

INDUSTRIAL TRAINING REPORT:

SEBERANG PERAI MUNICIPAL COUNCIL (MPSP) PULAU PINANG

SPECIAL PROJECT:

INTERNSHIP REGISTRATION INFORMATION SYSTEM (IRIS)

BY

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

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DECLARATION

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ABSTRACT

Seberang Perai Municipal Council (MPSP) was established on 1800 but it created on 15th December 1976. The trainee did undergo industrial training from 1st August 2016 to 31th December 2016 at Seberang Perai Municipal Council (MPSP), Perda, Pulau Pinang. The organization is the largest that control the environment around Seberang Perai such as Seberang Perai Utara, Seberang Perai Tengah and Seberang Selatan in Pulau Pinang. The organization is the largest that control the environment around Seberang Perai such as Seberang Perai Utara, Seberang Perai Tengah and Seberang Selatan in Pulau Pinang. The trainee are placed in the Training and Competencies Units, Human Resources Department under the supervision of Mrs. Siti Rafidah Binti Abdul Halim. For the main project, the trainee has made Internship Registration Information System (IRIS) for Training and Competencies Units. This project is a high impact project whereby, by having the automated system, it can save administrative information, save internship student information and status application. This system will be improve staff satisfaction, productivity, and performance. The trainee need to do some other activities during industrial training in which each activity requires its own skills. The trainee also gained a lot of knowledge, skills and experience that can be used in the future. The industrial training programme run smoothly but there are also have some drawback that need to be resolved. Thus, the trainee give some suggestions to solved the problem. The trainee also give a personal opinion about the training industry.

Keywords: *Seberang Perai Municipal Council (MPSP), IRIS, Industrial Training*

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Thank you to all the lecturers who manage industrial training me and friends, Mrs. Izzatil Husna Binti Arshad, a lecturer who acts as my supervisor, Mrs NurulAnnisa Binti Abdullah, and lecturer who visited me in the organization, Mr. Mahadi Bin Mahmood. The guidance provided for industrial training with distinction and class to produce professional reports that will be greatly appreciated. Other than that, lots of love and thanks to my beloved parents who always support me and help to manage my transportation during my practical. Thanks also to the friends who share their knowledge and opinion to get a good report. All guidance from all people has given me a new experience in the world of work and it will be useful for my future.

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CHAPTER 1: INTRODUCTION

1.1 BACKGROUND OF ORGANIZATION

Province Wellesley or Seberang Perai formerly a British colony in 1800. Across the Province Administration when it was based in Penang. With an area of 489.3 square kilometers and a population of about five thousand people, the area is full of bush, swamp and forest, and then turned to agriculture when efforts began exploration in 1850. After the Pangkor Treaty was signed in 1874, an area of Province Wellesley increased to 740.12 kilometers. Population is increasing, especially in areas such as trade center Butterworth and Bukit Mertajam.

Seberang Perai area however was reduced to 738.41 square kilometers affected by boundary changes between Sg Muda Kedah and Penang. In 1896 the Municipal Ordinance introduced which allowed us to make the Act to conduct public affairs. In 1913, a new ordinance was issued which empowers the State Government set up the Rural Board. The Town Council Butterworth and Bukit Mertajam and Rural Council of North, Central and South were established. In 1961, the administrations of the Town Council and Rural Council have been consolidated under one authority administered by the District Council and District Council respectively. On June 30, 1974 the Local Government Act (Temporary Provisions) Act 1973 came into force throughout the state of Penang. On July 1, 1974 the three North District Council, District Council and Western District Council, Seberang Perai consolidated and known as the Local Government Management Board, Seberang Perai. On December 15, 1976 through the adoption of the Local Government Act 1976, the Local Government Management Board has been upgraded to the Municipal Council

1.1.1 VISION

Be clean, beautiful and comfortable place to stay, work and invest.

1.1.2 MISSION

To provide urban service, development planning and infrastructure efficiently and responsive to the need of community in Seberang Perai.

1.1.3 MPSP LOGO



Figure 1: MPSP LOGO

The MPSP logo's has been in use since 1st February 1983. Overall, this logo has a shape of shield united with 2 tigers each on the left and on the right.

1.1.4 LOGO EXPLANATION

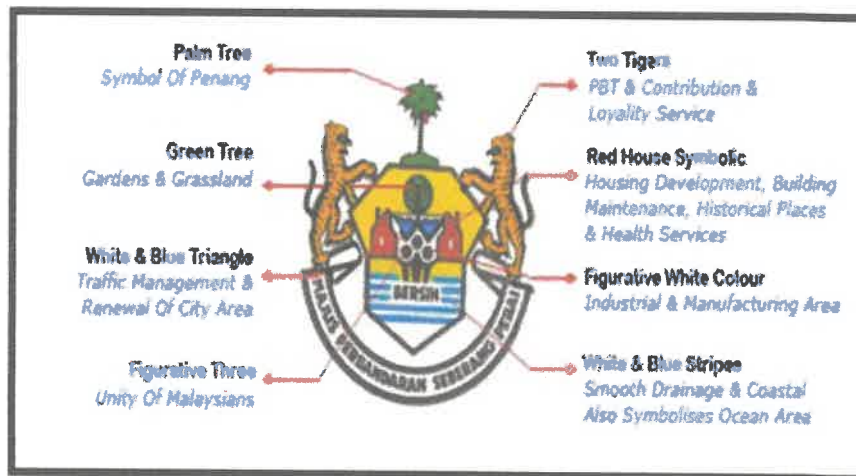


Figure 2: Logo Explanation

1.2 ORGANIZATION STRUCTURE

The organisational structure is made up of 15 functional departments and headed by the Council Secretary as the Chief Operating Officer. The role of the Chief Operating Officer is to assist the President to supervise and co-ordinate the daily operations of all the departments.

6 Council Committees are established to enforce existing and also to make new policies. The Council Committees' members are appointed by the President. The committees meet monthly to analyse, discuss and approve papers presented by the various departments. The results of the meetings will then be presented to the Full Council (which consists of all 24 councillors) chaired by the President at the end of the month for final endorsement before implementation by the council.

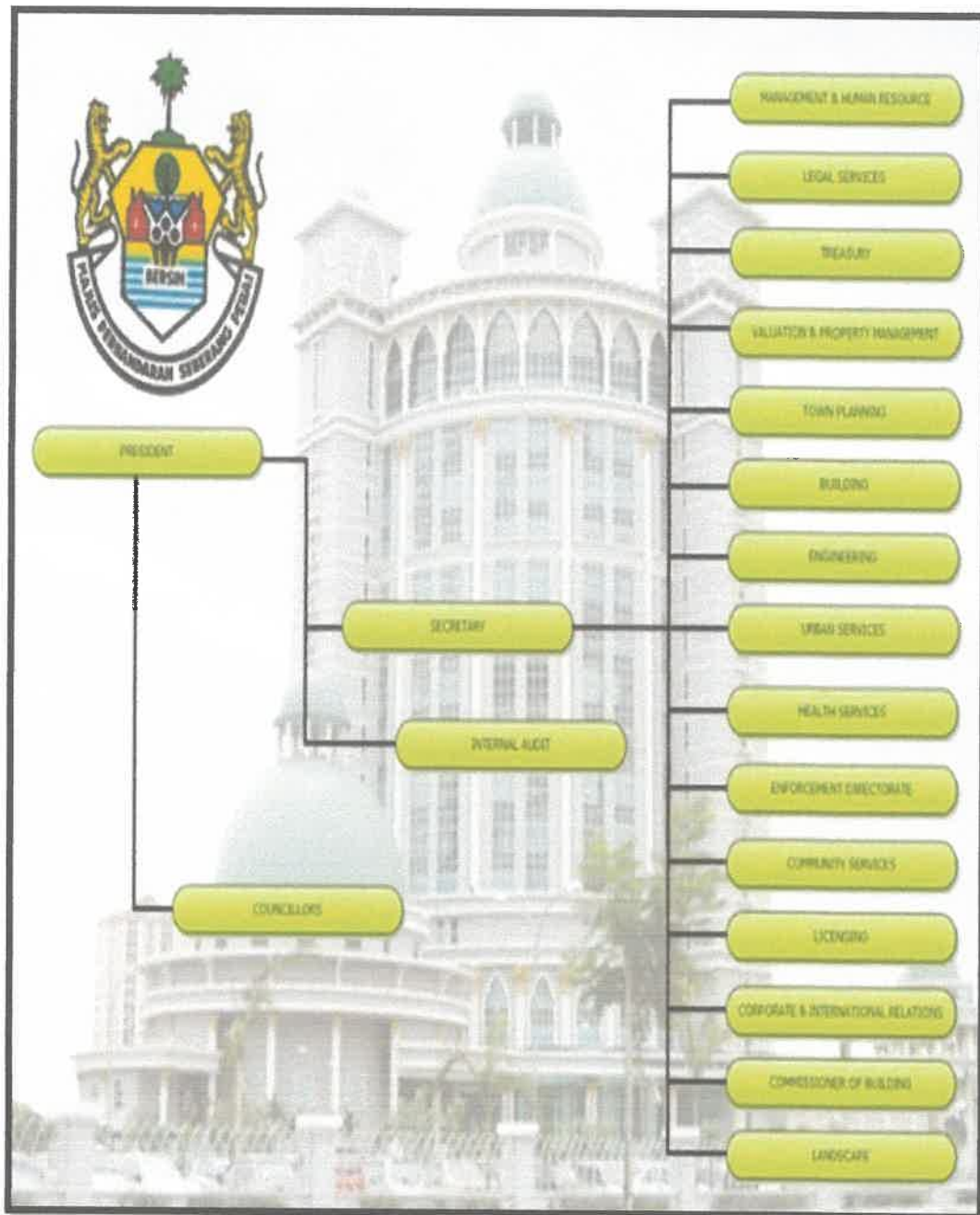
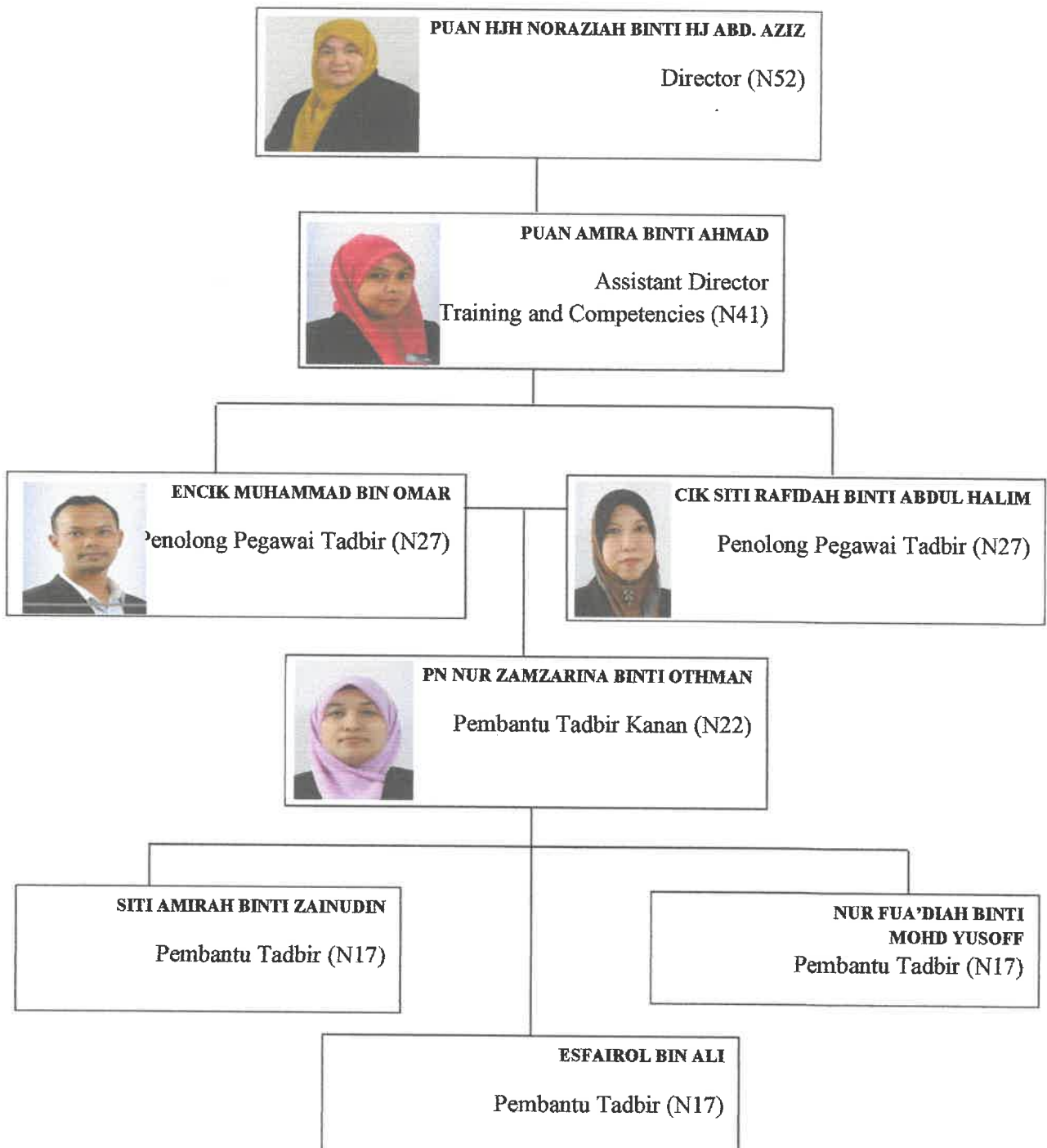


Figure 3: Organization Structure

CHAPTER 2: ORGANIZATION INFORMATION

2.1 DEPARTMENT STRUCTURE



2.2 DEPARTMENT FUNCTIONS

Function of Khidmat Pengurusan Department:

1. Coordinating implementation of training, course, seminar, briefing internally and external to the MPSP staff.
2. Coordinating induction course implementation general and specific to MPSP staff for validation objective in post.
3. Coordinating public and private university student placement application to have practical training in MPSP.
4. Coordinating examination service for verification of posts.

