

**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE**



**PRACTICAL TRAINING REPORT IN DEWAN BANDARAYA KUCHING
UTARA
(DBKU)**

Lesabbath Uti Christopher

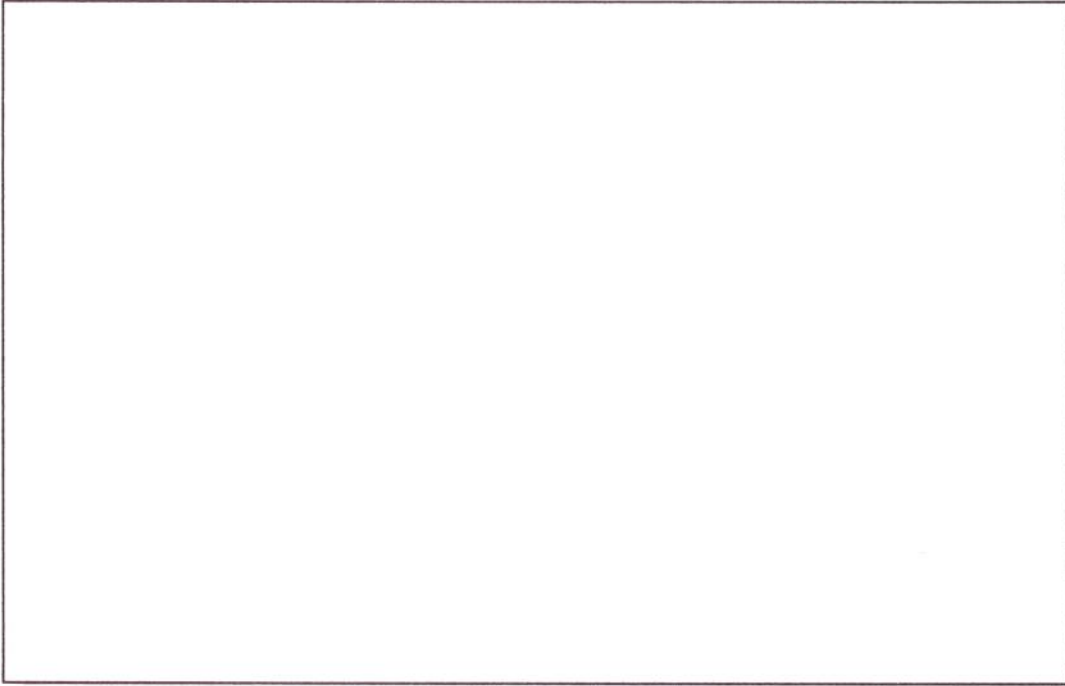
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SUPERVISOR

