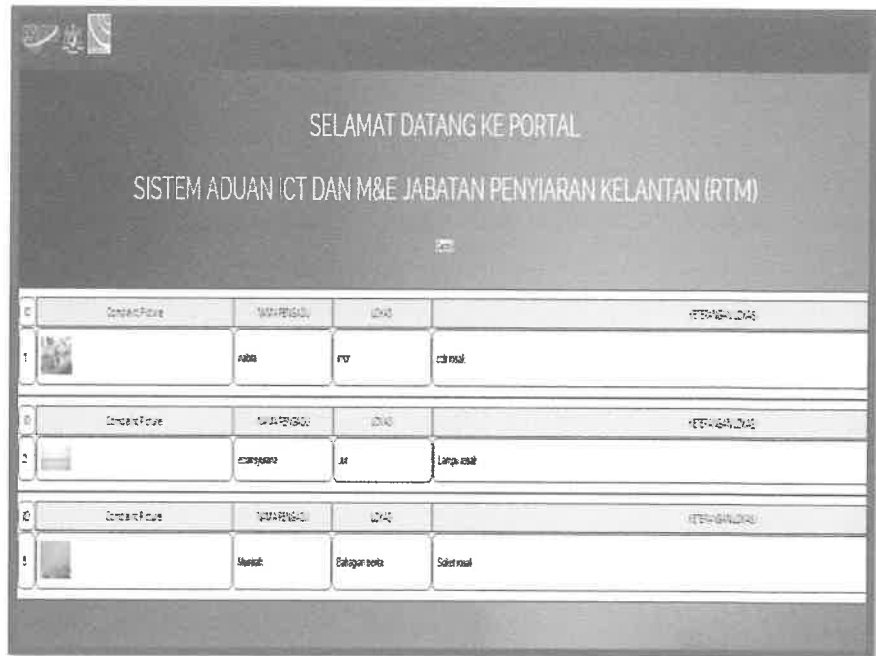
Figure 3.2.10

Portal Sistem Aduan interface design
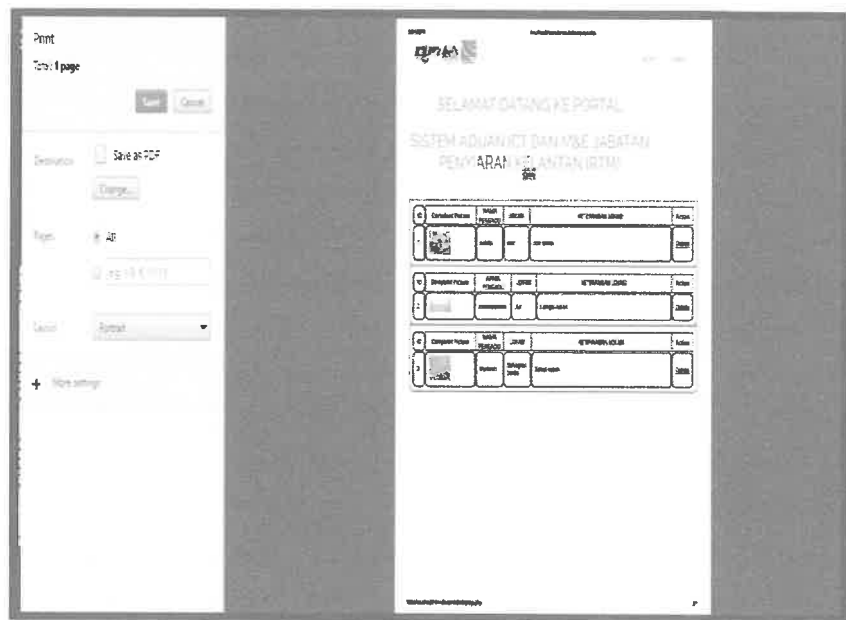
Figure 3.2.10

