

UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES



PRACTICAL TRAINING REPORT:
MAJLIS PERBANDARAN KOTA SAMARAHAN

SITI SHERINA BINTI ROSLAN

2015828998

JANUARY 2017

Supervisor's Comments

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Moderator's Comments

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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: 20/7/2027

Declaration form

I declares 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 organization, 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 so forth is prohibited and requires the consent of the student.

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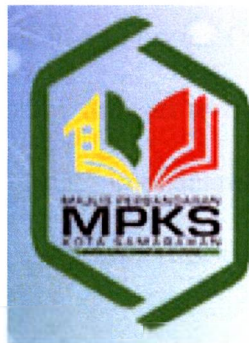
CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 Introduction

This chapter introduces the background of Kota Samarahan Municipal Council (Majlis Perbandaran Kota Samarahan), its functions, its division, its organization structure, its vision and mission, and their objectives. This chapter also will give some information on how organization operates as well as the nature of work that had been done by organization.

1.1 Background Of Kota Samarahan Municipal Council



KOTA SAMARAHAN MUNICIPAL COUNCIL (MPKS) is located in Kota Samarahan area which approximately 30 kilometres from Kuching city. MPKS was established on Dec 27, 1984 and exercise the powers to administer areas under his charge starting January 1, 1985.

Areas under MPKS territory including Asajaya and Sadong Jaya. Chairmain of the council, better known as the governer of the city, heading for MPKS under provision of the Ordinance of Powers-Local Authority Ordinance.

Samarahan District has an area 593.9 square kilometers. According to the 2000 population census, the total population of Samarahan District is (46.966) and Asajaya (28.513) is 75 476. Topograpghy in Samarahan District is mostly flat and consist of lowland or peat. These soil condition are suitable for farming and where the project is run on. Among the commodities produce is sweet lime plant, coconut, oil palm, and pineapple. There is also a popular cash crop of rice, melons, sweet corn and vegetables but there are also industrial areas (Samarahan Industrial Zone) which is at adjacent to Kampung Tanjung Bundong. Capacity Samarahan Industrial Zone is an area of 62,213 hectares

At first, the Samarahan District began as a small area located under the Kuching District. Later, the municipality Kota Samarahan (MDS) is proclaimed as one of the local council in Sarawak under the provision of the Local Authorities Ordinance cap.117 on January, 1st, 1985. MDS is a body called the local authority, Subject to the jurisdiction of the Ministry Of Local Government and National Housing. MDS implementing powers conferred under the local authorities ordinance and the power to enact laws (Local Authority by –law) Under his care area.

Local resident are subjected under the care of the Local Authority. MDS is located in Samarahan District which is situated about 30 kilometres from Kuching. Kota Samarahan Municipal Council was established on December 27th, 1984 and exercise the powers to administer areas under its custody starting on January 1st, 1985. The area is under the control of MDS including sub-district and district Asajaya and Sadong Jaya. Within about 10 years, a lot of

development and progress that has been achieved due to the efforts of Local Authorities, Government Agencies and involvement of Local Communities in such a ways to make a change. Now, the government's vision is to be the center of Samarahan Division Research and Education. In this country who later become a World-Class Education. This can be seen through some type of construction of the center of education, Training and Research as (Campus) Universiti Malaysia Sarawak, Universiti Teknologi Mara (UITM), Institut Perguruan Tun Abdul Razak, The industrial Training institute Samarahan (ILP), Technology Park Malaysia and Sarawak International Medical Centre (SIMC). All this in one day will make Samarahan as a center of excellent in education, training and research rapidly in Malaysia.

1.2 Function Of Kota Samarahan Municipal Council

Kota Samarahan Municipal Council main functions is to provide basic infrastructure and services efficiently to provide safety and comfort to the public. To achieve the above objective the council underlined Kota Samarahan is as listed: Designing, Implementing and Controlling all physical Development based on the requirements of the law and government policies and the council; provide and enhance business opportunity; Providing recreation facilities and infrastructure in harmony with emphasis on efforts to improve and restore the facilities available; providing sanitation and beautification of the city sufficient to create a comfortable living environment and harmony; The council to enforce laws and other laws that apply to address and reduce the problems faced such as in General Administration Division, Treasury, Division of Public Health, Section Works, Division of Assessment and Taxation, Enforcement Division, Part Library.

Activities or Services provided by MPKS are as follows; To plan and implement development project , To provide library services to the public in Samarahan District and the area under his care, to provide management of solid waste disposal in the area in the Samarahan District and in the custody of MPKS orderly and efficient, To issue various licences, building permits for the control of business activities and ensure the safety of resident in the custody of MPKS, Serve vector control and infectious diseases, serve SBBS counter, beautify the environment in the custody of MPKS, Provide small businesses, Controlling the activities of small businesses, providing spot and recreational facilities. Last but not last, service quality control and food hygiene.

1.3 Vision And Mission Of Kota Samarahan Municipal

VISION

Kota Samarahan Municipal Council as Model Centre of Community Advancement by 2020

(as leading community)

MISSION

We Are Committed to Community Advancement Through Quality Municipal Services And The Use Of Green Technology Within And Outside the Healthy Knowledge City

SLOGAN

Samarahan – A Healthy Knowledge City

MOTTO

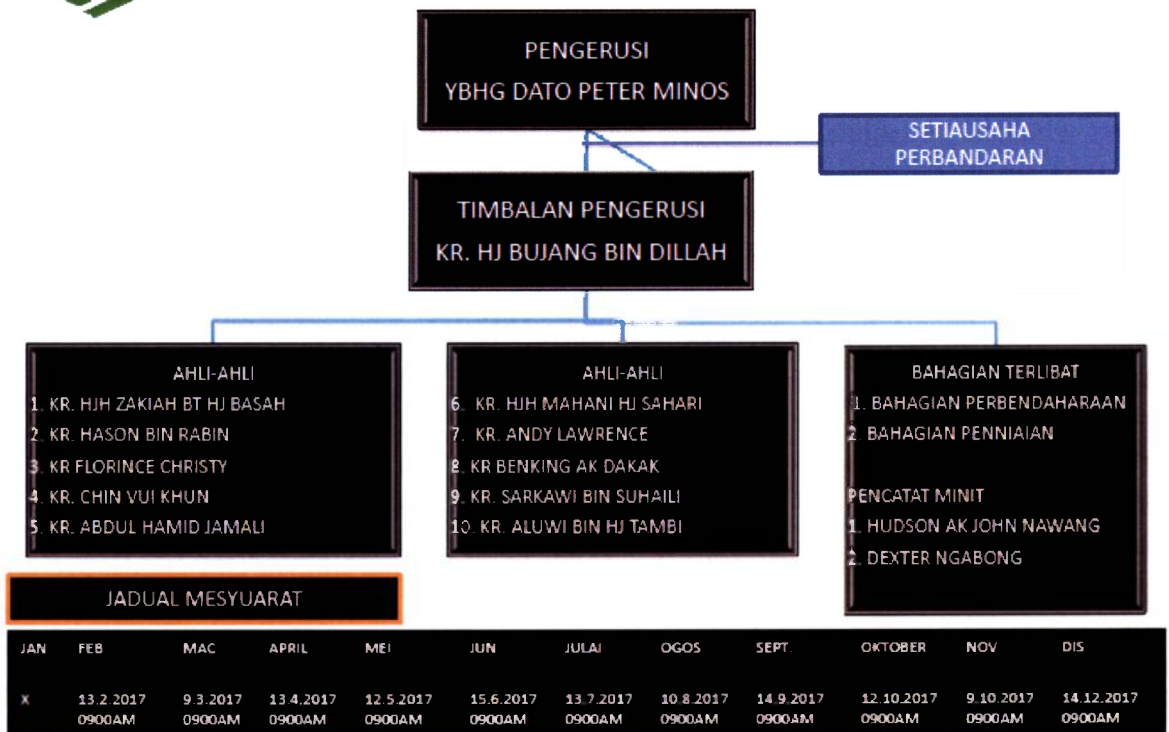
Beautiful, Clean, Green and Safe.

To make the mission and vision to become a successful, they put efforts to tighten operation with the state government and interested parties, enhancing development Samarahan district through planning, implementation, monitoring and maintainance project socio-economy, infrastructure with efficient and effective; strengthening the capacity of the organization and delivery of services through cultural practices and quality management; develop competence and potential of human resource through training and lifelong learning.

1.4 Chart Organization Of Kota Samarahan Municipal Council



JAWATANKUASA TETAP PLANNING, FINANCE & ESTABLISHMENT (PERANCANGAN, KEWANGAN & PERJAWATAN) JKTPKPP



CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

This chapter summarize and explain every tasked that has been assigned by my host supervisor and officers in Evaluation and Proportion unit at Majlis Perbandaran Kota Samarahan office to me within my practical training period in eight weeks. In this chapter, all the works done explained the flow of works done during the internship process.