**CHAPTER 3:
INDUSTRIAL TRAINING
ACTIVITIES**

3.1 TRAINING ACTIVITIES (SUMMARY INDUSTRIAL TRAINING)

3.1.1 ADMINISTRATIVE SYSTEM

3.1.1.1 LOGIN PAGE

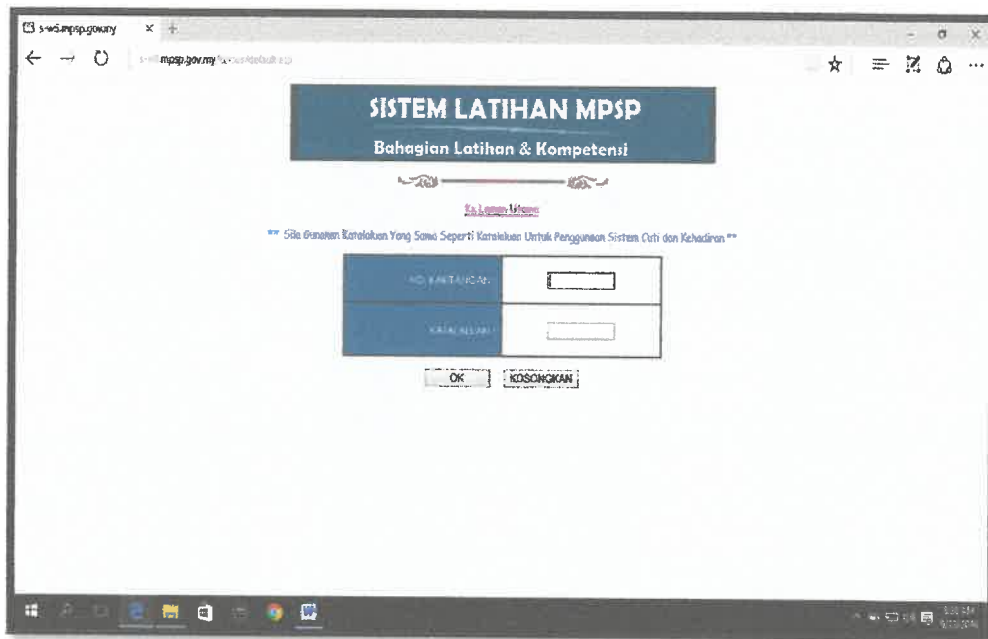


Figure 4: Login Page

This is for Training and Competencies staff system in MPSP. All the staff in training and competencies unit has their own id and password. There is having a private data and details in the system. If the staff want to review, key in the data and check the information about programme and staff in MPSP, they are need to access the system. The trainee can log in to this system using the id and password staff. The staff will give their id and password to make an easier to the trainee using the system.

3.1.1.2 FILL ORGANISER INFORMATION DATA

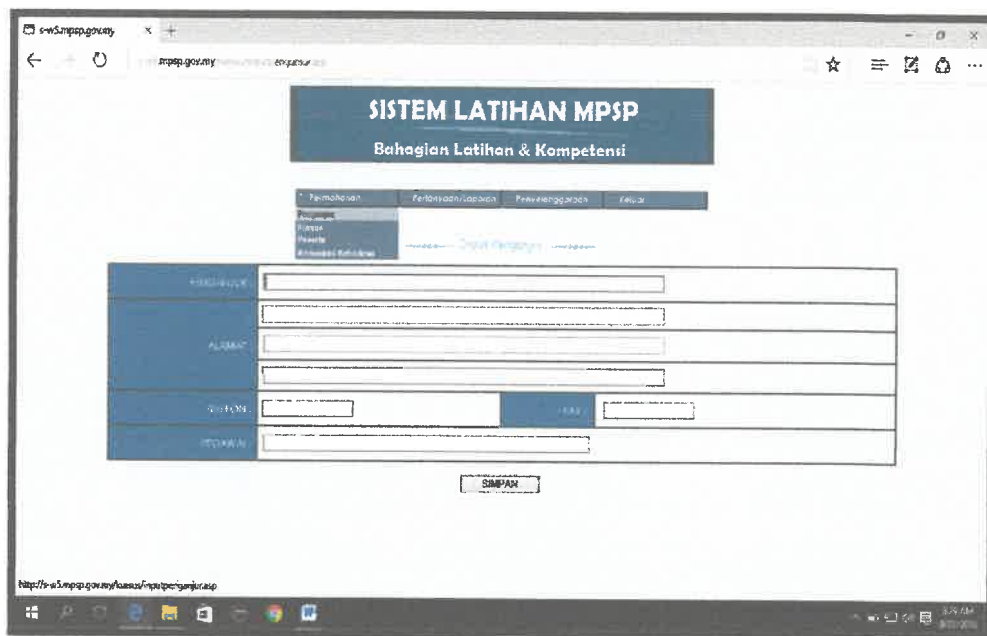


Figure 5: Fill Organiser Information Data

This page is for employees' key in the data information about the organiser. The trainee also entrusted by staff for key in the data in this system. For all the organiser program should be having a data in system. This is to make easier the staff search the organiser program because sometimes the program have the same organiser. The staff just need to key in the organiser name only. For the boxes organiser address, telephone number and fax and staff name just let it blank.

3.1.1.3 FILL PROGRAMME INFORMATION

The screenshot displays a web browser window with the title 'SISTEM LATIHAN MPSP' and subtitle 'Bahagian Latihan & Kompetensi'. The interface includes a navigation menu with options like 'Perkhidmatan', 'Kejuruteraan Latihan', 'Penyelenggaraan', and 'Rujukan'. Below the menu, there are several input fields for programme details:

- TARIKH:** [Date field]
- KATEGORI:** [Dropdown menu]
- KATEGORI KURSUS:** [Dropdown menu]
- TITIK:** [Text input field]
- TARIKH MULA:** [Date field]
- TARIKH AKHIR:** [Date field]
- TEMPAT:** [Text input field]
- MADA:** [Text input field]
- DAFTAR:** [Text input field]
- PENGURUS:** [Text input field]
- NO. P/S:** [Text input field]
- TARIKH SURAT INVOYER:** [Date field]

A 'Simpan' (Save) button is visible at the bottom right of the form area.

Figure 6: Fill Programme Information

Figure 6 shows the fill programme information. The employees and the trainee should be filling the information details about the programme. For example, the details of programme are file number, title of program, categories, date of programme, venue of programme and others. So, the new programme will be key in to the system to make an easier to the staff find or search the records. The information about the programme must be referring on approval letter. After key in the data, the trainee must be click save button to save the data.

3.1.1.4 FILL THE NAME OF PARTICIPANT IN THE PROGRAMME

REKAM JEJAK PESERTA					
No	Nama Lengkap	No. Induk	No. Pendaftaran	No. Absen	Status
1	NOPEK RIZKI PRATIWI		17564		

Figure 7: Fill the Name of Participant in the Programme

Figure 7 shows the pages that trainee student needs to fill the staff name that participates into the programme. On the figure 7, trainee student just need to put the staff number, if she do not know the staff number, the trainee just need to put staff name and click search. The staff name and staff number will be appearing at the screen. The trainee just needs to search staff name and copy staff number at blank box and click send. The staff name will be automatically registered. If have a mistake, the trainee can click “Hapus” button to delete the name from the list.

3.1.1.5 UPDATE ATTENDANCE OF PARTICIPANT

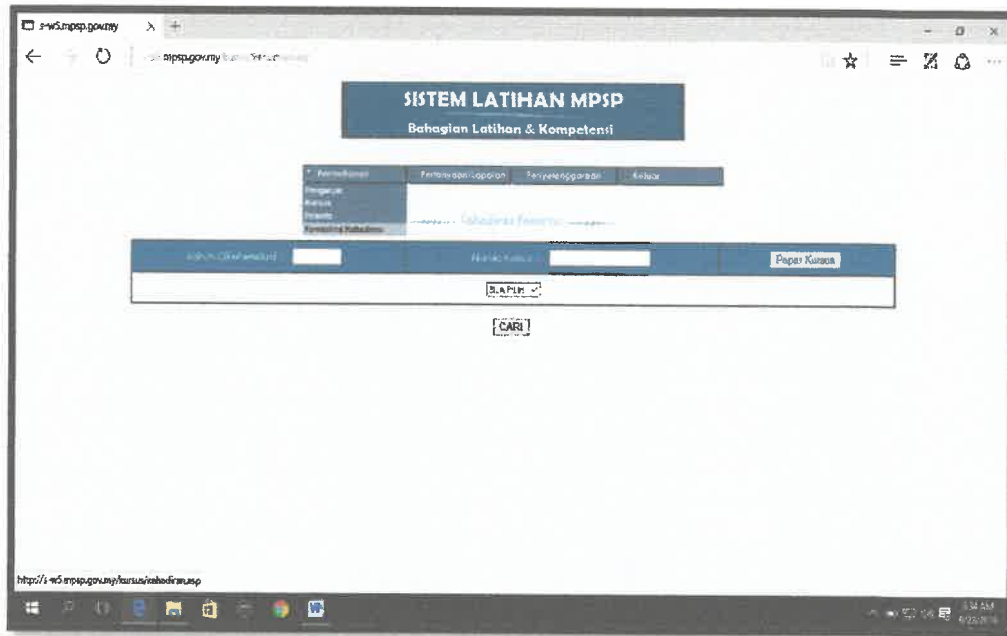


Figure 8: Update Attendance Participant

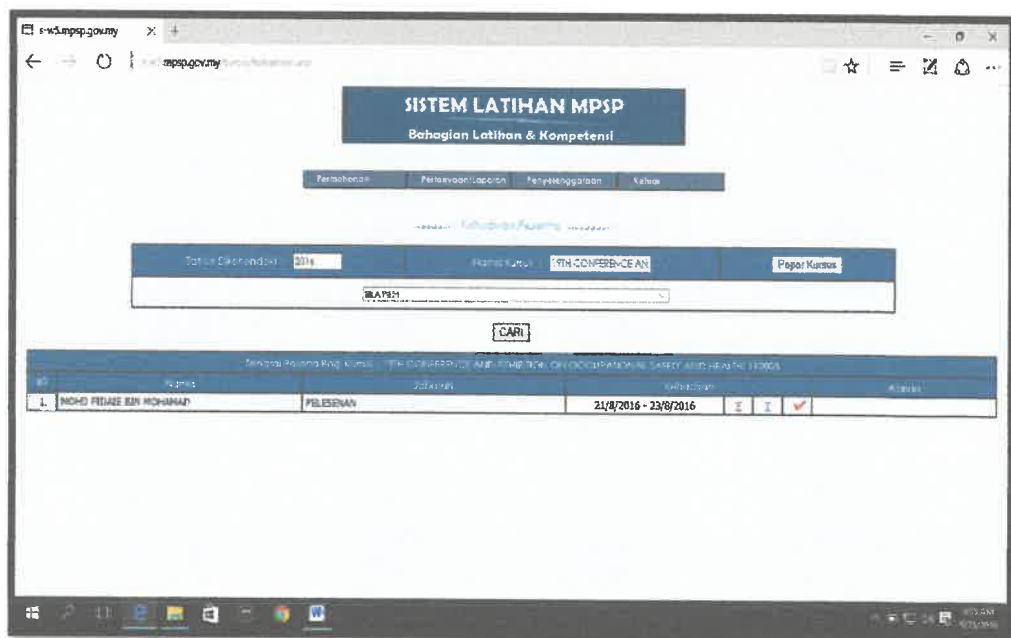


Figure 9: Update Attendance Participant

For update the attendance of participant, the trainee need to search the update attendance such as figure 8, then put the year of programme, programme name and click “papar kursus” for the result. After that, it will be appearing such as figure 9. When the lists of participant on the programme are appear, the trainee just need to click the button “Y” or “T”. The “Y” button means the participant are attend to the programme. The “T” button that means the participant is not attended to the programme. While the trainee clicks the “T” button, it will be shows the information about the participant and the trainee need to write down the reasons why the participants are not attend to the programme. Then click the save button to save the data. If the trainee clicks the “Y” button, the name will be get right sign and for the “T” button, the name will be getting the wrong sign and also the reasons why they are not attend to the programme.