The button print interface design

3.2.11 System Flowchart/Diagram

i.   User Registration Process
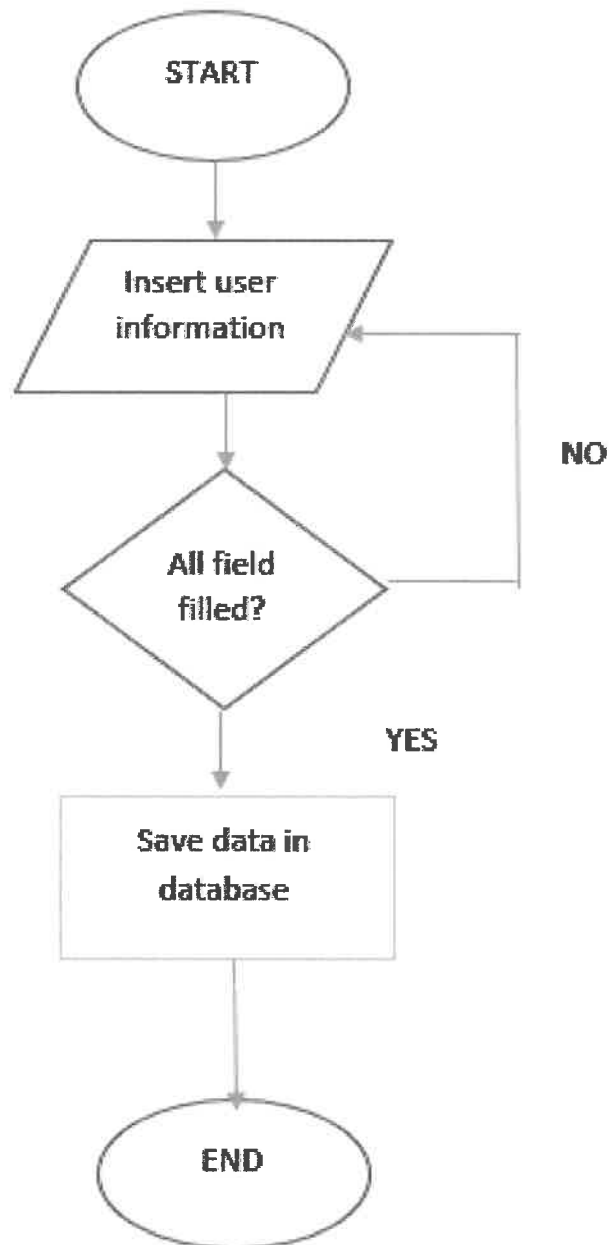
Figure 3.2.11
User registration process

