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FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

INDUSTRIAL REPORT

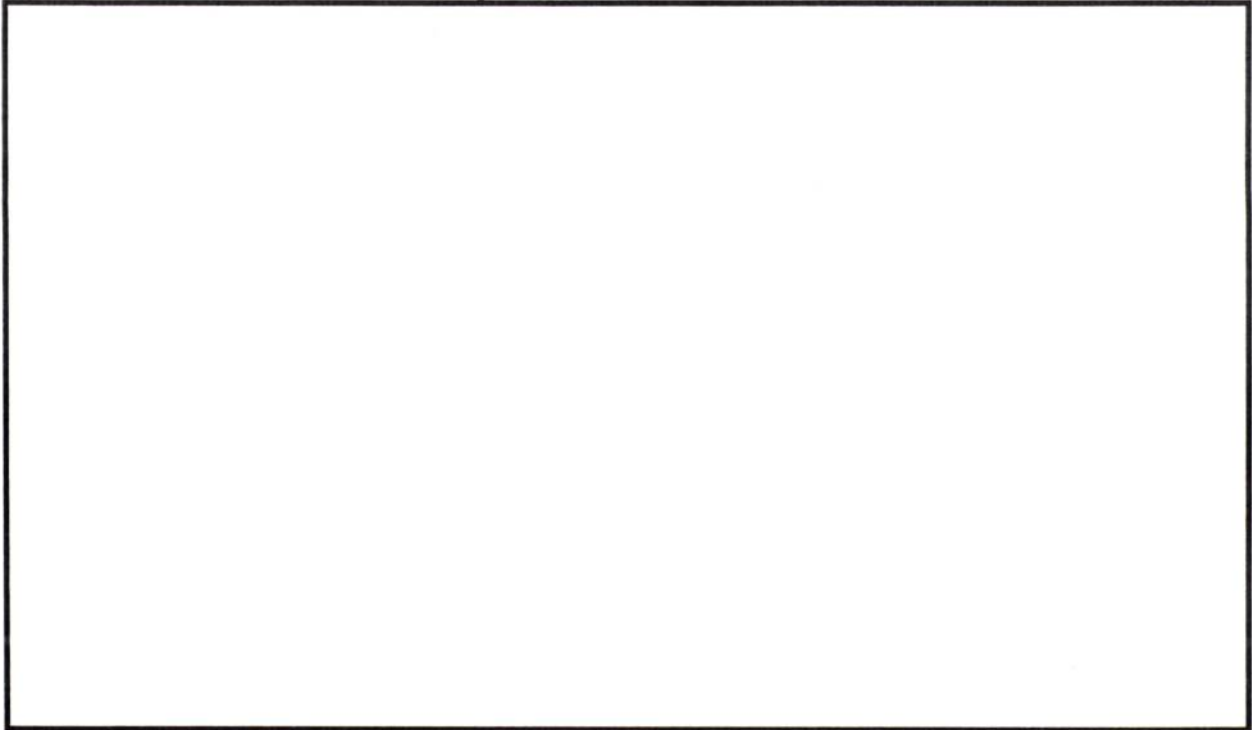
SIMUNJAN DISTRICT COUNCIL

JANFYTRIA BINTI ABU BAKAR

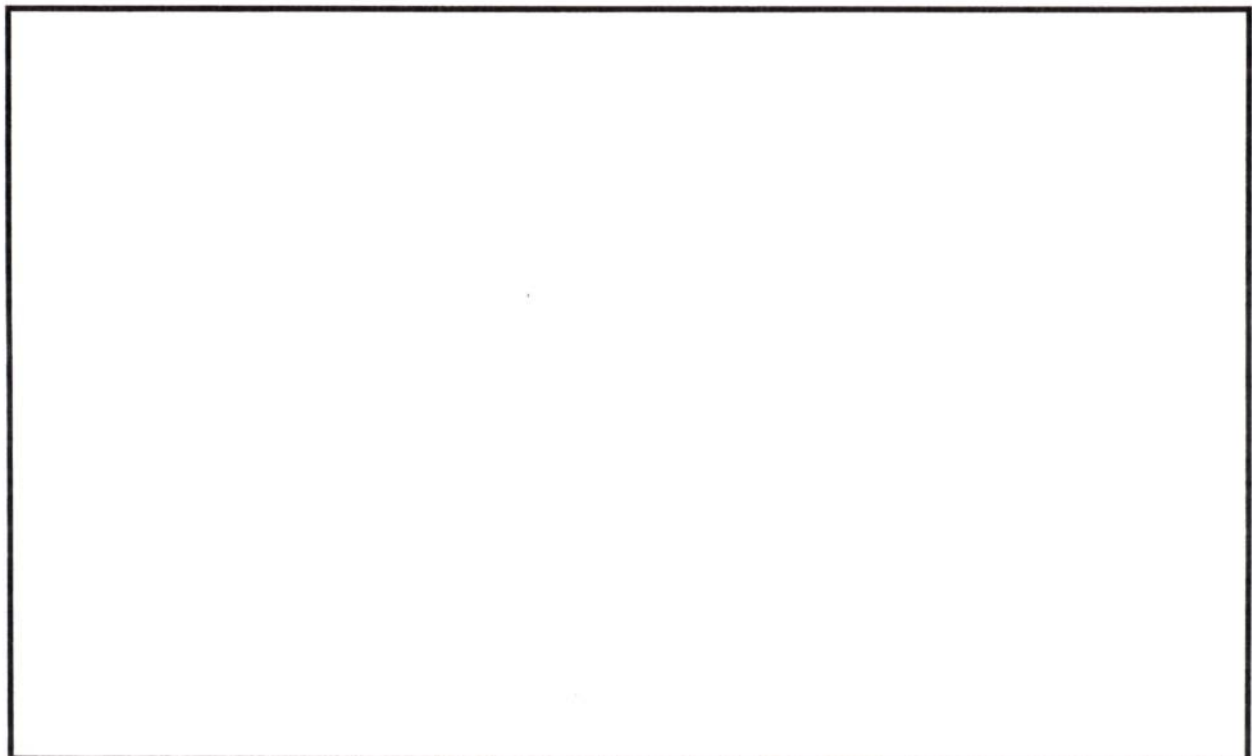
2014986057

SEPTEMBER 2017

Supervisor's Comments

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Moderator's Comment

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**CLEARANCE FOR SUBMISSION OF THE INDUSTRIAL REPORT BY THE
SUPERVISOR**

Name of Supervisor : Nur Aida Binti Kipli
Place : Simunjan District Council
Name of Student : Janfytria Binti Abu Bakar

I have reviewed the final and complete practical training report and approve the submission of this report for evaluation.

.....

(Madam Nur Aida Binti Kipli)

Date:

Declaration Form

I declare that the work in this industrial training report was carried out in accordance with the rules and regulations of Universiti Teknologi MARA (UiTM). It is original and is the result of student own work, with the help of organisation, lecturer and other references. This industrial training report has not been submitted to any other academic or non-academic institutions for any other qualification. Any form of publishing, copying and soforth is prohibited and requires the consent of the student.

