



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

BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)

**PRACTICAL TRAINING REPORT IN PUBLIC HEALTH DIVISION
IN SAMARAHAN DISTRICT COUNCIL**

**MOHD FAIZALKADIR BIN MURA
2010825782**

MISS NONI HARIANTI BINTI JUNAIDI

29/6

JULY 2012



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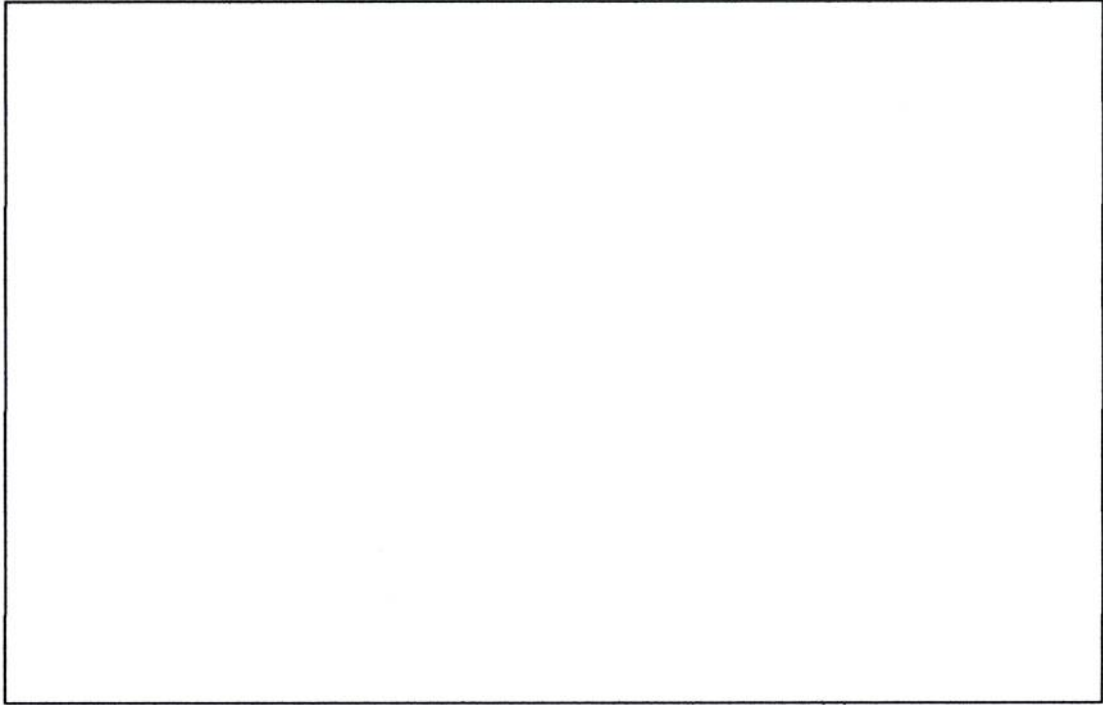
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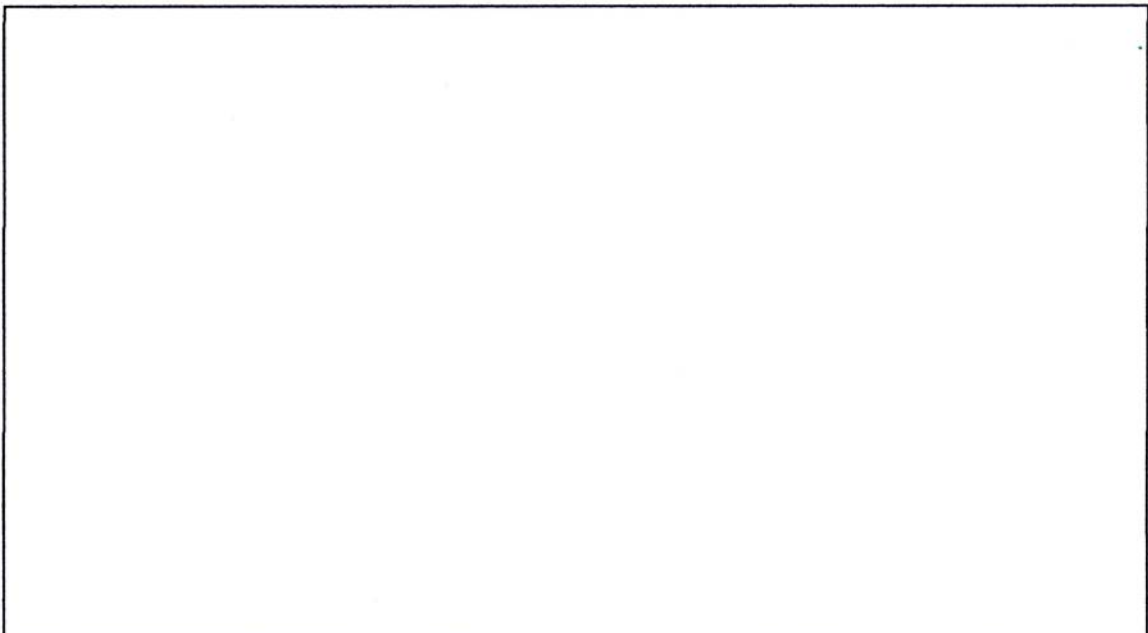
MISS NONI HARIANTI BINTI JUNAIDI

JULY 2012

Supervisor's Comments

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Moderator's Comments

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**CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE
SUPERVISOR**

Name of Supervisor : Miss Noni Harianti Binti Junaidi
Title of Report : Practical Training Report in Public Health Division in
Samarahan District Council
Name of Students : Mohd Faizalkadir Bin Mura

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

(Noni Harianti Binti Junaidi)

Date:

Acknowledgement

I praised the almighty Allah for giving me the strength and patience to complete the report on "Practical Training Report in Public Health Division in Samarahan District Council".

With this opportunity, I would like to express my heartiest gratitude to Miss Noni Harianti Binti Junaidi for her willingness to become my supervisor for the whole semester and also not to forget her kindness and fullest efforts in guiding, advising and sharing useful information with me in my way to complete this practical training report. I would also like to thank Mr. Fairuz Hidayat Merican Bin Wan Merican for being the coordinator for this subject which is Practical Training (ADS666) and also for his efforts in giving us a lot of guidance on how to carry out the practical training effectively. Last but not least, I would like to thank my parents for giving me a lot of supports which is both in terms of financial as well as morale support. Not to forget, I also would like to thank all our respective friends and colleagues for their cooperation during the conduct of the practical training program.

Lastly I would like to apologize for any weakness or mistakes that I have made throughout the process of making this practical training report into reality.

Mohd Faizalkadir Bin Mura

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CHAPTER 1

INTRODUCTION OF STUDY

1.1 INTRODUCTION

Samarahan District Council is among the local governments in the state of Sarawak which were vested with the power and authority to administer the areas of its jurisdiction namely Samarahan district. Samarahan District Council is a public service organization that is responsible for the development and prosperity of the people within its administrative areas. The reason for me to choose Majlis Daerah Samarahan as the organization for me to conduct my practical training is to learn and gain the experience in the real working environment as well as to provide me with the knowledge that are useful for my future working prospects. It would include the skills and knowledge on how to deal with other people specifically customers, working ethics, good communication skills and building good rapport with the colleagues as well as the upper management.

1.2 BACKGROUND OF SAMARAHAN DISTRICT COUNCIL

Samarahan District Council was established on 27th December 1984 as one of the Local Authorities of Sarawak and therefore carried out its authority to govern the areas within its jurisdiction areas starting on 1st January 1985 with which in line with the Local Authorities Ordinance 1955 (Cap. 117) and Local Authorities Ordinance 1996 (Cap. 20)(Amended). The authority and responsibilities of Samarahan District Council also covers the areas of Asajaya district as well as small district of Sadong Jaya in which the administration rights were given by Simunjan District Council to Samarahan District Council in the year 2002 under the supervision of Kementerian Alam Sekitar dan Kesihatan Awam (KASKA) Negeri Sarawak. The area of the Samarahan District Council's administration covers about 709.91 km³ with the total population of 83,313 people which consist of the people from Asajaya and Samarahan areas.



Figure 1.1: Samarahan District Council

1.3 VISION OF SAMARAHAN DISTRICT COUNCIL

“The Council as a Leading Local Authority”

1.4 MISSION OF SAMARAHAN DISTRICT COUNCIL

“Samarahan District Council is committed to drive the transformation towards sustainable Council services delivery”

1.5 SAMARAHAN DISTRICT COUNCIL CLIENT CHARTER

The following are the Samarahan District Council Client Charter that was used as the guidelines for the Samarahan District Council staffs in order to enable them to carry their duties accordingly.

I. Administrative Division

a) Administration Unit

- To provide fair and friendly service and always be prepared to provide help in any matter pertaining to the service that provided by the Council under the Local Authority Ordinance 1996, and also according to the rules, regulations and law of the Council as well as its capabilities.

b) Secretariat Unit

- To carry out the duty as the Secretariat according to the Council's Quality Management System.

c) Human Resource Department Unit

- To carry out the duty on Human Resource Management in accordance to the provision of procedures, rules and laws that was effective to date.

II. Treasury Division

- a) Any inquiries at the counter will be entertained immediately.
- b) Receipt of bills payments at the counter will be dealt within two (2) minutes.
- c) Any payments including the payments orders / work will be made within 14 days effective from the date the documents were received completely.
- d) Contract payment and refund of deposit will be made in a timely manner and less than 14 days from the date of the approval, acceptance of the documents, certificates of payments and other supporting documents that are complete and perfect.

III. Public Work Division

a) Public Work Unit

- i. Implement all Council's development projects on schedule which were planned and set.
- ii. Always maintain a clean and beautiful public parks and open spaces in the Council's administrative areas.
- iii. Carry out the City Beautification Program and the surrounding areas immediately after obtaining the provision and approval from the Government and relevant agencies.
- iv. Take action to investigate in a timely manner on every complaints about the damage or maintenance of the roads, drainage system, street lightings and other related matter and it will be followed-up within 2 weeks subject to the existing provision of the Council.
- v. Grass cutting and cleaning of drains will be carried out once a month.

b) Building Unit

- i. Each building plan approval process will be done within 45 days of receipt of the building plans with condition that all the documents given are complete and granted with approvals from the related agencies
- ii. OP application will be approved within 14 working days, provided that they must comply with the procedures and regulations gazetted in the Sarawak Building Ordinance 1994.

IV. Public Health Division

- a) All complaints on garbage collection services, sanitation and urban and environmental pollution will be investigated and appropriate actions will be taken.
- b) All the complaints will be investigated within 2 weeks depending on the type of complaints and also the existing provision of the Council.
- c) Application of new solid waste collection will be processed within 1 week in the service area of the existing collection.
- d) Fogging will be made immediately on the same day after notification of dengue cases had been notified to the Council.
- e) All license applications will be processed within one (1) month after the assurance of its compliance with the condition of the other related division for the approval from the Council.
- f) Approval of application will be processed within two (2) weeks upon approval by relevant Council Committee Meetings.
- g) Premise food / beverage license will be checked at least once a year.
- h) Vector control will be done two (2) times a week.
- i) Desludging of septic tanks will be made upon request / requirements.

V. Assessment and Taxation Division

- a) For enquiries and complaints regarding tax assessment and other matter related thereto shall be treated as soon as possible and there will be a follow-up to investigate the related case/issue within three (3) weeks.
- b) All assessment tax bills will be sent completely once a year on April to August every year or one (1) month before due date every year.
- c) All assessment and billing of all properties and holdings of the Council in the Council's administrative area will be made fairly.
- d) Application for the change of ownership of the assets will be processed within one (1) week, provided that it is agreed by all parties involved and no tax arrears as well as certified by the Chief of Community/Tribe.