ii.   User Login Process
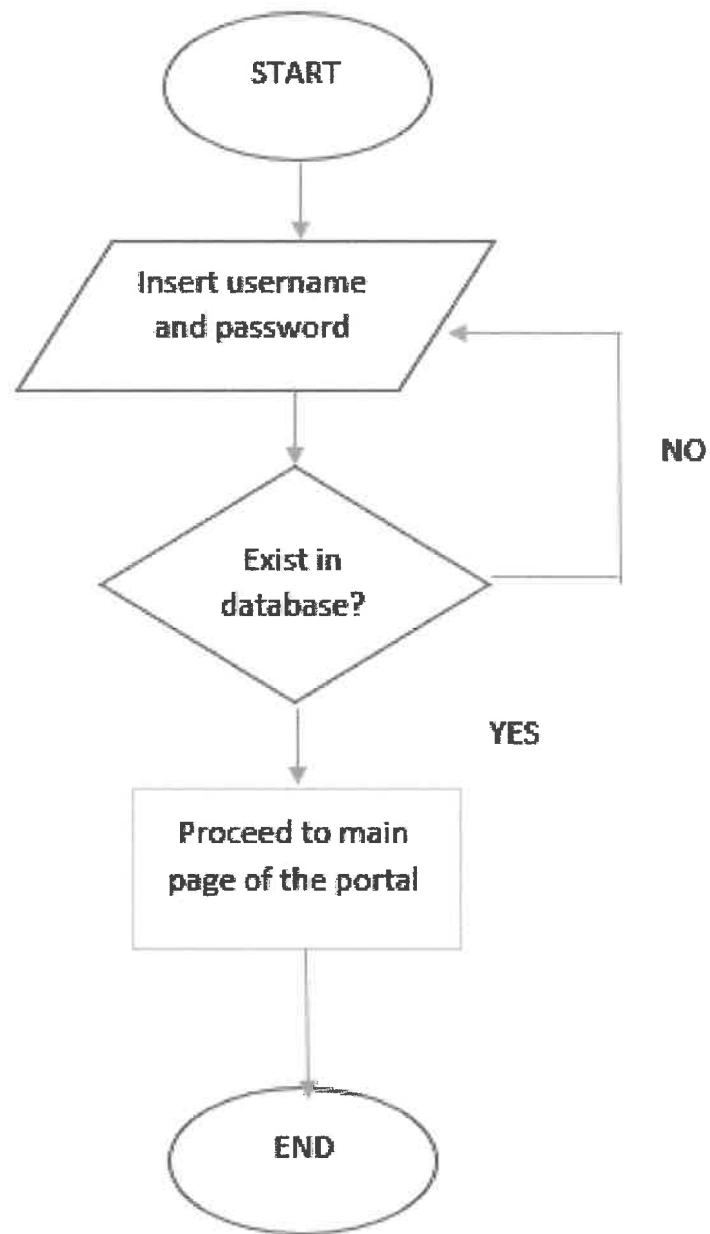
Figure 3.2.11

User login process

iii.   User Complaint Submission
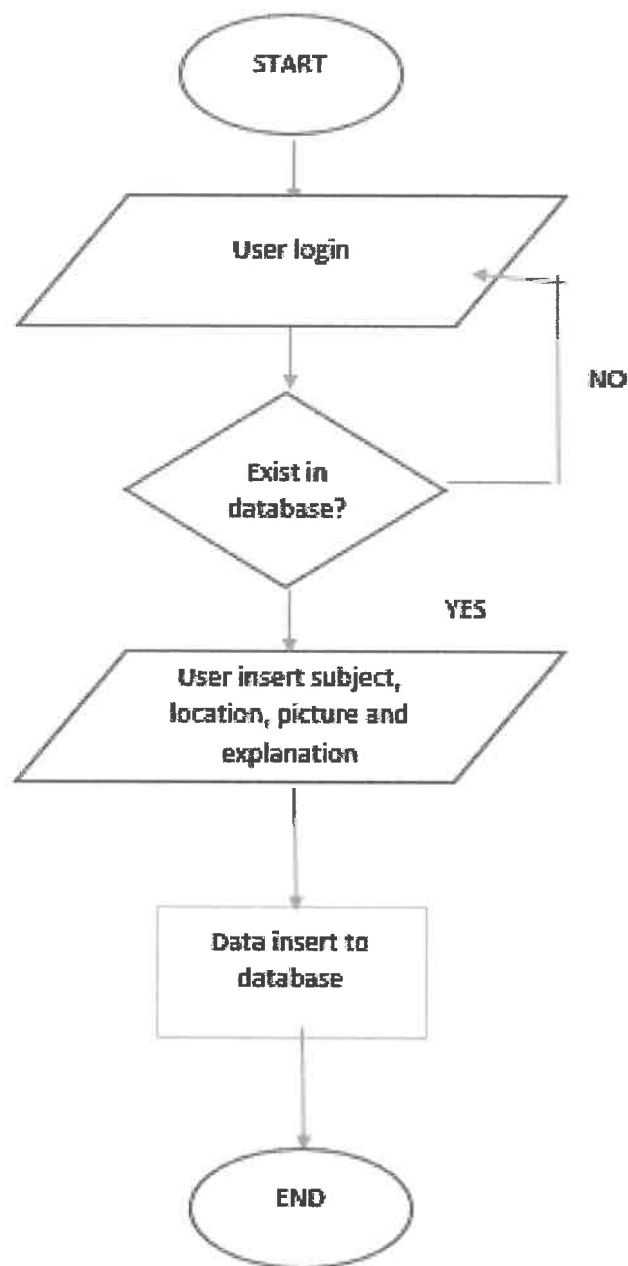
Figure 3.2.11
User complaint submission process