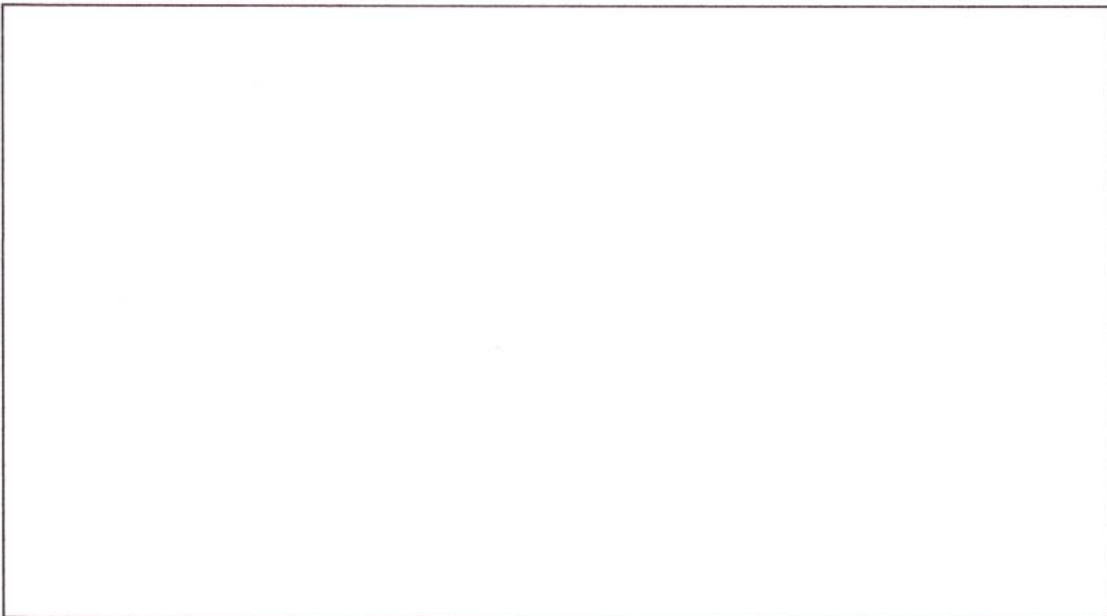
Madam Nur Aida Binti Kipli

January 2018

Supervisor's Comments

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Moderator's Comments

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**CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE
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Name of Supervisor : Nur Aida Binti Kipli

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

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(Nur Aida Binti Kipli)

Date :

ACKNOWLEDGEMENT

This section consist of the practical training report regarding towards the student field-learning experience which give the chance for the student to undergo real simulation working condition so that it will prepare the student to more understanding with the job related field studies and their academic. This comprise with the University regulation that required the student mandatory to go practical training in any organization, either private or public. The specification of the practical training period will consist of 9-weeks of training, starting from 24th July 2017 until 15 September 2017. On this periods, this practical report will consist of the practical training experience in public organization, Dewan Bandar-Raya Kuching Utara, Administration division.

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THE DECLARATION

I hereby declare that the work contained in this Practical Training Report is my own except those that which have been duly identified and acknowledged. If I am later found to have committed plagiarism or other forms of academic dishonesty, action can be taken in accordance with Universiti Teknologi Mara (UTM) rules and academic regulations.

Signed,



(Lesabbath Uti Christopher)

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Chapter 1

INTRODUCTION OF THE ORGANISATION BACKGROUND

1.0 Introduction

The first chapter of the introduction on the organization background will consist of Dewan Bandar-Raya Kuching Utara (DBKU) background, objective, vision, mission, policy, organization structure, location and other relevant information pertaining with the organizations which are available.