Student's Name : Janfytria Binti Abu Bakar

Matric Number : 2014986057

Program : Bachelor of Administrative Science

Title : Industrial Training Report

Signature:

Date:

Acknowledgement

I am using this opportunity to express my gratitude to everyone who supported me throughout my internship in Simunjan District Council. I am thankful for their aspiring guidance, invaluable constructive criticism and friendly advice during the project work. I am sincerely grateful to them for sharing their truthful and illuminating views on a number of issues related to my industrial training.

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CHAPTER 1

INTRODUCTION OF SIMUNJAN DISTRICT COUNCIL (SDC)

1.0 Introduction

This chapter introduces the background, the vision, mission, client charter and also the organizational structure of Simunjan District Council (SDC). This chapter also shares some information on the operation of the organization as well as its nature of work.

1.1 Background of Simunjan District Council (SDC)



SIMUNJAN DISTRICT COUNCIL (SDC) formerly known as Lower Sadong District Council was established in 1957 under the Local Authority Ordinance (Cap.117). Only on the January 1st 1983, the name changed to SDC. Previously the office located at the town itself. Then on September 25th 2003 the office moved to Gunung Ngeli New Service Centre, 7km away from the town. The areas under SDC's territory including Gedong, Sebuyau, Sebangan and part of Balai Ringin which total area of 2,217.64 km². Simunjan and Gedong has 1,370.12 km², whereas Sebuyau and Sebangan is 847.45 km². Chairman of the Council, better known as the governor of the city, heading for SDC under the provision of the Ordinance of Powers, Local Authority Ordinance. According to Statistics Department of Malaysia, as at 2014 Simunjan has 39,226 population, consists of various ethnicity such as Malay, Iban, Chinese, Bidayuh and Melanau also the immigrants from Indonesia. Iban and Malay are the majority ethnicity in

Simunjan.

Local residents are subjected under the care of Local Authority. SDC exercises power to administer areas under its custody since 1957.

1.2 Vision, Mission and Client Charter of Simunjan District Council (SDC)

VISION

Simunjan District Council as a Model Centre of Community Advancement by 2020.

MISSION

We are committed to transform Simunjan Community by providing them with better access to better quality infrastructure and facilities in advancing their standard of living.

In order to achieve as per mentioned vision and mission, SDC has come out with client charter as to promise its customers. The client charter established are holistic in nature which covers all the division in SDC.

- *Memberi respon kepada pengadu dalam tempoh 24 jam dan status pelaksanaan tindakan ke atas aduan dalam tempoh tidak melebihi tiga hari bekerja dari tarikh aduan diterima.*
- *Permohonan pelan bangunan yang lengkap akan diproses dan dikemukakan kepada agensi luar atau seksyen dalaman yang berkaitan untuk ulasan dalam tempoh empat belas hari bekerja*
- *Pelan bangunan dibawa ke Mesyuarat Jawatankuasa Majlis dalam tempoh tidak melebihi empat belas hari bekerja selepas mendapat kelulusan daripada semua agensi yang berkaitan untuk kelulusan.*
- *Occupation Permit hendaklah dikeluarkan dalam tempoh dua (2) hari bekerja.*
- *Sampah domestik dikutip sekurang-kurangnya dua (2) kali seminggu dan mengikut jadual kutipan yang ditetapkan oleh Majlis.*
- *Buku baru yang diperolehi melalui perolehan Pihak Berkuasa Tempatan dan*

pinjaman berkelompok diproses dan dipamerkan untuk pinjaman dalam tempoh dua (2) bulan dari tarikh penerimaan.

- *Mengambil tindakan susulan dalam tempoh tiga (3) hari bekerja ke atas setiap kesalahan / pelanggaran undang-undang.*
- *Keputusan permohonan lesen perniagaan dikeluarkan dalam masa tiga (3) hari bekerja.*
- *Bil cukai taksiran dihantar kepada pelanggan selewat-lewatnya pada 30 April dan 30 September pada setiap tahun.*
- *Minit mesyuarat Majlis hendaklah disediakan dan diedarkan dalam masa tujuh (7) hari bekerja.*
- *Sekurang-kurangnya 95% pegawai gred 22 dan ke atas menghadiri latihan sekurang-kurangnya 42 jam setahun.*
- *Melaksanakan program pembangunan komuniti bersama penduduk atau badan bukan kerajaan mengikut jadual yang dirancang dan dapat dilaksanakan (85%) dalam tahun semasa.*
- *Sekurang-kurangnya 85% jumlah projek pembangunan yang diluluskan siap dilaksanakan dalam tahun semasa.*

1.3 Functions of Simunjan District Council (SDC)

The functions of SDC can be divided into two parts; the general functions and its core function. The general functions lie in the Administration and also the Treasury section. The implementation both of the functions are implemented efficiently through the seven divisions in SDC. The core functions are municipal services, collection of rates, Local Authority Ordinance enforcement and also by-laws, and community development. These core functions supported by administrative and treasury.

The general functions are the functions that exist in all organization. The functions are to

prepare, assist the service delivery of the core functions. The core functions implemented through numbers of strategic activities in each of divisions in SDC as follows:

1.3.1 Rating and Valuation Division

- Valuation
- Amendment to valuation list
- Billing
- Mobile counter
- Installment
- Transfer of ownership
- Recovery of arrears of rates (reminders, letter of demand and sale & attachment)
- Rebate
- Remission of rates
- Writeoff
- House numbering, road naming
- Revaluation exercise
- Issuance of Certificate of Clearance of Indebtedness
- Payment in lieu of rates (oil palm plantation, Federal and State governments)

1.3.2 Engineering Division

- Development projects implementation
- Maintenance of public infrastructure
- Managing contract and tender documents

- Process of building plan application and issuance of occupation permit
- Monitoring projects implementation
- To prepare the report of development projects

1.3.3 Enforcement Division

- The enforcement of Local Authority Ordinance (LAO), by-laws and other relevant laws
- Prepare enforcement report weekly
- To issue notice and legal actions to the offender

1.3.4 Community Development Division

- To assist and support social programs, economy and environment initiated by the community
- To assist the community in managing change
- To change the community towards advancement
- To encourage volunteerism
- As for Library Section; to manage public library

1.3.5 Management Services Division

- General administration and Corporate Services
- Human Resource Management
- Council meetings secretariat
- Files and record management
- Public relations
- Facility management
- ICT management

- As for Finance Section; Accounting
- Asset management
- Annual allocation warrant
- Funds and budget management