2.1 Week First (23rd January 2017- 27th January 2017)

On my first week of my practical training period, first thing first, I was reported myself to Encik Mazlan who handle the practical student at my practical training venue which are Majlis Perbandaran Kota Samarahan on my first day. I was reported to Evaluation and Proportion Unit officer which is Mr. Zakaria Bin Hj. Samat as my host supervisor for practical training. I was also introduced to other staff in Majlis Perbandaran Kota Samarahan Office such as Financial Department officers, Human Resource Department officers, Health Department Unit officers and until the front desk officers. Mr. Zakaria also briefing me on some information about the general aspect of work field in Majlis Perbandaran Kota Samarahan Office and also the work schedule whereas he highlighted “punctuality is priority”.

My first assignment was given by Mr Yusoff Bin Haji Ahmad, the officer from evaluation and proportion unit in MPKS. The assignment was about key in updating data to Revenue Posting Data so that the account can be balance. Within three (3) days straight I have learn how to key in data and how to response if some difficulties happen when updating data. In that 3 days learning I have settle the customer data from Medan Universiti, Uni Garden and UNIMAS and make the account balance. As the remaining 2 days, Mr Yusoff Bin Haji Ahmad assigned me task to do the transfer of ownership using their system. I learn how to do the transfer of Ownership and make a list record of transferring that been done. Transfer of Ownership can be done by using Electronic Local Authority 2 (ELA 2), the steps are included; go to rating and billing, click owner property, click transfer of ownership, search for the current owner, then create new profile and key in new details about the new transferee, then create new OP, choose the relevant acquisition date and Click Save. In the remaining 2 days of my first week as internship learning, I have done several transfers and complete the task given as required.

2.2 Week Second (30th January 2017-3rd February 2017)

On second week of my practical training period, the overall tasks and assignment that was given to me was about the filling, recodes, updates and complete any form or data. I was learned all this from Mr Adona, who is also one of the officer from Evaluation and Proportion Unit. For Filing, I spend 2 days to settle up files (Senarai Nilaian Diluluskan Oleh MLG and Bayaran Melalui Cek 2017). After that, on my third day, I learn about how to find the reference no. from LGCD, then complete any form and updating data. On the next 2 days, I was assigned the task from Mr Abdul Rahman to complete any form and updating data.

2.3 Week Third (6th February 2017- 10th February 2017)

This was my third week of practical training period and within this week, I was assigned by Mr Abdul Rahman to recheck the assessment bill for each Lot. In where, my job scope is to check whether there is any missing information or data of customer. If there is missing information in the assessment bill, I need to search the information from the Electronic Local Authority 2 and complete the missing information. In two days I have done checking much missing information of customer. For the third day of the third week of practical training, I was assigned by Mr Adona again to generate bill. In the task assigned, I have learned about how to generate bill as from the start until born of assessment bill. Therefore, the steps are included; check all the reassessment bill, if the reassessment bill is just fine, then proceed to retrieve the bill, then fill in the ward number as required, select all the bill that have been retrieved, click okay to verify all the bill. As, all the bills that have been verify will be sending to Human Resource Department to ask for approval. After bills have been approved, the bills will be appeared in ELA2 system and the Evaluation and Proportion unit will proceed to print the bills. I have learned how to generate bills in 2 days. As the next day, there is no much task assigned so I do help Mr Abdul Rahman to settle other remaining assessment bill that need to recheck back. Sometimes, the assessment bill will have a mistake or people try to find mistake on the assessment bill, so Mr Rahman was there to settle all the consequences and misunderstanding. So, in returning, I have learned some special skill from the 20 years plus experienced officer about how to find the resolution. That day, I have settled a few missing information and recheck a several assessment bill for each lot.

2.4 Week Fourth (13th February 2017- 17th February 2017)

In the first day of my fourth week of practical training, Mr. Adona teaches me how to print bill how to print bill through system. These are the steps to print assessment bills; Open Electronic Local Authority 2, Go to Owner Property, Click S.69 Notice, Click Retrieve (Record retrieved), Select all the bill that need to be print, then click Print Notice. I have the same job printing bills about 3 days then the remaining 2 days I go back to the task as previous task which is recheck the assessment bills for each lot as check as whether there is any missing information or data of customer, generate bills and key in the updating data to revenue posting data. In where, in the remaining 2 days I have done Taman Riveria data, Ettinggan Commercial data, and Uni Central data.

2.5 Week Fifth (20th February 2017-24th February)

For my fifth week of practical training, Mr Zakaria assigned me task to combine and stapler both first half and second half of assessment bill for each lot include house, shop lots, factories and et cetera. Whereas I need to make it pairs. If there is only have 2nd half bill, it considered normal because the owner might have settled the first half earlier. But, if there is only have 1st half bill, it might get wrong somewhere, the reason might be not printed yet or the owner still have debt from previous year. I did the task about two days and I have done stapler and combine the bills around 1450pairs included areas Uni Garden, Uni Central, i-Mas Village, Bukit Berangan, Taman Palm Villa, Taman Merlin, APT Commercial Centre and Jalan Stakan.

For the third day on my fifth week as internship, Mr Zakaria gave permission for transfer me to front desk so I can gain experience and learn duty at front desk. At front desk, they have 2 counter opened under Evaluation and Proportion Unit while the other 2 counter is under Financial Unit. At front desk, I have experienced to answer call and sometimes I also deal with people. For answering call, I experienced where people ask about postcode certain area, people ask about their Form G, people ask about their current address and people also ask about their bills. For dealing with people, I learn to deals about people taking their Form G.

As the remaining of the week, Mr Zakaria assigned me to do transfer of ownership, key in data to excel, update file and sorting bills. For transfer of ownership, these are the steps using ELA2; Go to rating and billing, Click Owner Property, Click Transfer of Ownership, then search for the current owner (come out with property info), click Create New Profile, then Key In New Details about new transferee (i.e Name, New Ic. No, No. Hp, New Address), then Click Create New OP, Click New transferee, Choose the acquisition date, then see at the transfer outstanding bills (if settle, can proceed with transfer. If not settle yet, they need to settle the outstanding first before the transfer can be done), then click save so all and information will be save automatically in ELA2. While, for key in data to excel, I need to key in several information that Mr. Zakaria requested such as bill no., reference no., name of place, total (unit), record date of being issued. As for the day I have settled 8 files and there are from Quap Light (ST3758), Palm Villa Commercial (ST3791), Uni Jaya Commercial (ST3627), Uni Alam (Housing area TG30832), APT Commercial Centre (ST3565), Taman Tanjung Tuang (TD30312), Taman Uni Alam (TG30085), and Taman Samarindah Baru (TG20097). For update file and sorting bills, I do filing Taman Samarindh Baru 7A1 and sorting bills just like divide and update which bills need to be post and which bills need to be delivers by hand.

2.6 Week Sixth (27th February 2017-3rd March 2017)

For the first day of my sixth week practical training, I started with sorting bills and count the total of resident in each area (each area that deliver bills by hand) assigned by Mr Zakaria. Therefore I have done sorting and count 15 areas out of the day.

The areas includes Kampung Sri Tajo covers 47 resident unit, Pasar Beliong Baru covers 5 resident unit, Asajaya covers 64 resident unit, Kampung Teluk Sabang covers 16 resident unit, Kampung Beliong covers 101 resident unit, Kampung Beliong Sangkap covers 38 resident unit, Kampung Sungai Tambay covers 14 resident unit, New Asajaya Bazaar covers 73 resident unit, Kampung Tambirat covers 274 resident unit, Kampung Sumbir 145 resident unit, Kampung Lot Sebandi Ulu covers 21 resident unit, Kampung Subi 15 resident unit, Sebandi Ulu/Matang covers 50 resident unit, Kampung Moyan Laut covers 60 resident unit, Kampung Melaban covers 8 resident unit.

On the second day, I do filing and been settled up several files in each area suchs Taman Samarindah Baru 7A1, Taman Uni Central, Taman Stakan Perdana, Taman Berangan Height, Taman Uni Vista, Medan Universiti, Taman Desa Damai, and Taman Merdang Gayam. In which, this filing task need me to key in reference number from MPKS and also reference number from MLG. For example, **MPKS/VAL/RF/1/JLD.7(42)** and **LGCD/SPK/VAL/176(D)(105)**.

On the third day, I make a record and report for transfer of property such as update the effective data. On the next 2 days, Miss Noor, one of the staff in office assigned me task to Key In New Property. There are the steps how to key in the new property and the steps are; Open ELA2, Click Rating and Billing, Click Owner Property, Click New Property, Fill in the information or profile of owner, Click Save, Click Next Step 2 times, Key in other information, Click Next Step 2 times, Click Usage of Property i.e terrace 2floors, Click Save, Click Create New, Fill in the information that provided, Click "Get UPI", Click Save, Click Next Step, Click Save. Therefore in 2 days I have done 30 files from various area i.e Taman Merdang Gayam.

2.7 Week Seventh (6th March 2017-10th March 2017)

On the first 3 days on my seventh week of practical training, I was assigned by Mr Zakaria to learn some duty at front desk. In the 3 days of learning, I figure out how to generated batched bill, how to generate miscellaneous bill, how to settle or pay assessment bill, how to find lot using easiest way, how to find lot using name only, also learn how to detect whether guest or customer debt and amount they need to pay exclude vacant land(VL).