3.1.1.6 SEARCH PARTICIPANT ATTENDANCE

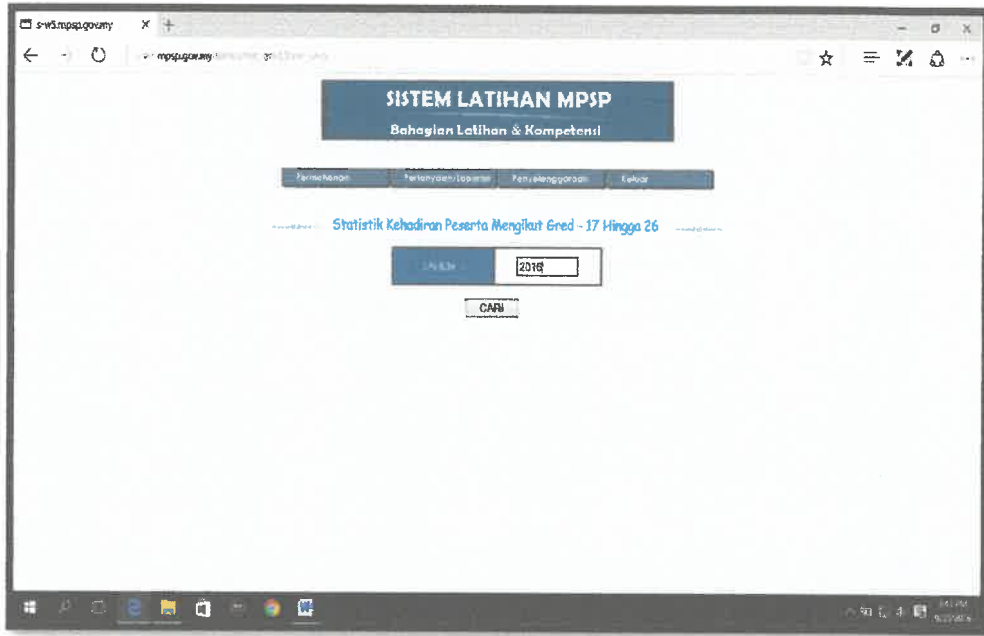


Figure 10: Search Participant Attendance

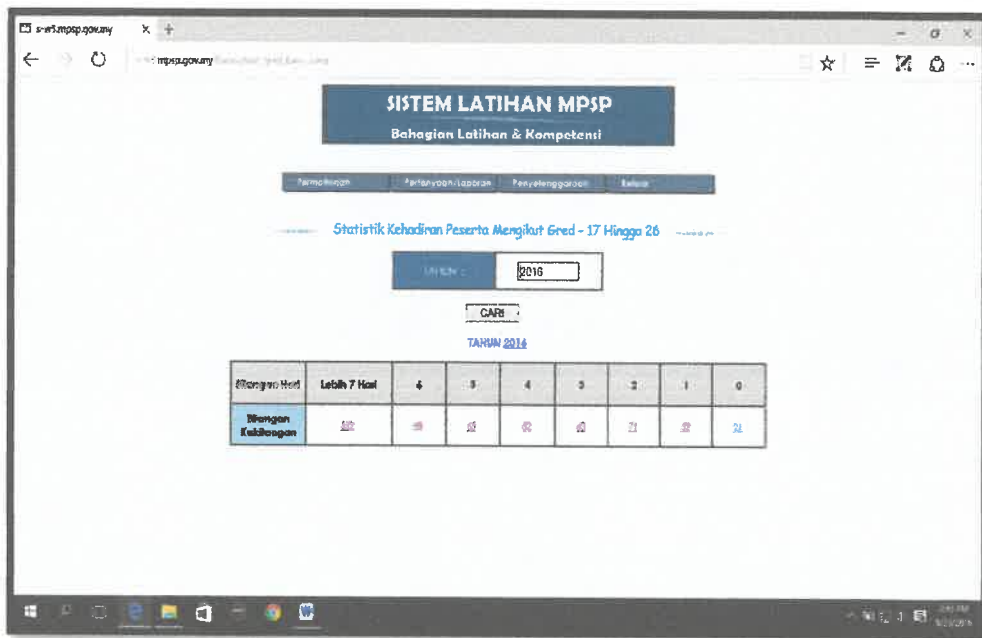


Figure 11: List of Statistic of Attendance

No.	No. Pekerja	Nama	Jabatan
1.	9899	AHMADZ BIN DAHEM	DIREKTORAT PENGUATKUASAAN
2.	9882	AHMAD BIN DIN	DIREKTORAT PENGUATKUASAAN
3.	13407	AHMAD SHAH BIN SABURI	DIREKTORAT PENGUATKUASAAN
4.	9695	AHMAD SHUKRI BIN ZANAL ABIDIN	DIREKTORAT PENGUATKUASAAN
5.	9175	AYOB BIN HASAFA	DIREKTORAT PENGUATKUASAAN
6.	9880	AZHARI BIN OMAAR	DIREKTORAT PENGUATKUASAAN
7.	9113	AZIZAR BIN HUSSAM	DIREKTORAT PENGUATKUASAAN
8.	11568	AZIZI BIN MURAD	DIREKTORAT PENGUATKUASAAN
9.	10961	BIZA RIZAL BIN IBRAHIM	DIREKTORAT PENGUATKUASAAN
10.	7898	BENE FRANCIS A/P FRANCIS	JAB PELESENAN
11.	10847	BIMAHU BIN JAAFAR	DIREKTORAT PENGUATKUASAAN
12.	9887	KAMARUDDIN BIN IBRAHIM	DIREKTORAT PENGUATKUASAAN
13.	13490	ICHAHUL HARIZON BIN MOHD KOOR	DIREKTORAT PENGUATKUASAAN
14.	13500	ICHAHATHIR BIN CHE TAHAYA	DIREKTORAT PENGUATKUASAAN
15.	34834	IKALAVILI A/P HADARAJAH	JAB PELESENAN
16.	9407	IKD JALARI BIN ABDUL HAMID	DIREKTORAT PENGUATKUASAAN
17.	9637	IKHIAN A/L VEDVELOO	JAB PELESENAN
18.	11105	IKHMAN AZHAR BIN MOHAMMAD TAUJIDIN	DIREKTORAT PENGUATKUASAAN
19.	70344	IKHMANAD DANIEL BIN AHMAD AZAM	JAB PELESENAN
20.	47071	IKHMANAD FAZLI BIN ABDUL RAHIM	JAB KURUTERAHAN
21.	10758	IKHMANAD JEFFRY BIN ABDUL HAMID	DIREKTORAT PENGUATKUASAAN
22.	13521	IKHD HARVEY BIN MOHD NOR	DIREKTORAT PENGUATKUASAAN
23.	9719	IKHD HAIB BIN MOHD SAAD	DIREKTORAT PENGUATKUASAAN
24.	11412	IKHD HOSNAHALI BIN AB RAHMA	DIREKTORAT PENGUATKUASAAN
25.	10409	IKHD SHUKOR BIN SALLEH	DIREKTORAT PENGUATKUASAAN
26.	9281	MUHAMMAD HAZAR BIN AZIZ	DIREKTORAT PENGUATKUASAAN
27.	19278	MUHAMMAD SHAHIB BIN YUSOFF	JAB PELESENAN
28.	19382	MUHAMMAD SHAFIQ BIN ABDUL RAHIM	JAB PELESENAN
29.	70350	MADZREHA BINTI USMAN	JAB KHIDMAT PENGURUSAN
30.	7853	MOH BAHRI BIN HARLI	JAB PELESENAN

Figure 12: List Participant Name

For search participant attendance, the trainee can search for attendance by grade. Firstly, the trainee needs to put year of attendance such as figure 10 and click button 'SEARCH' for the result. The result will be shows such as figure 11; it will be shows the total of days and how many staff attend to the programme through the days. Then, the trainee can click which one they want by the total of participant. As a usual, the trainee needs to click the lower total of participant on the lower day. For example, the trainee clicks for the 1 day. It will be shows the figure 12, this is list of participant that attend for the programme for once on this year. So, the trainee can choose whoever that will be attended for the next programme. The task is for the trainee chooses the staff name become a participant for the next programme.

3.1.1.7 SEARCH STAFF NAME, DEPARTMENT AND POSITION

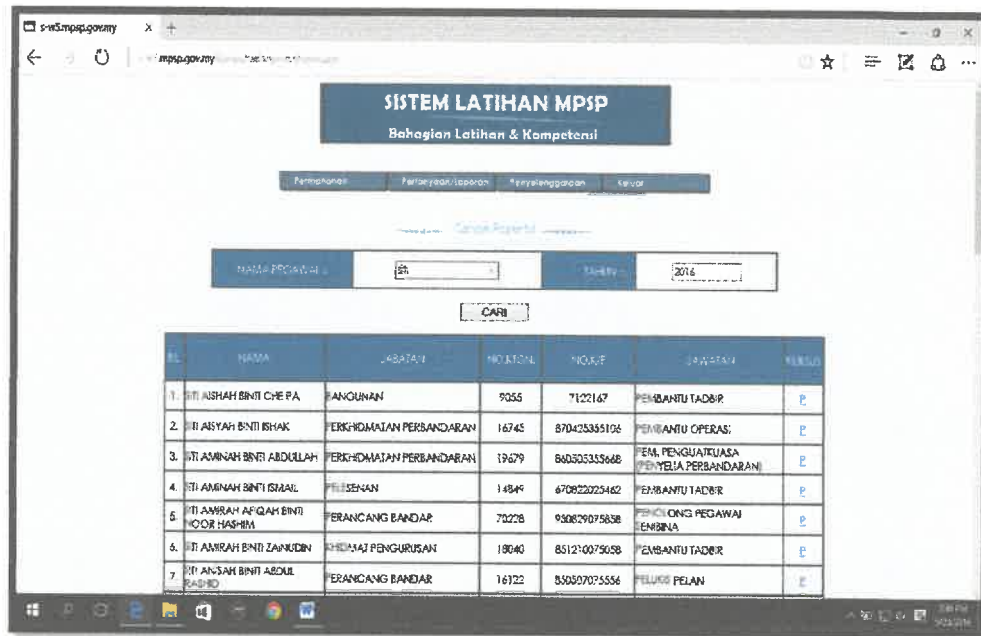


Figure 13: Search Staff Name, Department and Position

On the figure 13, it shows the list of staff name. If the trainees need to search the staff name, the staff id, their department and their position, the trainee just need to go to the search staff and put the staff name then click search for the result. When put their name, the trainee can put keyword of their name such as full name Muhammad Akbar Bin Bakar, the trainee can put down the keyword of the name such as Akbar or Muhammad or Bakar only. The result will be list the staff name that has a same name. So, the trainee can choose or search from the lists.

3.1.1.8 SEARCH THE PROGRAMME

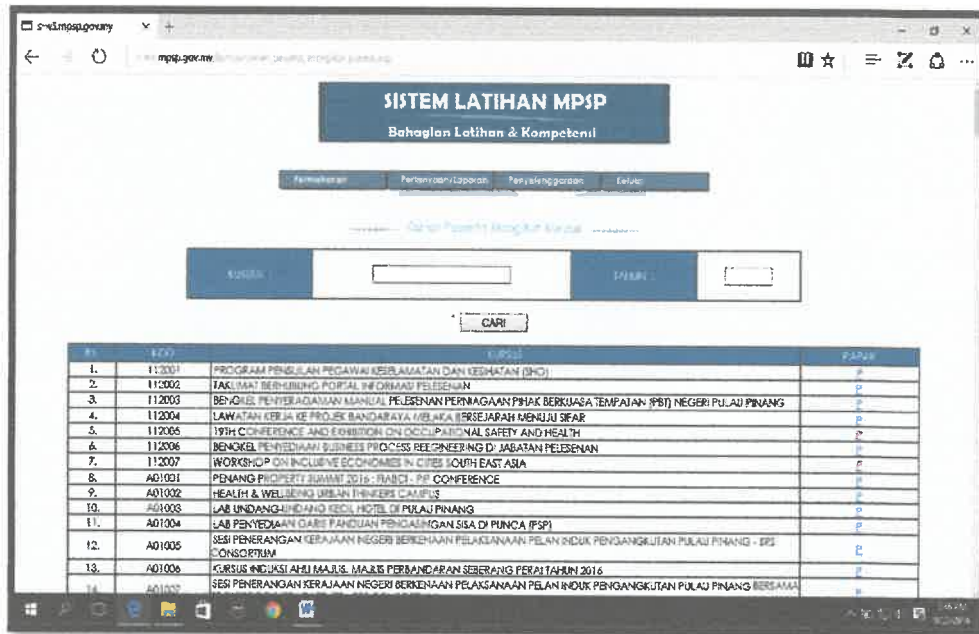


Figure 14: Search the Programme

On the figure 14, this is shows the programme name. The trainee can search the programme through by it. The trainee just writes down the name of programme within by the keyword or full name of programme. It will be shows the programme that we search. If the programme that the trainee searches are not available, that means the programme are not registered. Through by this ways, the trainee can search the programme and check the details of programme and also check the participants that participate in the programme. For check the participant or data programme, the trainee just need to click "Papar" button. It will be go to the result. It make easier to the trainee did a jobs.