iv.   Admin Registration Process
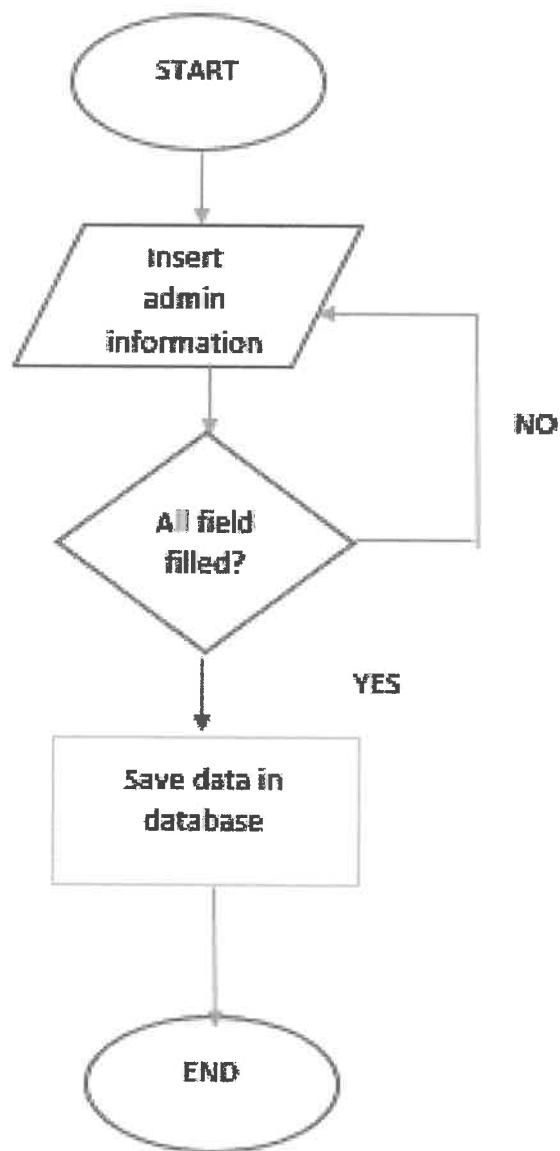
Figure 3.2.11
Admin registration process

v.   **Admin Login Process**
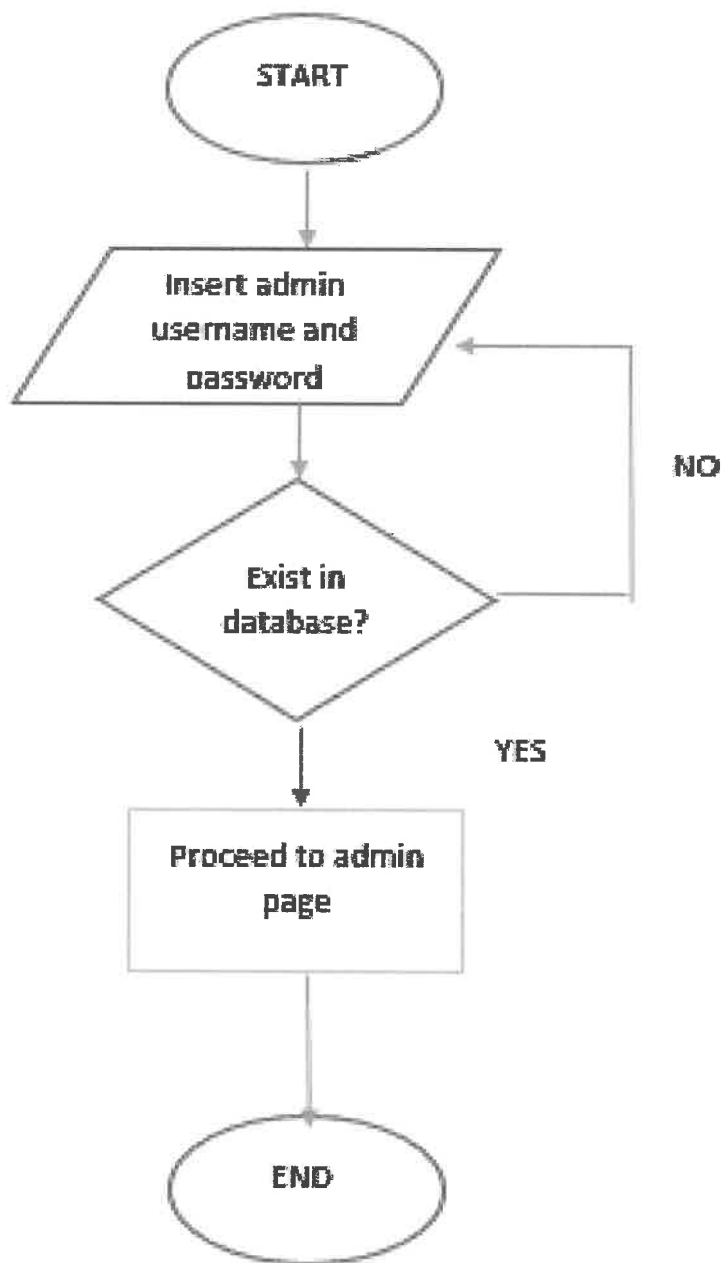
Figure 3.2.11
Admin login process