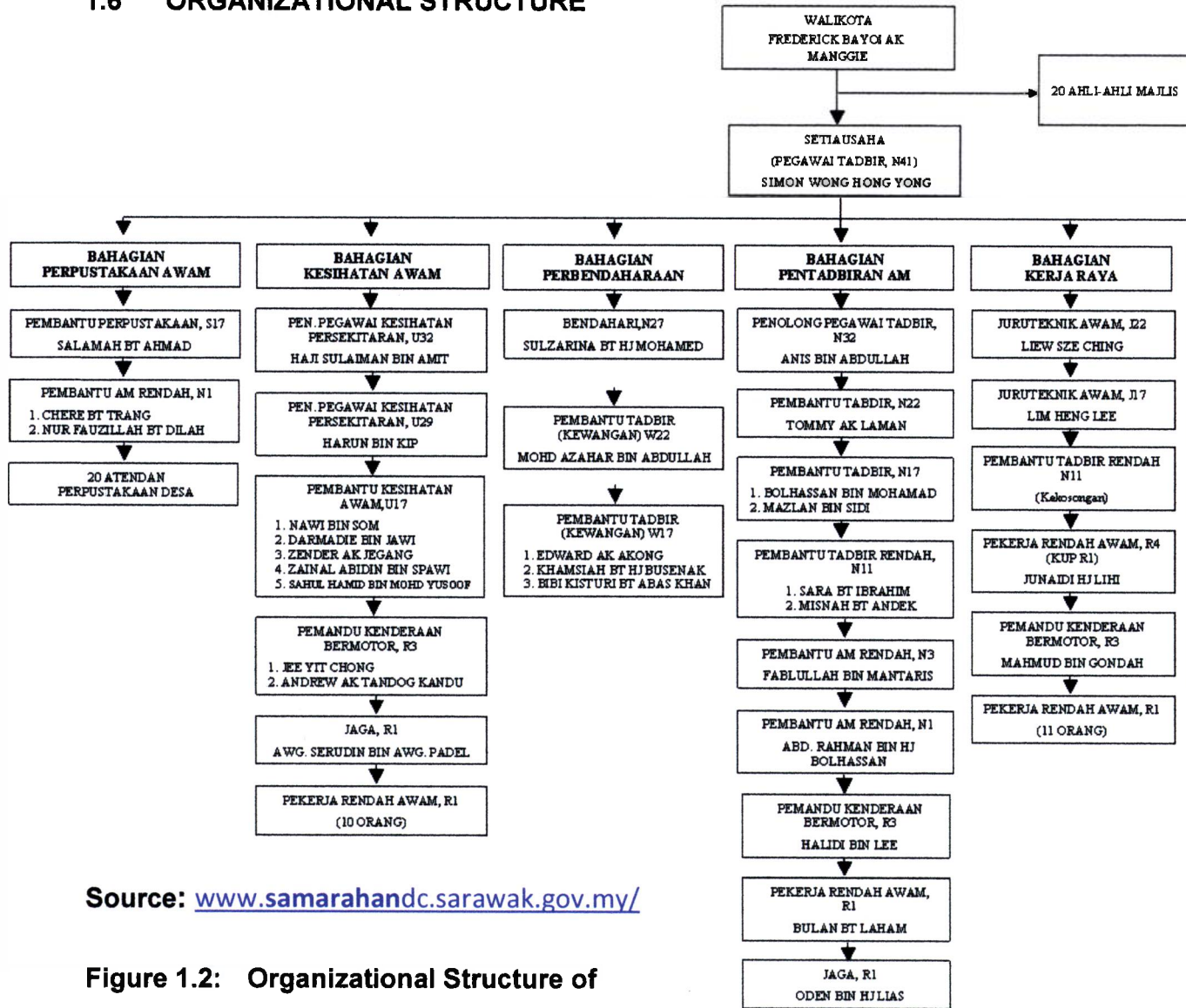
VI. Public Library Division

- a) Providing books, information and reading materials for all level of publics, scientific and informative to the customers via ICT and internet services in Councils' Public Library.
- b) Registration of members will be made on the same day provided that they must bring along necessary documents.
- c) Customer demand for information and reading materials will be treated immediately in accordance to the queue that were registered
- d) Each lending and returning of the books will be processed within three (3) minutes except for peak hours.

VII. Enforcement Division

- a) Carry out the enforcement procedures, rules and laws of the Council on the value of just, fair and considerate
- b) Conduct inspections at least 2 times a day to ensure Kota Samarahan and its surrounding areas are safe, clean and orderly.
- c) Processing application permits for banners, posters, etc. in a timely manner and in less than 5 working days.
- d) Each complaint will be investigated in a timely manner and it will be followed up within 2 weeks.

1.6 ORGANIZATIONAL STRUCTURE



Source: www.samarahandc.sarawak.gov.my/

Figure 1.2: Organizational Structure of Samarahan District Council

CHAPTER 2

SCHEDULE OF INDUSTRIAL TRAINING

2.1 INTRODUCTION

In this chapter, I was required to summarize the daily training activities that were extracted from the practical training logbook according to the core functions and supporting functions of the section which I am attached to.

2.2 SCHEDULE OF INDUSTRIAL TRAINING

2.2.1 Week 1: 30/01/2012 – 05/02/2012

On the first day of my practical training, I was introduced to Mr. Anis Bin Abdullah, the Assistant Secretary of Samarahan District Council. He suggested that I should be attached to the Public Health Division. He had assigned Mr. Wong King Sang, the Assistant Officer of Environmental Health and also the Head of the Public Health Division as the host supervisor for my practical training. Mr. Wong then gives some briefings regarding the division's core businesses before I can eventually get started with my practical training. Later, he assigned me with the task of recording and filing the documents in his office properly by using systematic filing system. Other than that, I was also in-charge to the record the customer complaints regarding in which I need to acquire the details of the complainant (i.e. their full name, address, phone number and also the nature of the problems). The reports that were recorded will then be forwarded to the officer that was in-charge for further actions. The rationale for the acquisition of the complainant details was to ease the process of justification of the matter and also for the follow-up purposes. This is to ensure that no false will be lodged by the irresponsible individuals. Other than that, I had also learned on how to use the photocopy machine in which one of the officers in the Public Health Division had shown me how to operate it.

On the second day, I continued the task from yesterday which is data filing that was using the standardized form in accordance to the MS ISO 9001:2008 standard. Later, I had received the official memorandum from Mr. Jablie Guyen, the facilitator for Innovative and Creative Circle 2012 (Samarahan District Council) entitled "Site visit to Sar-Alam Indah" on the 1st February 2012. Later on, there are some complaints lodged by the residents of Desa Ilmu areas pertaining to the problems of garbage collections in their respective residential areas. In the afternoon, Samarahan District Council held the Chinese New Year Open House as well as the farewell party for Mr. Anis Bin Abdullah as he will be transferred to Serian District Council and serves the new organization starting tomorrow. After the Open House had ended, I have continued the tasks that were not complete during the morning session. At the same time, I also observed the methods that were used by my fellow colleagues in making data indexation using the Samarahan District Council style of data file indexation.

On the third day of my industrial training at Samarahan District Council, I attended the Council's Monthly Assembly which is compulsory for all the staffs. However, I was later asked to stay at the receptionist counter to answer the phone calls from the publics due to the fact that the phone operator attended the assembly at that point of time. After the Monthly Assembly dismissed, the leader of Innovative and Creative Circle (ICC) alongside with all his group members as well as me myself are getting prepared to depart to Sar-Alam Indah using the Samarahan District Council official transport. The purpose of visiting this organization is to find the best possible solution to overcome the scavenging problems in Samarahan area in which it was considered to be getting worse and it had been reported by the residents of that area to the mainstream media (Sarawak Tribune and Harian Metro). We were the invited to go into the meeting room by the representatives of Sar-Alam for the presentation of the proposed solutions to this scavenging problem which was co-invented by Sar-Alam Indah and Weida. Later, we were asked by the representative of Sar-Alam Indah to have a look on the actual process on how their innovation product practically works. The inventor of the product asked the ICC group to provide him with the relevant statistical data in order for them to make the adjustment to the products according to the capacity

of producing food waste by the commercial areas in Desa Ilmu. The site visit ended at 2.00 p.m. and upon arrival at Samarahan District Council, I went ahead to the Public Health Division to continue the task on data filing. Mr. Nawi Bin Haji Som, Public Health Officer of Samarahan District Council asked me to design a brand new looks on the Sijil Pengesahan Kerja Majlis Daerah Samarahan so that all details can be organized systematically as compared to the previous ones.

On the next day, I started the work on data filing for the Scavenging files accordingly to its respective zones. Later, I was given a new task by Mr. Nawi to come up with a new form on the "Laporan Pungutan Sampah Harian/Bulanan". On the evening, Mr. Wong King Sang, the Assistant Officer of Public Health assigned me with the task of assisting the SDC Public Health Division officers in the "Science Fair" program which will be organized by the Faculty of Applied Science of Universiti Teknologi MARA Sarawak. The commencement of work will begin on 16 February 2012 at Dewan Jubli at UiTM Sarawak.

On Friday, 5 February 2012, I started off my task on that day by continue doing a data filing for the scavenging documents that were organized accordingly to their own respective zones. Mr. Nawi Bin Haji Som then assigned me with a new task which is to come up with a new of form for "Rumusan Laporan Bayaran Pungutan Sampah" for Public Health Division of the SDC. Upon completion on the process of designing the form, I was also required to key-in the data into the "Rumusan Laporan Bayaran Pungutan Sampah" form and calculate the total amount of the data. After my tasks have been completed, I had to follow up with all the updates concerning the complaints from yesterday from the responsible officer. I was told that the officer need to follow-up with the matter within 24 hours. Later, we were invited by the SDC Public Health officer to follow them in the compounding illegal scavengers operation that will be commenced after working hours. The location for this operation is the areas near Warung 2000. After waiting for less than 1 hour, the officers have succeeded in catching the wrongdoers and he was compounded on the spot.

2.2.2 Week 2: 06/02/2012 – 12/02/2012

On the second week, I started off my practical training on Tuesday due to the fact that Monday was declared as Public Holiday (Maulidur Rasul). On Tuesday, I was informed by Mr. Wong King Sang that the Public Health Division will hold a Monthly Meeting. I was assigned with the task to set up audio visual facilities in the meeting room in order to ensure that everything is operating smoothly during the meeting commenced. Upon the completion in setting up these facilities, I was asked to become the recorder of the meeting minutes. Among the highlights in the meeting was that there are some of the old files in the Public Health Division that was identified to be outdated and it need to be disposed. (*Note: the files that are eligible to be disposed are of those which exceed 5 years time*). The rationale of disposing these files is that to ensure that all the documentation and files are well-organized and it enables the officers to segregate the irrelevant documents except for financial documents (receipts, bills, delivery order and etc.) from the file cabinets. In order for me to get to know how to dispose these files, Mr. Wong King Sang had suggested that I should be temporarily transferred to the Unit Urusetia dan Korporat starting from tomorrow and learning the process on how to dispose the files from Madam Sara, the new Assistant Secretary of Samarahan District Council. On the evening, I continued my task on data filing for the documents in Public Health Division.

On Wednesday, I reported duty to Unit Urusetia dan Korporat in which it is an order from Mr. Wong King Sang and he hoped that I would be able to study on how to do the process of closing and disposing of files and these knowledge that I have gained could be used for Public Health Division purposes later on. During my service at Unit Urusetia dan Korporat, I was given the task on filling in the "Senarai Kandungan Fail" for Unit Urusetia dan Korporat. Later, Mr. Bolhassan, the Administrative Assistant of Unit Urusetia dan Korporat asked me to provide some ideas on how to improve the features or looks on the Samarahan District Council Bulletin. The changes and improvement that he wanted me to make were mainly focusing on the front page of the bulletin by which he wanted it to be more attractive and able to capture the attention of the reader on their

first glimpse (some catchy design to improve the traditional features). He also stated that he wants the message to be clearly presented to the intended audience as well as the re-organization of information in the bulletin to ease the reader to fully understand the content of the bulletin.