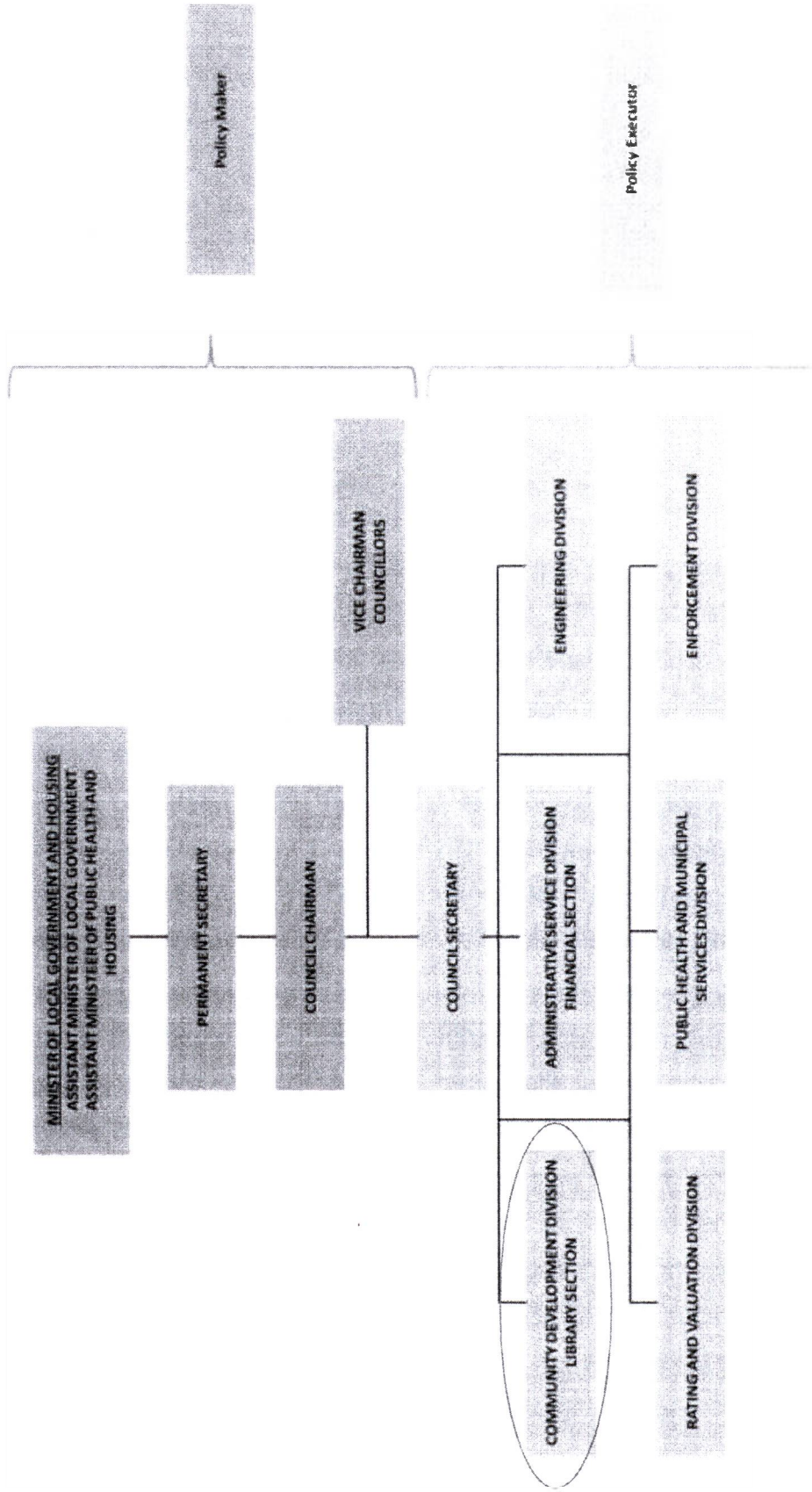
1.4 Organizational Structure

SDC is supervised by the Ministry of Local Government and Housing.

SDC is headed by a Chairman, appointed by His Excellency (*Tuan Yang Terutama*). 32 Councillors represent political party also appointed by His Excellency. The Council set the policy and making decision through Full Council Meeting and also the standing committees.

Whereas the administration or executive of SDC lead by the Secretary. The Secretary is appointed based on regulations made under the Sect. 37 of Local Authority Ordinance 1996.

ORGANIZATION CHART



Policy Maker

Policy Executor

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

This chapter explains every task that has been assigned by my host supervisor, the Secretary of SDC. Being stationed at Community Development, Division, there are numbers of routine tasks to be done.

2.1 Week 1 (25 September 2017 – 29 September 2017)

On my first week of my practical, first thing first, I reported duty to Encik Mohtar B. Ramlee who handles practical student in SDC. He then introduced me with the Secretary of the Council, En. Geoffrey Bin Ramji, also my supervisor. I was briefed shortly by En. Geoffrey about the department. He asked me to read the ISO documents, the strategic planning, the ordinance and laws available. Apart from that, he also explained about the implementation of Balanced Scorecard (BSC) in SDC. Then I was assigned at Community Development Division. En. Geoffrey also passed the Community Program Guideline book for my reference. I was also assigned to organize a few community program. The guideline book, took me two days to finish it, has it all explained about the community program. It contains the categories of community program and also the format of proposal, customer survey form, and also reporting to the ministry format. Since there is no softcopy provided so I took the initiative to make a softcopy of those format provided in the book. Mr. Oldrige Ak. Ripat Eric, the Assistant Secretary assigned me to handle public complaints. He briefly explained to me about complaints received in Simunjan and showed me some of the completed complaint forms. I managed to get thorough some of them and found that SDC does not conduct 100% online methodology in receiving complaints. SDC has many conventional ways such as receiving complaints via phone calls, letters, face to face and also during their exhibition or mobile counters. The only ways using online

based to receive complaint is via email, website (www.sdc.gov.my) and Talikhidmat. Mr. Oldridge asked me to try to access the Talikhidmat system and I find it quite hard to get familiar with it because it is not really friendly user.

2.2 Week 2 (2 October 2017 – 6 October 2017)

En. Geoffrey asked me to discuss about the program with Puan Rejemah Bt. Sofee (*Pembantu Perpustakaan*) about a yearly program, *Aktiviti Galakan Membaca*. She suggested the program to be held at Kampung Semelatong, Simunjan. We worked out with the activities involve and also the budget to conduct the program.

I contacted Puan Siti Hadizarina Bt. Wahid then, the officer-in-charge for Community Development in Ministry of Local Government and Housing (MLGH) to ask about the program. Also it was found out that SDC have not committed any of the allocation provided by the Ministry. Therefore they recommend us to have more events and come out with proposals.

Therefore, it is also my assignment to prepare those paperworks. But first need to discuss with the Secretary. We have come out with 5 events including the ones I have discussed with Puan Rejemah. The events are;

- a) *Program Peningkatan Taraf Hidup dan Pembangunan Ekonomi Komuniti Simunjan*
- b) *Aktiviti Galakan Membaca Kampung Semelatong*
- c) *Program Pembangunan Komuniti (PPK) – Membina Pondok Komuniti Kampung Lumut*
- d) *PPK – Membina Insinerator Kampung Tuba*
- e) *Pertandingan Keselamatan, Kebersihan dan Keceriaan Kampung*

I was assigned to do the paperwork for the above programs and was given a week to finish it before being presented in Standing Committee.