2.0 Dewan Bandar-Raya Kuching Utara History Background

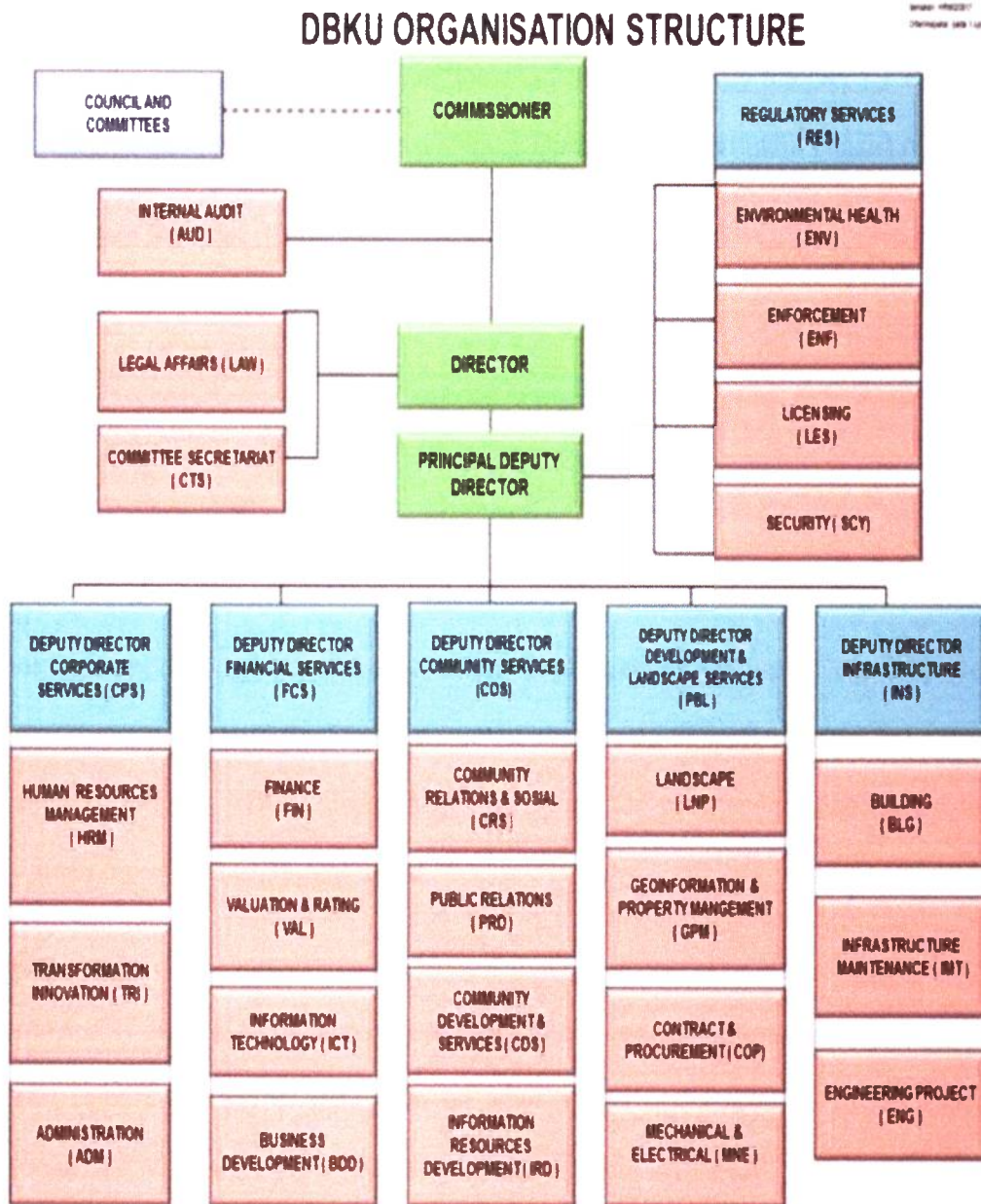
Kuching City Hall was inaugurated as City Hall on the 1st August 1988 after it had reached the requirement to be declared as a City status. Kuching administration was divided into two part area, North Kuching were administrated by the Commissioner while South Kuching were govern by the Mayor. Both of the North and South Kuching Hall had been given the govern area space with.

- DBKU (North Kuching Hall): 369,48km²
- MBKS (South Kuching Hall): 61.53km²

3.0 Organizational Chart

Table 3.0.1

Organisation Structure DBKU



The organizational chart of the North City Hall (DBKU) is governed by the Commissioner with the current Commissioner is Datuk Haji Abang Abdul Wahab bin Abang Julai. Currently, the daily task administration govern by the Commissioner is being assist by the Director which also being assisted by the Principal Deputy Director. The DBKU organization structure are divided into 6 department which all different department is being manage by the Deputy Director which will report daily basis task to the Principal Deputy Director. 6 Department consist of

- Corporate Services (CPS)
- Financial Services (FCS)
- Community Services (COS)
- Development and Landscape (PBL)
- Infrastructure (INS)
- Regulatory services (RES)

Different from another department, Legal Affair department (LAW) and Committee Secretariat (CTS) will directly report to the Director without need to go through with the Principal Deputy Director while Internal AUDIT department (AUD) are the independent department which are directly given report to the Commissioner.