3.1.2 TRAINING AND COMPETENCIES UNITS EMAIL

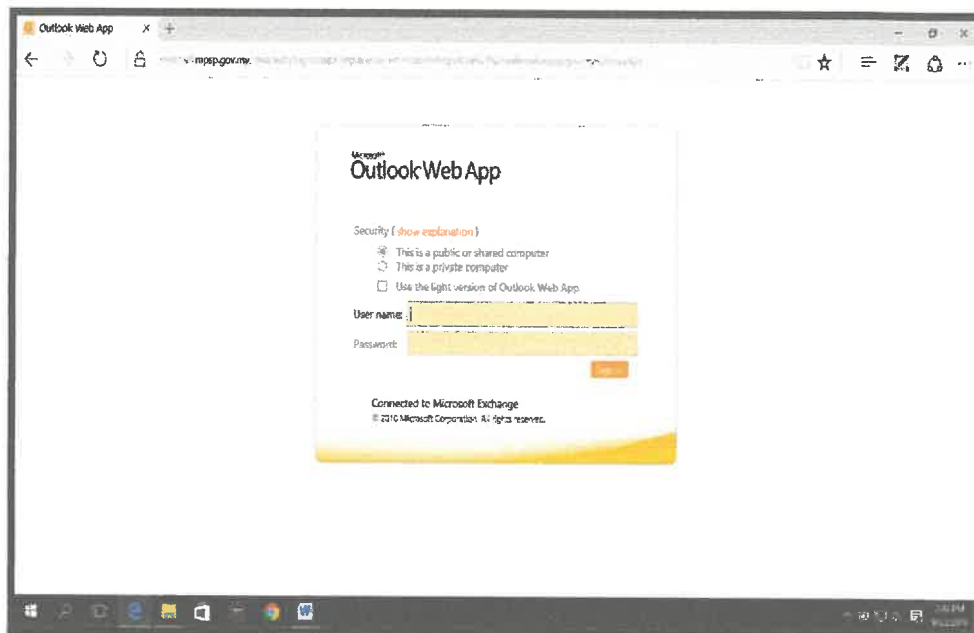


Figure 15: Training an Competencies Units Email

Figure 15 shows the outlook web app pages. This is the email for the Training and Competencies units receive any email from others people. All the information or file that email by people can open on this site. The trainee also can open the email to check or take a file that staffs give. The email username and password are provided to trainee. This is because the staffs use their own user name and password for their email. The entire of file that staffs send for the task, the trainee just take through this email.

3.1.3 EVALUATION AND COMPETENCIES SUMMARY

3.1.3.1 EVALUATION SUMMARY

The screenshot shows a Microsoft Excel spreadsheet with the following table structure:

No	A. PENYELAKSIAN UJI					No	C. PEMERIKSAAN LATIHAN				
	Diikuti latihan di terapan	Latihan ini dapat meningkatkan kecakapan saya	Latihan ini sudah meningkatkan atau berpengaruh dalam bekerja	Latihan ini sudah meningkatkan wawasan dan kemampuan	Kandungan berkaitan dengan objek latihan		Kandungan berkaitan dengan tugas saya	Kandungan berkaitan dengan tahap kompetensi saya	Materi di dalam sudah memuaskan	Sifat bahasannya menarik	Pembelajaran memuaskan
1	4	4	4	4	4	1	4	4	4	4	4
2	4	4	4	4	4	2	4	4	4	4	4
3	4	4	4	4	4	3	4	4	4	4	4
4	4	4	4	4	4	4	4	4	4	4	4
5	4	4	4	4	4	5	4	4	4	4	4
6	4	4	4	4	4	6	4	4	4	4	4
7	4	4	4	4	4	7	4	4	4	4	4
8	4	4	4	4	4	8	4	4	4	4	4
9	4	4	4	4	4	9	4	4	4	4	4
10	4	4	4	4	4	10	4	4	4	4	4
11	4	4	4	4	4	11	4	4	4	4	4
12	4	4	4	4	4	12	4	4	4	4	4
13	4	4	4	4	4	13	4	4	4	4	4
14	4	4	4	4	4	14	4	4	4	4	4
15	4	4	4	4	4	15	4	4	4	4	4
16	4	4	4	4	4	16	4	4	4	4	4
17	4	4	4	4	4	17	4	4	4	4	4
18	4	4	4	4	4	18	4	4	4	4	4
19	4	4	4	4	4	19	4	4	4	4	4
20	4	4	4	4	4	20	4	4	4	4	4
21	4	4	4	4	4	21	4	4	4	4	4
22	4	4	4	4	4	22	4	4	4	4	4
23	4	4	4	4	4	23	4	4	4	4	4
24	4	4	4	4	4	24	4	4	4	4	4
25	4	4	4	4	4	25	4	4	4	4	4
26	4	4	4	4	4	26	4	4	4	4	4
27	4	4	4	4	4	27	4	4	4	4	4
28	4	4	4	4	4	28	4	4	4	4	4
29	4	4	4	4	4	29	4	4	4	4	4
30	4	4	4	4	4	30	4	4	4	4	4
JUMLAH											

Figure 16: Example of Evaluation Summary

Figure 16 shows the evaluation summary that the trainee needs to make it. The evaluation summaries are provided by Microsoft Excel and the format also already. Evaluation summary is the tasks that the trainee need to make when the file are complete with the evaluation form from the participant. The example of evaluation form such as in appendix pages. The trainee need to key in the numbers of evaluation according the participant form. The numbers must be same with the forms. After finishes fill the evaluation summary, the trainee should be print out and put in the file.

3.1.3.2 COMPETENCIES SUMMARY

Papan/Instansi/Unit Pembinaan dalam Rangsangan	Penguasaan dan kemampuan penguasaan kompetensi	Tingkat/level Penilaian (1-5)	Papan/Instansi/Unit Pembinaan dalam Rangsangan	Objektif/Indikator untuk penguasaan kompetensi
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4

Figure 17: Example of Competencies Summary

Figure 17 shows the competencies summary. The competencies summary is same with the evaluation summary. The trainee needs to refer the competencies form such as in appendix pages. The trainee just needs to key in the numbers refer by the forms. After finish key in the numbers, the trainee must be print out and put into the file with the evaluation summary. The competencies forms are automatically calculate the total of numbers.

3.1.4 FORMAL LETTER

3.1.4.1 APPROVAL LETTER FOR EXTERNAL PROGRAMME

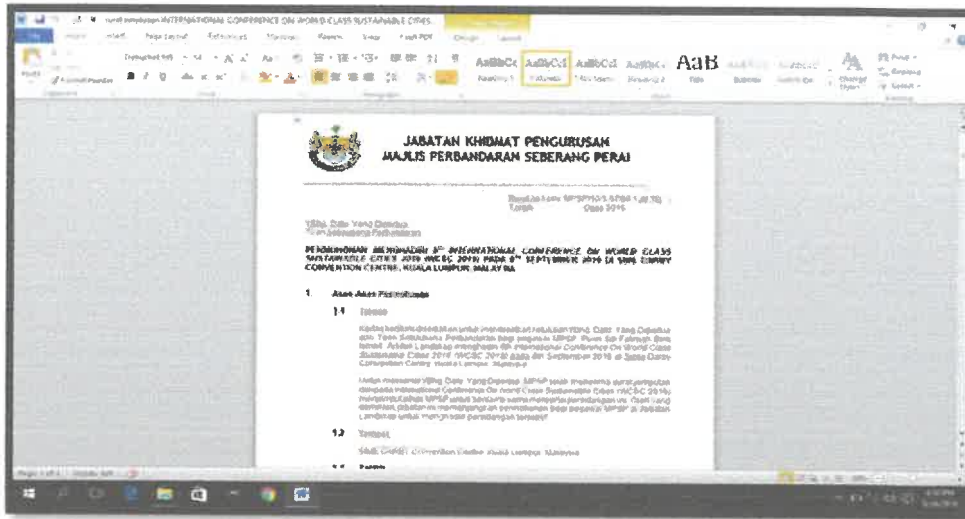


Figure 18: Example of Approval Letter

Figure 18 shows the example of approval letter for external programme. The trainee need to create an approval letter when Training and Competencies Units get the invitation letter from other parties or get application letter from others department. On the approval letter, the trainee should write down the objectives of programme. The objectives of programme can be taken from the invitation letter or application letter for going to programme. Sometimes, there are no objectives of programme, so the trainee no needs to write down the objectives of programme. Then, for the venue and date, organiser programme just refer the invitation letter. Besides that, the trainee also needs to write down the participant name. For the participant name, the staff from Training and Competencies Units or from others department will give the participant name. Then, all expenses of programme such as programme fees, accommodation and transportation expenses must be referred invitation letter and Pekeliling for the price according the grade of staffs. Besides that, for the field to be learn from staffs when joined the programme can be referred the programme schedule or the objectives of the programme in the invitation letter. For the result of study, the trainee can be write in

their own sentence but must be related with the field to be learnt. In the letter must have the column for the signature by the Director of the Department Service Management, Municipal Secretary MPSP and Yang DiPertua MPSP.

3.1.1 OFFER LETTER

For the offer letter, the staff will give the offer letter to the trainee and they need to photostat the other offer letter according the how many participants that joined the programme. For example, if has three (3) members on the offer letter, the trainee should be photostat the letter for three (3) copies. After that, the trainee should write down the name of programme into the despatch books. This is because the letters need to despatch to the participant. The things that should be write into the despatch book is, the date of day, title letter that means programme name and participant department. Then, the book and letter will be given to the staff that responsible to send the letters.

3.1.4.3 APPOINTMENT LETTER FOR SPICEC 2016



Figure 19: Example of Appointment Letter

Figure 20 shows the example of appointment letter for Seberang Perai International Conference (SPICEC) 2016. The trainee assigned to make an appointment letter to the staff MPSP that appointed as liaison officer, chairman, vice chairman, treasurer and secretariat for SPICEC programme. In the letter, the trainee needs to write down the position tasks. Each task is different with their position. Then, the letters also use a formal letter format. After finish make the letter, the trainee needs to send the letter to the Assistant Director to check the point in the letter, then send the letter to the Municipal Secretary to sign the letter. After this, the letter will be send to the staff that responsible.

3.1.5 EVENT/MEETING/CONFERENCE

3.1.5.1 EVENT



Figure 20: Example of Programme



Figure 21: Example of Workshop



Figure 22: Example of Conference

Figure 21 shows the some events that the trainee should be joined. The trainees are doing the tasks such as set up the meeting room for the workshop. The things that the trainee needs to set up are provide the laptop, printer, lcd and extension wire and stationary. The trainee must make sure the laptop already to use and printer can be working. For the figure 22 shows the programme or workshop that venue at hotel such as Sunway Hotel, Seri Malaysia Hotel, Ixora Hotel and The Light Hotel. The trainees are going to the hotel with the staff for set up the room. As a same, the things that the trainee needs to set up are laptop, printer and lcd. The trainee must make sure all the equipment already to use. Then, the trainee also needs to give the bags that have a notebook, pen and slide to the participant. Then, the trainee also needs to take care of slide when the participants are going to present their slide. Besides that, the trainee need to take care the registration to be make sure all the participant register their name before the programme are start. When the programme is finish, the trainee need to repack the equipment and brings back to the office.

3.1.5.2 SPICEC 2016 MEETING

Figure 23 shows the trainee are joined the Seberang Perai International Conference 2016 (SPICEC) meeting with the Director from all department and Municipal Secretary. The trainees are called by Director of Service Management Department to help them control the slide while they are presented slides.

3.1.6 CALCULATE THE TOTAL OF STOCKS

The trainee needs to arrange the things and calculate how many balance of the things. For the tasks, the trainee should arrange the bags according by the types of bags. The bags has two (2) types such as types A and B. Besides that, the bags also have four (4) colours such as red, blue, orange and green. The trainees need to arrange the bags in the shelves according the types of colours. Then, the trainees also need to calculate how many pens that units have. After that, the trainee needs to calculate how many notebook and desperate the new notebook and old notebooks. Arrange it into the boxes and keep in the shelves. After arrange and calculate all the things, the trainee needs to write the data in the stocks file.

3.1.7 FORMS

3.1.1.1 COMPETENCIES FORM

On the competencies form, the trainee needs to write the survey question. The formats of competencies form are already, the trainee just need to copy the format. Besides that, in the competencies form should write down the name of the officer who assessed and the title or name of programme. The name of the officer who assessed can be search in the Training system. After that, the trainee needs to separate the form according by the department and give the form to the staff that responsible to send the forms.

3.1.7.2 JOB TRAINING FORM

The job training form is the forms for the head of department judge their staff performance. The trainee needs to copy the format of the already forms and write down the staff name, staff number, position and department, and training period. All the information can be search in the Training system. After finish make a job training form, the trainee need to give the forms to the staff that responsible to the next action.

3.1.8 COMPLETE FILE

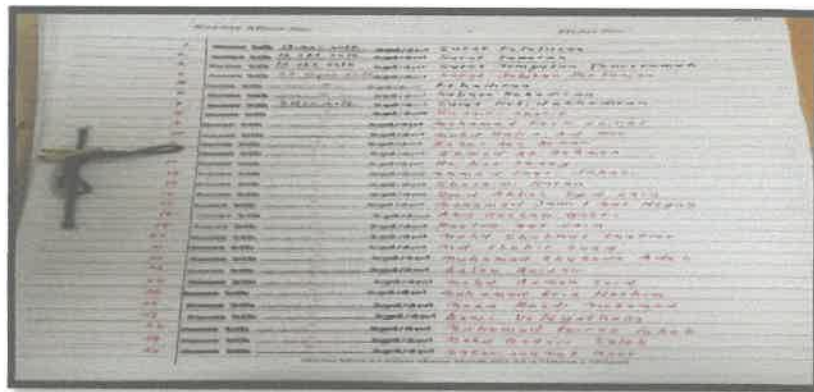


Figure 23: Example of Complete File

Figure 19 shows the complete file that the trainee need to do. The complete file is the file that complete with all documents. The trainee needs to arrange the document according the date. Then, the entire document must be chopping with round chop and the trainee needs to write down the number according the arrangement. The number will start with number 1 until finish the document. After this, the trainee should write down the type of document on the minute paper. The black pen is for document that from Training and Competencies Unit, while the red pen is for document that from other department and company. After finish list the entire document in the minute paper, the trainee to give the file to the staff that responsible to check the file.

3.2 SPECIAL PROJECT

3.2.1 PROJECT OVERVIEW

In this proposal, the trainee is planning to make a Internship Information System (IRIS). The department that trainee choose to develop the system is Management Services Department, Training and Competency Units. The information student system is the system that store information about students. Therefore, the information student system provides the information details about student practical or trainee and also provides the status of application practical. Besides that, the information student system only can access by the admin or staff that responsible in case related to practical student intake.