On the next day, I started off my work by continue making the new design for the front page of Samarahan District Council Bulletin. I have added some additional features to the front page of the bulletin. At noon, I was asked to design the recycle logo for Science Fair at UiTM Samarahan. The process includes adding visual icons that were aimed to enhance the understanding of the people on what are the things that are allowed to be put or not to be put into the recycle bins. Without visual image, the people may not be able to identify each and every function of the recycle bin according to their colors (blue, orange and chocolate). During my service in Unit Urusetia dan Korporat, I also become the phone operator whereas I get to answer the phone calls from the customers (publics) and as such, I get to know on the tips and tricks on the etiquettes of answering formal phone calls. I also get to learn the technique on how to start and ending the conversation with the caller respectfully.

On Friday, 10th February 2012, my day begins by making final adjustment to the new Samarahan District Council Bulletin design in which it involves the process of finalizing all the aspects on the new SDC Bulletin in order to prevent any future problems such as image distortion due to incompatibility of software and so forth. I was also asked to provide some more additional features into the Bulletin such as crossword puzzle in order to make it more attractive to the reader. Later, I was assigned with the task on binding the Samarahan District Council meeting minutes and for me, it was a good experience whereas I get to study on how to use the binding machine. The purpose of binding the meeting minutes from every divisions of the Council is that it would ease the officers to go through these documents without facing many problems and they are able retrieve the documents that they needed anytime they want. The compiled meeting minutes is then to be distributed to all the officers.

2.2.3 Week 3: 13/02/2012 – 19/02/2012

On Monday, 13th February 2012, I started my work at Unit Urusetia dan Korporat by editing the cover page for Samarahan District Council Bulletin. Mr. Bolhassan told me that there are some slight mistakes that I need to take action on such as the Samarahan District Council logo that were a bit distorted and the edition volume which is “Bil.2 / Julai – Dis 2011” that is needed to be changed to “Edisi 2 / Julai-Dis 2011”. On the other hand, I was also required to embed the wordings of “25 Tahun Penubuhan Bahagian Samarahan” onto the cover page. Thus, my work on designing the front page of the bulletin had finally completed. On 3.00 p.m., I went to Public Health Division to help the officers on the preparation process for Science Fair at UiTM Sarawak in which two UiTM practical trainees and I was assigned with the task and responsibilities as the representatives for Samarahan District Council. Among the task that I have done includes sorting out the documents and pictures that were to be displayed at the Science Fair. We were only using the documents and pictures that are still relevant and those that do not meet the criteria will be put aside. These document and pictures that will be displayed would help to foster the understanding of the students on the nature of work of Samarahan District Council, their function and responsibilities, activities, events and other related information. At the same time, Mr. Jablie Guyen taught me exactly on how to set up the display board. After I have done with the task, I continued my original task which is data filing in which I need to record the documents such as delivery orders, receipt and other financial documents in order to ensure that it is more organized and making it easier for the officers to retrieve these documents later on.

On Tuesday, I was temporarily transferred to the Public Library Division of Samarahan District Council. During my service there, I have learned how to organize the books according to the standard indexation system used by the Samarahan District Council Library. I was also assigned with the task to attach the reminder, pocket and its ticket and also due date column onto the new batch of books that have just arrived to SDC Public Library.

On the next day, I continued my tasks that have not yet completed from yesterday. I need to arrange the book onto the bookshelves according to its code number. After done with the task, I work on the task of pasting the reminder, date due, and library card pockets onto the books. After that, I need to stamp the Samarahan District Council onto the book in which it is to clarify that the ownership of the books belongs to Samarahan District Council Public Library. At 3.00 p.m., my colleagues and I went to UiTM Samarahan to make the final preparation for Science Fair that will start tomorrow. Our nature of task includes setting up the booth, display boards, images for display (Samarahan District Council activities, its backgrounds and nature of work) and also the statistical data of the work done by the Council.

On Thursday, I went to UiTM Samarahan earlier in the morning to decorate the items that will be displayed later on. We also prepared some pamphlet alongside with the ecobag that were to be given to the visitors of our booth. The purpose of displaying all the Samarahan District Council activities to the public is to ensure that they know the extent of responsibilities and jurisdiction of Samarahan District Council in the administration of its areas. It is also to strengthen the bond or relationship between the Council and the publics. During the fair, there are some students whom show concerns on the new development projects in Desa Ilmu areas. My colleagues and I provides them with some explanation onto the matter. According to Mr. Jablie Guyen, among the development projects that will be done in Desa Ilmu areas are such as Desa Ilmu Mall and Desa Ilmu Recreational Park. Our assignment on the Science Fair ended at 3.40 p.m. and we will be heading back to Samarahan District Council office. Upon our arrival, we went to the Public Health Division and continuing the work on data filing which is to record the details of the documents into "Senarai Kandungan Fail" using standardized form that were provided by Kementerian Alam Sekitar dan Kesihatan Awam (KASKA). The leader of Innovative and Creative Circle (ICC), Mr. Jablie Guyen invited us to join his team to do some data collection from the selected food premises after office hours. These data is to be given to Sar-Alam Indah and Weida in order for them to re-design their "Solar Food Composter" according to the capacity of these food premises in

producing the food waste. I was informed by one of the team member of ICC that the weight of the food waste is measured every single day for two weeks straight.

On Friday, 17th February 2012, I continued my task on data filing in which I need to record the data in the Scavenging Zone A file into the “Senarai Kandungan Fail” form. These data had actually recorded before. However, it needs to be recorded once again using KASKA's (Kementerian Alam Sekitar dan Kesihatan Awam) standardized form. There are some forms that we have used before that is not in compliance with the MS ISO 9001:2008 standards and it need to be changed to the new ones in order to minimize the chance for problems to occur during the audit process in the near future. Other than that, I was assigned by Mr. Nawi Bin Haji Som to write a reply letter to the complainant to explain on the problems of latency in garbage collection process at Taman Sentosa area. This task enables me to utilize my knowledge on letter writing during my study in previous semester under the subject of BEL 432 (Business Professional Correspondence).

2.2.4 Week 4: 20/02/2012 – 27/02/2012

On the first day of my fourth week in Samarahan District Council, I started off my work by continuing the work on recording the data in the “Scavenging Zone B to E” files into the “Senarai Kandungan Fail” form. Once again, I need to remove the original form that attached to the folder and replace it using KASKA (Kementerian Alam Sekitar dan Kesihatan Awam) standardized form which were based on MS ISO 9001:2008 standards.

On Tuesday, I continued my work on data filing which have not yet completed yesterday. Mr. Jablie Guyen had invited me and my fellow colleagues from UiTM to follow them to do some inspection at an unused tire dumping site with the officers of Kementerian Alam Sekitar dan Kesihatan Awam. We were told by the officers that the health inspections need to be performed immediately due to the complaints lodged by

the people in the neighborhood about Aedes breeding. Due to the fact that the place was not properly maintained, the unused tire contains water that comes from heavy rain downpour and it would initiate the breeding of Aedes. If these problems are not taken care of, it may lead to serious problems to the neighborhood such as dengue fever which is harmful to our health and may lead to death.

On the next day, I still continue doing the remaining task from yesterday on the Scavenging Zone files. Later, Mr. Wong King Sang asked me to translate the General Notice in which to be sent to all the premise owners. The General Notice is to be made in bilingual (Malay and English language) to ensure that it would become understandable to all those intended publics. I was also assigned with the task to distribute the General Notice to all relevant publics alongside with two of my fellow colleagues starting tomorrow. I have photocopied 100 copies of the notice and it is to be distributed to each and every premise owners whom still using the older or different types of garbage bin per se. In the notice, it was clearly stated that the premise owners were required to collect the new wheeled garbage bins 120L from Samarahan District Council on working days at working hours which is at 0800-1300 or at 1400-1700.

On Thursday, my fellow colleagues and I started off our day by distributing the General Notice to the residents of Desa Ilmu areas. We were required to record the distribution of the notice in which we need to acquire the receiver's address and the time that the notice were distributed. The notice was specifically for those residents whom are still using the older types of the garbage bin which is black in color and having no wheels or others types of bins. These residents were required to collect the new wheeled garbage bins from Samarahan District Council office. Those whom refused to do so or still using the old garbage bins may face the consequences of not having their garbage to be collected by the responsible contractor. The purpose of distributing this notice is to instruct the people to use the standardized wheeled garbage bin that would ease the garbage collection contractor to collect the garbage effectively as well as to prevent the stray dogs from getting into the old garbage bins and scattering the garbage around the areas. On the evening, I followed the officers from

the Public Health Division and Public Work Division to do some inspection on the shoplots at Riveria. The inspection is intended to ensure that the aspect of health, safety and building standards are to be satisfied. This inspection is also done in order to determine whether or not the building is entitled for the Occupational Permit (OP). There are some argument made by the Council's officer in which it is intended to prevent any kinds of problems that may arise in the future such as congested drainage system due to abundance of stones that were thrown into the drainage system by irresponsible worker that would cause problem when raining such as excessive water coming out from the drain and causing the road to be filled with water in the split of second.

On Friday, 25th February 2012, I started off my work by doing data filing on Disposing Ground Files whereas I need to remove the older version of "Senarai Kandungan Fail" and replacing it with KASKA's form of "Senarai Kandungan Fail" which were based on MS ISO 9001:2008 standards. Later that day, I was asked by Mr. Wong King Sang to make 20 photocopies of Garbage Collection Survey form. It is then to be distributed to the selected residents in the selected residential areas. These residents will then acts as the unofficial supervisor for Samarahan District Council in observing the performance of the garbage collection contractor in order to determine whether they are carrying out their duty accordingly or vice versa.

2.2.5 Week 5: 28/02/2012 – 02/03/2012

On the first day of my final week as a practical trainee at Samarahan District Council, I started my work by continue distributing the General Notice to the residents of Desa Ilmu area. It is intended to inform the publics whom still using the black garbage bins or other types of bins to replace it to the wheeled garbage bin. It is to be collected from Samarahan District Council office on weekdays at office hour which are at 0800-1300 or at 1400-1700. They must bring along their latest premises tax payment receipt along with their legal self-identification documents. The usage of wheeled garbage bins would ease the contractor to collect the garbage effectively and efficiently. Later on that

day, I were doing some task on data filing in which I have been checking through the "Almari Kabinet" to search for files that still does not have "Senarai Kandungan Fail" form attached to it. The importance of data filing is to ease the officers to retrieve documents whereas the details of the documents are recorded such as the headline or title of the document, date, reference number as well as total number of pages in the respective documents.

On Tuesday, I continued my work from yesterday in doing data filing. Later on, I was asked by Mr. Nawi Bin Haji Som to make the summary for the scavenging zones operational cost for December 2011. My task is then to calculate the sum or total cost for scavenging activities within Samarahan residential areas. These documents are very important as it serve as the indicator for the level of performance of the involved contractor.

On Wednesday, Mr. Haji Nawi Bin Haji had assigned with the task to prepare the slides for Samarahan District Council Meeting Bil. 1/2012. My task is then to compile the needed information on Unit Pengurusan Sisa Pepejal, Unit Kebersihan Bandar dan Tandas Awam, Unit Pelupusan Sisa Pepejal, Unit Haiwan / Anjing Liar, Unit Kawalan Kumbahan, Unit Kebersihan Bangunan and Unit Promosi Kesihatan. At the same time, I was also assigned with the task to key-in the data for yearly report on scavenging activities. It would include the sum or total amount of expenditure by Samarahan District Council to finance the scavenging activities from Zone A to Zone H.

On the next day, I started off my work by continuing the preparation of slides for Council's Meeting Bil.1 / 2012. My task as of today is to finalize the slides such as adding the visual features which is pictures of the activities that have been done, public toilet maintenance, desludging and so forth. I was informed by Mr. Wong King Sang that there will be a Public Health Monthly Meeting in which will be started at 2.30 p.m. My fellow colleagues and I was assigned as the recorder of the meeting minutes for this meeting session. During the meeting, most of the officer reported on the details of their duties that have been carried out and also the problems that they faced during the

commencement of work. Their report will then be taken into consideration for further action such as lack of fogging machines which is only 3 sets are available currently and it is already been used for more than 10 years and may need to be replaced.