2.3 Week 3 (9 October 2017 – 13 October 2017)

I managed to do all the paperwork and submit them to the Secretary for checking and once done, translated it into slideshow using Powerpoint program as this will be presented and need for endorsement in the Standing Committee meeting. The items included in the presentation are (1) Project Title, (2) Proposed date, (3) Venue, (4) Guest of honor, and (5) Budget.

The specific name for the Standing Committee meeting is *Mesyuarat Jawatankuasa Pembangunan Komuniti, Sosial dan Pelancongan (JPKSP)*. During the meeting, the presentation presented by the Secretary, went smoothly and endorsed by the committee that the proposal to be submitted to the Ministry. In a nutshell, the budget involved were RM 72,785 for the five programs. Cover letter for the proposal is prepared after the meeting and sends it together with the proposal immediately via e-mail and later follows up with Puan Siti Hadizarina.

At the same time, Puan Rejemah and I had agreed to hold a meeting to establish committee and assign task for the first two projects; (1) *Program Peningkatan Taraf Hidup dan Peningkatan Ekonomi Komuniti Simunjan* and (2) *Aktiviti Galakan Membaca Kampung Semelatong*. Therefore, with the assistance from Puan Roziah Spawi and Mr. Hugh Ak. Laurence from Administration Division, invitation letter then submitted to those agencies and individuals involved. They also informed via phone call.

2.4 Week 4 (16 October 2017 – 20 October 2017)

In week 4, I follow up with the agencies via phone call to confirm their attendance. I also dealt with the canteen operator to prepare the refreshment during the meeting on 18 October 2017. I prepared meeting minute draft, attendance book and also ensured the meeting room is cleaned and tidy. Laptop and projector also prepared for

any presentation.

On the 18 October 2017, all the invited agencies and individuals attended the meeting and started at 9.00 a.m. The proposed date for both of the programs were as followed:

- *Program Peningkatan Taraf Hidup dan Pembangunan Ekonomi Komuniti Simunjan (13 – 14 November 2017)*
- *Aktiviti Galakan Membaca (15 – 16 November 2017)*

In this meeting also task were given to relevant agencies and individual. Among the task were:

- Program Secretariat
- Protocol
- Souvenir / Prizes
- Flow and floor manager
- Publicity
- Meals and refreshment
- Emcee
- Performance (if any)
- Transportation (if any)

It is also agreed that the Guest of Honor (GoH) will be depends on the situation since YB unable to confirm their attendance on the event because they will be on DUN sitting. Minute was prepared and signed by the Secretary and distribute to all the parties involved so they can start to take action.

On the 20 October 2017, we received a complaint via phone call with regard to the condition of roads at Jalan Kampung Sageng. I recorded it into *Borang Aduan Awam ADM-02b/K8* and proceed according to the procedure.

2.5 Week 5 (23 October 2017 – 27 October 2017)

Since the target to settle a complaint and to update the status of the case to the complainant is only 3 working days, I rushed to Engineering Division to follow up with the status. Mr. Mohamad Azzara B. Haron, the Engineering Assistant (EA), informed that they have to conduct site visit to the location meant by the complainant.

The day after, I received feedback from the Engineering Division and found that the location is not under SDC's jurisdiction. Therefore, our EA cross check with other departments such as JKR (Public Works Department) and DID (Drainage and Irrigation Department). It is confirmed that the road is under DID and I need to make a letter informing the case to the department. The letter then signed by the Secretary and submitted to DID Samarahan Division. The complaint was also recorded into complaint log *ADM-02a/K8* and the content of the *Aduan* file need to be updated.

On 27 October 2017, I followed up with Puan Siti Hadizarina with the proposal whether is it approve or not.

2.6 Week 6 (30 October 2017 – 3 November 2017)

Monthly assembly was held and I was introduced to all the staff attended the assembly. I was also instructed to speak a little bit about me.

Pn. Siti Hadizarina informed that the proposal are all approved and the approval letter was sent via e-mail, print it and proceed accordingly.

All the technical person involved in the program were called to inform them about the approval and discuss to held a second meeting. The meeting also will endorse the issuance of the allocation to the assigned committee so they can proceed to buy anything needed for the programs. Invitation letter was issued to the involved agencies

and individuals. As usual, all the meeting minute and refreshment were prepared.

On the 2nd October 2017, the second meeting for *Program Peningkatan Taraf Hidup dan Pembangunan Ekonomi Komuniti Simunjan* was held. All the invited attended the meeting. Then, the first draft of the minute was prepared and submitted to the Secretary for checking.

On the next day, another second meeting for *Aktiviti Galakan Membaca* and *Program Pembangunan Komuniti Kampung Lumut* and *Program Pembangunan Komuniti Kampung Tuba* was held, one in the morning and the other two was on the afternoon. The land owner who agreed that his land is to be occupied with the *Pondok Komuniti* and incinerator signed the agreement that they will not take any legal action after the completion of the building. After the meeting adjourned, the first draft of the minute was prepared and submitted to the Secretary.

2.7 Week 7 (6 November 2017 – 10 November 2017)

On the first day of the event, I settled with the minute of meeting which was held last week. All the corrections were made and resubmit to the Secretary and signed. The minute then distributed to all parties involved.

On the 7 November 2017, I was instructed by Mr. Oldrige to update the Complaint Log (ADM-02a/K8) for October 2017 according to the format given. This is done with the requirement by the MS ISO 9001:2015 where the documented information need to be consistently updated. Apart from that, he also asked me to do analysis on customer satisfaction, the format also provided (ADM-01b/K8). The raw data is obtained from individual customer satisfaction form (ADM-01a/K8). I took two days time to complete the analysis. On the last day of the week, Mr. Oldrige and I went to site visit for the event *Program Peningkatan Taraf Hidup dan Pembangunan Komuniti Simunjan* and *Aktiviti Galakan Membaca Kampung Semelatong*. Everything was ready.

2.8 Week 8 (13 November 2017 – 17 November 2017)

From 13 and 14 November 2017, the event *Program Peningkatan Taraf Hidup dan Pembangunan Ekonomi Komuniti Simunjan* went well. During the closing ceremony, the Chairman gave closing speech and also the certificate to the participants.

The event *Aktiviti Galakan Membaca Kampung Semelatong* on the other hand was held on the 15 and 16 November 2017. As for this event, I was assigned to handle the guest of honor, Dr. Hjh. Asmah Binti Othman, Principal Assistant Secretary (PAS) Community Development Section, MLGH. The program also went well. On the last day of the week 8, report was prepared for both of the program to be submitted to MLGH.

2.9 Week 9 (20 November 2017 – 24 November 2017)

In this week I still focused on completing the report. Apart from that, I also need to do analysis on the feedback from the participant. These analysis will be compiled together with the report and submitted to MLGH. I spent two days to make the analysis. After correction on report is done, attached together with the analysis, the complete report was submitted to MLGH via e-mail.

2.10 Week 10 (27 November 2017 – 1 December 2017)

Cr. Thian Kim Ku informed me that the *Pondok Komuniti* in Kampung Lumut is still under construction and will be completed in a week. Updated Secretary about it and he suggested to conduct site visit for preparation of the opening ceremony once the *pondok* are complete.