The operation of departments is they are managing the internal and external programme and also manage student practical intake. Any of student intakes will be manage by the staff in training and competencies units. The staff will be receiving training application from college and university students. Therefore, the information student system provides the information of the students and their department. The information students will help the staff put the student in the suitable department.

The purpose is to make easier to the staff in managing the student setting in department that is suitable follow by their courses or programme. With this system, the staff may save the student information data to setting their department. The system also make easier to the staff in managing the student intake. This is because the staff will not confuse with the student status and more easy to check the student status or change the student status. The list of student status will be appearing in the screen according to the type of status. Currently, there is no proper system to monitor the student practical intake at MPSP Perda Pulau Pinang. Besides that, they are use the Microsoft Excel to store the data about student intake and check the status of student intake. As a solution, the system will be developed to overcome the problems and provide an effective way to

monitor the student practical intake. This system will provide a user-friendly interface to make the system easy to use.

3.2.1.1 PROJECT STATEMENT

MPSP do not have any computerized system to records the student practical intake. The employee will be records the students information data using by Microsoft Excel. This manual system is used when they receive application for practical from university or college student. Through this ways, the employees in the Training and Competencies Units can know how many students apply with MPSP to do a practical at there. Using the Microsoft Excel, the manual systems are very simple and do not effective. The lists of students are not according by the types of status. And the employees also cannot search the student name which is will be start their practical by months.

For organization that use a Microsoft Excel for record their data are not proper for a big company. They are need to create a new system that more proper and look alike more effective and advanced because nowadays all of the company more use a system advanced to records any information data.

3.2.1.2 OBJECTIVE OF THE PROJECT

Objective that system trying to achieve is as follows:

- i) To keep the information data of student intake.
- ii) To improve the systematic of organization for management for information student system.
- iii) To make sure the records more effective and efficient.

3.2.1.3 SCOPE OF PROJECT

The system can be used by the system's administrator such as assistant administrative officer and the employees of the training and competencies units only. All of the employees in the training and competencies units can login the system and update and change status of the student intake information. The project focused on training and competencies unit in Management Service Department where about 6 employees have. This is because it is easier to monitor and maintain. This system is running on Windows platform.

- i. This system is used to records information student practical.
- ii. The implementation is implementing in the MPSP
- iii. The users of this system are the staff at Training and Competencies Unit, Management Services Department, MPSP.

3.2.1.4 USER TARGET

- Staff MPSP in Training and Competencies Units.

The employee in Training and Competencies Units can track the student practical record by a computerized system and the records can be kept in a proper manner.

3.2.1.5 TECHNICAL REQUIREMENT (HARDWARE/SOFTWARE)

A. PHP System

- I. Microsoft Office Project
- II. XamppServer
- III. JQuery
- IV. Notepad++
- V. Adobe Photoshop

B. Browser List

- I. Google Chrome
- II. Internet Explore

C. Hardware

- III. Computer
- IV. Mouse
- V. Internet
- VI. Printer

3.2.1.6 METHODOLOGY

The system that trainee student produce in, the trainee using System Development Life Cycle (SDLC). The SDLC process was designed to ensure end-state solutions meet user requirement in support of business strategic goals and objectives. In addition, the SDLC also provides a detailed guide to help Program Manager with all aspects of IT system development, regardless of the system size and scope. The SDLC contains a comprehensive checklist of the rules and regulations governing IT system, and is one way to ensure system developers comply with all applicable government regulations, because the consequences of not doing so are high and wide ranging.

The first phases in SDLC are the planning phase. This phase involves identifying the problem statement. The objectives of the system are studied to solve the matters contained in the statement of the problem. In addition, the planning phases also studying the ability of proposing alternatives solutions after meeting with employees. In the MPSP, the trainee had met some problem of the system that they are used nowadays. This is because the MPSP are not provided a server to the Training and Competencies Units to keep record the practical student data. In this case, after analysing the data, the employees that responsible to handle the practical student and the trainee proposed to solve the problem by develop a new system for monitoring the information student practical. Internship Registration Information System (IRIS) is simple systems that will be creating using the Microsoft Access. The purpose is to make an easier to the employees manage the student intake for practical. With this system, the employees can check list name more details and their status. Based on the calculation of the above categories, the system is able to generate reports such as student list, status and department of students.

The second phases in System Development Life Cycle (SDLC) are analysis phases. System analysis is a process of collecting factual data, understand the processes involved, identifying problem and recommending feasible suggestions for improving the system functioning. This phase will also describes the existing system with similar system to the system shortcoming can be corrected. The thing to do in this phase is to analyse the department categories, the students and system will be developed. This is done to examine the effectiveness of the system to the target. System analysis also includes subdividing of complex process involving the entire system, identification of data store and manual process. In this case, what the trainee more focus is the staff that will use the system. Then, the trainee was identifying what the employees' aspect to get when they are using this system for record the information of student practical. Most feedback especially from the staff that responsible to handle intake student practical are aspect the system are being easy to use and be easier to records the information about student and also intake status in effective and efficiencies way through the computerized system.

On the other hand, the third phase in System Development Life Cycle (SDLC) is design phase. Among the things to be done in this phase is to produce a database design, user interface a specification of output. System builders to design appropriate data entry procedures so that the data used in the system information is correct. The interface is designed to act as an intermediary between user and the system and aims to facilitate users to use the system. This phase is including detail of the design function and also the functions which cover such as screen layout, process diagram, and also business rules. In this phase, the trainee was sketch the system through storyboard to decide how the system will appear and the function based on context diagram, DFD level 0, DFD level 1 that have been made. We are also design through step by step for be easy the staff use the system.

Apart from that, the fourth phase in System Development Life Cycle (SDLC) is implementation. Implementation phase involves the construction of a real system in which the program development system will be implemented using a PHP and Notepad C++ for database and for system interface. Development of a database for the system should be implemented carefully because the database is the cornerstone of a system to function properly. In addition, this phase also involved the testing process and system testing program. This is process after a full understanding on the specification and system requirements where it is the construction process for the request system after complete and illustrated design. For Internship Registration Information System (IRIS) it is ready to be implementing at the MPSP Perda Pulau Pinang. Besides that, the system also ready to use for the employees at Training and Competencies Unit in MPSP. The testing for the staff or employees also required as knowing and check the efficiency and effectively the system to solve the problem which is they want the system more advanced. When the training has been complete, it will move to the final environment as it is intended to be used by employees.

Lastly, the phase in System Development Life Cycle (SDLC) is maintenance phase. The maintenance phase is necessary to eliminate errors in the system during its working life and to tune the system to any variations in its working environments. In this phase, it will be maintain the system to be in good conditions as well as the efficiency and effective. Besides that, the trainee also will be make sure the maintenance for the system will be carried out as to maintain the Internship Registration Information System (IRIS). In addition, this phase is also will be make sure the hardware is in a good condition that can maintain the system performance. Then, the trainee will make sure the hardware or software that used to maintain the system will be right standard where to providing the latest technology and updates.

In conclusion, the trainee uses the System Development Life Cycle (SDLC) to the Internship Registration Information System (IRIS). It is also help how to the trainee complete the system easier. The SDLC phase is related each other for the first need to planning, then analysis, design, implementation and the last maintenance.

3.2.1.7 PROJECT PLANNING

This phase involves identifying the project statement. The project also plan for the organization to have a new system that can help the employee manage the student records through the system and also can be easier to the employees check the student information such as the status of student intake. With this system, the work will be fast and more efficient. They just need to input the data through by the system and the system will be keeping the data. Project planning for system had been done on Microsoft Office Project.

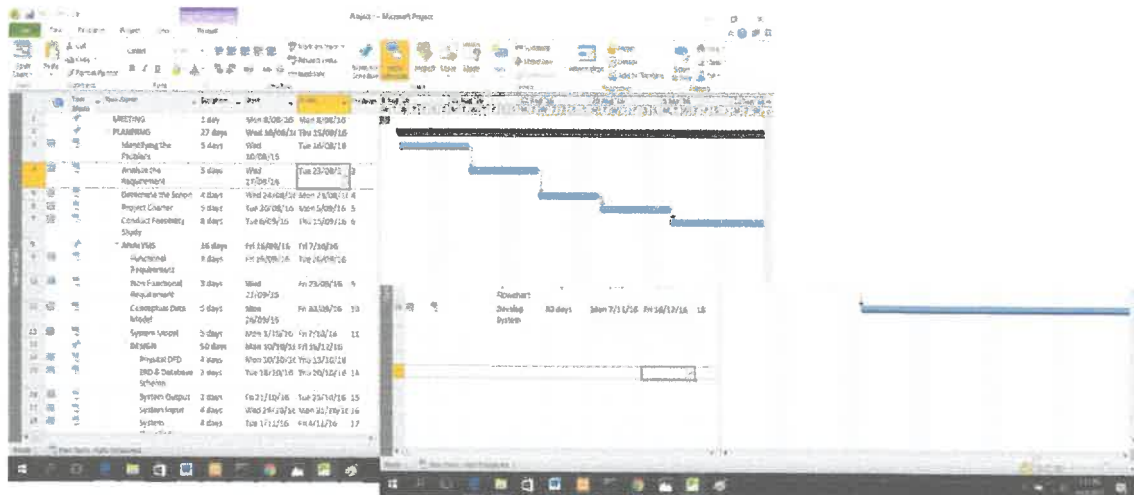


Figure 24: Project Planning

3.2.2 ANALYSIS

3.2.2.1 ANALYZE A CURRENT SYSTEM

MPSP Perda Pulau Pinang currently they are only uses the Microsoft Excel for store the information data about intake student. The employees that responsible to handle the intake student practical are using the Microsoft Excel; they are only enter on Microsoft Excel and key in the student information. Although with the unexpected student intake, the staffs are difficult to manage the records and search the status of student intake.

Besides that, every works is done using a Microsoft Excel include check the intake status, print out the list of student and others. From my analysis, when the trainee look at the system that they are used by the Microsoft Excel quite irregular. The records of status student intake also mixed with all status such as mixed by process, accepted and rejected process.

In many situations, manual systems are inferior to computerized systems. Some disadvantaged of manual systems such as productivity. The productivity is usually lower or operational situations such as transaction processing. Besides that, information is generally less accessible. Using the Microsoft Excel will be hard to the staff key in the data information about student intake because the size of fill a bit small and also do not suitable for fill the forms.

3.2.2.2 DISCUSS A SYSTEM PROPOSED

The information student system is to computerized system in records the information students' intake in the MPSP. The main purpose is to make an easier the staff key in the data information about the student intake. Besides that, another purpose is to make an arrangement of data more efficient and specific. Using the computerized system can make the staff more effective when records the information. Besides that, the system is able to generate several reports such as student list records.

The system proposed to use in the organization is give a benefits to staff because the staff can manage student intake status records. The proposed system is user friendly because the retrieval and storing of data is fast and data is maintained efficiently. Moreover the graphical user interface is provided in the proposed system, which provides user to deal with the system very easily.

Apart from that, reports can be easily generated in the proposed system so the staff can generate the reports by the status intake and by month. The student list report will automatically being produce and easy to store in a safe place. All the data is feted into the computer immediately and reports can be generated through computer. Other than that this system will be control by computer operator control which is will be there so no chance of errors. Besides that, storing and retrieving of information is easy and work can be done speedily and in time.