4.0 Vision

The vision is consisting of the purpose that the organization wants to achieve or pursue. It mostly consist of short or long term on what 'ought to be achieve' by the organization. Through its Vision, it will provide the main basic of 'goal' or 'objective' that any organization wants to achieve. Since DBKU are responsible for mostly on its welfare for the citizen under its administration area, they vision is consist of

“KUCHING, A VIBRANT LIVEABLE CITY OF CHOICE”

DBKU main vision is to provide a principal of creating an Interesting City to be live on, with Multicultural lifestyle suit with the local people while providing Safe and Clean environment for the public.

5.0 Mission

The mission is consisting of the progress on what need to be accomplishing by the organization. It is the core purposes that will never being change but rather as a guideline to be able achieve the purpose objective for the organization. DBKU mission are.

“TO ENHANCE THE QUALITY OF LIFE BY CREATING A CONDUCTIVE ENVIRONMENT, CITIZEN ENGAGEMENT AND BEST-IN-CLASS SERVICE DELIVERY”

The main mission or priority of DBKU is to continuously improve the quality lifestyle of the citizen that lives within its administration boundary. As the main branch of the local government that lives near with the public, DBKU mission is always prioritize the comfort and wealth fare of its own citizen. This comfort and wealth-fare are including providing a friendly, clean and safe environment of the citizen to live and that is what the DBKU always strive to achieve and to reach every people in the public. As one of the local government branches, DBKU always prioritize the public engagement with its programs, this is to ensure

that DBKU as the local government remain its transparency as maintaining a democracy system held by the Malaysian government country practice system, “Democracy”. As part of its mission, DBKU maintaining a priority to provide excellence service delivery to society through providing public facility, solving a complain made by the public, and providing clean environment to live.

6.0 Functions

As one of the City Administration, North City Hall (DBKU) is responsible in the function of

1. Collecting Assessment Tax
2. Given out business licenses.
3. To administer and to enforce the minor law involving licenses, health, park, building, cleanliness, sewer and road permit.
4. Planning and implementation of programmed involving road development, sewerage, walking path area, landscape park, public facilities and public lighting.
5. As legal agent to implement other government department agency project.
6. To standardize the development programmed consist of other government department which involve the City.
7. To maintain pubic environment in the city including road, sewerage, waking path, park, recreational park and river.
8. Administer and managing public facilities such as public toilet, public library, market and hawker center.
9. To show civic awareness among the city people.

7.0 Organization Logo (DBKU) and Motto

The organization logo is an identity which represents the meaning of the organizational existent. Each of the symbols in the logo had its own meaning which identified the organization as a something which had its own identity. On the logo by Dewan Bandaraya Kuching Utara (DBKU) compromise of basic shape of shield and star with a hornbill inside the shield which two cats at both side of the shield and a motto under it. Each of the design logo and Motto is being explained as follows- retype table logo that anointed each of the logo design represent the DBKU organization.



FIGURE 1: DBKU LOGO

- 1. Shield** – Portrays DBKU as an organization that excels in physical, social and economic development and as protector of peace and safety for its inhabitants.
- 2. Cat** - Two Cat in Bahasa Malaysia “Kuching” mean cat, from which the city got its name, is the mascot of Kuching city.

3. Hornbill - The Hornbill in the middle of the logo is the official emblem for the city of Sarawak.

4. The Star - The nine point of star on the top of Hornbill represent Nine Division of Sarawak.

*(noted: Sarawak now has now divided into eleven division)

5. Motto - Towards a cultural society in Bahasa Malaysia, “Untuk Masyarakat Berbudaya” represent main concern of DBKU as a city administrator to imbue in its inhabitant the characteristics of civic-minded and a well-mannered society of high moral value DBKU to enhance the ethnic diversity of its society to make Kuching as a prime tourist destination.

6. Colour Green – The color green represent a caring organization that care for the environment and maintains the eco-system in its entire development project.

8.0 Client Charter

The client charter is a rough estimation on what customer will expect when dealing with DBKU on daily basis task. It will give the specific amount number of response that client will receive in either days or on what benefit that client will receive from them in the term of services.