These are steps taken to generated batched bill; Click Generated Batched Bill in ELA2 system, Click Search, Fill in the ward no., Click Generated, Re-calculated batched bill, Update issue, Advanced Search, Fill in the file number, Click Edit or Save, Click Print the Batched Bill, Click Advance, Click Print.

Miscellaneous bill is for Form G, it is being used when customer request to Transfer of Property. To make a miscellaneous bill, the customer will be charged RM30 for generate each bill. These are the steps taken to generate miscellaneous bill; Open two link which is the same, Create New-Advanced Search, Payee name-contain, Click Edit then Save.

These are the steps taken to settle or pay the assessment bill; Click Print Assessment Bill, Click Retrieve. Then, the steps to find lot are; Click Info Query, Click Property With Locality(for title and land), Click Search, Click Assessment Bill, Copy no. file (go to new link), Click the Lot. Then, the steps find lot using name; Go to Info Query, Click Profile, Name (contain), Click Assessment Bill, Click Retrieve.

And also I learned about how to detect whether guest or customers debt and amount they need to pay. There are steps taken to detect. The steps are; Click Info Query, Click Property With Locality and Building Type, Key In Ward no. and file no. i.e TA 11836, Click Search, Choose Property In Property List, Click Assessment Bill, See the current bills and balance debt payment.

The other 2 days, I have been assigned to combine and stapler both 1st half and second half of assessment bill for each house or Lot. However, at the same time I do sorting bill meaning to say divide and update bill of current owner which addressed outside from Kota Samarahan, their reassessment bill will be posted by delivery service and those inside Samarahan areas will be deliver by hand. Also, within that 2 days, I learned how to use and handle photostate machine. I have done 500 pages of bills. And also Filing and folding bills. For filing, I put the photostate bills to files provided follows the running reference no. After that, the bill must be fold then put inside envelope for dispatch to house owner.

2.8 Week Eighth (13th March 2017-17th March 2017)

On the first day of my last week as intern, I was assigned by Mr Zakaria Bin Haji Samat to prepare report using excel showing the arrears of rates for the period from 2010-2016, 2014-2016, 2005-2016. So, I need to prepare pie chart, tables and bar chart. After that, I continued with folding bills to be put inside envelope for dispatch to house owner.

On the second and the third day, me and the evaluation teams which referring to Mr Zakaria Bin Haji Samat, Mr Adona Bin Drahman, Mr Abdul Rahman bin Haji Pouzi and Mr Abdul Rahman bin Ariffin go to dispatching the assessment bills by hand direct to house to house. In 2 days we finished up 6 areas which is Taman Bestari (150 bills), Taman Samarindah (200 bills out of 3645 bills), Taman Merlin (150 bills), Taman Indah Ria (216 bills), Taman Paradise (22 bills), and Taman Merdang Gayam (486bills). On the fourth day, I have been assigned to do filing. Whereas, my job scope only to collect data from form G, then key in the data to excel, and doing fax some document.

On the last day, I have been assigned to key in New Property. The steps taken to key in new property are; Open ELA2, Click Rating and Billing, Click Owner Property, Click New Owner Property, Fill in the information or profile, Click Save, Click Next Step 2 times, Key in Information, Fill in other information or remarks, Click Get UPI, Click Save, Next Step, Click Save, Click Next Step, Click Save. So in that day I have done 50 files.

CHAPTER 3

ANALYSIS

3.0 Introduction

In chapter 3, this chapter 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. Also, in this chapter I will describe about filing system that have been a routine in Kota Samarahan Municipal Council. As administrative student, filing system can be a useful knowledge to be additional skills in organizing files.

Related with subject

3.1 Ethic in Administration Theory (ADS452)

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 make 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 rules 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 is 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 like me to become more polite and follow the instruction given by them.

Besides, I had learnt to dress according to the dress code of the organization which required me to always look formal in the office. I must wear appropriate attire when going to the office hours in my internship period. I had been assigned in the Financial Department that required me to be well attired because this department had been allocated in one of main office in this organization which I might deal with customers who want to pay bills, transfer of property or any matters regarding to the assessment bills.

Ethics here can be implemented when I need to deals with the people when they suddenly came to the office and make some reports of their assessment bills. Some of them cannot control their anger because they always make that kind of report and it is our duties to explain to them and to satisfy them. Besides, we need to give them the best solution as well as will always help them to solve their problems.

3.2 Total Quality Management (ADM510)

Total Quality Management (TQM) can be defined as a wide performance excellence rather than based on one discipline only. In which it means that quality must adopted widely in organization not just one department or group of people only. TQM also is a management approach which seeks to establish zero defects in any part in any part of an organization, and which uses teams, worker empowerment and creative problem solving to accomplish this aggressive goal. Originally developed for the manufacturing sector, TQM programs are now found in different type of organizations, including marketing, production, finance and customer support.

A TQM program encompasses all aspects of an organization's operations, including its hiring and promotional practices, the way the company itself its structured and the culture that the company develops. In some cases, TQM programs are implemented in organizations that already have some quality emphasis

During my internship at Kota Samarahan Municipal Council, sometimes I also need to be in the counter services. Counter services function in this organization is to response to any complains or suggestion that been reported by the customer of the public. The public may come to come to the office and make face to face meeting or they may also make the complaint on the telephone. It is a part of my responsibility to answer them and treat them as nice as I can. Sometimes, the customer may be too emotional regarding to their problems and they might not be able to control their temper and it is been my responsibility to try to calm them and give the best answers to their questions.

The complaint that I had handled during my practical training is regarding to some assessment bills that might not updated yet and that problem affect whenever transfer of property. The customer seems not happy with the services provided by organization and make a complain on social media about how and why this issue or problems still exist and why the necessary action does not been taken immediately by Kota Samarahan Municipal Council. It had been my responsibility to explain to the customers on real situation regarding to this problems. After explanation were made, the customer is satisfied and had already known the problems that faced by Kota Samarahan Municipal Council at that time.

3.3 Management Information System (CSC 208)

ELA2 stands for Electronic Local Authority version 2. It is a complete revamp of the system in used by the ministry and the local authorities throughout Sarawak, which replacing software system that are out of date and do not conform to the security audits as set by Jabatan Audit Negara and the Internal Audit Unit of the Chief Minister Department. The idea of this project can be traced back in 2009, with the joint from both the SITRC and Sarawak Information System Sdn. Bhd.

ELA2 consolidates all the system and data from all the local authorities in Sarawak into a single unified system. The unification of data made it possible for any single local authorities were brought together with a simple goal in which to standardize and to uniform all the business process reengineering. The BPR serves as the basis to transform the business processes in use in the local authorities in Sarawak.

the ELA2 project as a whole are an initiative to address the readiness of the Ministry and local authorities under its charge in terms of IT infrastructure, software, security, database integrity, human resource, management, technical skill pool and business processes.

During my internship at Kota Samarahan Municipal Council, there was a systems being used by the organization. We are using ELA2 for updating data revenue, key in data, generate bills, verify the bills and most of the task given in Evaluation and proportion Unit.

3.4 Public Relation (PRO458)

Public relations describes various methods uses to disseminate messages about its products, services overall images to its customers, employees, stockholders, suppliers or other interest members of the public. The aim of public relations is to make the public think favourably about the company and its services. Commonly used tools of public relations includes news releases, press conferences, speaking engagements and community service programs. Public relations involve 2 way communication between an organization and its publics. It requires listening to the constituencies on which an organization depends as well as analyzing and understanding the attitudes and behaviors of those audiences. Only then an organization undertakes an 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. Practitioners 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 relation practitioners must be confident talking to a wide range of people for example, the role may involve presenting to clients, dealing with journalists and meeting with groups of people important to the organization or client. We also need to have an excellent writing skills as we could 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 multi task and manage time effectively and a good level of organization and planning.

Filing system

3.4 Filing system management

Filing system management is a system to record management and it is applying the principles of record management to both paper and electronic records and it is practice by Kota Samarahan Municipal Council and inside Evaluation and Proportion Unit Office which referring to their office file management.

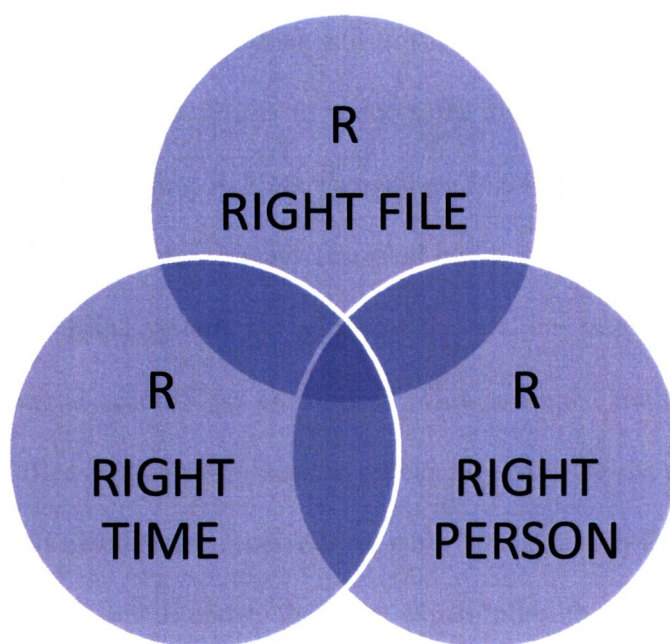
Record management according to National Archives of Malaysia is field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records (Sukana Bt Suadi, 25 February 2013).