3.2.2.3 CONTEXT DIAGRAM

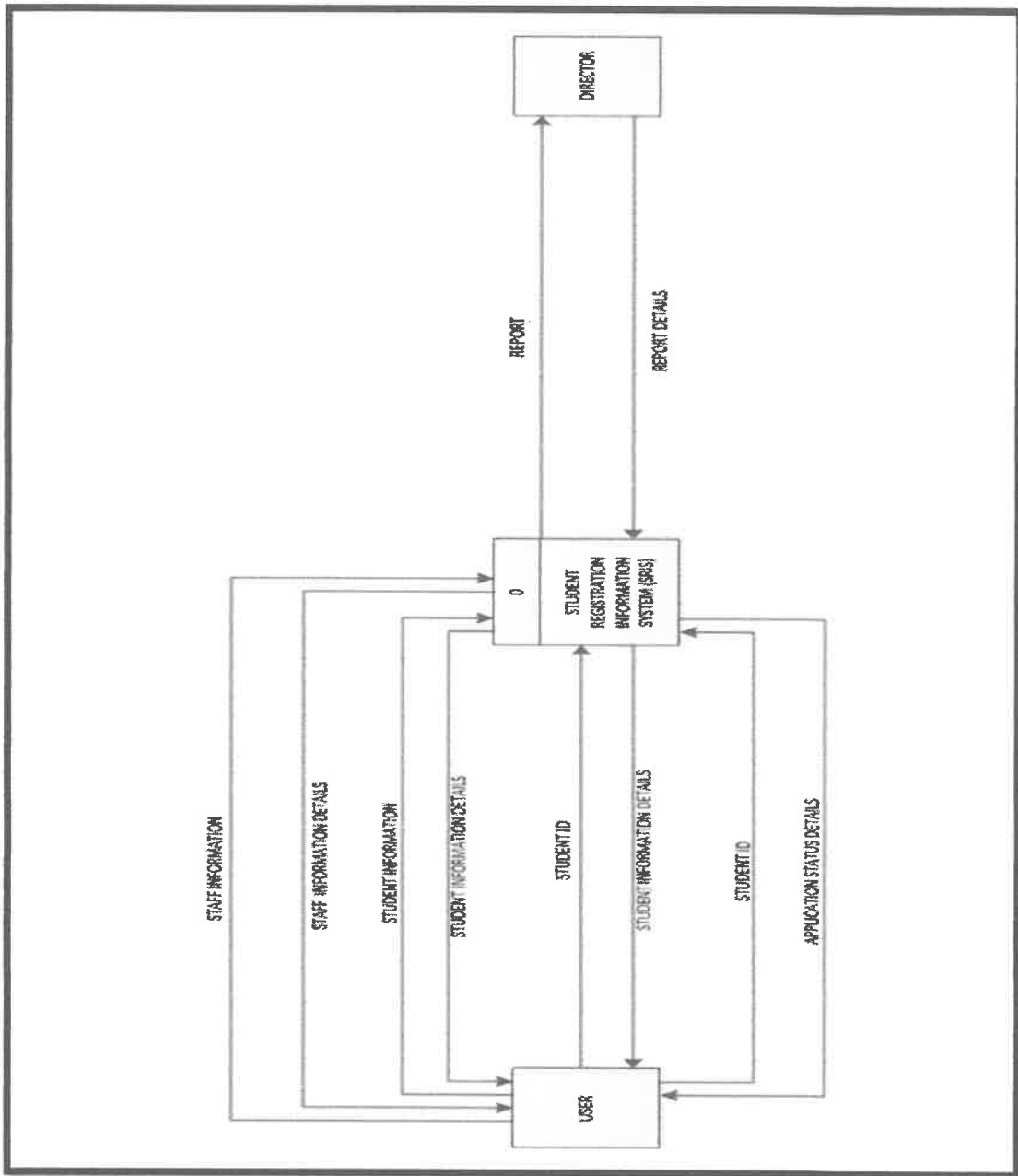


Figure 25: Context Diagram

3.2.2.4 DATA FLOW DIAGRAM

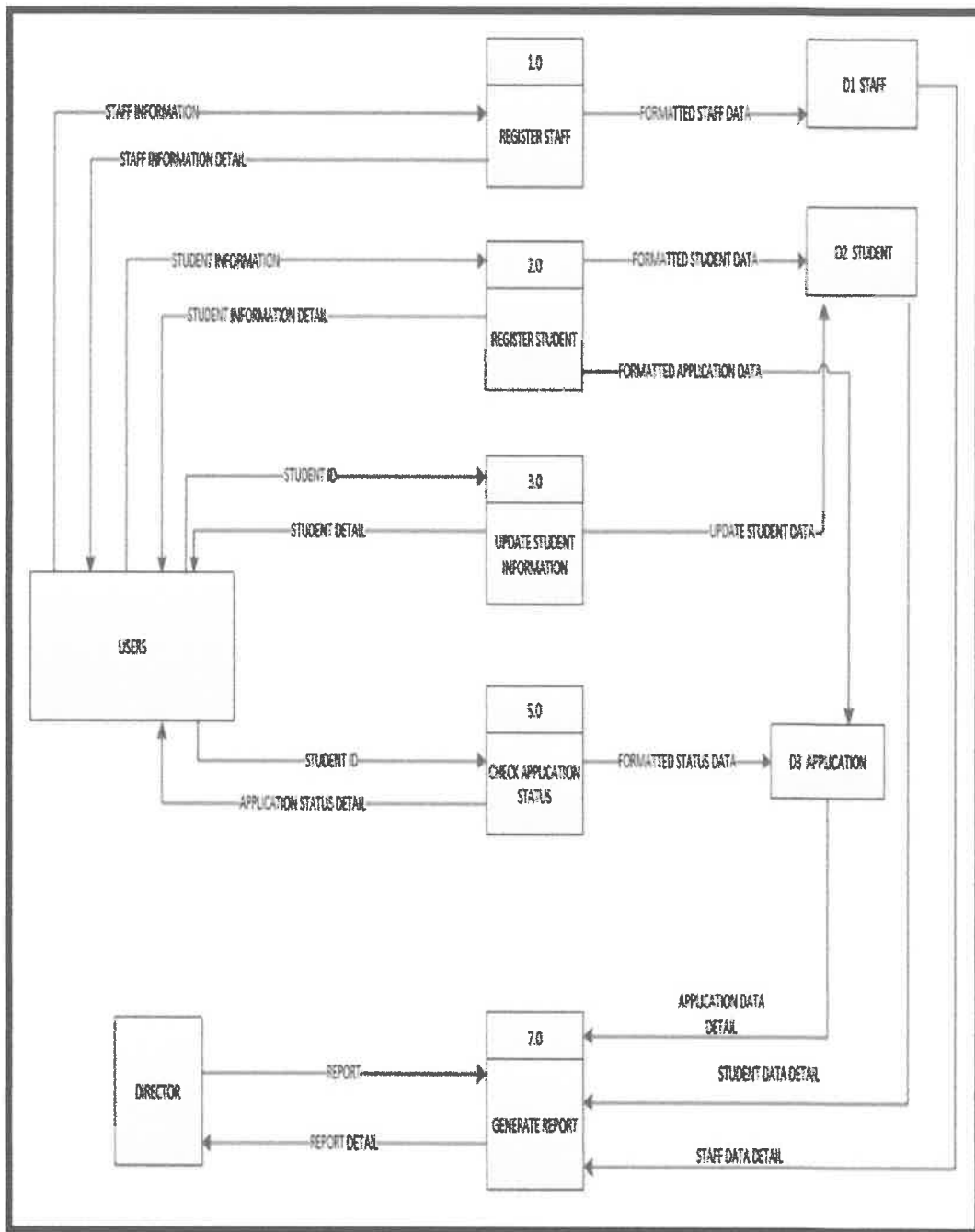


Figure 26: Data Flow Diagram

3.2.3 DATABASE

3.2.3.1 ENTITY RELATIONAL DIAGRAM

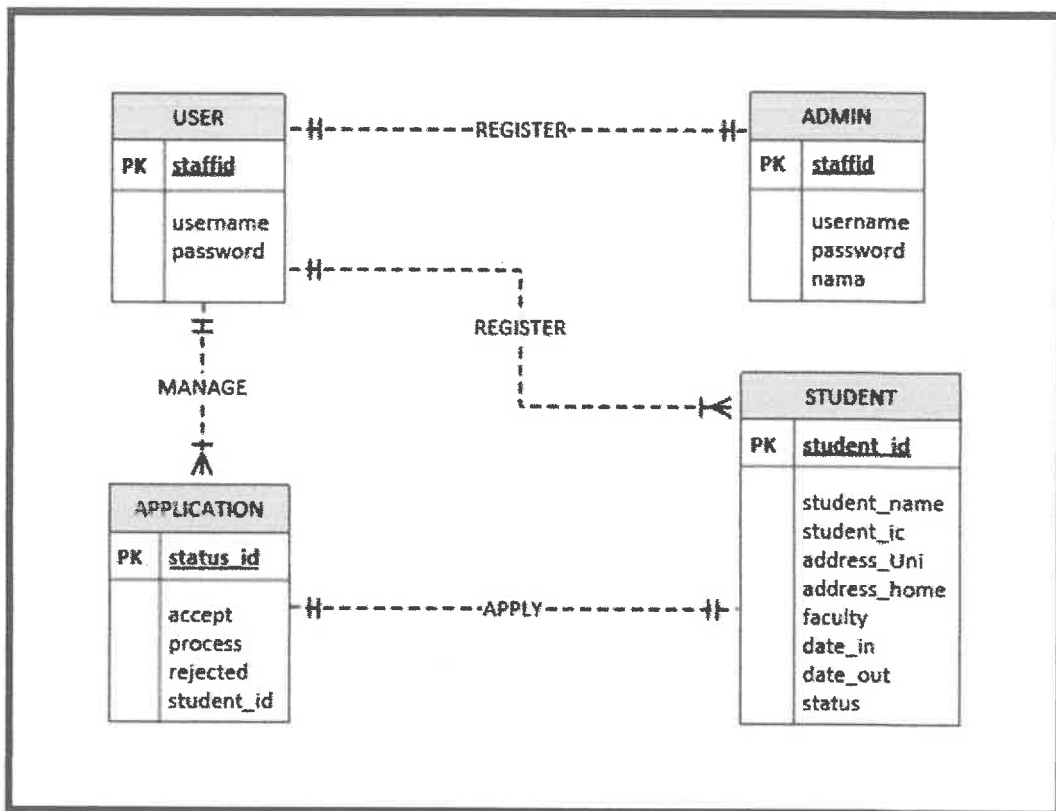


Figure 27: Entity Relational Diagram

3.2.3.2 DATA DICTIONARY

Table 1: Data Dictionary

TABLE NAME	ATTRIBUTE NAME	CONTENTS	TYPE	FORMAT	PK OR FK
Student	Student_ID	Student Identity number	INT (30)	999999	PK
	Student_name	Student name	VARCHAR (20)	XXXXXX	
	Student_IC	IC Number	VARCHAR (20)	999999	
	Address_Uni	University Address	VARCHAR (50)	XXX999	
	Address_home	Home Address	VARCHAR (50)	XXX999	
	Faculty	Faculty	INT (30)	XXXXX	
	Date_in	Date Start Intern	VARCHAR (50)	99/99/9999	
	Date_out	Date Finish Intern	VARCHAR (50)	99/99/9999	
	Status	Application Status	VARCHAR (50)	XXXXXX	
Admin	staffid	Staff identity number	VARCHAR (50)	999999	PK
	Password	Password	VARCHAR (50)	XXXX9999	
	name	Staff Name	VARCHAR (50)	XXXXXX	
	Username	Username	VARCHAR (50)	XXXXXX	
Status	Status_ID	Status	VARCHAR (20)	XXXXXX	PK
	Student_ID	Student identity number	INT (30)	9999999	

3.2.3.3 INTERFACE

3.2.3.3.1 LOGIN PAGE



Figure 28: Login Admin Page

Figure 28 shows the Login Page for the admin. The admin should be put the ID number and password to login to the system.

3.2.3.3.2 REGISTER NEW ADMIN

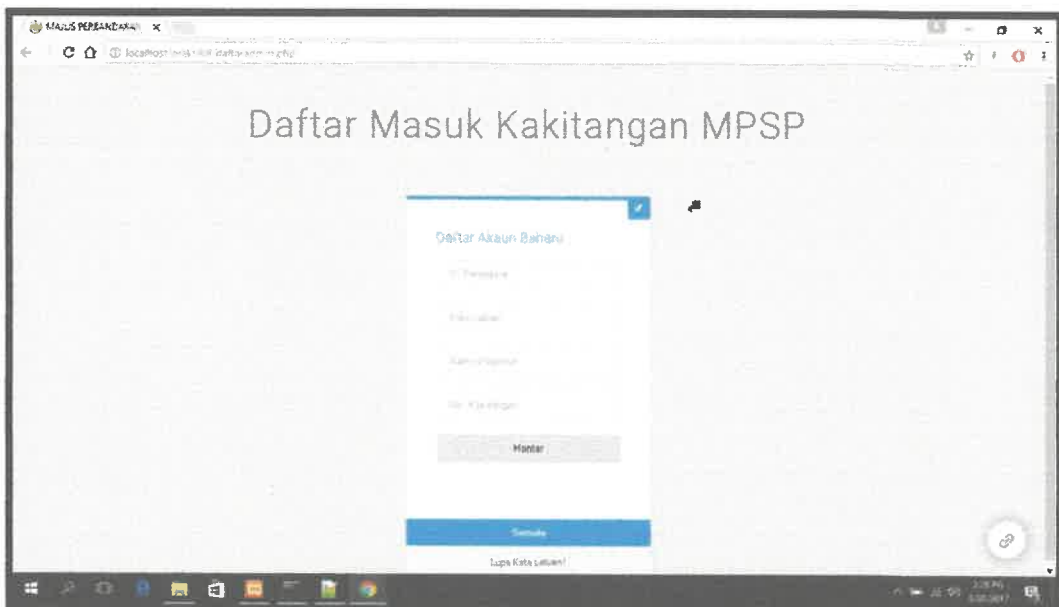


Figure 29: Register New Admin

Figure 29 shows the register new admin pages. The new admin should be registering their information such as their ID number, password, and staff name and staff id. ID numbers are same with the staff id. After finish fill the field, the admin must be submit their information.