DBKU Client Charter

1. Practicing 3S services.(Senyum, Salam dan Sabar)/(Smile, Greeting and Patience)
2. Investigate every question or complain made by public in 24 hours and given the response back within 3 working days.
3. Doing public service work with fast and efficient based on the fixed schedule.
4. Disseminate fixed information about guidelines, rules, procedures, city administration towards a cultured society
5. Process and approve any service that complies with the conditions within fourteen(14) working days
6. Make payments for services and supplies within fourteen (14) working days from the date of receipt of the compliant claim.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING AND WEEKLY TRAINING REPORT

2.0 CHAPTER REVIEW

This chapter review of the report daily activity task weekly during the training. The training consist of the department section in Dewan Bandar-Raya Kuching Utara at Administration department whereby the trainee having practical training during 9-weeks. Regarding towards this chapter, it is based from the log book practical training.

2.1 PRACTICAL REPORT TRAINING

Table 2.1.1

DATE/WEEKS	TYPE OF THE PRACTICAL-TRAINING/NATURE OF WORK-FACE BY TRAINEE
Week 1 (24 July – 28 July 2017)	<ul style="list-style-type: none">• During the first practical training, the trainee were to report on the Human Resources Department located on the third floor before being briefing regarding Dewan Bandar-Raya Kuching Utara introduction and being brief regarding

organization rules and regulation that need to be complied by the trainee during 8 weeks of practical training.

- After briefing, the trainee was to report to Administration department whereby the trainee will have 8 weeks practical training with the department.
- On the first day in the department, the trainee was being briefing and introduce to Administration nature of work, daily basis task, and the staff responsibilities towards the organization.
- The trainee then been an opportunity to attend the department meeting under the permission from Division department Head.
- The trainee was given an opportunity to record the 'minute of meeting' and was being given the task to prepare the meeting report.
- The trainee was also being introduced in managing postage system.
- Calculation and recording of the

	inventories for staff uniform.
<p>Weeks 2 (31 July – 4 August 2017)</p>	<ul style="list-style-type: none"> • Monitoring Voting Ticket for and helping arranging managing goods for North Halls Kuching City Day. • Monitoring, assisting and involving with North Kuching City Hall (DBKU) in 1st August 2017. • Trainee was introducing to newspaper recording and inventories. • Trainee was introduced and trained by the staff for IMS-Integrated Management System on Manual, Roles, responsibilities and assets management system By Head Division Administration department. • The Trainee was involve with the briefing on preparation for City Parade in 12 August 2017

<p>Weeks 3</p> <p>(7 August – 11 August 2017)</p>	<ul style="list-style-type: none"> • Managing weekly newspaper distribution and inventories. • Help in managing Election Commission (SPR) food management. • Arranging Full Rehearsal for Marshall letter and distribution • Writing a report for Driver Manual Instruction • Attending the meeting for Full Kuching street Rehearsal from 7pm until 10.30pm • 12 August 2017 – Conducting, assisting and serves as a Marshall unit that control parade contingent.
<p>Weeks 4</p> <p>(14 August – 18 August 2017)</p>	<ul style="list-style-type: none"> • Assisting in aligning and Managing Election Commission (SURUHANJAYA PILIHAN RAYA) • Recording assets and inventories for administration division • Recording Fax transaction and distribution of letter in all section

	<p>department</p> <ul style="list-style-type: none"> • Handling Mail and postage recording system • Assisting in distribution and recording for staff uniform for inventories for Security (SCY), Enforcement (ENF), Landscape (LNP), Secretary and Human Resources (HRM) department. • Re-organize filing for Election Commission (SPR) letter and file. • Being exposed to proper file Managing and important document recording way by Head of Division department.
<p>Weeks 5 (21 August – 25 August 2017)</p>	<ul style="list-style-type: none"> • Managing weekly Fax received and Newspaper inventories for distribution. • Recording and Marking calculation of Cultural Rating Survey document for documentation • Assisting in preparing early stage for SPSS intel to conducting Yearly Cultural Rating Survey in the