On Friday, the final day of my final week as a practical trainee in Samarahan District Council, the main task of the day is on building inspection at Stakan Perdana Phase 4 and UNIMAS. These inspections need to be carried out to determine whether the building meets the specification on the safety and health aspects. These aspects are needed to be satisfied before Samarahan District Council issues Occupation Permit (OP) to the owner of the building. On the evening, my fellow colleagues and I were called by the officer of Unit Urusetia dan Korporat to go upstairs for the certificate giving ceremony which officiated by the SDC Secretary, Mr. Simon Wong Hong Yong. After the session ended, we went downstairs and took some memorable photograph of the staff of Public Health Division.

CHAPTER 3

ANALYSIS: QUALITY CONTROL CIRCLE (QCC)

3.1 INTRODUCTION

The third chapter will analyze the practical training report. The analysis of training was specifically focuses on a single area of task that was covered in the practical training handbook. This chapter emphasize on the definition of the concept of specific area of the practical training. It also give emphasis to the demonstration of practical training and theoretical aspects in which the students would be able to relate and apply all those knowledge learned during lecture classes to the workplace; and also how students utilize the knowledge gained from the workplace to reinforce their understanding on the concepts that was learned in lecture classes. This chapter also enables the student to demonstrate a reflection of their personal experience during the conduct of practical training.

3.2 TASK ANALYSIS

Upon commencement of my practical training at Samarahan District Council, I had engaged in various types of work tasks such as becoming phone operator, data filing, and setting up audio visual facilities for meeting purposes as well as joining the Quality Control Circle (QCC). I choose Quality Control Circle (QCC) as my area of analysis due to the fact that the QCC is deemed to be necessary for the sake of organization's improvement in terms of service quality and productivity.

In the case of QCC (Innovative and Creative Circle) Samarahan District Council, the work-related problems were mainly concerning the aspects of public health whereas it involves the problem of unsystematic food waste disposal from the Desa Ilmu commercial areas that had cause uncomfortable smells and becoming an eyesore for the residents of the affected areas. The problems were highlighted in the local

mainstream media such as Harian Metro and it had tarnished the image of Samarahan District Council in which they were allegedly accused by the public as an irresponsible local authority whom does not take any action to curb these problems. In order to solve this issue, the Quality Control Circle of SDC has collaborated with Sar-Alam Indah and Weida to propose fine solution that would solve this problem to its grassroots. As a student majoring in the administration field, I have learned that Quality Control Circle (Innovative and Creative Circle) is one of the important aspects in total quality management of an organization. Thus, by involving in the Quality Control Circle activities, I was able to relate and reinforce what I have learned in the field of administration, specifically Total Quality Management to the real workplace. I believed that the theoretical and practical aspects do complement one another.

3.3 QUALITY CONTROL CIRCLE (INNOVATIVE AND CREATIVE CIRCLE)

3.3.1 Introduction

Successful organizations leveraged on the total participation from their employees to achieve standards in order to satisfy their customers. The Quality Control Circle (QCC) which were also known as Innovative and Creative Circle (ICC) is a small group-type activities that can be organized in several different ways, and should also include task force operations, value analysis teams, value engineering, project groups, action centered groups and etc. Each plays a different but important part in participative activities but true 'self-control' at the workplace can only be achieved through the introduction and development of Quality Control Circle-type activities. The Quality Control Circle is a specific form of small group activity, and serves a distinctly different purpose from other kinds of group, team, or committee activities (Hutchins, D., 1990).

3.3.2 Definition of Concept

A Quality Control Circle is defined as a small group of people who, under the leadership of their own foreman or supervisor, are trained to identify, analyse, and solve quality-related problems on a voluntary basis and present their solutions to their managers. Whilst Quality Control Circle theoretically are groups of workers who do similar work, they can be made up from any group who share the same work area and interrelate with each other, provided that they can identify common problems (Hutchins, D., 1990)

3.3.3 Objectives of Quality Control Circle

According to Janakiranam & Gopal (2007), among the objectives of Quality Control Circle are:

- a) To give an opportunity to employees to use their wisdom and creativity
- b) To reduce errors and enhance quality of productivity
- c) To encourage team spirit and cohesive culture and create harmonious human relations
- d) To promote job involvement and participation
- e) To increase employee motivation
- f) To harness problem solving capability
- g) To build an attitude of 'problem prevention'
- h) To improve communication
- i) To promote personal and leadership development
- j) To improve internal housekeeping
- k) To improve quality of customer service
- l) To facilitate achievement of business goals
- m) To contribute to the improvement and development of the organization

3.3.4 Structure of Quality Control Circle

According to Janakiraman & Gopal (2007), the structures of a Quality Control Circle are as follows:

- a) *Elements of quality circle*: Consists of top management, Steering Committee, facilitator, leader/deputy leader, members and non-members.
- b) *Size and source of members of quality circle*: Ideally the members of a circle should be from the same work area or do similar work so that the problems they select will be familiar to all of them, for example employees of deposit department, advances department, statement department and etc. The ideal size is 6-7 members. It can vary from a low of three members to a high of about eight. The size must never be so large that each and every member cannot have sufficient time to participate and contribute at each meeting. Too few members also make the Circle dominant. There can be more than one Circle, depending upon the number of employees who want to be members and the nature of work handled by them.

3.3.5 Steps in Formation of Quality Control Circle

According to Janakiraman & Gopal (2007), the steps in formation of Quality Control Circle are as follows:

a) Step 1

- i. The section head may call a staff meeting and explain the following:
 - Quality Control Circle concept
 - Objectives of Quality Control Circle
 - Advantages of Quality Control Circle

ii. The following aspects of quality control circle are to be highlighted in the meeting:

- QCC enables employees to establish meaningful relations with each other and ensure harmony.
- QCC enables tapping individual potential
- QCC is not a management devise but only a forum of members to come together and solve problems to themselves
- QCC improves quality of work life
- Participation is voluntary

b) Step 2

i. After explaining the concept, the manager or supervisor may call for names of employees who would like to be members of QCC. The names can be furnished, say within a period of seven days. In the meanwhile, the manager can circulate the available literature on QCC among the employees.

c) Step 3

i. When the names are received, the managers or supervisors may group the members depending upon the functions performed. Employees from the same work area are to be grouped together. This will be necessary only when more number of employees has come forward to be members of QCC and more than one QCC is to be formed. If only a few employees have come forward, forming one QCC is enough. What is important is not forming more QCC, but making a success of the QCC formed.

d) Step 4

i. The section head may intimate the employees regarding their grouping, if more than one QCC is to be formed.

e) Step 5

- i. The section head may call a meeting of the group and declare formation of QCC

f) Step 6

- i. The QCC may be given a name. The name can be novel like Lotus Circle, Apollo Circle, Pride Circle, etc.

g) Step 7

- i. In the meeting, the section head may facilitate the group to elect a leader and deputy leader. It is important that there is consensus regarding the selection of leaders.

h) Step 8

- i. Thus, the formation of QCC is over. It now consists of the following:
 - Facilitator: Manager / Section Head
 - Leader / Deputy Leader: elected by the QCC members
 - Members themselves

i) Step 9

- i. The details of QCC to be reported to Human Resource Department:
 - Name of the facilitator
 - Name of the leader
 - Name of the deputy leader
 - Name of members
 - Name of QCC
 - Date of the formation of QCC

3.3.6 Philosophy of Quality Control Circle

According to MAMPU (2009), among the Quality Control Circle (Innovative and Creative Circle) philosophy are as follows:

- a) The concept of human management whereas it is a version of management that emphasize on the aspect of human capital which is considered to be the most important asset in an organization.
- b) The concept of management by participation whereas every employees is given the opportunity to contribute to the improvement of the organization well beings regardless of their position in the organization.
- c) It is a mechanism that requires the involvement of employees in problem-solving process or improving the existing work processes and standards or introducing something new.
- d) Applying the concept of knowledge-based and driven-creativity to enable the organization to create innovations that would bring added-value to the organization's product or services.
- e) Focusing on the ideas, learning, knowledge sharing and creation of value through the strategy of identifying the problems and proposing solutions to tackle the issue, analyzing techniques as well as the creation of newly creative and innovative ideas.
- f) QCC final product would enhance the creation quality output that can be enjoyed widespread. Therefore, the impact and contributions of QCC in strengthening the country's economic growth will be more effective.

3.3.7 Benefit of QCC to the organization

According to MAMPU (2009), among the benefits of QCC to the organization are:

- a) Introduction of new system or methods.
- b) Create organization excellence via creative approaches, innovation and value creation.
- c) Improving its systems, processes and methods.
- d) Strengthen the relationship between the workers and the management.
- e) Foster cooperation among the members of the organization.
- f) Increase the competitiveness of the organization.
- g) Enable the organization to create a quality service delivery system that meets the customer need.
- h) Foster collaboration between agencies through the standardization of innovation or improvement made.
- i) Save time and overall cost for the service operation.
- j) Improve the quality and productivity.
- k) Increase the customer and stakeholder satisfaction.

3.3.8 Benefit of QCC to the employees

- a) Increase the capability in solving problems and making sound decisions.
- b) Increase in work satisfaction
- c) Increase the confidence in the ability and ones own potential
- d) Sharpen the leadership capabilities among the organization members.
- e) Improving the drive to work with more dedication
- f) Foster the creation of innovative and creative ideas.

3.3.9 Quality Control Circle (QCC) Development Phases

Once a QCC has been formed, all being well, it will pass through three distinct phases of development, to the fourth ultimate stage (Hutchins, D., 1990). Among the phases are as follows:

a) **Phase 1 – problem solving**

- i. During this phase, the Circle will have been trained in simple techniques which will enable its members to identify, analyse and solve some of the more pressing problems in their own work area.

These problem will include:

- Wastage of materials
 - Housekeeping problems
 - Delays, hold-ups, etc.
 - Inadequate job instructions
 - Quality and productivity
 - Energy consumption
 - Environmental problems
 - Safety
 - The quality of work life generally
- ii. These will usually be the problems that are uppermost in the minds of most employees. At this stage of development it is not essential for team members to be made aware of policy deployment.

b) **Phase 2 – monitoring and problem solving**

- i. After a short time, when several of the simpler problems have been resolved and many others have just 'disappeared' as a result of other improvements in the work environment, the Circle will begin to develop a 'monitoring' mentality. By this time, the members should have been trained in simple control techniques, and will be encouraged to use these to maintain the improvements already made.

c) **Phase 3 – innovation: self-improvement and problem solving**

- i. There is almost a natural progression to the self-improvement phase from Phase 2. As the Circle begins to mature, and most of the techniques taught have been well practised and understood, the confidence of the group will have grown considerably. The members will also have gained wider acceptance by their colleagues in their own and other departments, they will be treated with greater respect, and it is the responsibility of management to encourage this development and to introduce policy deployment. It is about this time that the Circle will progress from 'just solving problems' to the mentality of seeking ways of making improvements. Obviously, this will take longer in some cases than others.

d) **Phase 4 – self-control**

- i. If the Circles pass through Phases 1, 2, and 3, they develop maturity and should be seen to be trusted by management. The organization should have begun to realize much of the early potential available from this style of management, and must seek ways of both furthering the continuous development of the existing Circles, and encouraging new ones.
- ii. The development of existing Circles involves two factors – internal and external. Internally, it is necessary for the organization to ensure that such Circles have access to all the information, training aids, and techniques necessary for them to progress when encouraged to do so. They may indulge in self-study. It will be necessary for management consciously to give them help and information such as quality control data, and access to courses both inside the company and externally. They should have access to technical journals relating to their work and attend in-house

seminars in order to be kept abreast of the latest development in their field.

- iii. Externally, Circles should be given the opportunity of communicating with the professional, educational and specialist institutions, and also of making either direct or indirect contact with suppliers when relevant to their activities. They should be permitted to attend conventions such as the National Society of Quality Circles or other national bodies, where they can meet Circle members from other organizations, and can trade experiences and seminars to help them progress in their work.

3.3.10 Strategies to drive creativity and innovation in the implementation of QCC

According to MAMPU (2009), there are four strategies that could drive creativity and innovation in the implementation of QCC namely:

- a) *Identifying self potential.* It can be done by knowing the ability of the individual in the QCC in order to solve the problem or grasp opportunities that exist as a result of creativity and innovation.
- b) *Changing self perception.* It can be done by viewing the problems or opportunities from various perspectives. Analyzing the problems and opportunities by segmenting or segregating the problems to smaller parts and then finding the true and best solution to solve the matter or issues.
- c) *Organization culture change.* It can be done by persuading the member of the organization to be more creative and innovative. Reward must be given to the excellent members that successfully creating something new or unique.
- d) *Dare to fail.* Every failures or mistakes should be used as guidelines and motivation to take one step further in search for best solutions.