Meanwhile, Mr. Oldrige need the customer feedback analysis so I continued to finish it. After done with the analysis, the report then submitted to him for checking purpose. I was also instructed to update SDC's website. I managed to upload some photos of the

events on the website. Apart from that, there are also many other information need to be updated in the website such as complaint, photos, banner slide show and also staff directory. I spent one and half day for this purpose. Later, Mr. Oldrige returned the analysis and made some corrections. The report also need to be updated in the website.

Apart from updating the website, he also asked me to make appointment with Cr. Thian Kim Ku for the *pondok* site visit. He agreed that we will be meeting on the 5 November 2017 (Tuesday).

2.11 Week 11 (4 December 2017 – 8 December 2017)

On Monday, I was still working out on updating the website. Also contacted Cr. Thian Kim Ku to reconfirmed the site visit on the next day. On the 5 November 2017, Mr. Oldrige and I visited both of the *Pondok Komuniti*. Report on the site visit was made and submit to the Secretary. We also discussed with the Secretary with regard to the opening ceremony for the *Pondok Komuniti*. Secretary wanted YB Dato' Sri Hjh. Rohani Binti Abdul Karim and YB Datuk Julaihi Bin Hj. Narawi to attend the ceremony. Therefore, I was assigned to contact both of them to request for the date. However, YB Datuk Julaihi unable to commit in December 2017. While there were still no feedback from YB Dato' Sri. Meanwhile, I was asked to prepare the tentative of the opening ceremony.

On the last day of my practical in SDC, I managed to help the technical person for the event *Pertandingan Keselamatan, Keceriaan dan Kebersihan Kampung* to follow up with councilors, and also to compile the participation form.

CHAPTER 3

ANALYSIS OF TASK

3.0 Introduction

Chapter 3 will describe on the subject that had some relation to what had been done during the internship period. Which means here the entire related subject will be chosen and will be related to the task done by the intern. Besides, this chapter will show on how the intern manages to apply their knowledge in their study period when they are having their internship time.

3.1 Project Management (ADS 512)

I was assigned at Community Development Division during my internship. In this division, I was required to organized a few community event. Therefore, here I apply the project management subject in conducting my task. In Project management, I learnt theoretically the flow of how a project should be done. Therefore, during my internship I apply the theory. It was explained that, in accomplishing a project, we must plan. the project life cycle, as outline in this subject, act as a cornerstone for managing projects. The lifecycle recognizes that projects have limited life span and that there are predictable changes I level of effort and focus over the life of the project. The project life cycle typically passes sequentially through 4 stages; defining, planning, executing an delivering. The starting point begins the moment the project is given the go-ahead. Project effort starts slowly, builds to peak and then declines to delivery of the project to the customer.

In the defining stage, the specifications of the project are defined, project objectives are established, teams are formed, and major responsibilities are assigned. During my internship, I was assigned for a few projects. One of them is to hold a community event named *Program Pembangunan Komuniti - Aktiviti Galakan Membaca Kampung Semelatong*. Generally, the objective of all community program is to educate the

community. The team consist of the staff of SDC itself, the councilors, *Pejabat Pendidikan Daerah* and also the Village Committee (JKKK). Major responsibilities were outlined and assigned during the very first meeting of this program. The second stage is the planning stage. The level of effort increases, and plan was developed to determine what the project will entail, when it will be scheduled, whom it will benefit, what quality level should be maintained, and what the budget will be.

The third stage is the executing stage where the major portion of the project takes place, both physical and mental. Time, cost and specification measures are used for control.

The last stage is the closing stage. As my perspective in this program, it includes post-project review, where the performance need to be reassessed and also capturing lessons learned.

Apart form the project life cycle, I also apply the project manager roles. I need to plan, schedule, motivate and control. I worked with diverse troupe of characters to complete the projects. They are typically the direct link to the customer and must manage the tension between customer expectations and what is feasible and reasonable. I had to provide directions, coordination, and integration to the program team, which is often made up of part-time participants loyal to their functional departments.

3.2 Public Relations (PRO 458)

Public relations are a process, that is a series of actions, changes, or functions, that bring about a result. One popular way to describe the process, and to remember its components, is to use the RACE acronym, first articulated by John Marston in his book *The Nature of Public Relations*. Essentially, RACE means that public relations activity consists of four key elements:

- Research – what is the problem or situation? / What need to be done?
- Action (program planning) – what is going to be done?
- Communication (execution) – How will the public be told?

- Evaluation – Was the audience reached and what was the effect?

Building local community relationships can be the most important communication activity.

Public relations describes various methods use to disseminate messages about its products, services overall images to its customers, employees, stakeholders, suppliers or other interest members of the public. The aim of public relations is to make the public think favorably about the organization and its services. Commonly used tools of public relations include news releases, press conferences, speaking engagements and community service programs. Public relations involve 2 way communications between an organization and its public. It requires listening to the constituencies on which an organization depends as well as analysing and understanding the attitudes and behaviour of those audiences. Only then an organization undertake effective public relations campaign. These problems with codes of ethics are not new and they are not limited to the field of public relation. (Kruckerberg, 2000).

Practicing ethical communication is not an easy way to live. Being ethical in the workplace or at home, or with anyone can be a struggle. Often it can be easier to say nothing at all than the truth. In our society gossip is a daily occurrence and some people even make their living from it. When practicing ethical communication, it means that we will disregard communication that degrades individuals and humanity through distortion, intimidation, coercion, violence and through the expression of intolerance and hatred. Pratitioners of ethical communication support individuals sharing information, opinions, and feelings when facing significant choices at the same respecting the privacy and confidentiality of individuals.

Public relations practiotioners must be confident talking to a wide range of people for example, the role may involve presenting to clients, dealing with journalist and meeting with groups of important people to the organisation. We also need to be very excellent at writing skills as we might be producing press releases, annual reports, articles and newsletters. There are certain essential qualities and skills that I will need to get ahead in public relations. There are good verbal and written communication skills, an ability to

multitask and manage time effectively and a good level of organization and planning.

3.3 Ethic in Administration Theory (ADS 452)

According to Richard Paul and Linda Elder in 1998, ethics is a branch of philosophy which seeks to address morality. In other words, it is the moral justification and consideration for decision and action made during the completion of daily duties when working to provide the general services organization

Ethics is the study of the general nature of morals and of the specific moral choices to be made by a person. Ethics is no right or wrong. Ethics is the rule or standard governing the conduct of a person or the members of a profession. Decision is based upon ethical principles which are the perception of what the general public would view as correct.

Based on those statements, during my internship, what I have learnt s to act in a manner ways when dealing with peoples. This is because in order to maintain the good relationship with all the senior staff it requires the new staff to become more polite and follow the instruction given by them.

Besides, I learnt to dress according to the dress code of the organization which required me to always look formal and ethical in the office. I must wear appropriate attire when going to the office during my internship. I was assigned to the Community Development division that required me to dress ethically because this department deals with public, NGOs, government agencies, assemblyman, and also the ministers.