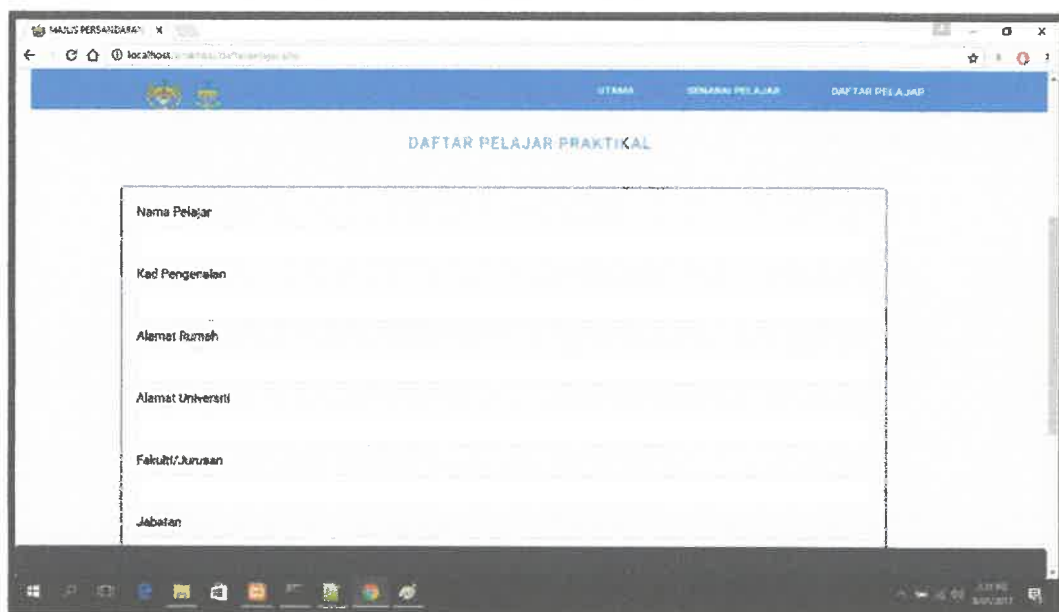
3.2.3.3.3 HOMEPAGE



Figure 30: Homepage

Figure 30 are shows the homepage for Student Registration Information System (SRIS). In these pages, there have a three (3) choice in taskbar such as “Senarai Pelajar”, “Daftar Pelajar” and “Keluar”. Besides that Web Aplikasi Kakitangan MPSP is the link to connect to another system that related with Training and Competencies Units. It is easy to the users connect to another links.

3.2.3.3.4 REGISTER INTERNSHIP STUDENT PAGE



The screenshot shows a web browser window displaying a registration form titled "DAFTAR PELAJAR PRAKTIKAL". The browser's address bar shows "localhost:3000/daftar-pelajar-praktikal". The page has a blue header with navigation links: "UTAMA", "SENARAI PELAJAR", and "DAFTAR PELAJAR". The form itself is a white box with the following fields:

- Nama Pelajar
- Kad Pengenalan
- Alamat Rumah
- Alamat Universiti
- Fakulti/Jurusan
- Jabatan

The Windows taskbar is visible at the bottom of the browser window.

Figure 31: Register Internship Student

Figure 31 shows the register student pages. The register student will be fill by the staff in Training and Competencies Units. The user must be fill the student name, identity number, home address, university address, faculty, department, date start intern and finish intern and lastly the status of application. After finish sill the field, the user must be submit the information to save.

3.2.3.3.5 STUDENT LIST



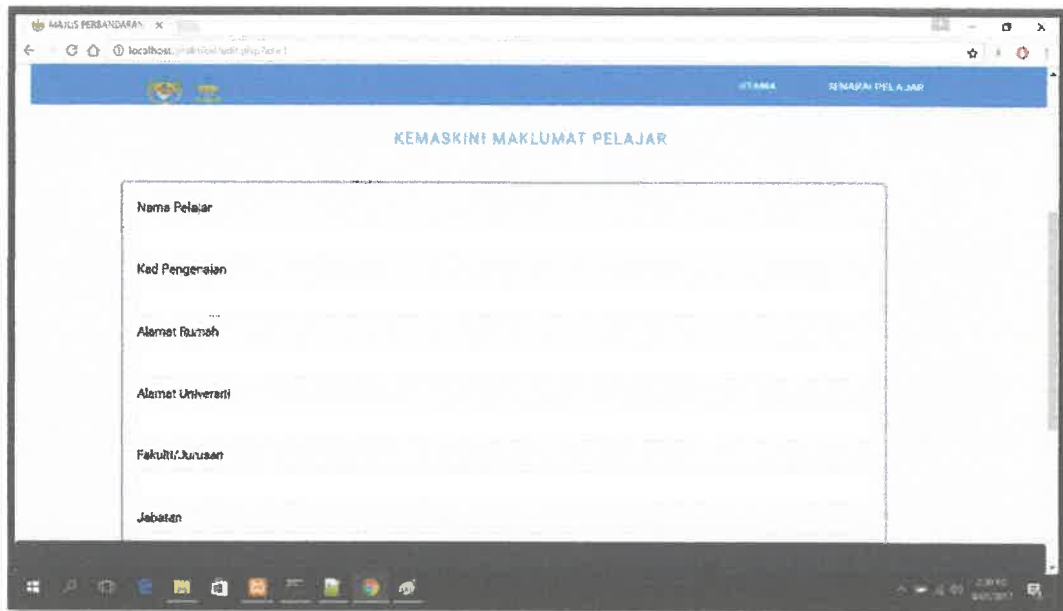
The screenshot shows a web browser window displaying a student list. The page title is "SENARAI PELAJAR LATIHAN AMALI". There is a search bar with the placeholder text "CARIAN CETERA". Below the search bar is a table with the following data:

ID	Nama Pendaftar	NIDN	Alamat	Institusi	Tarikh Mula	Tarikh Tamat	Status	Akhir	Ukuran
1	MACHMURUL HUSNA BINTI LIAHASSAD	930903075646	LETAI MACHANG KELANTAN	teknologi maklumat	2016-08-01	2016-12-31	terima		
2	MUHAMMAD SAPUAN BIN KAMARUL HALEEM	931231326793	LETAI MACHANG KELANTAN	teknologi maklumat	2016-08-01	2016-12-31	terima		
3	MUR MUBMATUN HUSNA BINTI KHAIROL ANUAR	940807074626	CYBER UNIVERSITY	ahamapenggunaan	2016-10-24	2017-09-19	tolak		
4	MUR FATMA BINTI ERUS	941203027888	POLITEKNIK	teknologi maklumat	2016-09-06	2017-01-06	terima		
5	MUHAMMAD RIZWAN HAFIZ BIN AHMAD	92080709654	LEA	kejuruteraan	2017-01-02	2017-04-28	Proses		
6	MUHAMMAD FARIS DURRANI BIN FAKRUL	940515029502	UJTM SHAH ALAM	kejuruteraan	2017-02-06	2017-09-22	Proses		

Figure 32: Student List

Figure 32 are shows the list of student page. In this page, the user can search student by the name or status or date start internship. The user must be fill the field value to search and click the “CARIAN” button, the result will be appearing. Then, in the list also have a delete button and update button. The user can click the delete button to delete the student or click the update button to update the student information.

3.2.3.3.6 UPDATE PAGE



The screenshot displays a web browser window with the address bar showing 'localhost:3000/praktikal/kehd/pejup/pejup.html'. The page header includes the logo of the Malaysian Parliament (Majlis Perbandaran) and the text 'KEMASKINI MAKLUMAT PELAJAR'. The main content area contains a form with the following fields:

- Nama Pelajar
- Kad Pengenalan
- Alamat Rumah
- Alamat Universiti
- Fakulti/Jurusan
- Jabatan

The form is currently empty, and a 'SUBMIT' button is visible at the bottom right of the form area.

Figure 33: Update Page

Figure 33 shows the update information student page. The user can update the information in this page. After finish fill to update, the user can click submit button to save the data. The result will be shows in the list of student.

3.2.3.4 HIPO (HIERARCHICAL INPUT-PROCESS-OUTPUT)/SCREENFLOW

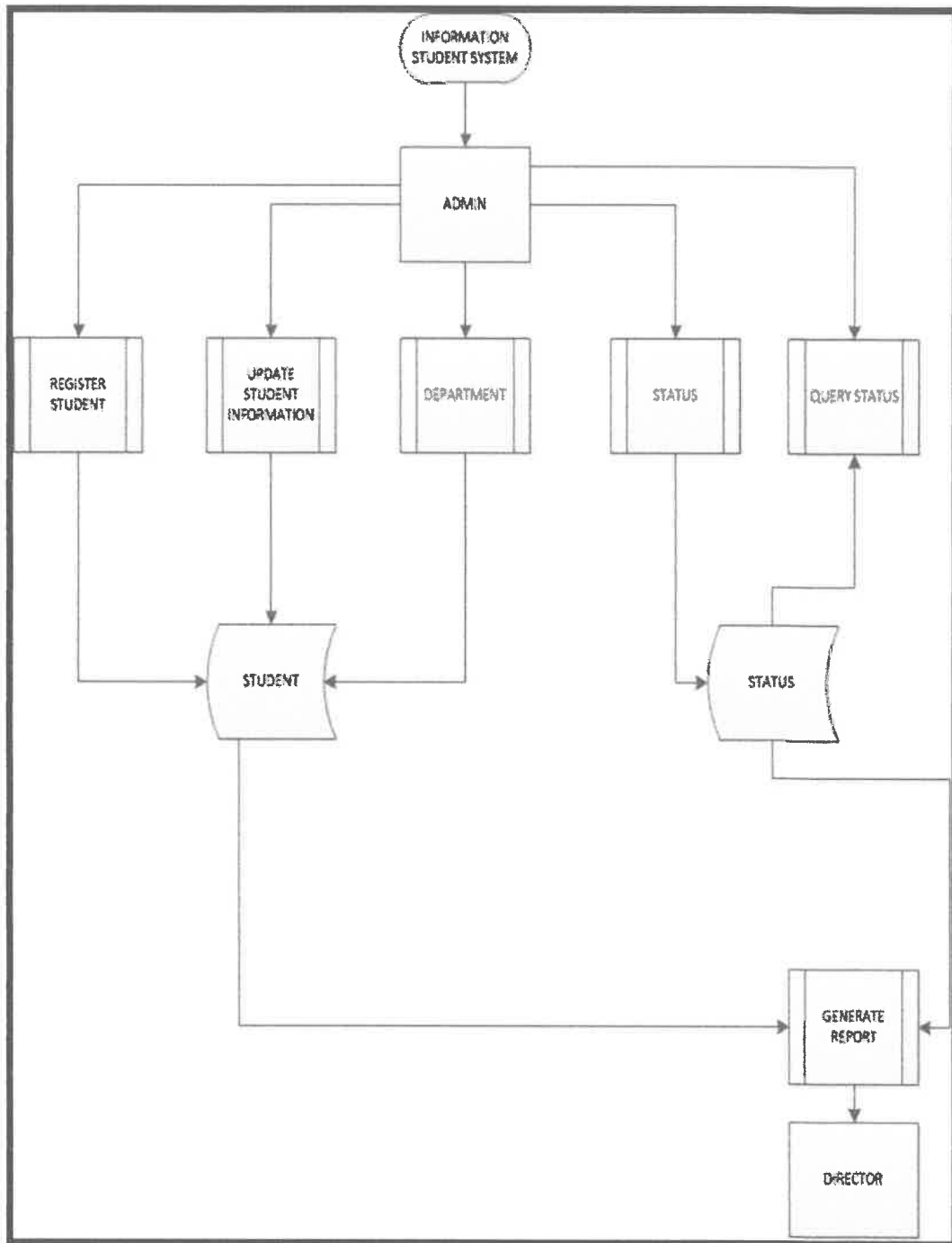


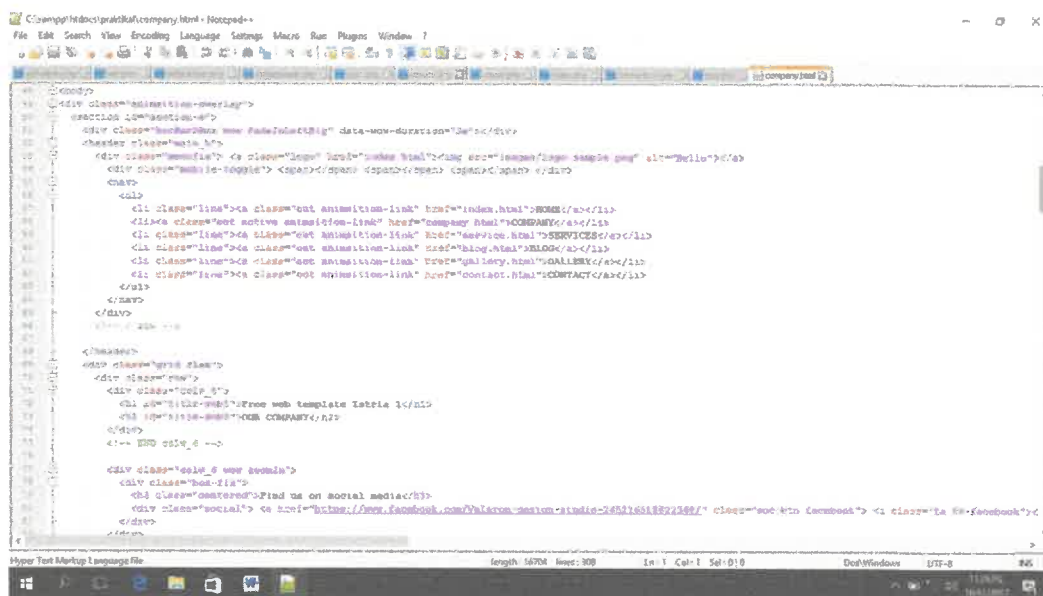
Figure 34: HIPO / ScreenFlow

3.2.4 IMPLEMENTATION & MAINTENANCE

Implementation and maintenance is the important phases where the system itself has been done through the 3 phases before this which is planning, analysis and design. Through this phases there are several activities will involve to ensure that the system that has been develop its still on the track. For an example:

3.2.4.1 CODING

The coding is a process whereby the physical design specification created in the design phase are turned into working computer code. The code and the interface should not disturb the look and feel of the system. The coding must be following the design and navigation that have been set up earlier. PHP, CSS JavaScript which is HTML is used for the coding. the platform or software that use to manage the HTML is Notepad++.



```
<code><!--></code><div class="navigation-overlap"></div></code></pre>
```

Figure 35: Example of coding

3.2.4.2 *INSTALLATION*

Installation is the process where the system takes place to be process and the staffs use to their daily activity work. Through the installation of system it can facilitate the user especially staff in Training & Competencies Units to records student information and status intake with effective and efficient way. The Information Practical Student System (IPSS) develop using the JQuery, PHP language and MySQL database as an interface will bring a new improvement to the Training & Competencies Training in term of intake status student practical. The system will be launched or proposed after IT Department are checked the system.