3.3.11 Factors of success in the implementation of QCC

According to MAMPU (2009), among the factors that ensure success in the implementation of QCC are:

- a) Positive attitudes and commitment from the upper management. It would include the preparedness of the management to provide their time and energy in the implementation of the QCC program.
- b) Support and cooperation from every level in the organization especially facilitator, team leader and members of QCC.
- c) Selecting facilitator and team leader that possess creative thinking, positive and open as well as having high commitment towards QCC.
- d) Preparing effective training programmes.
- e) Provision of facilities that needed by the QCC such as stationeries, multimedia, discussion room and other necessities during the commencement of the project.
- f) Perceive the QCC programmes as an effort to increase the quality of service providing system in long-term.
- g) Explaining the contribution and the impact of implementation on the enhancement of quality, productivity and organization image to all public.
- h) The capability of the Driver's Committee in planning, enforcing, coordinating and taking action towards standardization act at department, state and national level.

3.4 DEMONSTRATION ON PRACTICAL AND THEORETICAL ASPECTS

Under this sub-topic, students are required to explain on how the knowledge that they have learned in the lecture classes has helped them in conducting their practical training. There are two aspects that can be divided into discussion which is functional skills and soft skills. Both of these skills are important as it favors the students during their practical training conduct.

3.4.1 Functional Skills

3.4.1.1 *Organizational Behavior*

With reference to the Organizational Behavior context, students would be able to figure out what are the types of behavior or culture that were practiced by the organization. Each and every organization having distinct and unique characteristics of organizational behavior and as such, it was primarily influenced by the culture that the organization brought upon from the beginning of its establishment.

a) Dimensions of culture

In an organizational culture that has a large power distance, the less powerful ones will accept power relations that are autocratic or paternalistic. The subordinates or employees will acknowledge the power of others based on their formal and hierarchical positions. Thus, Small vs. Large Power Distance does not measure or attempt to measure a culture's objective which is "real" power distribution, but rather the way the people perceive the power differences. In the context of Samarahan District Council, this culture really suits the organization since the lower management having high respects for the organization's top management due their power differences. For example, everyone in the office will try to disseminate the information to other when there are any orders or instructions from the Secretary of Samarahan District Council.

Members of Samarahan District Council can be considered as having a collectivism culture. In collectivist cultures, people are defined and act mostly as a member of a long-term group, such as a family; a religious group; an age cohort; a town; or a profession among others. This was clearly shown by the people in the Samarahan District whereas they have acknowledged the members of Samarahan District Council as one group. They were the officers that are vested with the authority and act on behalf of the government to help those peoples within Samarahan administrative areas. This culture would help the members of the organization to work efficiently since they have established quite favorable relationship with the people and it will develop the people's trust and loyalty to their organization.

3.4.2 Soft Skills

3.4.2.1 Interpersonal Skills

The practical training that I had for five weeks in Samarahan District Council has practically improved my abilities in terms of communication skills with other peoples such as my colleagues, the organization's top management as well as the customers. It was actually quite interesting when dealing with these people especially when they are willing to help me by providing explanations about the work-related matters in which I do not have sufficient knowledge on. On the other hand, most of the organization customers are those business representatives from the commercial areas and the residents of Samarahan area. It enables me to observe the differences between their culture and its relative influence onto their perception and behavior. For example, since I am working in Samarahan District Council, there are a lot of interactions with the local people. I would be able to meet with various people from each parts of Samarahan. As the time goes by, I would be able to improve my skills in terms of communication and presentation skills.

3.4.2.2 Teamwork's Skill

During the practical training was conducted, I have worked with my colleagues in most of the time. Some of the task that given by the supervisor required us to perform it together such as becoming the SDC representative for the Science Fair which was organized by Faculty of Applied Science, UiTM Kota Samarahan. Apart from that, I was also able to contribute my skill and knowledge to the Public Health Division whereas I do have the knowledge on how to properly write a formal reply letter which was taught by the English Language lecturer under the subject of Writing for Business and Professional Correspondence (BEL 432) and it would help me to effectively write reply letter to the people explaining on the matter of their interest. If there are no assignments given my host supervisor, I will try to help the others in their work up to my own capability.

3.4.2.3 Self Management

The experiences to be working in the real workplace have taught me on how to adjust myself properly in a public sector environment. I am now able to improve my time management in which I have become more punctual in terms of work and in meeting the report deadlines. I also learned on how to wear a proper attire to work and manage my appearance well. For example, I was required to arrive at my workplace before 8.00 am. I have also learned to manage my time in completing the task that was given on time. The physical attire have also becomes one of my top priorities to bring out my self-confidence and work motivation.

3.5 REFLECTIONS OF PERSONAL EXPERIENCES

I have evaluated the five weeks of my service at Samarahan District Council as being one of the most interesting experience that I have in my life since it the first time I am going for practical training. As a student that majoring in administration, I would expect to involve more on administration-related work or task. However, most of the time of my practical training, my task were focusing more on public health. However, this does not affect my feelings of excitement and I have set a full focus on the ongoing training period. On the contrary, I am relieved that I have been able to grasp this valuable opportunity to explore and experience a new dimension of work in local government organization which I have never experienced before

During my practical training in Samarahan District Council, I had carried out my practical work experience under the supervision of Mr. Wong King Sang, the host supervisor that had treated me as if I was one of the permanent staff in his department. He had provided me with productive and invigorating learning environment in which enables me to gain a real life experience that would be useful for my future employment purposes. I have tried to apply what I have learned during the lecture classes in UiTM into the actual workplace setting. I have successfully improved my English language skills in both oral and written. The relationships that I have established with the staffs were also successful in which it enables me to communicate better with them and as well as sharing the knowledge with one another. This practical training has exposed me to the invaluable experience that I could not gain from the lecture classes.

CHAPTER 4

RECOMMENDATIONS

4.1 INTRODUCTION

Chapter 4 will highlight with examples all the strengths and weaknesses with examples of job or tasks assigned during practical training. This chapter also required student to provide solution and recommendation for improvement of the organization.

4.2 SWOT ANALYSIS

The SWOT Analysis is conducted based on the direct and indirect experience that I have undergone during five weeks of my practical training at Samarahan District Council. Among the main criteria studied is the ability of the practical training to meet the program objective, the training atmosphere and environment, training task, its process and interaction involved throughout the whole training period.

4.2.1 Strength

a) *Real Workplace Environment*

The practical training programme enables me to experience the real workplace environment and working process under an organization that really impose the task from the theoretical subject in administrative science field. It had also given me an advantage in terms of working environment whereas I need to behave in certain required attitude such as formal and informal environment. It also gives me the opportunity to observe how the government enforces their regulation. From the direct involvement with the organization, I am now able to familiarize and having clear picture on the real working world that I will enter after the completion of my studies later on.

b) *Gaining New Knowledge and Experience*

Throughout the training period, I have been able to gain a lot of new knowledge and valuable experiences which related to quality control, making meeting minutes, preparing reply letter, making slideshows for meetings and others related aspect of local government organization. In my opinion, the local government approach differently from other organization since their scope of working are much related to the public and deals with the welfare of the society. Therefore, by having practical training here, I can gain as many information and facts that would come in handy during my future employment later on.

c) *Improving Communication and Social Interaction Skills*

Most of my work task involves the interaction and it requires me to communicate with the organization management, colleagues, and also other people specifically customers. Since I have conducted my practical training in the public sector organization, the use of English language in the working environment is quite limited. It is because Malay language was used as the medium of communication. However, it still helps me to improve my skills of communication and interaction with the people whether orally and in written.

4.2.2 Weaknesses

a) *The task were not related to major*

I am a student that majoring in administration science field. However, most of my training period was mainly involving the public health field. I do not have the chance to involve in task that related to the organization's human resource or management related tasks. The reason why I was assigned to serve in the Public Health Division is that this division were lacking in the number of staffs. On the other hand,

most of my work task was only focusing on the organization's internal side but very less on the external side.

b) *Unstructured Training Program*

Although my overall training is considered to be satisfactory, the training programs that were conducted by the organization were not well-structured and coordinated. This can be illustrated in a situation whereby the Council has accepted a lot of students for practical training but still they do not have a proper practical training program. They do not know how to handle the incoming student nor assigning proper task to the students. Most of my practical time was used to carry out the task that usually carried out by general workers such as sending the letter and document to and from the division to the other division. The work task that was given to me was mostly depending on my host supervisor decisions. Sometimes, I was overload with tasks and at some point of time, I do not have any work to do for the whole day. These situations had given me a hard time since there are not much details of work activities that could be done and it would affect my practical report later on.

c) *Lack of facility*

During my training, I have a problem with organization's work facilities in which they only have two photocopy machines. If one of the photocopying machines had breakdown, we need to queue up for the photocopying task as there is only one photocopy machine left. In addition, there were also problems on insufficient number of printers for the staff to print their work-related documents. In the Public Health Division, only the supervisor and his assistant have their own personal printers. Therefore, it is difficult to print out the work documents when there are customers having discussions in their room and it seems to be inappropriate if the employees keep coming in and out of the room

while they are discussing the matters. Moreover, there is no extra seating for me as a practical student and as such, I need to keep changing my seat every time the officer or owner of the table had returned to the office after completing their work errands.

d) *Ineffective Website*

The Samarahan District Council had created their website in which the purpose of its creation is to ease the publics to discern the nature of business that the Council engaged into as well as the organization's primary functions. However, there would be a problem for the outsiders to seek information through this website since the information in it was quite obsolete and it may not be relevant for the purpose of reference. The images in the website were also outdated whereas it only shows all those previous activities of Samarahan District Council in a year ago per se and there are no images on the current activities done by the Council. Therefore, the outsiders do not know what are the current activities that being held by Samarahan District Council.

4.2.3 *Opportunities*

a) *Future Career in Local Government Organization*

Undergoing practical training at one of the local government organization had exposed me with every aspect of the real workplace. It is because I have been able to have clear picture on how the local government organization reacts to the needs and welfare of the people within its administrative areas. These valuable experiences that I have gained throughout my practical training programs have built my interest to develop my future career in the local government organization later on.

b) Making Link and Connection

By having practical training at Samarahan District Council, I have actually established a profound bond to this organization. I will be acknowledged as one of the Universiti Teknologi MARA student that had performed practical training there. In my point of view, I have perceived that my performance in the organization was quite satisfactory. Therefore, if I need any references during my search for job after graduating, I can just ask for some favor from the Samarahan District Council officers.

4.2.4 Threats

a) Conflict With Colleagues

During the practical training period, I were always try to be nice to everyone around me. However, sometimes how we behave, interact or communicate may not be liked or causes misunderstanding to some of the workers. This misunderstanding could create conflict and affect our practical training quality. Sometimes, the conflicts were not caused by us, but we were trapped in between the existing conflicts among the organization's employees. To deal with this situation, I have always tried to be neutral without defending or be a part of any side.

b) Exploitation of practical trainees

For some of the employers, practical trainee means free labor. These irresponsible employers with wrong intention will try to exploit the practical student to perform the works that are not even related to their practical training requirements. Besides employer, colleagues sometimes may also exploit or bullies the trainee and forcing them to do their work. However, I am glad that my supervisor and colleagues have been treating me with kindness and respect.

4.3 RECOMMENDATION

4.3.1 *Creating a structured training program*

I recommended that Samarahan District Council should create more structured training program. I duly understand that the person that was responsible to supervise the practical students is already burdened with their work tasks and responsibilities. However, I believed that they can actually allocate some of their time to plan a more comprehensive, structured and organized training programs for the practical students. The supervisor-in-charge should list and arrange the practical training work task which should be performed by the trainees. Training schedules should also be made in order to optimize the practical training period. In arranging and assigning the training work tasks, the supervisor should try to load the practical training period with work tasks that is significant in developing the trainee knowledge, skills and experience that were useful for their future career development. This will give them more work and life experience and increase the knowledge acquisition for the student.