File management is actually defined as the process of classifying, sorting, keeping, controlling and indexing the file for the purpose of detection when necessary. This is mean that, this file management is important to ensure the easily use of information and record and also to ensure that records are able to be retrieved easily when the officer needed.

3.5 Goals of Filing System Management

Kota Samarahan Municipal Council is actually aiming for 3R for their filing system management in office as stated in figure 1 below. Those 3R stands for Right File, Right Person and Right Time which are very crucial in order to be more fast and efficient in retrieving important or necessary record or document. So, every needed file was recorded accordingly by the officers and employees in Evaluation and Proportions Unit Office so that they can achieve the goal of filing system management in office.

Figure 1: The 3R for Filing System Management



3.6 Material That Should Not Be Filed

Filing system management also includes records. Although almost every information that have been creates and receive in office by officers and employees in Evaluation and Proportion Unit Office, regardless of its paper or electronic format, is considered as a record. There also some record that should not be filed. This material is created or kept by the officers and employees in Kota Samarahan Municipal Council and Evaluation and Proportion Unit Office itself for convenience or for reference. These materials can be disposed at any time. For examples of material that should not be file include drafts, worksheet, routine replies, extra or photocopies of document, and hard copy printouts from a database. Most employees and officers kept these materials in file system just for reference in a period of time.

After the time is past, the material will not be needed anymore. So, eliminating these materials from filing system will results in reduces the filing space, equipment and supplies. When I have my practical training in Kota Samarahan Municipal Council Office, I recognized that the officers and the employees always recorded every material that have been creates and received in the office in filing system, but when the material has past the period of needed, they will disposed the material accordingly as required. This is a must routine for Kota Samarahan Municipal Council Office as they really need to reduce the space for not needed record to make a space for important and new records received. As what Mr Adona Bn Drahmani and Mr Hudson Peter said, every 5 years they will update the room which full with papers and file. if there is any form where the acquisition date is referring to 10 years and above, the form can be depleted right away.

3.7 Filing Supplies

Filing supplies is also important part of the filing system management. It is used for a better detail record in an organization. After the officers and employees determining a filing system for managing the paper records, it is important to choose appropriate supplies. There are many kinds of supplies that have been used in Kota Samarahan Municipal Council. There are including tab, labels and coding.

Folders come with the tabs which appear in different locations and in different widths on either the top edge or side and edge of the folder. The officers and employees in Kota Samarahan Municipal Council always used coding and labels so that they can easily find the document needed according code and labels used. Folders are also produced using many different weight of a folder depends on its thickness which is usually as an indicator of strength and durability. Manila, boxes and press board are the most commonly used materials for file folders. A 14-point manila folder is considered average in an office setting.

An average folder is designed to hold about 50 sheets of paper. 24-point press board is recommended for folders with high volume and high activity. In Kota Samarahan Municipal Council's Office, the officers and employees attached the paper of document accordingly in the folder provided. For important and high volume document such as probate detailed document is attached in 24-point press board folder. The document is needed to be kept for many years and there are many more probate cases on-going need to be kept in Kota Samarahan Municipal Council, so this kind of folder is suitable for the probate documents.

All folder need to be label as these folder are using the same type of folder. So, after folder is labels, it makes the officers and employees easy to find and locate the folder when

needed. Labels are used to facilitate identification of folder and its contents. In Kota Samarahan Municipal Council Office, they also practice in labeling all documents in the office for better filing system. They also use different color on every folder to differentiate between folders. Color coded filing supplies include manila folders, color bar name labels, color code alphabetic, numeric labels and solid color labels.

3.8 5s Practice In Filing System Management

Kota Samarahan Municipal Council Office also applying 5S practice so as to be more effective and efficient in its filing system management. 5S here can be defined as the management method that was introduced by the Japanese Industry for the comfortable, tidy and safe working environment. It also aiming for more quality working environment that is systematic and practical. Effective implementation of 5S practice can enhance the quality of service, save cost and ease the working process whereby in this case is concerning on filing system management. 5S originally come from Japanese word of which are Sort (*Seiri*), Set in Order (*Seiton*), Shine (*Seiso*), Standardize (*Seiketsu*) and Sustain (*Shitsuke*). So here are the activities that involving 5S in filing system management in Kota Samarahan Municipal Council Office.

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

This chapter will includes and discuss regarding to the strength and weaknesses of tasks that had been given by the department. In this chapter also will suggest some solution that can help in improve or solve the weaknesses of that task. There are several strengthens and weaknesses during implementation of policies in Kota Samarahan Municipal Council. Moreover, this chapter will conclude on the internal and external analysis whereby we analyze about strengths, weaknesses, opportunity and threats (SWOT).

4.1 Strengths

The first strength regarding to the jobs or tasks given by Kota Samarahan Municipal Council is related to the effectiveness of management in administration works. As I am the administrative student, they give me this opportunity to have this scope of jobs. In MPKS, this organization were really concern to the 5s policy.

That is means, all the filing systems need be well arranged according to the priority of the files or according to the scope of 5s policy. Besides, I also had learnt on how well manage the files or document to be in a safe condition as well as record management of those files so that can help to make easier finding files or document.

The second strength is regarding to the learning process in the office. Meaning to say, I had learnt some new knowledge regarding to how settle up a thousands of bills in a short time. In which, I had finished stapled and sorting bills up around 1000 to 1500 bills in a day.

Based on this job, it teach me how to done my job efficient and effectively. Even it is a simplest task in organization but it needs a lot of patience to be done. As Mr Adona, who had work at MPKS about 20 years said that not everyone can do this job without patience. These jobs had given me some good example on how to fully utilize their skills. It also helped me to realize the real situation in office.

Thirdly, the other strength in job given to me had helped me to improve my communication and interpersonal skills. The communication skills had been improved when I need to deals with the customer, publics, officers, officemates and my supervisor.

This activity had helped in improving my communication skills which I can differentiated on which tone and which language were need to be used when meeting certain people and which time is suitable to talk about some circumstances or topics. Due to the interpersonal skill, MPKS had give me a big task to deliver the assessment bills direct to houses and give a duty at front desk. This job had give me the chance to become more confident and improve my personality and become a little bit strict when dealing with the public regarding to the assessment bills.

The last strength that had been gained from the internship in MPKS is regarding on how to be more disciplined and respect the time and the superior. Whereas, I had been given the task such as key in data, transfer of ownership etc and I had completely done the task before the due date and it had improve my motivation when I been praised because of the work done efficiently and effectively.

4.2 Weaknesses

The first weaknesses of the job is regarding to the lack of data management in Kota Samarahan Municipal Council. It is because, the FORM G data still been recorded by using the traditional ways which is by using log book. In which this data will be managed by 2 persons who had the authorized, Mr Abang and Miss Fatin who in charge at front desk. For example, every each transaction needs to be recorded in log book. This situation might cause the problems in the future when the log book is missing and there will be no backup for all those files.

The second weaknesses are related to the lack of communication between other departments. Based on this problem, it occurs when I need to have approval regarding to the some task that my supervisor assigned from human resource department. In where, I need to go to human resource about 4 times just because of one document need to be signed. This will make student feel burden to nothing. This shown that they are not in a good relationship due to lack of communication.

The third weaknesses of the job is regarding to the senior and junior staff. In where, many organization might have this weaknesses. It is because the senior did not really trust to the new generation. In where, they still use the old ways to overcome some issues. It makes junior staff feel down and feel there is no use to speak out. In this century, we need to push up our organization so we are in the line because it will help the growth of the organization as well as can improve the effectiveness and efficiencies of the organization in making decision. However it would not be help if they still do their work based on their experience only. Therefore, this problem may lead to the bigger problems in the future of this organization when this organization will be left behind by the other organization.

4.3 Recommendation

There was a lot of new knowledge that I had gained from the internship that had been performed at Kota Samarahan Municipal Council. Besides, there were also some recommendations that can be implementing for the future improvement of this organization as well as for the future benefits of other industrial trainees.

Firstly, it is regarding to the equipment given to the trainee's student. The organization must provide the table for the student and give them some space to performing their task. Computers and other necessary also need to be provided by the organization in order to help student in performing their task. Besides, enough place and computer may lead to the fast action or fast finish of any task that been given to the staff. It is really necessary that the organization much provide one computer of laptop to each staff.

Secondly, it is regarding to the communication between the student and the staff, also between the staff and the other staff in the organization. I would like to recommend that the staff need to be well communicate to the other staffs and students and do not try to bully each other by giving burden with jobs. For instance, the staff need to aware and always assist the student when student are dealing with some task so that it can avoid the mistake to occur while performing the task. That's mean, the staff need to respect with each other, and also with the students just like student respect the staff.