3.2.4.3 *TRAINING*

Training is the process where the end-users were being train on how to navigate and use the system. For the training, it will be started after IT Department are finished checked and continue develop the system. The reason why provide in the training because it is one of the essential things and the staff in Training & Competencies Units are not familiar with the system itself. This is because before this the method that they used to records or register the information student practical using the Microsoft Excel. The IT Department also will provide in the maintenance because not only of the staff in charge who use the system but of the technical staff that must maintain it.

3.2.4.4 MAINTENANCE

The maintenance phase occurs once the system is use or operates by the user. The maintenance phase also includes handling the residual errors that may exist in the software even after the testing phase. This phase also monitors system performance, rectifies bugs and requested changes are made. The maintenance will be providing from IT Department. This is because system not always will be in good condition because there are many reasons that the maintenance is needed. That activities that will be provide by IT Department is to aim to make sure the system can be used for the future and the system can be maintain all the time.

3.2.4.5 CONCLUSION

The Internship Registration Information System (IRIS) is planned to help the staff in Training and Competencies Unite in MPSP to records data information about student practical that apply with MPSP. A system development methodology which is SDLC provides guidelines for completing every activity in the system development life cycle including specific models and techniques. In this project, model driven development is used for the project methodology. The computerized Internship Registration Information System is proposed to solve the current problem that occurred while using the file keeping system in recording and monitoring student practical information data. Therefore the administrator jobs to keep track the information and status student practical and the staff easier to record this data.

CHAPTER 4: CONCLUSIONS

4.1 APPLICATION KNOWLEDGE, SKILLS AND EXPERIENCE IN UNDERTAKING THE TASK (KNOWLEDGE GAINED)

During the training among five months at Seberang Perai Municipal Council (MPSP), the knowledge and experience gained in the organization is certainly a lot. The period is the time for the trainee to apply all the knowledge they have learned and applied it all in the organization. This activity is one of the platforms for the trainee to discover their true potential and ability in order to compete with other in the real world after graduation. At Seberang Perai Municipal Council (MPSP), there have a few task related to the knowledge that have been learned by the trainee.

Table 2: Application Knowledge, Skill and Experience

No.	Project/Activity	Skill/Knowledge	Experience	Course Related
1.	Communicate with the supervisor, top management, staff related to the task given and also communicate with international people that related with the events. Joined the events or programme for as a secretariat	Verbal and non-verbal communication skills.	The trainee meets the international people such as from ASIA PACIFIC and be a secretariat for the big programme.	Information System Interaction and Consultant (IMS556)
2.	Setup all the equipment such as laptop, printer and liquid-crystal display (LCD) while the events or programme.	Maintenance skills	The trainee can setup the equipment and handle the equipment.	Support Service and Maintenance I & II (IMD203)
3.	Make a complete file that need to arrange the document by the date, cop the document and keep in the boxes through by month.	Record management skill	The trainee knows how to arrange the file.	Management Of Records Repository (IMR454)

4.1.1 COMMUNICATION SKILLS

During the industrial training, the trainee has able to apply the knowledge that has been taught in the campus which related to the subject Information System Interaction and Consultant (IMS556). Practicing the skills that has been taught, the trainee able to communicate with the staff with the appropriate manners and knowing the topic that is being talk. The trainee is communicated not only focusing on business field, but also communicate to each other on the current issues. Besides that, the trainees also communicate with the international people for guide the international people and help them during the events. By communication skills, the trainee get more experience when communicate with staff and others people. This is because, with the communication the trainee got many knowledge related to the tasks and also know how to handle some situation such as the trainee need to guide the international people and help them about the presentation slide. By communication skills, the trainees also get the right instruction from staff and understand the instruction. The trainee also experience a process that lower stress and support physical and emotional well-being. If the person talking to is calm, for example, listening in an engaged way will help to calm the listener. Similarly, if the person is agitated, help calm them by listening in an attentive way and making the person fill understood.

Developing the ability to understand and use nonverbal communication can help people to connect with others, express the feeling, navigate challenging situations and build better relationships at works. To communicate effectively, the trainee needs to be aware of and in control of emotions. In Seberang Perai Municipal Council (MPSP), usualZXly when someone is not satisfied with others suggestions, the staff will make a discussion among them and find the best solutions to be implemented. The approach will eventually make the communication skills in individual become well. Communication skill is always about understanding the others not about winning or argument or forcing

the opinions on others. The trainee also communicate with the supervisor, top management such as Director, Assistant Director, Yang DiPertua of MPSP , Municipal secretary, others staff related and international people to the tasks given. It is to ensure the task complete according to desired outcomes

4.1.2 MAINTENANCE SKILLS

Maintenance skills are tasks that related with hardware such as laptop, printer, and liquid crystal display (LCD) and others. The trainee practices the skills that have been learned in the subject Support Service and Maintenance I & II (IMD203). The trainee gained the knowledge in maintenance skills when the trainee needs to setup the laptop and printer during the programme or events. The trainee should be making sure the equipment already to use. If the printer cannot be used, the trainee should be check the problem and find the solution as soon as possible. For example, the laptops do not have a printer installer so the trainee should install the installer in the laptop or the printer does not have an ink, the trainee should refill the ink. In addition, if related with liquid-crystal display (LCD) the trainee always need to connect the LCD with the laptop and sometimes they have a problem such as the desktop are not display so the trainee needs to find the problem within related with usb cable or others. Then, the trainee need to adjust the display to be maintained. For the maintenance, the trainees need to solve the problem as soon as possible before the programme or events start. The maintenance skills are given an experience and knowledge to the trainee and the trainee also learn how to control the situation when the hardware is problem. During the period of internship at the organization, the trainee had learnt to apply skills, knowledge, techniques and modern tools in computer maintenance and installation.

4.1.3 RECORD MANAGEMENT SKILLS

During the industrial training, the trainee has able to apply the knowledge that has been taught in the campus which related to the subject Record Management. The trainee get tasks related with the records management that the trainee need to arrange the file and document. At the Training and Competencies Units has its own file room. So, the staffs are arranging their own files. Besides that, the files are arranged according by the months of events. The files or documents will be stored in the provided boxes. A tasks that the trainee need to do is make a complete file first such as arrange the document in the file according by date and stamp the number on each document, then list the documents in the minute paper. After finish the make a complete file, the file will be given to the staff and the staff will be check and confirm the file. After this, the trainee should be stored the file in the boxes according the months. Following this, the tasks are given some knowledge and skill to the trainee in managing records.

4.2 PERSONAL THOUGHTS AND OPINION

The Industrial Training is a great opportunity for the trainee to get a works experience in industry environment. At Seberang Perai Municipal Council (MPSP), they are given the trainee a chance to learn many things about the work environment. It does give a lot of experience for the trainee to apply in future. The trainee has gained a lot and some of them are something they do not learn in the university. The experience that the trainee gained is communication skills when the trainee should communicate with the other staffs and people from overseas. Based on experience, the trainee can improve their English speaking and can handle their nervous when face the people. The staffs especially the supervisor will be push the trainee to be confident when talking with other people. Besides that, the trainees also learn how to work in the big organization. Industrial Training is a great opportunity for the intern to build relationship between the trainee and other staff in Seberang Perai Municipal Council (MPSP).

There have some conclusion that can be making based on the observations on the organization. The organization is welcomes as many students who want to practical at there. It does give a chance for internship student to apply the job position and grab the experience at there. Thus, it gives the advantage to the organizations because they know well on how the internship student works performance. Therefore, the trainee also can easily to adapt the task that has been assigned for the trainee.

In the Training and Competencies Unit in MPSP are also give many experience to the trainee that the trainee needs to join their programme. The staff in these units will be brought the trainee going to the hotel at any place that have a programme or events. The staffs give a chance to the trainee gained experience to talk with people and also guide the people. Besides that, the trainees also gained experience in manage the some programme and events.

4.3 LESSON LEARNT

During industrial training in five months, the trainee has learnt many skills from Seberang Perai Municipal Council especially in Training and Competencies. A lot of lesson had been learnt at Seberang Perai Municipal Council (MPSP) which helping the trainee in gaining new skills, knowledge and experience. It will help the trainee to earn a skill for working in the future.

4.3.1 INTERPERSONAL SKILL

At the Seberang Perai Municipal Council (MPSP), the trainee had learnt about interpersonal skill. Interpersonal skill is including verbal communication which is communication, non-verbal communication such as body language, listening, negotiation, problem solving, decision making, assertiveness and others. Communication skills are important in an organization because it was a skill used to interact with others properly and effectively. For the trainee, communication is important in order to get along and be able to communicate with other staff in organization while getting the job done and work in the team with other trainee and staff as well. The trainee has been learnt about communication skills when the trainee has assigned to pick up the phone call and make a call to the other staff. The trainee also got an opportunity to communicate with Asia Pacific participant that joined the programme such as from Thailand, Philippines, Indonesia, Vietnam, India, Bangladesh and Cambodia. Besides that, the trainees also communicate with Korea and Japanese people that related with the organization.

4.3.2 TEAMWORKS SKILL

After that, another skill that has been learnt by the trainee is teamwork skills. During the industrial training, the trainee has been assigned to involve in programme or events that organized by MPSP. The trainee will be appointed as a secretariat. During industrial training, the trainees are involved in the programme or events by more than 10 times. With the activities, the trainee has been learnt to be a good teamwork with another staff to handle the activities. It is a good practice to be good teamwork for the future.

4.3.3 LEADERSHIP SKILL

Besides that, leadership skill also have been developed and improved during the end of the training. There are new trainees who just come in into the organization. So the trainees have a task to teach and lead the new trainee regarding to the documentation and prepare the events management skill. It had to teach the trainee on how to think strategically, organized and action planning in order to teach the new trainee with effective lessons. The trainee also learnt the leadership skill through the observation from staff. From the observation, Madam Zamzarina is a good leader when she trains the new trainee before this. She explains the details about the MPSP and tasks that the trainee need to do. She also teaches the trainee how to do the works, how to make documentations and how to handle the events. Besides that, she also can handle the staffs when events, she give a tasks to the staff and explains details what they have to do.

4.4 LIMITATION AND RECOMMENDATIONS

Every organization has its own limitations and it is important for the management to identify the limitations and find solution for it. During internship sessions in Training and Competencies Units at Seberang Perai Municipal Council (MPSP), the identified limitations and recommendations as for the solution are stated as further down.

4.4.1 LIMITATION

4.4.1.1 LACK OF WORKERS

Firstly, in Training and Competencies Units at Seberang Perai Municipal Council (MPSP) are responsible to manage the events or programme that involved the organization. Besides that, the Training and Competencies Units also handle internal and external program. For the internal programme is only around Seberang Perai. For the external programme are that takes place outside the Seberang Perai, for example around Island Penang, other state and overseas. In the Training and Competencies Units only have six (6) workers that need handle the programme. Two (2) workers, Mr. Muhammad Bin Omar and Mrs. Siti Amirah Binti Zainuddin are responsible to work in internal programme. Other two (2) workers, Mrs. Siti Rafidah Binti Abd Halim and Mrs. Nor Fuadiah are responsible for external programme. Then, Mr. Esfairol Ali is responsible to handle the student practical intake. Next, Mrs. Zamzarina is responsible to handle the staff and also handle the internal and external programme. Sometimes, in one day have more than three (3) internal programmes that need to handle, so the staff are not enough to handle because they need to go to the different place and no one stay in the office. Besides that, for the external programme the staff will receive the invitation letter more than five (5) letter and only two (2) workers are need to make an approval letter, booking flight tickets, hotels and others. The trainee are help the staff but

sometimes they are receive many invitation and have many programme to handle so the staff are still no enough.

4.4.1.2 WEAKNESSES OF RECORD MANAGEMENT

Secondly, the limitation is weaknesses of records management. In Training and Competencies Units, the files are opened according by the programme. The programmes in months are countless. Sometimes, the programmes have more than ten (10) programmes per month, so the files also have more than ten (10) programmes. The staff will be put all the documents or file in one boxes for per month. It can be damaged the boxes and also damaged the files because exceeds the size limit box.

4.4.2 RECOMMENDATIONS

The recommendations for the lack of workers is the Seberang Perai Municipal Council (MPSP) are need to add more staff in the Training and Competencies Units because to help the already staff handle the programme or events. If have many staff, they can separate the staff to handle the programme and also have a backup staff that can stay in the office. If they have no additions the staff, they are needed to restrict the programme for ten (10) each month. Besides that, for the records management, the staffs need to arrange the file vertically in the boxes and non-overlap the records each other because the record will be damaged. Then, if the boxes have files that more than the size, the boxes also will be damaged. So, the staff must be put the limits file in the boxes to avoid from boxes are damaged.

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APPENDIXES

i) Events/Programme



Appendix 1: YOKOHAMA Programme With Japanese



Appendix 2: Kursus Dasar dan Garis Panduan Piawai Perancangan



Appendixes 3: SPICEC 2016



Appendixes 4: Kursus Pembangunan Hijau



Appendix 5: LED Registration



Appendix 6: Local Economics Development Training



Appendix 7: Speech from Participant LED



Appendix 8: Badge Participant

ii) Dinner



Appendix 9: LED Dinner

iii) Training and Competencies Units Members



Appendix 10: Training and Competencies Units Members