4.3.2 *Rewards System*

I recommended that Samarahan District Council should make a reward system such as "The Most Outstanding Employee of the Month" award. It would develop a high level of work motivation on the part of the employees. The employees needed extra support from the organization to make them to be more determined and committed in performing their work tasks. By having this award system, it would make them to feel more appreciated and they would feel that their presence is acknowledged by the organization's management. As such, the employees are the assets of the organization. The organization needs to take care of the welfare of their employees or else they might opt to quit and working in other organizations that recognize their existence as human beings and not just merely as employees only. The organization's management is needed to acquire Organization Behavior knowledge to curb these problems as to maintain the loyalty and commitment of the employees to their organization.

4.3.3 *Provide More Facilities*

I recommended that Samarahan District Council should provide more facilities, machineries and equipments in each division. It is intended to make process of performing the work tasks by the employees of each respective division run smoothly. If there were cases of insufficient and faulty work facilities, it would slow down the service operations and it causes the productivity and quality of the service to be downgraded. The maintenance of the existing facilities and equipments were also needed since there a lot of dysfunctional and breakdowns of facilities that did happen during my practical training period. The equipments need to be handled carefully by someone that have the knowledge how to operate the machine such as the personal computer or the photocopy machine so as to minimize the chances of getting facility breakdowns.

4.3.4 *Updating The Website*

I recommended that Samarahan District Council should appoint a web administrator to consistently updating their website. This is because the current information in the website shows outdated information and activities of the Council. Thus, this situation had giving me hard time to find relevant information from the website. This website is important because it can provide the external customer with an easy access to the organization's information. It also helps the society to reduce the cost to go the Council and time saving.

4.4 REFLECTION ON PRACTICAL TRAINING

In overall, I am quite satisfied with the Faculty of Administrative Science & Policies Studies efforts in making the program perform smoothly and successfully. However, there were some aspect that deemed necessary for improvement such as the organization's information and preference channel related to the practical training program, which is for now it is not quite satisfying. For example, I do not have any problem on finding my place for practical training but it seems that the organization do not know how to conduct our practical training effectively. The faculty may investigate on the organization's backgrounds in which whether they do have a suitable programs for practical training student or vice versa.

CHAPTER 5

CONCLUSION

5.1 INTRODUCTION

As a conclusion, I have perceived that the practical training program that provided under Bachelor of Administrative Science (Hons.) program had given me a lot of meaningful and useful input and experiences.

The practical training program that provided to the students had benefited them in terms of acquisition of useful knowledge on the real working life and thus this would enhance their capabilities to better deal with the work environment with which they will enter after graduated.

I am contented that I was given the opportunity to conduct my practical training at Samarahan District Council. I had gained a lot of good experiences, knowledge and also information that are not visible to those that are not part of the organization such as the workflow of public health division in handling the complaints and curb the problems that reported to them. On the other hand, this practical training program had enabled me to increase my confidence level in terms of communication with the customers which I am not familiar with.

Besides that, this industrial training had also improved my communication skills a lot. The work performance in doing the assignment was also quite satisfactory. The training also enables me to build good rapport with the staffs of the Council regardless of their division. I hope that in the future this Council will welcome other students that wanted to conduct their practical training here with a more structured training programs.

On the other hand, the Chief Minister of Sarawak, Pehin Sri Abdul Taib Mahmud stated that Kota Samarahan will emerge to become the fifth major towns in Sarawak. He emphasized that Kota Samarahan has the potential to become a Municipal Council from a District Council. It is also as part of the government's efforts to transform the semi-rural area into an urban setting. The immediate challenge is to further develop Kota Samarahan to become the fifth major towns in Sarawak after Kuching, Miri, Sibul and Bintulu. He also added that Samarahan is all ready for this transformation as it can boast of three universities, a good network of highways and thousand units of residential and shop houses (Philip Hii, 2010).

The division, he added, from having no secondary school is now being developed as a centre of learning. It can boast of three institution of higher learning namely UNIMAS, UiTM and Tun Razak's Teacher Institute. Generally, the development has change the land surface of the division during the past 25 years. Once, it had few people with good education but now it is producing graduates with high qualification. Some of them have become doctors, holders of Doctorate in Philosophy (Phd.) and other professionals (Philip Hii, 2010).

Other than that, the Chairman of Samarahan District Council, Frederick Bayoi Manggie stated that the SDC is aiming for the municipality status which it hopes to achieve in a few years (Philip Hii, 2010). He also added that the SDC councilors and staffs were working hard in achieving this goal and in order to do that, SDC has a lot to learn from the more established ones such as the Sibul Municipal Council (SMC). He went to Sibul with 14 SDC Councillors and 10 senior staff members to go for study tours. From my point of view, the significance of this study tour conducted is to do some benchmarking as well as to acquire the knowledge know-how on how to manage a municipal council effectively and efficiently.

The transition from a District Council to a Municipal Council requires high level of commitments from both the employers and employees of the organization. As we know, organizational change could not be done overnight. There is a need for them to follow the every single step to change as to prevent any unfavorable outcomes such as failures in the changes made, employee's resistance to change, and etc. This situation may cause an after-effect onto the Council's work productivity such as underperformance due to the employees work dissatisfaction that were mainly caused by unpreparedness of the employees to inculcate change onto themselves and their work life. Thus, the Council needs a capable leader that is able to initiate changes from steps to steps and influencing the employees to accept the change initiatives without involving any force imposed to them.

As from my own experience, the colleagues of mine have told me about his perception with regards to the transition of the Council to become a Municipal Council in the near future. They stated that they are still not ready for this transformation as it was too sudden and they may not cope to the drastic changes to their organization. This situation might happen due to their complacency to the current work environment that had made them resists to change.

In their perspectives, the changes will lead to a risky future for them whereas their function might not be relevant to this new form of organization and they might be replaced with other prospective employees that have the capabilities and skills that they need to keep the organization competitive from time to time. As per se, this situation is mainly caused by the mental attitudes of the Council employees whereas they perceived that all the changes are bad and not benefited them at all. The leader needs to be more effective in communicating change to the employees as to ensure that they are accepting these changes willingly and not forcefully.

In the nutshell, the practical training program had actually made the students to be more independent in the real working environment later on whereas they need to come out with their own ideas and formula to solve any problems and matters that may lead to inefficiency. It is up to them to deal with the problems by applying the theories that they have learned and studied during lecture classes. Real working environment would be more challenging as the students would confront with a lot of adaptations on policies and bureaucracies in the government administration. As a government servant later on, they need to be ready for any changes made by the top management and political governance. They should portray the discipline of the civil servants by practicing ethical conduct of behaviors.

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APPENDICES



Image 1: Site Visit to SAR-ALAM Indah



Image 2: Health inspection at the unused tire dumping ground



Image 3: Building inspection at Riveria Shoplots

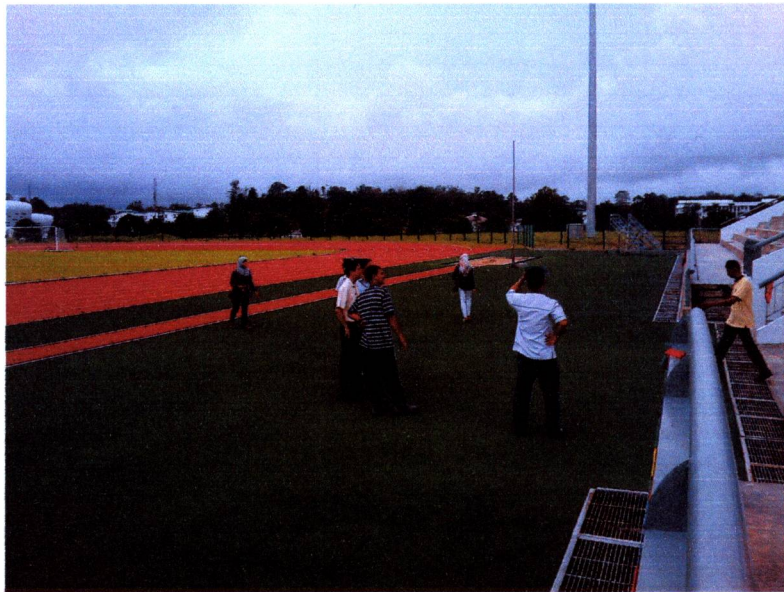


Image 4: Building inspection at UNIMAS stadium



Image 5: Final day of Industrial Training at SDC

**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)/Ijazah Sarjana muda Pentadbiran Korporat (AM225)* 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 30 Januari 2012 sehingga 2 Mac 2012. Maklumat pelajar yang melapor diri untuk menjalani latihan praktikal adalah seperti berikut:-

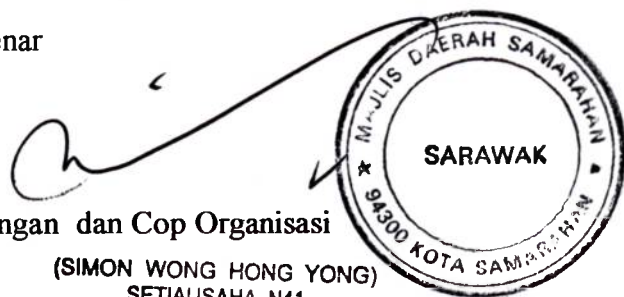
Bil	Nama Pelajar	No Matrik	Tarikh Lapor Diri
1	JESSICA EMMY AK ANTAU	2010291462	30 JANUARI 2012
2	MC-DONALD AK KULING	2010437096	30 JANUARI 2012
3	MOHD FAIZALKADIR B. MURA	2010825782	30 JANUARI 2012
4			
5			

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: (SIMON WONG HONG YONG)
 Setiausaha, N41
 Tarikh: MAJLIS DAERAH SARAWAHAN

31.1.2012

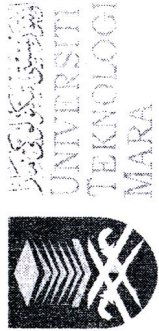
*Sila potong mana yang tidak berkenaan.

Pohon difakskan surat ini ke nombor 082-677300/677320

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








FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA
LAPORAN AKHIR PRAKTIKAL (ADS 666)

NAMA PELAJAR : NICHOL FAIZALKADIR BIN MUSA
NO MATRIK UITM : 2010825782
NO KAD PENGENALAN : 890609 - 13 - 5747
PROGRAM : AM228/AM225*
NAMA PENSYARAH PENYELIA : MISS NONI HARIANTI BINTI JUNAIDI

* Pelajar dikehendaki mendapatkan tandatangan dari Pensyarah Penyelia Penyediaan Laporan Akhir Latihan Praktikal pada setiap kali pertemuan diadakan

Bil	TARIKH	MASA	TANDATANGAN
1	13/3/2012	1.15 p.m.	
2	29/3/2012	1.15 p.m.	
3	5/4/2012	1.15 p.m.	
4	8/5	10 am.	
5	22/5	10.25 am	
6			
7			

CATATAN

Perincikan chap. 1.

chap. 2

chap. 3.

chap 4.

-chap 5-

8				
9				
10				

* potong yang tidak berkenaan
Sila gunakan lampiran jika ruang sediada tidak mencukupi



UNIVERSITI TEKNOLOGI MARA SARAWAK

PRACTICAL TRAINING

LOG BOOK

Instructions

This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.

Student's responsibilities for keeping log book up-to-date

Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the details required on the previous page.

It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that;

1. It is available at your place of work during your training.
2. All entries, except sketches, are made in ink.
3. Entries are made within a week of the work to which they refer.
4. The book is handed to your Training Officer for retention on your return to UiTM and this will later be handed to the Faculty for grading.

Recording

The log book should contain the following information:

1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being undertaken.
4. Constructive comments on the work being undertaken and your considered opinion as to its value as training.