Thirdly, it is regarding to the allowance for practical student. As all we know that allowance can help student in daily expenses. In that way, the student will be well motivated when they get some money from the organization which may support their spending, a little should be enough. The allowance can be in term of food allowance and transportation allowance

for the student. If they got this allowance, they will be happy and have the spirit to involve well in the work in the organization.

CHAPTER 5

CONCLUSION

5.0 Introduction

Practical training can be assumed as the best way for the student in the higher education to know and at the same time to improve their skills. Besides, the student can use the knowledge or apply the knowledge that they gain through the practical training in their life or they can apply it when they go to the real working world. In conclusion, after 2 months undergoes the training at Kota Samarahan Municipal Council it had given me a lot of great experience which are interesting, instructive and challenging. Based on that, I would like to conclude the report based on chapter.

5.1 Chapter 1

In chapter 1, there will be the information on the place that had been undergoes the internship which is in Kota Samarahan Municipal Council in Sarawak. In this chapter, all the information regarding to the organization will be described and explain. This chapter introduces the background of Kota Samarahan Municipal Council (Majlis Perbandaran Kota Samarahan), its functions, its division, its organization structure, its vision and mission, and their objectives. Besides, this chapter also will give some information on how organization operates as well as the nature of work that had been done by organization. Client charter also will be explained in this

chapter. Based on the client charter, it will show how this organization will serve the client which is the public who lives in Kota Samarahan.

5.2 Chapter 2

In chapter 2, this chapter will describe on the job or the task that had been done during the internship in Kota Samarahan Municipal Council. In this chapter, all the works done need to be explained well the flow of works done during the internship process. Besides, there will be some picture in order to give the scenario on the jobs that had been done as well as can act like a proof or evidence to the task done during the internship. The main purpose of this chapter is to let the intern to know on which jobs that had the critical relationship or had to become the hardest task to them as well as to know what are their routines in the practical training period.

5.3 Chapter 3

In chapter 3, this chapter 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. At the same time, this chapter also will help the intern to know on how they managed to apply their knowledge in their learned subject in the real working situation. The reason on this chapter is because I want to make the intern to know that they had learned some

relation in the reality which they might face in the future. It also can be assumed as the preparation for the student in order to go to face the real working situation in the future.

5.4 Chapter 4

In chapter 4, this chapter will describe on the SWOT analysis and the recommendation on the intern to the organization itself. SWOT analysis is really important to be prepared by the intern because they are the one who had faced the situation while they working in the organization. Which means here, they can prepared the analysis in order to give feedback to the organization as well as give the alternative for the organization to implement some changes in the organization in the future. Besides, this chapter also will describe on the term that need to be aware by the organization in order to keep their advantages in the market and they also need to aware on their threat in order to keep competing in the competitive advantage in serving the public.

5.5 Chapter 5

In chapter 5, this chapter will describe on all the conclusion of all the chapter include in this report. The conclusion also needs to be made based on the chapter which means here, each chapter will had each conclusion. Besides, this chapter also will help the intern in order to get the summary on what had been done as well as to remind on these specific item include in each chapter that exist in this report.

5.4 Benefits and Experience Gained

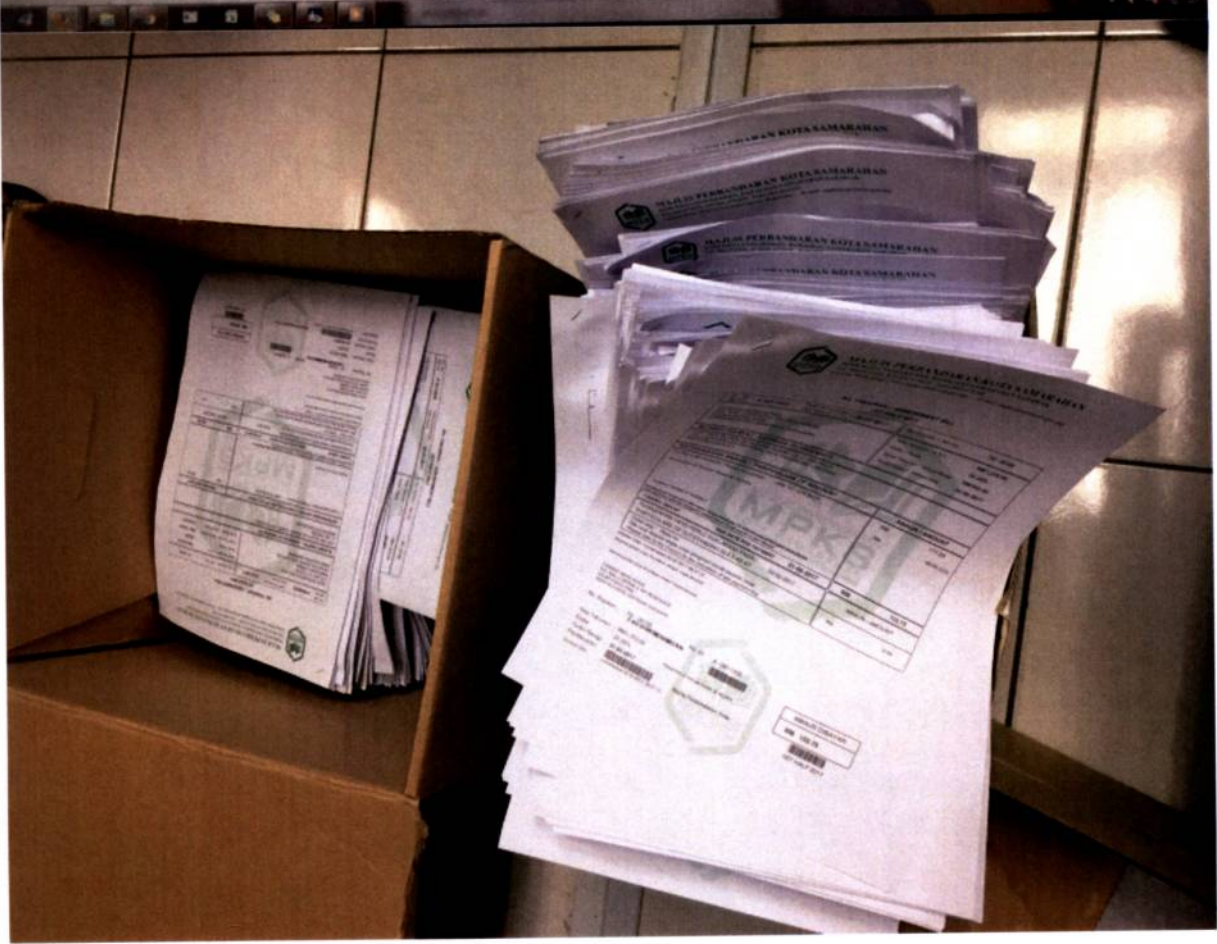
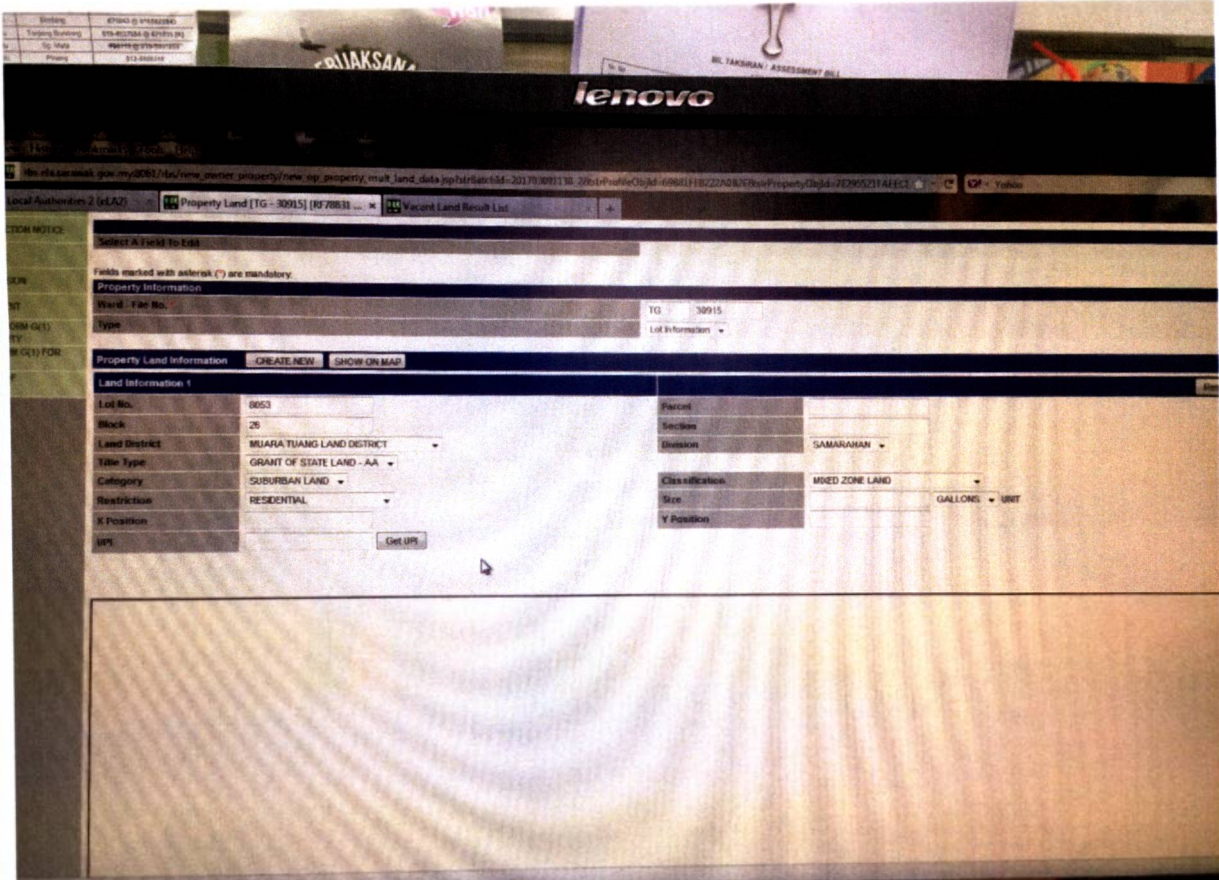
For the two months period that I had my practical training in JIMS, there are many new experiences, new friends, benefits and knowledge that I have gained. Those new experiences trained me for my future real working environment. Besides that, I managed to polish my interpersonal communication skills and my computer skills which will be useful in completing my task. I also make an effort to expose myself with outdoor activities under the organization which help to balance my lifestyle. Moreover, I received many good advices from my supervisor, directors of the organization and my thoughtful colleagues.