	<p>organization department</p> <ul style="list-style-type: none"> • Preparing Intel software for Key-in information for Organization Cultural Rating Survey for SPSS Statistics. • Recoding Key-In information for questionnaire document in SPSS
<p>Weeks 6/7/8 (28 August – 8 September 2017)</p>	<ul style="list-style-type: none"> • All the set of data were recorded in the SPSS Intel-system which takes in the need of total 3 weeks to document all the information in the system.
<p>Weeks 9 (11 September – 15 September 2017)</p>	<ul style="list-style-type: none"> • Assisting in delivering of Work Order at Financial Department • Evaluation and preparing early report for Cultural Rating Survey for Head of Division and supervisor remark. • Preparing for an analyzing report on weakness and strength that need for enhance the improvement for Administration division by the trainee observance during 8 weeks of practical training.

	<ul style="list-style-type: none">• Re-evaluate the data analysis for DBKU cultural Rating survey and fixing, correction lost and error data in data information entry.• Finalize all the progress before reporting out for finalize ending practical training.
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CHAPTER 3

3.0 OVERVIEW

This chapter will explain review on “Introduction to Administration nature of work”. Section 3.1 will focus on the introduction of this chapter. Then section 3.2 that will explain about the Public Management of Administration. Followed by Section 3.3, that will discuss about the Administration function and lastly Section 3.4 that will explain on the Chapter Summary.

3.1 INTRODUCTION

“Dewan Bandaraya Kuching Utara” (DBKU) or known as The Commission of Kuching North City Hall is the local government which administer the northern part of Kuching area in Sarawak state in Malaysia. Based on this chapter, this will review on the Introduction to Administration nature of work by Administration division department of the Commission of Kuching North City Hall to trainee. This program of the introduction to Administration nature of work were conducted and only involve Administration department to give knowledge and understanding regarding with administration task and responsibilities including understanding on Integrated Management System (IMS) to trainee. Understanding that, this program objective is to enhance the leadership capability and to prepare the trainee with experiences so that it may provide skills and understanding about Administration role. Alongside, the trainee was given an opportunity to involve with any event, managing Assets, recording meeting, and was given an opportunity in sharing idea for improvement of department in the future.

3.2 Public Management of Administration

3.2.1 Definition of Public Administration

According to Frederic K Lanes (n.d), administration is defined as organizing and maintaining human and fiscal resources to attain organization objective. The understanding of the definition consist that, public Administration is an act of planning and making decision function. The administration consist of including management process which is to manage entire organization so that it working in order. Woodrow Wilson (1960), the famous founder of the public administration regards that, public administration is detailed and systematic of law. Related with the study of Public Management, it is explained as integration of managerial, political and legal approaches in carrying out the mandate of legislative, judiciary and executive authority. As explained, public administration were to act as an agent that carrying out managing and controlling the law and order so that an organization may work in organize as to become effective and efficient. Understanding that, from studies, the trainee was to understand the role and what the concept of Administration related with the how the Public Management are involve with the process of ensuring good organizational performance.

Section 3.3 Administration function

3.3.1 Administration functions on personnel management.

As administration department, managing on personnel is in including on overall employee in whom working in the Kuching North City Hall organization. Some of the responsibilities of Administration department are to manage the employee leaves annually on holiday and vacation. This include on the payment on employee allowances and so on. As define, personnel administration management is define as a phase of management concept concern with effective

utilization of manpower to obtain optimum efficiency of human resources (MeriamWeb,n.d). Alongside the managing function of personnel management, trainee were explained and were given an information regards what to understand on basic concept on managing personnel employee but was not directly to involve with any process since managing an personnel management required specific skills and authorization since its involve with the concern of staff welfare.