Ethics here can be implemented when I need to deals with the people when they suddenly came to the office and make complaints for the service provided by the SDC. Some of them were angry and dissatisfied for the service delivered. Therefore, it was our duty to address this kind of situation and to fulfill their needs. Also we need to provide them the best solution a well as to help them to solve their problems.

CHAPTER 4 : RECOMMENDATIONS

4.0 Introduction

This chapter will discuss the strength and weaknesses of tasks given by the department. By seeing the strength and the weakness we can counter anything that can hinder the growth and improvement of SDC.

4.1 Strengths

A paraphrasing of the earlier definition of top management support is when a senior management project sponsor / champion, the top management and other senior devote time to review plans, follow up on results and facilitate management problems. It is known that top management support is important in every organisation and provides strong explanation why an organisation success or failed. In SDC, Mr. Geoffrey as a Secretary really supports his staff especially when the staff also commit to voice out their opinion. This indirectly will motivate the staff and make them happy in executing their routine.

Secondly, the staffs of SDC also were very committed to task given. Anyone who were assigned task during the event give their full commitment to me. Commitment is the bodn employees experience with their organisation. Broadly speaking, employees who are committed to their organisation generally feel a connection with their organisation, feel they fit in and feel they understand the goals of the organisation. The added valued of such employees is that they tend to be more determined in their work, show relatively high productivity and are more proactive in offering their support. Committed staff bring added value to organisation, including through their determination, proactive support, and awareness of quality. They are also less likely to call in sick or to leave the organisation.

The community was helpful and supportive. It is really touching how considerate and devoted this entire community. Other people helping each other and collaborating is

exactly what makes a good community. It is also very impressive that the community go beyond my expectation that they were being so proactive. This is very crucial in order to improve their social life.

Apart from that, the relationship SDC with the Member of the Parliament P.200 Batang Sadong, YB Dato' Seri Hjh. Nancy Binti Hj. Shukri and the assemblyman of N.25 Simunjan, YB Awla Bin Dris also very close. With such relationship, it is easy to organize any event that have mutual benefit towards the MP and the assemblyman also the Simunjan's community.

4.2 Weaknesses

I found that there are still lacking in computer competency and IT facilities. From my observation, especially when designing the banner and also backdrop for the event. Only one officer have the skill to use Adobe Photoshop and Adobe Illustrator. Apart form that, the computer used also was not sufficient enough to support both of the software. It takes time to design the banner.

Apart from that, I see that SDC also lack of historical data and information. Maybe this is due to the transfer of office location ten years ago. The history of Chairman and Secretary of SDC cannot be found. These are considered corporate information that the public should know about it.

Next is the geographical area. It was tough for us because each of major location in Simunjan are very far apart from each other. Therefore, in order to make an event, we need more allocation to cover the fuel cost. Some of the places also only can be reached using 4-wheel drive transport. Other than that, this also affect the time to reach the place. Time management is very crucial if we want the program to be successful.

CHAPTER 5

CONCLUSION

5.0 All in all, despite with the weaknesses, SDC can still be improved. They may request for a computer with larger capacity that compatible and can perform faster when doing complicated task and using software such as AI and Adobe Photoshop. The problem with geographical cannot be denied but yet, it is the department responsibility to ensure their responsibilities carried out effectively. It all depends on the management how to delegate the task to their subordinate. Apart from that, SDC may consider to assign some relevant authority to the Councilors. The division of area can be done by zoning. One zone, one councilor.

As for the historical information, the top management may appoint an officer to deal with the local, collect information about SDC history. He or she may also go to the library to search for the information needed. This kind of information is very important because it shows the corporate image of an organization. Apart from that, the development of Simunjan District also can be seen.

After completing my industrial training, I had been exposed to event managing circle. Throughout my internship, I understand more about how does an event held and prepare myself to become a responsible and innovative person. Along my training period, I realise that observation is a main element to find out the root cause of a problem. Not only for my report but also daily activities too. During my training, I cooperate with SDC staff to determine any problems raises in conducting an event. Moreover, by conducting the events, I indirectly helps me to learn independently, discipline myself, be considerate and patient, self-trust, take initiative and the ability to solve problems. Besides, my communication skill is strengthened as well when communicating with others. During my training period, I have received criticism and advise from experienced subordinate and top management when mistakes were made. However, those advices are useful guidance for me to change myself and avoid myself making the same mistakes again. Apart from that, I had also developed my soft skills through the meeting and also the events. In sum, the activities that I had learned during

industrial training are useful for me in future to face challenges in a working environment.

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Gido J, Clements J.P (2015) : *Successful Project Management (6th Edition)*, Cengage Learning, Stamford, USA.

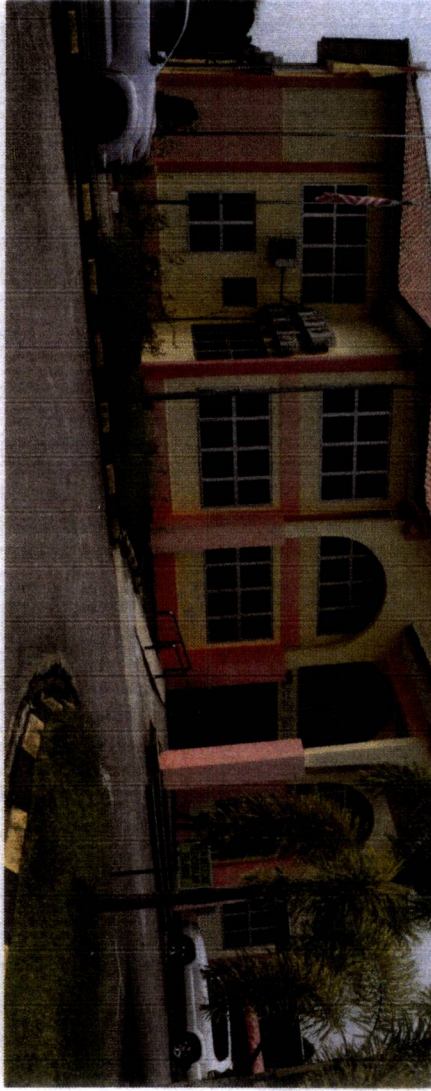
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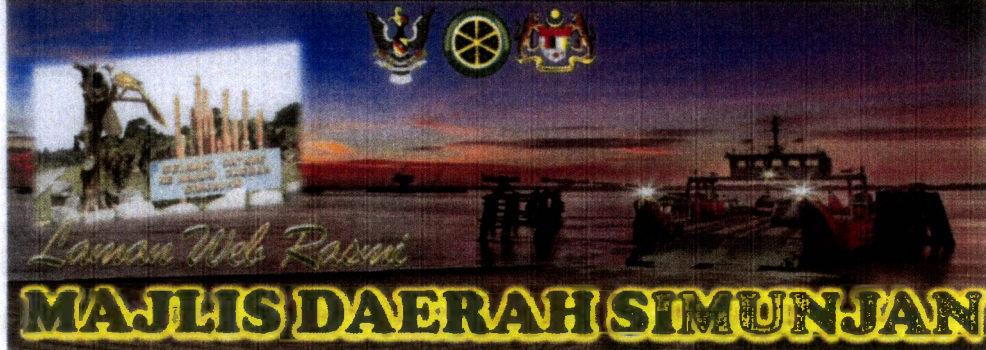
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Buku Panduan Program Pembangunan Komuniti, Kementerian Kerajaan Tempatan dan Pembangunan Komuniti Sarawak

Buku Panduan Penggunaan Sistem Talikhidmat Sarawak, Unit Pembangunan dan Pemodenan Negeri, Jabatan Ketua Menteri Sarawak.