APPENDIXES

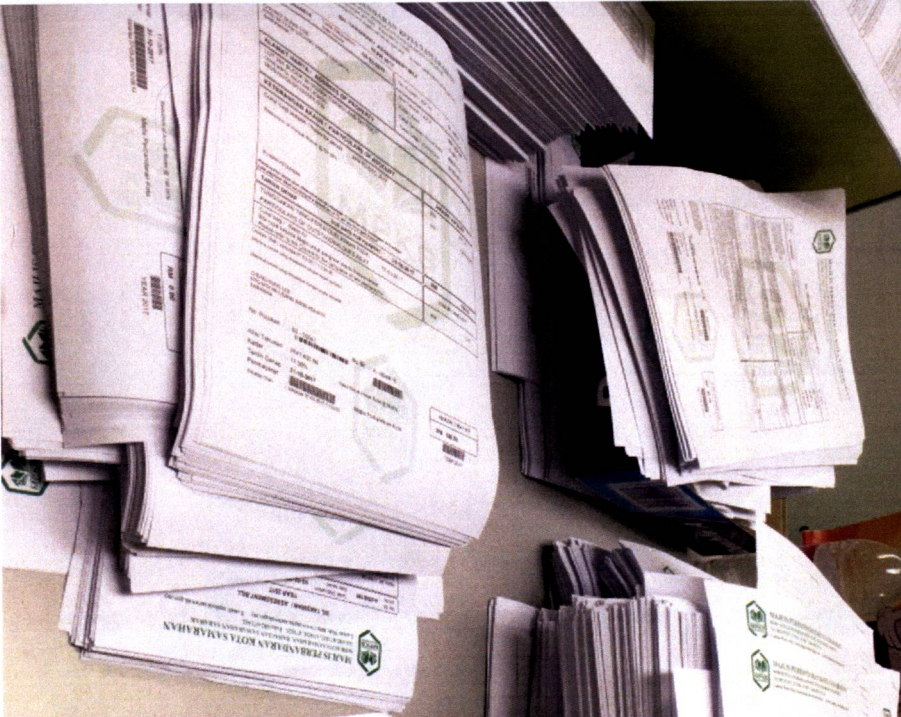












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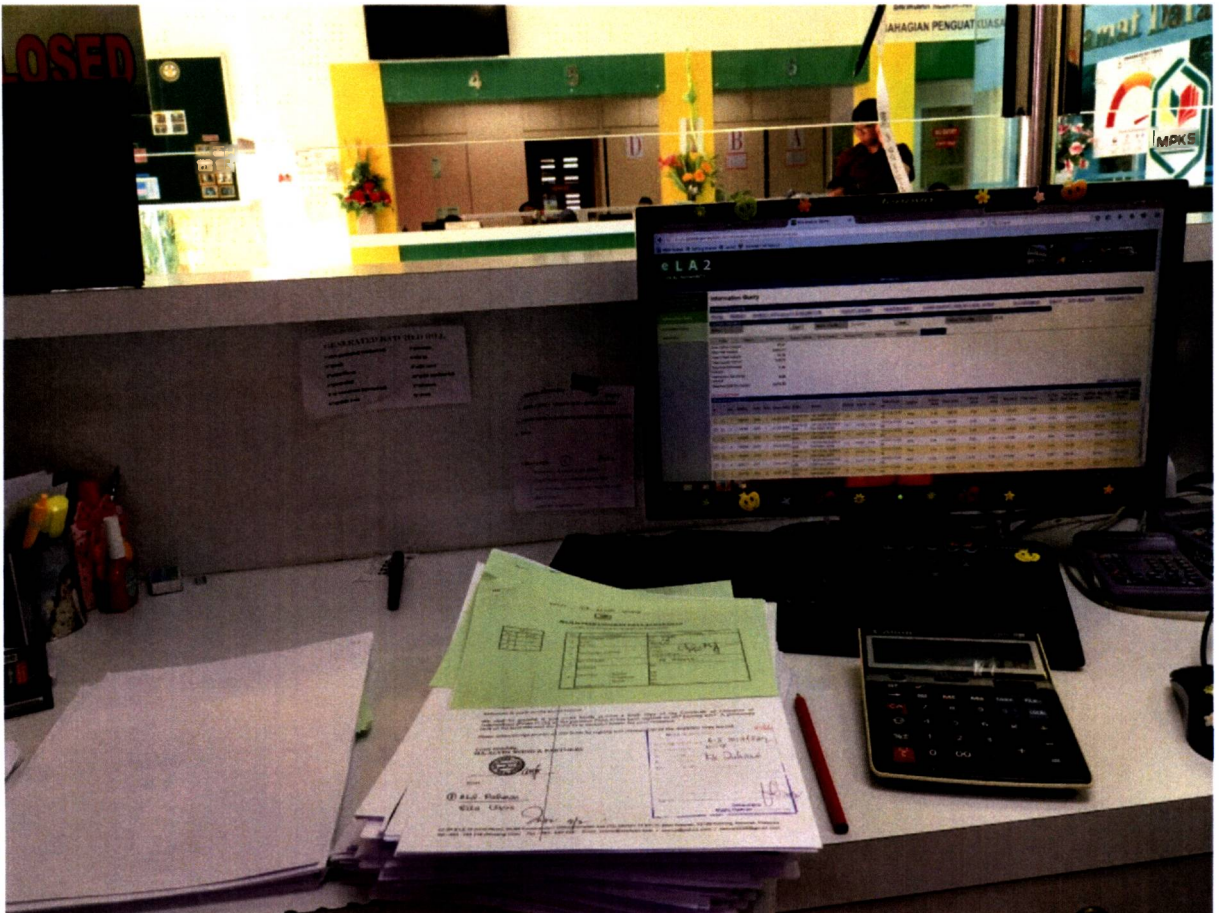
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**FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA
SURAT AKU JANJI PELAJAR LATIHAN PRAKTIKAL**

| | |
|------------------------|--|
| NAMA: | |
| NOMBOR PELAJAR: | |
| PROGRAM: | |
| SEMESTER: | |

Adalah saya sebagaimana keterangan seperti di atas dengan ini berikrar dan berakujanji kepada Universiti Teknologi MARA (selepas ini disebut sebagai "Universiti") dan juga Fakulti Sains Pentadbiran dan Pengajian Polisi (selepas ini disebut sebagai "Fakulti") akan mematuhi segala perkara-perkara yang dinyatakan kemudian dari ini semasa atau sepanjang saya menjalani latihan praktikal yang berkenaan iaitu seperti berikut:-

- a) Memastikan pematuhan dari aspek disiplin terutama dari segi pakaian, masa, tingkah laku dan kelakuan dengan mengikut peraturan serta sahsiah ditetapkan oleh Universiti dan juga tempat di mana saya menjalani latihan praktikal;
- b) Menghormati ketepatan masa dengan hadir ke setiap kelas/perjumpaan dengan pensyarah atau kakitangan Universiti atau pun dengan penyelia atau staf tempat saya menjalani latihan praktikal;
- c) Menghormati segala latihan yang diberikan oleh pensyarah atau staf Universiti serta staf tempat di mana saya menjalani latihan praktikal dengan melakukan segala latihan akademik dan praktikal yang diberikan oleh pensyarah atau staf universiti dan staf tempat latihan praktikal;
- d) Menghormati ilmu;
- e) Menghormati pemindahan ilmu dari pensyarah atau staf Universiti dan juga staf di tempat saya menjalani latihan praktikal;
- f) Menyedari bahawa saya masih tertakluk kepada segala peraturan dan undang-undang yang dikuatkuasakan ke atas saya seperti termaktub di dalam Akta UiTM 1976 dan lain-lain peraturan yang dikuatkuasakan ke atas saya sebagai pelajar dari masa ke semasa;

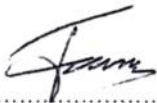
- g) Menjaga nama baik sendiri, keluarga, Fakulti dan Universiti serta organisasi tempat saya menjalani latihan praktikal pada setiap masa; dan
- h) Menyedari bahawa saya sebagai pelajar boleh dikenakan tatatertib sebagaimana ditetapkan sekiranya saya melanggar peraturan-peraturan yang telah ditetapkan oleh pihak UiTM.