1. Student's name: Mohd Faizalkadir B. Muva
2. Date & Place of Birth: 09 June 1989 / Miri
3. UiTM No.: 2010825782
4. Program: BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.) (AM228)
5. Year: THIRD Part: 5
6. Home address: NO. 34, TAMAN SERI SENA, JALAN SEMARIANG, PETRA JAYA
93050 KUCHING, SARAWAK.
7. Address during practical training: -
8. Place of training: MAJLIS DAERAH SAMARAHAN.
9. Name of Supervisor in-charge: MR WONG KING SANG, PENOLONG PEGAWAI
KESIHATAN PERSEKITARAN U32
10. Duration of training: From: 30 JANUARY 2012 to 2 MARCH 2012

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

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WEEK 1.

	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2012	<ul style="list-style-type: none"> - Report Duty to Samarahan District Council - Mr Anis Abdullah assigned me to work in the Public Health Department of MDS - Mr Wong King Sang, Chief of Public Health Department was assigned as our supervisor - Mr Wong gave brief explanation on nature of work that will be carried out later on. - On the first day, our work is to record and filing the document in a proper manner (in and out) using systematic filing system - my job is also to record customer complaint which i need to acquire the name, adress, phone number and problems of the individual that lodge the complaint to MDS. The report that has been retrieved will be forwarded to the officer-in-charge for further action. I was informed that the officer-in-charge will then call the individual whom lodged the complaint once again for the purpose of justification and follow-up on that matter. It is to make sure that no false complaint lodged by irresponsible individuals. - I also have the opportunity to learn how to use photocopy machine with which one of the officer taught me how to operate it. 	<p style="text-align: center;">WONG KING SANG PENOLONG PEGAWAI KESIHATAN PERSEKITARAN U32</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2012	<ul style="list-style-type: none"> - Continue the process of data filing from yesterday. (Using MS ISO 9001:2008) - Receive official memorandum from Mr Jablie Gunyen, the facilitator of Kumpulan Inovatif dan Kreatif 2012 (MDS) concerning the "site visit to SAR-ALAM INDAH" on the 1st February 2012. - Record the complaints from individuals about the problems in their residential area - Attending Chinese New Year Open House (MDS) and farewell party for Mr. Anis Abdillah. - Observing the methods used by my colleagues in doing data indexation by using MDS Public Health Department style of file indexation. 	<p style="text-align: center;">WONG KING SANG PENOLONG PEGAWAI KESIHATAN PERSEKITARAN U32</p>

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

- Morning Assembly for All MDS staffs
- temporarily working at counter service (one hour only)
- Site visit to Sar-Alam Indah to Kumpulan inovatif dan kreatif in order to find solution for the scavenging problems in Samarahan
- We were given the explanation on how the composter works.
- Visiting the Sar-Alam Compound to witness the actual process of the composter.
- Continuing the work on data filing.
- We were also asked to design a new look for Sijil Pengesahan Kerja MDS so that all the details can be organized in a systematic way.

WONG KING SANG
 PENOLONG PEGAWAI KESIHATAN
 PERSEKITARAN U32

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

- Continue with data filing task (scavenging zones)
- Assigned with the task to come up with new "Rumusan Laporan Bayaran Pungutan Sampah" for Public Health Department, Majlis Daerah Samarahan.
- Key-in data into "Rumusan Laporan Bayaran Pungutan Sampah" and calculate it.
- follow-up with all updates from the complaint from yesterday (24 hours after the complaint lodged)
- Follow the enforcement unit to compound the illegal scavengers. Mr Jablie and Haji Nawi succeeded to caught the doers and compound him on the spot.

WONG KING SANG
PENolong PEGAWAI KESIHATAN
PERSEKITARAN U32

WONG KING SANG
PEN. PEG. KESIHATAN PERSEKITARAN U32
M. J. DAER. SAMARAHAN

2012 Weekend

2012 Weekend

2012 Public Holiday (Maulidur Rasul)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
012	<p>a) Public Health Unit - Monthly Meeting</p>	
	<ul style="list-style-type: none"> - given the task to Set up audio 	
	<ul style="list-style-type: none"> visual facilities in the meeting room. 	
	<ul style="list-style-type: none"> - Act as the recorder of meeting 	
	<ul style="list-style-type: none"> minutes. 	
	<ul style="list-style-type: none"> - In the meeting, it was pointed out 	
	<ul style="list-style-type: none"> that there are some old files 	
	<ul style="list-style-type: none"> in the Public Health and it need to 	
	<ul style="list-style-type: none"> be "dilupuskan". (the files that exceeds 	
	<ul style="list-style-type: none"> 5 years) 	
	<ul style="list-style-type: none"> - The rationale of "pelupusan" file is to 	
	<ul style="list-style-type: none"> ensure that all the documentation 	
	<ul style="list-style-type: none"> and files are organized and segregate 	
	<ul style="list-style-type: none"> the irrelevant documents except 	
	<ul style="list-style-type: none"> financial documents (receipts, Bill, Delivery 	
	<ul style="list-style-type: none"> Order) from the file cabinets. 	
	<ul style="list-style-type: none"> - Mr Wong King Sang suggested that 	
	<ul style="list-style-type: none"> we learn the way how to 	
	<ul style="list-style-type: none"> "melupuskan" file from Madam Sara 	
	<ul style="list-style-type: none"> from Administrative Unit we were 	
	<ul style="list-style-type: none"> temporarily transferred to Unit Unusettia 	
	<ul style="list-style-type: none"> din Kuoperat for that particular purpose. 	
	<p>b) Filing</p>	
	<ul style="list-style-type: none"> - Continuing the task of filing in the 	
	<ul style="list-style-type: none"> documents in the Public Health Unit. 	

Good report.

WONG KING SANG
 PEN. PEG. KESIHATAN PERSEKUTARAN US2
 M. 15 DAERAH SAMARAHAN

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

a) ~~Temporary Transfer to Unit Urusetia~~

~~↳ Korporat~~

- To study on how to close the files
(pelupusan fail)

- Given the task of filling in "Senarai
Kandungan Fail" for Unit Urusetia

~~↳ Korporat~~

b) ~~Designing a new look on MDS~~

~~Bulletin~~

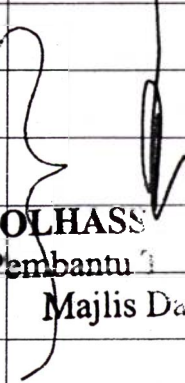
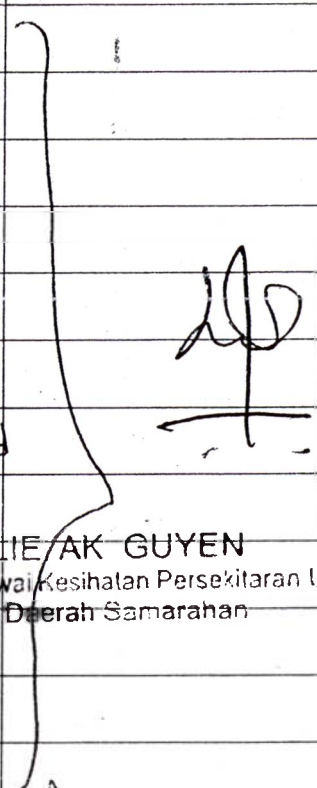
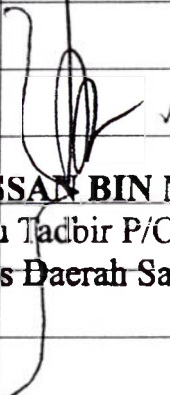
- Mr. Bolhassan asked for some ideas
on how to improve the looks on MDS
Bulletin.

- The changes and improvement are
mainly focusing on the front page in
which he wanted it to capture the
attention of the reader on the first look.
(catchy design to replace its traditional
look)

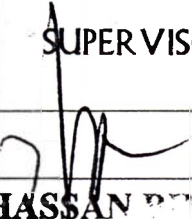
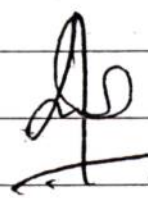
- He also want the message to be
clearly presented to the intended audience
as well as reorganization of the
data in the bulletin to ease the

reader to fully understand its content.

BOLHASSAN BIN MOHAMAD
Pembantu Tadbir P/O N22 (KUP)
Majlis Daerah Samarahan

	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2	<p>a) Continue the work of designing the front page of MDS Bulletin</p> <ul style="list-style-type: none"> - Changing the way the front page were traditionally presented. Put some additional features to the project into action. 	 <p>BOLHASS Pembantu Majlis Daerah</p> <p>HAMA 2 (KUP) han,</p>
	<p>b) Designing recycle logo for the recycle campaign for Science Fair at UTM Samarahan</p> <ul style="list-style-type: none"> - Adding visual icon to enhance the understanding of the people onto the things that they should put into the recycle bin and what they shouldn't put in. - without visual image, the people may not be able to identify the function of each recycle bin (Blue, Orange, Chocolate) 	 <p>JABLIE/AK GUYEN Pembantu Kesihatan Persekitaran U29 Majlis Daerah Samarahan</p>
	<p>c) Answering phone calls</p> <ul style="list-style-type: none"> - getting to know on the etiquette of answering formal phone call (do's and dont's). - technique of starting and ending the conversation with the caller respectably. 	 <p>BOLHASSAN BIN MOHAMAD Pembantu Tadbir P/O N22 (KUP) Majlis Daerah Samarahan</p>

	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2012)	<p>a) Final adjustment on the new MOS Bulletin Design</p> <ul style="list-style-type: none"> - Finalizing all the aspects on the new MOS Bulletin in order to prevent any future problems i.e image distortions and etc. - provide some additional features into the Bulletin such as "teka silangkata" to make it more attractive to the readers. <p>b) Binding the MOS meeting minute</p> <ul style="list-style-type: none"> - study on how to use the binding machine. - The purpose is to organize the meeting minutes in order so that it would ease the MOS officer to go through the document without having much problem. - it is to be distributed to the officers. Every details attached along. 	<p>BOLHASSAN BIN MOHAMAD Pembantu Tadbir P/O N22 (KUP) Majlis Daerah Samarahan</p>
2012 (day)	Weekend	
2012 (day)	Weekend	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2012 (Monday)	<p>a) Edit the cover page for MDS Bulletin</p> <ul style="list-style-type: none"> - There are some mistakes that need to be corrected (eg. the MDS logo are a bit distorted and the "Bil. 2 /Julai - Dis 2011" need to be changed to "Edisi 2/Jul - Dis 2011" - Adding the wordings of "25 Tahun Penubuhan Bahagian Samarahan" into the cover page. (complete) 	 BOLHASSAN BIN MOHAMAD Pembantu Tadbir N22 (KUP) / Majlis Daerah Samarahan
	<p>b) Preparation for Science Fair, UTM.</p> <ul style="list-style-type: none"> - Sorting out documents and pictures for display at Science Fair. - These documents and pictures will foster understanding of the students on the nature of work of MDS, their responsibilities, activities and events and other related information. - learn how to set up display board from Mr. Jablie Guyen. 	 JABLIE AK GUYEN Penolong Pegawai Kesihatan Persekitaran U29 Majlis Daerah Samarahan
	<p>c) Filing (Public Health Documents)</p> <ul style="list-style-type: none"> - Record document such as delivery orders, receipt and other financial papers in order to ensure that it is organized and make easier for the officer to retrieve these documents. 	

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

2012
ay)
a) Temporary transfer to Perpustakaan
Awam Majlis Daerah Samarahan
- Learn how to organize the books according to the standard indexation system used by MDS Public Library.
- Sticking the reminder, pocket and its ticket and also the date due column onto the new batch of books of the MDS library.