3.2.12 Gantt Chart

In any project, the most important thing that needs to be considered is time. Therefore, were use timeline PADIM to facilitate us to visualize throughout the timeline that we will complete this project. Our teams great care about time to avoid delay the project. Here is the planning timeline that will take to complete this project.

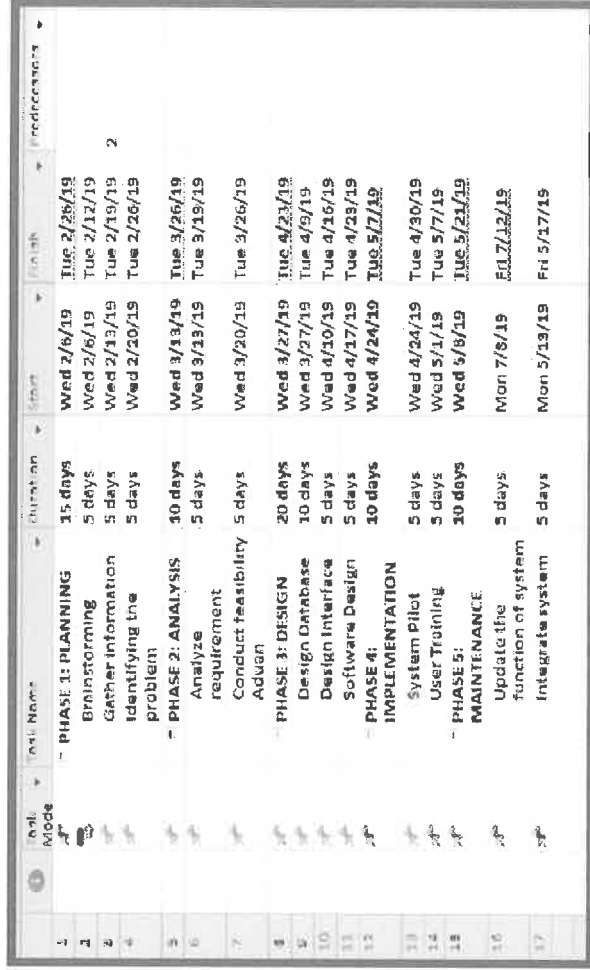|	Task Mode	Task Name	Duration	Start	Finish	Predecessors
1		PHASE 1: PLANNING	15 days	Wed 2/6/19	Tue 2/26/19	
2		Brainstorming	5 days	Wed 2/6/19	Tue 2/12/19	
3		Gather information	5 days	Wed 2/13/19	Tue 2/19/19	2
4		Identifying the problem	5 days	Wed 2/20/19	Tue 2/26/19	
5		PHASE 2: ANALYSIS	10 days	Wed 3/13/19	Tue 3/26/19	
6		Analyze requirement	5 days	Wed 3/13/19	Tue 3/19/19	
7		Conduct feasibility Aduan	5 days	Wed 3/20/19	Tue 3/26/19	
8		PHASE 3: DESIGN	20 days	Wed 3/27/19	Tue 4/23/19	
9		Design Database	10 days	Wed 3/27/19	Tue 4/9/19	
10		Design Interface	5 days	Wed 4/10/19	Tue 4/16/19	
11		Software Design	5 days	Wed 4/17/19	Tue 4/23/19	
12		PHASE 4: IMPLEMENTATION	10 days	Wed 4/24/19	Tue 5/7/19	
13		System Pilot	5 days	Wed 4/24/19	Tue 4/30/19	
14		User Training	5 days	Wed 5/1/19	Tue 5/7/19	
15		PHASE 5: MAINTENANCE	10 days	Wed 5/8/19	Tue 5/21/19	
16		Update the function of system	5 days	Mon 7/8/19	Fri 7/12/19	
17		Integrate system	5 days	Mon 5/13/19	Fri 5/17/19	