Justeru, jika saya melanggar atau tidak mematuhi perkara-perkara yang dinyatakan diatas, maka saya mengaku bahawa saya berhak dikenakan tindakan yang sewajarnya sebagaimana peruntukan dan interpretasi oleh pihak Universiti, Fakulti dan juga organisasi di mana saya menjalani latihan praktikal.

Sekian, terima kasih

Yang benar

.....
Tandatangan Pelajar
Tarikh:



.....
Tandatangan Wakil Fakulti Latihan Praktikal AM228
Tarikh: 6/1/2017

GUIDELINES FOR PRACTICAL TRAINING REPORT (ADS 667) (50%)

Your practical training report should have among others:-

- a) Declaration Form
- b) Content
- c) Acknowledgement
- d) Chapter 1
Introduction of the organization

Include among others the background of the organization, objectives, and company policy or organisation policy, mission and vision of the organization, organization structure, core business of the organization and other relevant information pertaining to the organization.

- e) Chapter 2
Schedule of practical training

Report and summarize the daily training extracted from the Log Book. Description of jobs and tasks executed throughout training.

- f) Chapter 3
Analysis

Analysis of training specifically focuses on one area of task as covered in the Practical Training Handbook (refer to the Appendix). This chapter also should reflect definition of concept. Demonstration of practical and theoretical aspects as how student relates all concepts learned in classroom at work place; and how student transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. The chapter also should be able to demonstrate a reflection of student's personal experience during the training.

- g) Chapter 4
Recommendations

Highlight with examples the strength and weaknesses of job or tasks assigned during training (as discussed in chapter 3). Provide solution for improvement.

- h) Conclusion

Summary of discussion of each chapter in the report by highlighting the main points.

- i) Appendixes

*Attention

The formats of the report are the same as been practiced by the ADS555 Research Report.

SCOPE OF TASK

To ensure that the training is of benefit, student is advised to make effective use of his/her time in the organisation. This is especially important as student may be allocated to only one department or shuffled to different departments for multi-tasking experience. The list below provided an outline of the areas in which University and Faculty expects practical training to be provided and achieved.

| No | Section/Task | Types of Job (BAS) | Types of Job (BCA) |
|----|------------------|---|---|
| 1 | Services | <ul style="list-style-type: none"> • Leave application process • Retirement process • Legal procedures relating to employment matters • Disciplinary action process • Promotion process • Documentation | <ul style="list-style-type: none"> • Leave application process • Retirement process • Legal procedures relating to employment matters • Disciplinary action process • Promotion process • Documentation |
| 2 | Administration | <ul style="list-style-type: none"> • Office administration • File management • Process flow | <ul style="list-style-type: none"> • Office administration • File management • Process flow |
| 3 | Financial | <ul style="list-style-type: none"> • Recording of financial flow • Budgetary process • Audit • Preparation of financial reports | <ul style="list-style-type: none"> • Recording of financial flow • Budgetary process • Audit • Preparation of financial reports |
| 4 | Personnel | <ul style="list-style-type: none"> • Personnel recruitment and appointment/selection process • Personnel interview • Personnel training and development | <ul style="list-style-type: none"> • Personnel recruitment and appointment/selection process • Personnel interview • Personnel training and development |
| 5 | Meetings | <ul style="list-style-type: none"> • Preparation before and during meeting • Preparation minutes of meetings • Correspondence to convene meetings • Conduct of meetings | <ul style="list-style-type: none"> • Meetings-preparation for meetings, duties during and after meetings • Companies Commission of Malaysia (CCM) – lodgement of documents, searches • Preparation of documents • Stamping • Commission for Oaths • Share registration • Registers |
| 6 | Counter services | <ul style="list-style-type: none"> • Ethics of counter services • Counter administration | <ul style="list-style-type: none"> • Ethics of counter services • Counter administration |
| 7 | Data processing | <ul style="list-style-type: none"> • Information technology unit administration • Software application | <ul style="list-style-type: none"> • Information technology unit administration • Software application |
| 8 | Marketing | <ul style="list-style-type: none"> • Client management • Marketing management • Advertisement | <ul style="list-style-type: none"> • Client management • Marketing management • Advertisement |

| | | | |
|----|-----------------|---|---|
| 9 | Outdoor task | <ul style="list-style-type: none"> • Visit to the operational location • Visit to the project site • Research • Organisational program management | <ul style="list-style-type: none"> • Visit to the operational location • Visit to the project site • Research • Organisational program management |
| 10 | Public relation | <ul style="list-style-type: none"> • Organisational PR Events • Matters relating to protocol • Matters relating to public needs | <ul style="list-style-type: none"> • Organisational PR Events • Matters relating to protocol • Matters relating to public needs |

*Notes: The list is only a guide. The students may receive a different task during their practical training. Should this happen they are allow to modify their scope of task whichever are necessary and suitable



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BORANG PERJUMPAAN DENGAN PENYELIA
LAPORAN AKHIR PRAKTIKAL (ADS 667)

NAMA PELAJAR : _____

NO MATRIK UiTM : _____

NO KAD PENGENALAN : _____

PROGRAM : _____

NAMA PENSYARAH PENYELIA : _____

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INSTRUCTIONS :
ARAHAN :

Please tick (✓) the appropriate evaluation scale of each criterion.
Sila tandakan (✓) skala penilaian yang sesuai untuk setiap kriteria.

SCALE/ SKALA:

Any rating of 1 or 5 requires an explanation for that rating in the comments section.
Sebarang penilaian 1 atau 5 memerlukan penjelasan di bahagian komen.

| 1 | 2 | 3 | 4 | 5 |
|------------------------------------|--|---|--|--|
| Unsatisfactory/ Tidak Memuaskan | Needs improvement/ Perlu Penambahbaikan | Good - Performs well/ Baik-Memuaskan | Merit - Performs very well/ Merit- Melaksanakan tugas Dengan Baik | Excellent- Performs exceptionally well/ Cemerlang- Melaksanakan tugas Dengan Sangat Baik. |

| I. INITIATIVE / INISIATIF (C1) | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| a) Able to work with minimal supervision. <i>Boleh bekerja dengan pengawasan yang minima.</i> | | | | | |
| b) Analyzes problems and suggests effective solutions. <i>Menganalisis masalah dan mencadangkan penyelesaian yang berkesan.</i> | | | | | |
| c) Demonstrates willingness to learn new skills. <i>Menunjukkan kesediaan untuk belajar kemahiran baru.</i> | | | | | |
| d) Develops realistic plans to accomplish assignment. <i>Membuat perancangan yang realistik untuk melaksanakan Tugas.</i> | | | | | |
| e) Apply new ideas that contribute to the effectiveness of the task. <i>Mengaplikasikan idea baru yang menyumbang kepada keberkesanan tugas.</i> | | | | | |

Comments/ Komen :

| II. QUALITY / QUANTITY OF WORK (C2) KUALITI / KUANTITI KERJA (C2) | 1 | 2 | 3 | 4 | 5 |
|--|----------|----------|----------|----------|----------|
| a) Task completed is of high quality. <i>Hasil tugasan berkualiti tinggi.</i> | | | | | |
| b) Task meets established productivity standards, deadlines and work schedules. <i>Tugasan yang dilaksanakan menepati produktiviti, tempoh masa dan jadual yang ditetapkan.</i> | | | | | |
| c) Uses resources efficiently and economically. <i>Menggunakan sumber dengan efisien dan ekonomik.</i> | | | | | |
| d) Accomplishes accurate work with minimal assistance. <i>Kerja dilaksanakan dengan tepat dan bantuan yang minima.</i> | | | | | |
| e) Provides work outputs and services that consistently meet the needs of clients. <i>Menyediakan hasil kerja dan perkhidmatan yang sentiasa memenuhi keperluan pelanggan.</i> | | | | | |
| Comments/ Komen : | | | | | |

| III. JOB KNOWLEDGE / TECHNICAL SKILLS (C3) PENGETAHUAN KERJA / KEMAHIRAN TEKNIKAL (C3) | 1 | 2 | 3 | 4 | 5 |
|--|----------|----------|----------|----------|----------|
| a) Understand and perform the assigned duties. <i>Memahami dan melaksanakan tugas yang diberikan.</i> | | | | | |
| b) Uses techniques, materials, tools or equipment effectively. <i>Menggunakan teknik, bahan-bahan, peralatan dan kelengkapan dengan berkesan.</i> | | | | | |
| c) Understand the administrative requirements. <i>Memahami keperluan pentadbiran.</i> | | | | | |
| d) Ability to use computers or related technology efficiently. <i>Kebolehan menggunakan komputer dan teknologi dengan cekap.</i> | | | | | |
| e) Apply company procedures in completing task. <i>Mengaplikasikan prosedur syarikat dalam menyiapkan tugas.</i> | | | | | |
| Comments/ Komen : | | | | | |