3.3.2 Administration functions on Non-personnel management.

1. Assets Management

As one of the administrative department roles and function, they are responsible towards in recording and taking care on all Kuching City-North Hall assets, including checking an inventories belonging to the organization. The Business Dictionary (n.d) define that, Assets is something that entity own. This entity own is including all the inventories, properties and all valuable things that organization own. Since assets is an important aspect in administration department, checking inventories on DBKU assets are important, it is to check that any properties that lost or is still in the inventories must be crucially keeping on records to ensure that they are no existence of bad practice of misuse the financial and the assets belong to the organizations. On the Assets management, Trainee was given an opportunity to involve in recording and checking the assets belong to the organization. Luckily there are no assets are lost during that time.

2. Project Management.

As department that manages all the activities concern with the event, the trainee was given an opportunity to involve with several events. Some of it includes North Kuching City Hall (DBKU) in 1st August 2017 and City Parade on 12st August 2017. Some of the at least major concern with the event, are involving a project management. As this is main event that involving outside publicity image of the DBKU organization with the public, trainee involvement was limited to involve with this event. Some of the event consist the understanding on the basic concept of planning, implementation, evaluation and assessing risk of each of the programed that come under the event. As basic understanding to project management, planning take a step in creating what procedure to do, during the North Kuching City Hall (DBKU) in 1st August 2017 and City Parade on 12st August 2017. According to Harvard Staff review(2016), planning are defining the fundamental simple mean of what will be done. Assessing the event held with trainee involvement, the planning is crucial on ensuring what the program and step need to be taken to do properly during the event. This eventually proceed to the next step of implementing the event, while evaluate the program of the event in order to records it for the use of better improvement in the future. In the event, trainee was involved to become a Marshall in ensuring the event done properly and following a planning.

Section 3.4 Chapter Summary

Overall from chapter three, trainee had identified that some of the process which help the understanding of concept that had been studies in both past and present semester. Understanding that evaluation of the training had given an opportunity to trainee to early understand the meaning of Public Management process later that help to understand the public administration concept in public management studies in present. Since there was a limitation with the involvement with the main event program, the trainee was also being able to understand and relate the principle of the project management.

CHAPTER 4

RECOMMENADATION

4.0 Chapter Review

To begin with, Chapter 4 will start with Section 4.1 for the introduction and Section 4.2 for the recommendations. Section 4.3 will then consist of the chapter summary.

4.1 Introduction

Based on chapter 3 overview, several observation notice by trainee had been notified and there are several recommendation that trainee can suggest to increase the efficiency and the effectiveness in the Public Management of Administration department.

4.2 Recommendation

Strength

4.2.1 Enhance the Staff Improvement

The main strength in the Administration department during the trainee observation is the staff commitment to do the job. However, since most of the staff sometimes had lack of expertise to do the specific job, they were unable to do the job efficiently. It is recommended that, the staff were send to attend training to increase their knowledge while involving them to records and sharing their expertise in documentation for future used by the organization once they are retired. Having them trained will increase work efficiency of their job.

Limitation

4.2.2 Limited the Personnel Management staff from different department involvement.

Although the staff personnel management is administration department responsibilities, each department should be given a separate staff personnel management. This is to reduce the burden of administration management through decentralization of staff personnel management responsibilities. This is because there are usually tend overload of information in administration department that slowing the process such as managing each personal staff vacation and so on.

4.2.3 Increase the supervision on the Assets Management Recording and evaluation.

Assets management recording had been flexible in the organization, although it provide more space for recording to be done properly, the large inventories and assets belong to DBKU are in a large number and still can cause confusion during the recording. It is recommend that, increasing in supervision on assets and improvement on record are to be enhance to every each separate department that are responsible to take care the unit. This is so that, each department can work effectively and efficient in recording the assets belonging to the department.

4.2.4 Increasing the supervision on each Event being done.

During the event as review in Chapter 3 on project management, the strength of the flexibility on the planning give space and opportunity to staff to do more efficient work job, but the main problem is that, lack of supervision by staff member sometimes cause negative impact towards the event due to miscommunication problem and lack of staff supervision tend to cause problem in ensuring the event done smoothly according to the program. With increasing supervision, the program can be done more effectively.