Figure 3.2.12
The Gantt Chart of the system

CHAPTER 4: CONCLUSION

4.0 CONCLUSION

In the conclusion, industrial training is not simply a requirement for a student to graduate but industrial training is an element that used to expose student to the actual working situation. Industrial training will get ready student with the skills and knowledge that match with current market needs.

Then, industrial training can changes students' view towards working life. Student usually will think that after graduate there is no need to learn anymore, but the actual is the real working life is more challenging because technologies keep changes according to industrial revolution 4.0 and student need to keep their knowledge up to date with the technology because working is a never-ending learning process.

By experiencing five months of industrial training at under engineering department which is technical department, it acts as a platform for the trainee to face the challenges of the real world of working. The works and task that given to trainee in this company are related to the course and it gives an opportunity for the trainee to increase knowledge and apply the knowledge that has already learnt before.

Besides, this industrial training makes students focus more on works given and gain lots of knowledge and experience in working environment. This work was provided by the organization as an exercise to sharpen the student's problem solving skill by giving the opportunity to understand and explore the software used. It is not only in term of media skills but also to management skills, time management, self-confident, decision making and others skills that related.

4.1 Application of knowledge

During the trainee industrial training, the trainee has applied a lot of knowledge that the trainee was learnt during learning theory since diploma until degree. The trainee can applied that knowledge into practical task from the theory lesson during study.

4.1.1 Electronic Publishing (IMD214)

The trainee has applies Electronic Publishing (IMD214) course during make the poster, making editing to the layout of news and make a logo. It is because during learning that course, the trainee has learn how to use Adobe Photoshop to make poster for RTM day, logo and others.

4.1.2 Introduction to Web Content Management and Design (IMD311)

The trainee has applied Introduction to Web Content Management and Design (IMD311) course in order to develop Sistem Aduan. Before make that system was function, the trainee was built first the system with the coding HTML and CSS. The trainee use HTML in order to make sure the interface of system is structured arrange to make the user will easily to handle and use the system. The CSS use to make sure all page is standardize such as background colour, font style, font colour and others.

4.2 Personal thoughts and opinion

During at the internship training, all the staff starting from the supervisor, the staff, and even the top management is friendly and easy to deal with the trainee. It is because during at that office, the trainee is the only trainee student, which is the possible reason the trainee is easily to communication and deals the staff at the office.

They will just focus into the trainee only. Next, some of staff, when the trainee is want give a help to do the job, but they does not give it, because they not give a believer to that the trainee can do that job, even the trainee has already tell to that staff, that the trainee want to learn. The example is when the trainee want give a help to arrange setup the PA system, the staff tells that the trainee will headache when want to handle. Because of that, maybe for the next internship students, the staff should give the opportunity to the trainee to learn, even it is just a clerk job.

4.3 Lesson learnt

During the internship training, the trainee has learnt the ways of communication with the staff. The time management, when the staff give a task, they will period of time that need to complete the task, according to time that stated by the staff, the trainee attempt to make the task complete before time should be sending to the staff.

Next, the trainee has learned the skills of taking the picture and writes the Kelantan Sana Sini (KSS), radio news and TV news. The trainee also got the skills to make media works such as editing video, editing poster, editing news and others.

Other than that, the trainee also teach about setup the PA system in event and also know about sending news material to Angkasapuri before publish in TV.