| IV. DISCIPLINE / SELF-MANAGEMENT (C3) DISIPLIN / PENGURUSAN DIRI (C3) | 1 | 2 | 3 | 4 | 5 |
|--|----------|----------|----------|----------|----------|
| a) Punctual and begins work as scheduled. <i>Menepati masa dan memulakan kerja seperti yang dijadualkan.</i> | | | | | |
| b) Contacts supervisor concerning absences on a timely basis. <i>Menghubungi penyelia mengenai ketidakhadiran.</i> | | | | | |
| c) Ready to receive tasks. <i>Bersedia untuk menerima tugas.</i> | | | | | |
| d) Well organized and uses time effectively. <i>Teratur dan menggunakan masa dengan efektif.</i> | | | | | |
| e) Accepts responsibility for own actions and ensuring work results. <i>Bertanggungjawab di atas tindakan sendiri dan memastikan hasil kerja.</i> | | | | | |
| Comments/ Komen : | | | | | |

| V. COMMUNICATION / TEAMWORK (C4) KOMUNIKASI / KERJASAMA (C4) | 1 | 2 | 3 | 4 | 5 |
|--|----------|----------|----------|----------|----------|
| a) Able to cooperate with employees and Head of Departments. <i>Mampu untuk bekerjasama dengan rakan dan Ketua Jabatan.</i> | | | | | |
| b) Demonstrates mutual respect and able to work in team. <i>Menunjukkan sikap saling menghormati dan mampu bekerja dalam satu pasukan.</i> | | | | | |
| c) Ability to communicate effectively with a wide range of stakeholders. <i>Kebolehan berkomunikasi secara berkesan dengan pelbagai pihak berkepentingan.</i> | | | | | |
| d) Offer assistance and support team members where necessary. <i>Menawarkan bantuan dan sokongan kepada ahli pasukan bila ada keperluan.</i> | | | | | |
| e) Willing to share information and ideas. <i>Sanggup berkongsi maklumat dan idea.</i> | | | | | |
| Comments/ Komen : | | | | | |

| VI. INTERPERSONAL SKILL/LEADERSHIP SKILL (C3,C4) KEMAHIRAN INTERPERSONAL / KEMAHIRAN KEPIMPINAN | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
| a) Demonstrate a positive attitude in the unit/department. <i>Menunjukkan sikap yang positif dalam unit / jabatan.</i> | | | | | |
| b) Demonstrate professionalism in handling related task. <i>Menunjukkan profesionalisme dalam mengendalikan tugas yang berkaitan.</i> | | | | | |
| c) Demonstrate effective listening skills. <i>Menunjukkan kemahiran mendengar yang berkesan.</i> | | | | | |
| d) Ability to motivate, influence and engage others in the achievement of goals. <i>Keupayaan untuk memberi motivasi, mempengaruhi dan melibatkan orang lain dalam pencapaian matlamat.</i> | | | | | |
| e) Demonstrate ability to negotiate as well as resolve conflicts. <i>Menunjukkan keupayaan untuk berunding serta menyelesaikan konflik .</i> | | | | | |
| Comments/ Komen : | | | | | |

**OVERALL PERFORMANCE EVALUATION OF STUDENT (TRAINEE) /
PENILAIAN PRESTASI KESELURUHAN PELAJAR:**

Demonstrated Strength/
Kekuatan yang ditunjukkan:

Area for Improvement/
Cadangan penambahbaikan :

(To be filled in by the Host Supervisor)
(Diisi oleh Penyelia)

Name/ Nama :

Position/ Jawatan :

Signature/ Tandatangan :

Organisation Stamp/ Cop Organisasi :

Date/ Tarikh :

TOTAL MARK
JUMLAH MARKAH : $\frac{\quad}{150} \times 30 \%$



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

**BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.) / BACHELOR OF CORPORATE
 ADMINISTRATION (HONS.)**

HOST SUPERVISOR EVALUATION FORM (30%)

BORANG PENILAIAN PENYELIA (30%)

STUDENT NAME/ NAMA PELAJAR : _____
 STUDENT NO/ NOMBOR PELAJAR : _____
 STUDENT I.C. NO/ NO KAD PENGENALAN : _____
 PROGRAM CODE/ KOD PROGRAM : _____
 ALLOWANCE PROVIDED/ ELAUN DISEDIAKAN : YES/NO, IF YES RM.....
 YA/ TIDAK, JIKA YA RM.....

NAME AND ADDRESS OF ORGANISATION/
 NAMA DAN ALAMAT ORGANISASI : _____

 PERIOD OF PRACTICAL TRAINING /
 TEMPOH LATIHAN PRAKTIKAL : FROM _____ TILL _____
 DARI _____ SEHINGGA _____
 NAME AND POSITION OF HOST SUPERVISOR / : _____
 NAMA DAN JAWATAN PENYELIA _____

This assessment is intended to provide the trainee with a final evaluation for the work performed as intern in your organization. Please complete this form at the end of the trainee's industrial training program.

Penilaian ini bertujuan untuk menyediakan pelatih dengan penilaian akhir bagi pekerjaan yang dilakukan sebagai pelatih di dalam organisasi anda. Sila lengkapkan borang ini pada akhir program latihan industri pelatih.

This evaluation should be handled with a high degree of **CONFIDENTIALITY**. The completed form should be sent in a sealed envelope directly to this address:

*Penilaian ini harus dilaksanakan dengan penuh **KERAHSIAAN**. Borang yang telah lengkap hendaklah dihantar menggunakan sampul surat yang tertutup terus ke alamat ini:*

Encik Fairuz Hidayat Merican Wan Merican
Wakil Fakulti (Latihan Industri AM228)
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA Sarawak
Kampus Samarahan 2
94300 Kota Samarahan
Sarawak

**BORANG PENGESAHAN
KEHADIRAN PELAJAR LATIHAN PRAKTIKAL**

Ketua Program AM228
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA
Jalan Meranek
94300 Kota Samarahan
SARAWAK
u.p: Penyelaras Latihan Praktikal AM228/AM225*

Tuan

**PENGESAHAN KEHADIRAN PELAJAR PRAKTIKAL
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA, SARAWAK- SESI SEPTEMBER 2011 –
JANUARI 2012**

Dengan hormatnya perkara tersebut di atas adalah berkaitan dan dirujuk.

2. Sukacita dimaklumkan bahawa organisasi kami dengan ini mengesahkan bahawa pelajar-pelajar berikut dari program Ijazah Sarjana Muda Sains Pentadbiran (AM228) telah hadir dan melaporkan diri bagi maksud menjalani Latihan Praktikal di organisasi kami. Ini adalah selaras dengan ketetapan yang dinyatakan di dalam surat kami bil....., bertarikh.....tempohari.

3. Sayugia pelajar ini bakal menjalani latihan praktikal yang disyaratkan untuk tempoh mulai dari 23 Januari 2017 sehingga 17 Mac 2017. Maklumat pelajar yang melapor diri untuk menjalani latihan praktikal adalah seperti berikut:-

| Bil | Nama Pelajar | No Matrik | Tarikh Lapor Diri |
|-----|--------------|-----------|-------------------|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |

| | | | |
|---|--|--|--|
| 6 | | | |
| 7 | | | |
| 8 | | | |

4. Sehubungan dengan itu sebagaimana dikehendaki, maka berikut dikemukakan maklumat ini untuk simpanan pihak Fakulti.

Sekian, terima kasih.

Yang benar

Tandatangan dan Cop Organisasi

Nama:

Tarikh:

*Sila potong mana yang tidak berkenaan.

Pohon difakskan surat ini ke nombor 082-677320/678091

u.p: Penyelaras Latihan Praktikal AM228/AM225*

Sebarang kemuskilan sila berhubung dengan:

Encik Fairuz Hidayat Merican Wan Merican

Penyelaras Latihan Praktikal AM228

No Telefon: 013-8231312



MAJLIS PERBANDARAN KOTA SAMARAHAN

Sijil Penghargaan

Dengan Sukacitanya Menganugerahkan Sijil Penghargaan ini Kepada

SITI SHERINA BINTI ROSLAN

Setiausaha dan Warga Majlis Perbandaran Kota Samarahan Mengucapkan Setinggi-tinggi Penghargaan dan Terima Kasih Di Atas Sumbangan dan Khidmat Bakti Cemerlang Tuan Sebagai

LATIHAN INDUSTRI DI BHQ, PENILAIAN & KADARAN

Tarikh: 23. 01. 2017 – 17 MAC 2017

(HJ. ABU BAKAR BIN HJ. SEPAWI)
Pemangku Setiausaha Perbandaran
Majlis Perbandaran Kota Samarahan



"Beautiful, Clean, Green & Safe"
Samarahan - Kota Ilmu Yang Sejahtera
Samarahan - Prosperous Knowledge City