APPENDICES





Laman Utama Tentang Kami Perutusan Sudut Kualiti Direktori Staff Sudut Media Perkhidmatan Kami Muat Turun

Soalan Lazim

Calendar for December 2017. The date 19 is highlighted. Below the calendar, it says 'Tiada Acara pada masa ini' and 'Lagi'.



Statistik Perkhidmatan Abas Talian Kahtangan Orang Awam

1. Statistik Perkhidmatan Abas Talian
2. Pencapaian Paggam Pearggar

Tiada Kenyataan Sebutharga pada masa ini

Pol

Apakah saluran capaian perkhidmatan mobil kerajaan negeri yang digemari oleh anda?

- Aplikasi Mobil
- Laman Web Mobil
- Aplikasi Mobil dan Laman Web Mobil

Undi Keputusan

Topik Menarik

Direktori Staff 217

Reperbitan

Penerbitan

SAMARAHAN

Berita

Tiada Berita pada masa ini

Arkib

Pengumuman

Tiada Pengumuman pada masa ini

Arkib

Aplikasi Talikhidmat

iOS Version

Android Version

Anda juga boleh menggunakan telefon pintar anda untuk mengimbas kod QR SCS Talikhidmat App versi 1.6.0 di laman sesawang utama di talikhidmat.sarawak.gov.my atau www.sarawak.gov.my dengan QR Reader. Butiri URL tersebut dan mulakan proses memuat turun.

Nota
Bagi pengguna Android, pastikan telefon pintar anda membenarkan pemasangan aplikasi pihak ke-3. Untuk membuat demikian, sila pergi ke Setting>Security>Unknown Sources (Tov on Unknown Sources)>Geted Ok.

Direktori Staff	217 hits
Laman Utama	136 hits
Carta Organisasi	81 hits
Perutusan Setiausaha	51 hits
Perutusan Pengerusi	30 hits

Data Terbuka

Kerajaan Malaysia melaksanakan data terbuka untuk tujuan meningkatkan keupayaan Kerajaan dalam membuat keputusan berasaskan fakta dan data. Data terbuka Malaysia boleh dicapai melalui <http://data.gov.my>. Data terbuka Kerajaan Negeri Sarawak juga dipaparkan dalam portal tersebut. Penggunaan data terbuka adalah tertakluk kepada Terma Penggunaan Data Terbuka Kerajaan 1.0.

Hubungi Kami

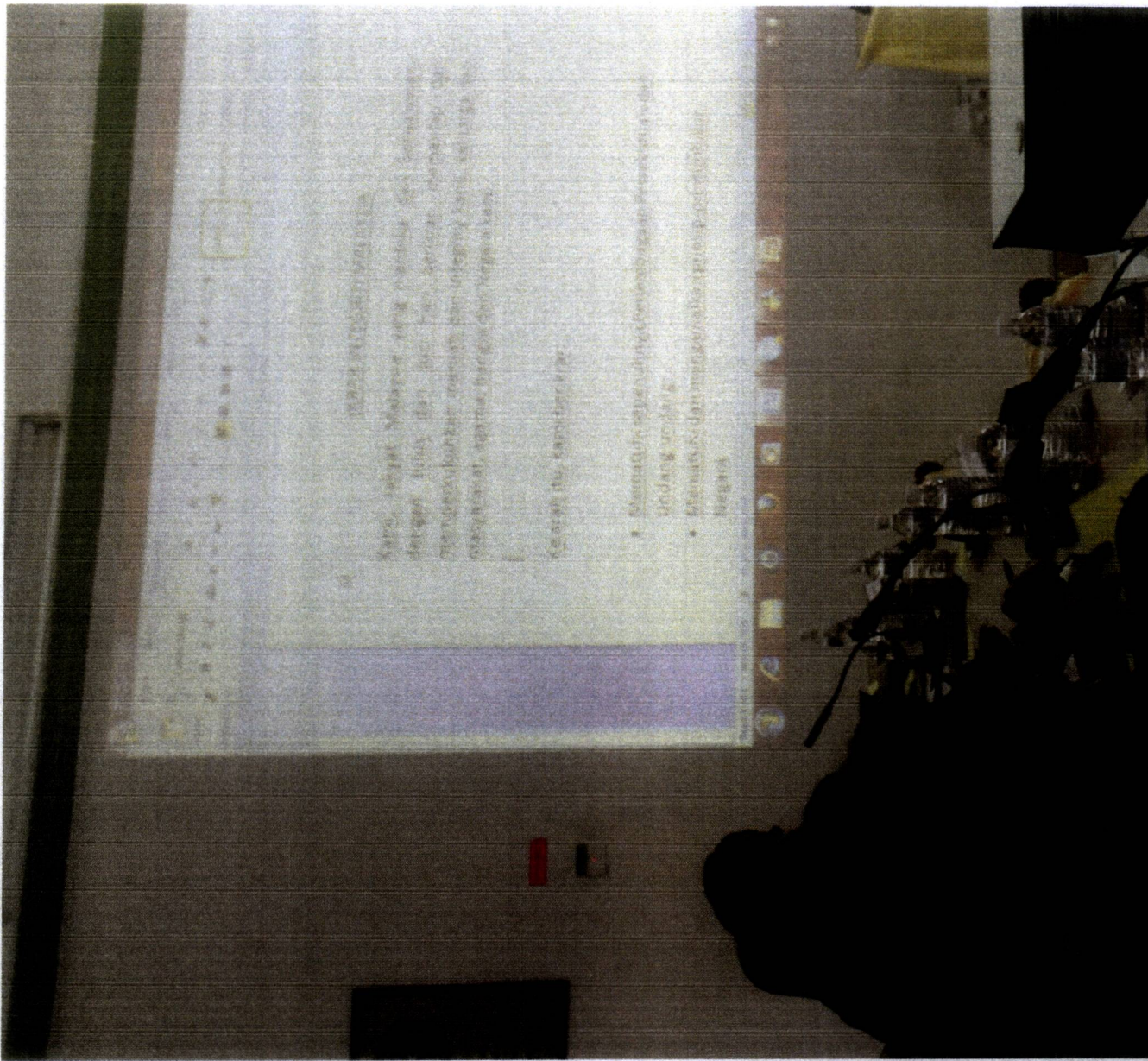
Majlis Daerah Simunjan
Gunung Ngali New Service Centre
94900 Simunjan
Tel: 082-803610
Faks: 082-803795
Email: mdsimu@sarawak.gov.my

Keratan Akhbar

Tiada Keratan akhbar pada masa ini

Arkib





Membaca dan Menulis

Karya sastra adalah karya yang memiliki arti dan makna yang mendalam. Karya sastra adalah hasil dari proses kreatif yang melibatkan imajinasi, perasaan, dan pengalaman penulis. Karya sastra dapat memberikan hiburan, pendidikan, dan inspirasi bagi pembaca.