4.4 Limitations and Recommendations

Firstly, the lack of employees in that Unit Communication Technology (ICT) didn't know about the designing for example in Adobe Photoshop. This is because they focused to technical only which is related electric and electronic. And then, other certain of the staff not trust with the girl in working in setup mixer. As a staff actually need to teach to all practical student.

The main problem that faced during the internship training is most commonly in term of the system development aspect. Most of the times the trainee needs to focus on developing a system but the trainee have many other supported activities as a worker. According to that, the trainee has the limited time to make the system and on that time need to expose many task that given.

And then, the trainee limited time to complete the task that had given by staff. The recommendation, the organization should have good plan to planning with the trainee in order to make sure the trainee can complete the system and expose many task in the working area to get the experiences.

REFERENCES

Tengku Ahmad Shah, personal communication,April 4, 2019

Mohd Rahimi, personal communication, May 28, 2019

UMK- MOU TVET

READER
Graduan Diploma Institusi Latihan Jabatan Tenaga Manusia (ILJTM) berpeluang melanjutkan pengajian ke peringkat Ijazah Sarjana Muda di Universiti Malaysia Kelantan (UMK) tahun ini.

Menurut Timbalan Menteri Sumber Manusia, Datuk Mahfuz Omar, peluang terbuka hasil kerjasama pihaknya menerusi memorandum persefahaman (MoU) dengan UMK.

VT
VCG: BACHOK
MoU untuk tempoh tiga tahun itu sekaligus membuka ruang kepada semua pelajar lepasan bidang Pendidikan Teknikal dan Latihan Vokasional (TVET) bagi semua kursus untuk menyertainya.

Ia juga diharap menjadi pemangkin kepada golongan berkenaan untuk menjadi pemula dalam setiap lapangan samada mencipta peluang pekerjaan baru atau mencipta produk selain menaikkan imej pelajar TVET itu sendiri.

UPSOUND
QIN: DAN KERJASAMA... (9:23)
QOUT: ... LEBIH TINGGI (9:51)
SUPER: TIMBALAN MENTERI SUMBER MANUSIA, DATUK MAHFUZ OMAR

DAN KERJASAMA2 BEGINI AKHIRNYA AKAN MEMBENTUK PEMIKIRAN MASYARAKAT, KELUARGA IBU BAPA KEYAKINAN MEREKA TERHADAP TVET. KALAU SELAMA INI ORANG TAK BERAPA KENAL TVET, TAK BERAPA NAK YAKIN TENTANG MASA DEPAN DENGAN TVET. TAPI HARI INI SAYA PERCAYA BAHAWA ADA LALUAN PENDIDIKAN SAMPAI KE PERINGKAT IJAZAH INI AKAN MELAHIRKAN SATU KEYAKINAN YANG LEBIH TINGGI

Beliau berkata demikian selepas majlis menandatangani memorandum persefahaman (MoU) antara UMK dan Jabatan Tenaga Manusia (JTM) di UMK Kampus Bachok.

Dalam perkembangan sama, pihaknya menyeru lebih banyak Universiti Awam dan Swasta serta Antarabangsa menjalin kerjasama dengan penyedia latihan TVET di Malaysia.

Kerjasama itu bagi merealisasikan hasrat kerajaan untuk melahirkan peratusan pekerja mahir yang lebih tinggi sehingga mencapai tahap 35 peratus.

Ini sebagaimana yang digariskan menerusi Rancangan Malaysia ke-Sebelas (RMK-11).

BERITA JAM 6 PTG AHAD 16.6.2019
Assalamualaikum dan Salam Sejahtera. Bersama saya....menerusi Berita Radio Malaysia Kelantan fm.

1.
Pusat Transformasi Luar Bandar (RTC) Kelantan mencatat jumlah jualan melebihi 144 JUTA ringgit bagi tempoh Januari sehingga Mei lepas.

Menurut Pengerusi Lembaga Pemasaran Pertanian Persekutuan (FAMA), Sr. Ishak Ismail, RTC Kelantan berjaya mencapai sasaran yang membanggakan.

Katanya, kombinasi kaedah yang digunakan oleh pihak FAMA Kelantan adalah untuk melengkapi keperluan pengguna.