4.2.5 Chapter Summary

Overall from chapter 4, the according with the analysis from chapter 3, recommendation on the strength and limitation are done based from the focus task being given to the trainee. Strength recommendation is to help improvement on the maximum capability of the department so that it may strive to increase their major strongpoint while limitation recommendation is to help improve the weakness found in the organization so that any corrective action can be taken for future benefit. Thus, this help trainee in enhancing their knowledge while giving an experience to them to helping evaluate the task to help them to better understanding the crucial of important in making decision for future undertaken.

CHAPTER 5

5.1 Chapter Review

The review of Chapter 5 will consist of Section 5.1.0 for the introduction of this chapter. Section 5.1.1 for Summary of Chapter 1, Section 5.1.2 for Summary of Chapter 2, Section 5.1.3 for Summary of Chapter 3 and Section 5.1.4 is for Summary of Chapter 4. Lastly in Section 5.1.4 is on the Report Summary.

Section 5.1.0 Introduction

Chapter 5 is the short summary regarding an involvement from overall chapter 1, chapter 2, chapter 3 and chapter 4. Last section 5.1.4 will revised on the summary in chapter 5 and consist of all chapter.

Section 5.1.1 Summary of Chapter 1

Chapter one is consist of the organizational background that take place for trainee to have practical with is Dewan Bandaraya Kuching Utara (DBKU). This chapter, trainee are exposed to the organization knowledge, information, vision, mission, each of the logo meaning and policies practice by the organization. As well, trainee were exposed to the department environment, work scope and the hierarchy in the organization

Section 5.1.2 Summary of Chapter 2

Chapter 2 is consist of the experiences and activity recorded that trainee had been are exposed to in the organization of DBKU during 9 weeks of practical training. During the practical training, trainees were given a specific job or task to do so that they may acquire the knowledge in the

respective field by the staff and supervisor. This will give an reality of working experiences on years to come to the trainee.

Section 5.1.3 Summary of Chapter 3

Chapter 3 is consisting of analyzing the one specific area focused during the practical training. During the practical training, trainee was exposed on the introduction to administration on public managing and was given an opportunity to evaluate the working experiences with the study in class. Plus, this helps further the understanding on the concept on Public Management in present semester and Project Management that had been learned from the past semester. From this, it helps in making on evaluation recommendation on strength and weakness in chapter 4.

Section 5.1.4 Summary of Chapter 4

On chapter 4, this evaluates on the recommendation of strength and weakness from the limitation focus on one specific task from analyze from chapter 3. The recommendation on strength is to help increase the efficiency and the effectiveness of the DBKU Administration department strong major point to keep enhances its capability in staff work competency. Limitation on the weakness recommendation is purposely to increase and to improve what DBKU organization having lack of both in personnel managing; assets management and increase on supervise in ensuring the DBKU maintain a good efficiency in their work.

Section 5.1.5 Report Summary

Based from the overall summary from chapter one until chapter four, trainee were having the 9-weeks of practical training that took place in the Commission of Kuching North City Hall(DBKU) from date 24th July until 15th September 2017. From this practical training, trainee was exposed to working environment in the organization. This give a great opportunity since trainee were exposed to working culture in the organization while understanding their mission and vision and also knowing the type of working policies organization practice. During 9 weeks of practical training, task and job were given to the trainee to do and thus this help giving them a knowledge regarding towards the job that need ought to be done and exposed them with useful experiences and knowledges.

As this conclude in the summary, the trainee were given valuable experiences since were given an opportunity to use what theory that had been studies in the class with the real working environment in assessing the problem and use the logical idea to solve them from what had been learn during the class studies. These in double benefit, also provide the opportunity for trainee to learn and sharpen the soft communication skills and sense of teamwork and leadership among the trainee.

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