Gejala dan Karakteristik

- Mampu memberikan hiburan dan kegembiraan kepada pembaca
- Mengandung nilai-nilai moral dan etika
- Mampu memberikan inspirasi dan motivasi kepada pembaca
- Mampu memberikan pengetahuan dan informasi kepada pembaca



2017

PROGRAM PEMBANGUNAN KOMUNITI

AKTIVITI GALAKAN MEMBACA DI KAMPUNG SEMELATONG, SIMBURAN

Program Pembangunan Komuniti
Kementerian Pendidikan Malaysia
2017

1. **TAJUK**
Program Pembangunan Komuniti - Aktiviti Galakan Membaca di Kampung Semelatong, Simburan

2. **LOKASI**

- Dalam membolehkan projek ini dilaksanakan dengan lebih baik dan berkesan.
- Memperolehkan lebih banyak minat dan perhatian pelajar.
- Memperolehkan lebih banyak minat dan perhatian ibu bapa/majikan dengan lebih banyak minat.
- Menyediakan projek ini yang membolehkan ibu bapa/majikan.

3. **LATIH BELIAKANG**
Program Galakan Membaca ini akan dijalankan dengan Program Pembangunan Komuniti yang dijalankan di bawah naungan agensi berkaitan iaitu Pejabat Pendidikan Daerah Simburan yang bersempadan dengan Pejabat Pendidikan Daerah Simburan.

4. **OBJEKTIF**

- Untuk membolehkan projek ini dilaksanakan dengan lebih baik dan berkesan.
- Memperolehkan lebih banyak minat dan perhatian pelajar.
- Memperolehkan lebih banyak minat dan perhatian ibu bapa/majikan dengan lebih banyak minat.

5. **KOMPONEN PROGRAM**

- CAJANGAN TAJUK**
Program Galakan Membaca
- CAJANGAN LOKASI**
Kampung Semelatong, Simburan
- CAJANGAN BAHASA**
Bahasa Melayu
- CAJANGAN PERALATAN**
Buku

6. **BAHAGIAN BERKAITAN**

- Program Galakan Membaca
- Program Galakan Membaca
- Program Galakan Membaca

7. **BAHAGIAN BERKAITAN**

- Program Galakan Membaca
- Program Galakan Membaca
- Program Galakan Membaca

8. **BAHAGIAN BERKAITAN**

- Program Galakan Membaca
- Program Galakan Membaca
- Program Galakan Membaca





2017

PROGRAM PEMBANGUNAN KOMUNITI

Program Peningkatan Taraf Hidup dan
Pembangunan Ekonomi Komuniti Simongan

1. TAJUK
 Program Peningkatan Taraf Hidup dan Pembangunan Ekonomi Komuniti Simongan

2. TUJUAN

- 1) Meningkatkan kesedaran tentang kepentingan pembangunan ekonomi bagi kesejahteraan umum masyarakat khususnya golongan yang kurang berkemampuan yang masih berhadapan dengan masalah kewangan.
- 2) Meningkatkan semangat usahawan.
- 3) Membantu dalam penyediaan dan pengedaran dan tenaga sokongan kepada usahawan.
- 4) Membantu para peserta memahami dan menguasai perniagaan dengan baik dan benar bagi meningkatkan taraf hidup dan taraf ekonomi.
- 5) Membantu golongan yang kurang berkemampuan dalam meningkatkan taraf hidup dan taraf ekonomi.
- 6) Membantu golongan yang kurang berkemampuan dalam meningkatkan taraf hidup dan taraf ekonomi.
- 7) Membantu golongan yang kurang berkemampuan dalam meningkatkan taraf hidup dan taraf ekonomi.
- 8) Membantu golongan yang kurang berkemampuan dalam meningkatkan taraf hidup dan taraf ekonomi.
- 9) Membantu golongan yang kurang berkemampuan dalam meningkatkan taraf hidup dan taraf ekonomi.
- 10) Membantu golongan yang kurang berkemampuan dalam meningkatkan taraf hidup dan taraf ekonomi.
- 11) Membantu golongan yang kurang berkemampuan dalam meningkatkan taraf hidup dan taraf ekonomi.
- 12) Membantu golongan yang kurang berkemampuan dalam meningkatkan taraf hidup dan taraf ekonomi.

3. LAYANAN BERKUALITI
 Program Pembangunan Ekonomi Komuniti Simongan bertujuan untuk meningkatkan taraf hidup dan taraf ekonomi masyarakat yang kurang berkemampuan dengan menyediakan perkhidmatan yang berkesan dan berkesan kepada golongan yang kurang berkemampuan. Program ini dilaksanakan dengan kerjasama pihak-pihak yang berkepentingan.

4. OBJEKTIF

- 1) Meningkatkan kesedaran tentang kepentingan pembangunan ekonomi bagi kesejahteraan umum masyarakat khususnya golongan yang kurang berkemampuan.
- 2) Meningkatkan semangat usahawan.
- 3) Membantu dalam penyediaan dan pengedaran dan tenaga sokongan kepada usahawan.
- 4) Membantu para peserta memahami dan menguasai perniagaan dengan baik dan benar bagi meningkatkan taraf hidup dan taraf ekonomi.
- 5) Membantu golongan yang kurang berkemampuan dalam meningkatkan taraf hidup dan taraf ekonomi.
- 6) Membantu golongan yang kurang berkemampuan dalam meningkatkan taraf hidup dan taraf ekonomi.
- 7) Membantu golongan yang kurang berkemampuan dalam meningkatkan taraf hidup dan taraf ekonomi.
- 8) Membantu golongan yang kurang berkemampuan dalam meningkatkan taraf hidup dan taraf ekonomi.
- 9) Membantu golongan yang kurang berkemampuan dalam meningkatkan taraf hidup dan taraf ekonomi.
- 10) Membantu golongan yang kurang berkemampuan dalam meningkatkan taraf hidup dan taraf ekonomi.
- 11) Membantu golongan yang kurang berkemampuan dalam meningkatkan taraf hidup dan taraf ekonomi.
- 12) Membantu golongan yang kurang berkemampuan dalam meningkatkan taraf hidup dan taraf ekonomi.

5. KEMERIAHAN PROGRAM

- 5.1. **Keperluan Tenaga**
 20 orang 20 sukarelawan 20*
- 5.2. **Keperluan Bilik**
 Bilik Bilik Simongan
- 5.3. **Keperluan Bahan**
 Bahan-bahan untuk bilik Bilik Simongan
- 5.4. **Keperluan Peralatan**
 Bilik Bilik
- 5.5. **Keperluan Lain-lain**
 Bilik Bilik