Beliau berkata demikian semasa ditemui pemberita di Majlis Sambutan Hari Raya FAMA Kelantan, di RTC Tunjung, Kota Bharu.

RTC Kelantan menawarkan pelbagai jenis produk dengan harga berpatutan dan menjadikannya pusat jualan pilihan rakyat.

Kunjungan daripada pelancong luar juga meningkatkan hasil kutipan jualan kerana RTC merupakan tempat tarikan pelancong.

Turut hadir Pengarah FAMA Kelantan, Encik Mohd. Ariffin Awang. Selain itu, FAMA turut berjaya membantu 745 peserta melalui pelbagai program yang telah dilaksanakan sebelum ini termasuk Pesta Orkid, Flora dan Herba.

2.

Sementara itu,
Lembaga Pemasaran Pertanian Persekutuan (FAMA) akan melaksanakan program transformasi alaf baru iaitu pemasaran secara digital.

Pengerusi Sr. Ishak Ismail berkata, program Agrobazar Online dan Pasar Tani.com diperkenalkan untuk membantu para peniaga dan memudahkan pengguna.

Katanya, kaedah itu lebih efisien seiring dengan teknologi hari ini. Dengan adanya program itu, peniaga akan terus menjadikan aktiviti berniaga sebagai satu kerjaya yang mendatangkan hasil sekaligus mengurangkan kos sara hidup.

FAMA turut merancang untuk membuat pandu lalu bagi program pasar tani.

Melalui program berkenaan, ia boleh meningkatkan hasil jualan petani sebanyak 50 peratus dengan jualan terus dari ladang. Selain itu, FAMA bercadang melancarkan programTani Ekspress bagi menarik minat golongan muda terlibat dalam bidang perniagaan serta mengusahakan aktiviti pertanian.

Beliau berkata demikian semasa ditemui pemberita di Majlis Sambutan Hari Raya FAMA Kelantan, di RTC Tunjung, Kota Bharu.

Program itu akan dilancarkan pada ogos ini.

3.

Empat lagi mayat orang Asli Batek dipercayai meninggal dunia akibat jangkitan radang paru-paru di Kuala Koh, Gua Musang dijangka akan dibawa keluar lewat petang ini atau esok sebelum dihantar ke Hospital Gua Musang untuk proses bedah siasat.

Menurut Ketua Polis Kelantan, Datuk Hasanuddin Hassan, namun begitu, operasi berkenaan bergantung kepada keadaan cuaca.

Jelasnya, jika keadaan cuaca baik berkemungkinan mayat berkenaan dapat dibawa keluar dengan segera hari ini.

Seramai 12 anggota termasuk Orang Asli suku Batek sebagai penunjuk arah menyertai operasi yang akan mengambil masa selama 5 jam untuk sampai ke lokasi.

Katanya, jika keadaan cuaca tidak mengizinkan dan boleh menimbulkan risiko kepada pasukan, tugas berkenaan akan ditangguhkan dahulu sehinggalah keadaan kembali normal.

Beliau menyatakan perkara itu kepada pemberita pada sidang media Perhimpunan Bulanan bagi bulan Jun 2019 peringkat Ibu Pejabat Polis Kontinjen Kelantan di Kota Bharu.

Katanya tempoh masa beberapa jam diperlukan untuk mengorek dan mengeluarkan mayat diatas pokok disertakan dengan beberapa upacara ritual tertentu sebelum dibawa dengan bot.

Datuk Hasanuddin berkata mayat berkenaan tidak sempurna sebaliknya lebih kepada rangka setelah lebih sebulan berada di lokasi berkenaan.

Pihak polis akan merakam percakapan waris mangsa bagi

pengesahan selepas urusan membawa keluar mayat selesai.

Selain itu, polis juga sedang mengesan waris mangsa yang berhijrah ke tempat lain.

Setakat ini, 8 mayat sudah dibawa keluar dari Zon berkenaan.

Sekian Berita Radio Malaysia Kelantan fm.
Berita di sediakan MEK KEDI A/P ICHAN.
Assalamualaikum dan Salam Sejahtera.