Pelatih memahami apa yang telah ditunjukkan dan juga telah menjelaskan kerja-kerja yang daerah dan penuh telus dan dedikasi

2/2012
uesday)
a) Continue the task from yesterday.
- Arrange the books on the bookshelves according to its code number.
- Pasting the reminder, date due, library card pockets onto the book.
- Stamp the MDS stamp onto the book to clarify that the ownership of the books belongs to MDS Public Library



15/2/2012

Syabas! dan semoga berjaya

[Signature]

b) Preparation For Science Fair (Final)
- Setting up booth, display boards, images for display (Majlis Daerah Samarahan activities, Backgrounds, it nature of business or work)

JABLIE AK GUYEN
Pegawai Kesihatan Persekitaran U29
Majlis Daerah Samarahan

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

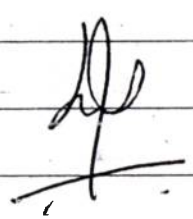
a) Science Fair UIFM Samarahan (representative for MDS)

- Decorate the items for display.
- Distribute pamphlet entitled "Panduan Pengkomposan Sisa Organik di Rumah Menggunakan Kaedah Takakura" along with the ecobag / gift bag.
- The significance of displaying all MDS activities to the public is to ensure that the public knows the extent of responsibilities and jurisdiction of MDS in the administration of its district.
- It is also to strengthen the bond or relationship between MDS with the public.
- explanation to the students on the improvement projects ^{that will be} done in Desa Ilmu Area namely Desa Ilmu Mall and Desa Ilmu Lake. These places will become bazaar as well as the family recreational park.

b) Filing

- filling in (record) data into "Senarai Kandungan Fail" using standardized standard form prepared by Kementerian Alam Sejahtera dan Kesihatan Awam, (KASKA)

JABRIE AK GU
Penolong Pegawai Kesihatan Pe
Majlis Daerah Samarahan



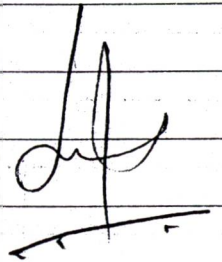
30/1/29

EXACT NATURE OF WORK DONE

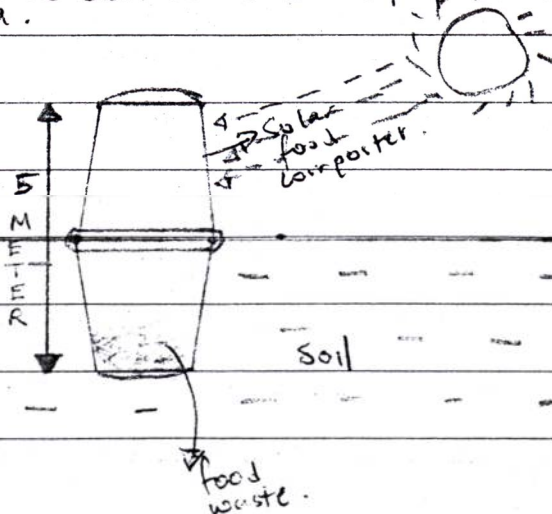
SUPERVISORS REMARKS

012
ay) c) Data collection from the selected food premises (Kumpulan Inovatif Dan Kreatif 2012)

- The weight for food waste is measured everyday for two weeks.
- The significance of this action is to measure how much food waste are being produced by the food premises. The data is needed to design the "solar food composter" with which will be adjusted according to the needs and capacity of food waste produced by these premises. These adjustment on the design of solar is needed in order to ensure the "breakdown" (penguraian) process will go smoothly and efficiently as well as to prevent the food waste from exceeding its maximum level.
- It is also to prevent the garbage smells which cause disturbance to the people in that area.



JABLIE AK GUYEN
Penolong Pegawai Kesihatan Persekitaran U29
Majlis Daerah Samarahan



EXACT NATURE OF WORK DONE

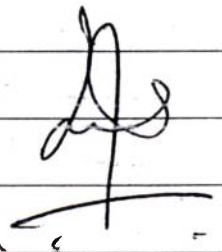
SUPERVISORS REMARKS

a) Filing

- record the data in the "Scavenging Zone A" file into the "Senavai kandungan Fail" form. The data had actually recorded before. However, it needs to be re-recorded again using KASKA's (Kementerian Alam Semulajaya & Kesihatan Awam) standardized form with which in accordance MS ISO 9001:2008 standard.

b) Writing reply letter to the complainant.

- assigned by Tuan Haji Nawi to reply the letter to the complainant explaining on the problem of latency in garbage collection at Taman Sentosa Area. This task enables me to utilize my knowledge on letter writing during my study on the subject of BEL 432 (Business professional Correspondence)



JABLIE AK GUYEN
 Pegawai Kesihatan Persekitaran U29
 Majlis Daerah Samarahan

Weekend

Weekend

WEEK 4

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS:

2012 a) Filing
 - record the data in the "Scavenging" Zon B till E" file into the Senara. kandungan fail form. I need to remove the original form and replace it using KASKA'S (Kementerian Alam Sekitar dan Kesihatan Awam) Standardized form with which it is based on MS ISO 9001: 2008 standards.

2012 a) Filing
 - Continue the task from yesterday which have not ^{been} completed.

b) Visit to the old tyre dumping site (to follow up the complaints from people in the neighbourhood about Aedes breedings)
 - The tyre contains water (from rain) which would ease the breeding process of Aedes.
 - This may lead to serious problem to the neighbourhood i.e. dengue fever which is harmful and may cause death.
 - the officer from KASKA also come to the place to identify the matter.

WONG KING SANG
 Pen. Peg. Kesihatan Persekitaran U32
 Majlis Daerah Samarahan

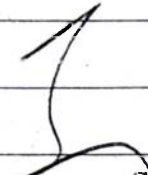
WEEK 4

EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
<p>2012 Monday)</p> <p>a) Filming</p> <ul style="list-style-type: none"> - Continuing the task from yesterday (Scavenging 2on Files) 	
<p>b) Translate general notice to ^{be sent to} all premise owner.</p> <ul style="list-style-type: none"> - The general notice are done in bilingual (English and Malaysian language) to ensure that it would be understandable to all publics. 	
<p>c) Assigned to distribute these general notice to all relevant publics ^{on the} (next day)</p> <ul style="list-style-type: none"> - Photocopying 100 copies to be given to each and every premise owners whom still using the older version of garbage bins or other types of bin. - This notice stated that they need to collect the new and wheeled garbage bins from MDS office on working days at working hours i.e 0800 - 1300 or at 1400 - 1700. 	<p>WONG KING SANG Peg. Kesihatan Persekitaran U32 Majlis Daerah Samarahan</p>

WEEK 4

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS:
2012 May)	<p>a) Distribute General Notice to residents of Desa Ilmu area (record the distribution of the notice)</p> <ul style="list-style-type: none"> - It is specifically for those resident whom are still using older version of garbage bin (no wheel) or other types of bins. - They are required to collect the new wheeled garbage bins from MDS office. Those whom refused to do so or using the old garbage bin, their garbage would not be collected by the responsible contractor. - The significance of this notice is to standardize the usage of wheeled garbage bin within ^{the} Samarahan jurisdiction. This would later ease the garbage collection contractor to collect the garbage effectively as well as to prevent the stray dogs from "menyelangkar" sampah and causing the garbage to be scattered everywhere. 	<p>WONG KING SANG Pen. Peg. Kesihatan Persekitaran U3 Majlis Daerah Samarahan</p>
	<p>b) Inspection on the shoplots at Riveria</p> <ul style="list-style-type: none"> - The inspection is done to ensure that the aspect of health, safety and building standards to be satisfied. - These inspection is also done to determine (contd) 	

WEEK 4

E	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
012 by)	whether the building is entitled for Occupation Permit (OP).	
	- The argument is also made to ensure that there would be an improvement to the areas that are identified as might be having future problems i.e congested drainage system due to abundance of open stone thrown into the drains by irresponsible worker that would cause problem when raining seasons and etc (excess water)	 <p>WONG KING SANG Peg. Kesihatan Persekitaran U32 Majlis Daerah Samarang</p>

WEEK 4

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS:
012	<p>a) Filing</p> <ul style="list-style-type: none"> - Start off with "Disposal Ground files". remove the old "Senarai Kandungan fail" and replacing it with KASKA's (Kementerian Alam Sejahtera dan Kesihatan Awam) form of "Senarai Kandungan Fail". This form is using the standard of MS ISO 9001:2008. 	
	<p>b) Photocopy</p> <ul style="list-style-type: none"> - Photocopy 20 copies of "garbage collection survey". It is to be distributed to the selected residents in the selected residential areas. - These resident will act as the indirect supervisor for MDS in observing the performance of the garbage collection contractor to determine whether they are carrying out their duty accordingly or vice versa. 	<p>WONG KING SANG Pen. Reg. Kesihatan Persekitaran USZ Majlis Daerah Samarahan</p>
012	Weekend	
012	Weekend	

Week 5

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

- 012
y)
- a) Distribute General Notice to Resident of Desa Ilmu area.
- To inform the public whom still using the old black garbage bin or other types of bin to replace it to the wheeled garbage bins.
 - It is to be collected from MDS office on weekdays at office hours (0800-1300 @ 1400-1700)
 - They must bring along their latest premises' tax payment receipt along with legal self-identification documents.
 - The usage of wheeled garbage bins would ease the contractor to collect the garbage effectively and efficiently.

b) Filing

- Checking through "Almari Kabinet" to search for files that still does not have the "Senarai Kandungan Fail" attached to it.
- to record the details of the document such as the headline (title), date, reference number as well as total number of pages.
- It would ease the officers to retrieve the documents easily.

WONG KING SANG
Pen. Peg. Kesihatan Masyarakat
Majlis Daerah S

Week 5

	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2012 day)	<p>a) Filing</p> <ul style="list-style-type: none"> - Continuing the work from yesterday 	
	<p>b) Summary on scavenging zones for December 2011</p> <ul style="list-style-type: none"> - calculate the sum/total cost for scavenging activities within Samarahan residential areas. These document are needed to determine the performance level of the involved contractor. 	
2012 day)	<p>a) Preparing the slides for MDS meeting Bil. 1 /2012 .</p> <ul style="list-style-type: none"> - Compiling the needed informations on Unit Pengurusan Sisa Pepejal, unit kebersihan Bandar & Tandas Awam, Unit Pelupusan Sisa Pepejal, Unit Haiwan/Anjing Liar, Unit Kawalan Kumbahan, Unit Kebersihan Bangunan & Unit Promosi kesihatan 	<p>WONG KING SANG Pen. Peg. Kesihatan Persekitaran U32 Majlis Daerah Samarahan</p>
	<p>b) Key in data for yearly report on Scavenging activities.</p> <ul style="list-style-type: none"> - It would include the sum/total amount of expenditure by MDS to finance the scavenging activities from Zone A till Zone H 	

WEEK 5

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2011)	<p>a) Continue with preparation of slides for MDS Meeting Bil. 1/2012</p> <ul style="list-style-type: none"> - finalizing the slides i.e adding pictures of activities done, public toilet maintenance, desludging and etc. <p>b) Public Health meeting.</p> <ul style="list-style-type: none"> - Start meeting at 2.30 pm - record meeting minutes (on other agenda ^{isu-isu} issues or agenda ^{berbangkut}) - Any problems arise will be voiced out by the officer for further actions 	<p>WONG KING SANG Pen. Peg. Kesihatan Persekitaran US2 Majlis Daerah Samarahan</p>
2011)	<p>a) Inspection at Stakan Perdana Phase 4 and UNIMAS</p> <ul style="list-style-type: none"> - To determine whether the building meets the specifications on health & safety aspect. - These aspect need to be satisfied before Majlis Daerah Samarahan issued Occupation Permit (OP) to the owner of the building. 	<p>Good work!</p>

JADUAL PENEMPATAN PRAKTIKAL DI MAJLIS DAERAH SAMARAHAN

MINGGU	TARIKH	UNIT
1	30 /01/12- 3/02/12	KESIHATAN AWAM
2	7/02/12 8/02/12- 10/02/12 (3 HARI)	KESIHATAN AWAM URUSETIA DAN KORPORAT
3	13/02/12- 15/02/12 (3 HARI) 16/02/12- 17/02/12 (2 HARI)	PERPUSTAKAAN MDS KESIHATAN AWAM
4	20/02/12- 24/02/12 (5 HARI)	KESIHATAN AWAM
5	27/02/12-2/03/12	KESIHATAN AWAM

NAMA PELATIH:

1. JESSICA EMMY ANAK ANTAU (UITM)
2. MOHD.FAIZALKADIR BIN MURA (UITM)
3. MC-DONALD KULING (UITM)

① PPKP Jabke.
 ② PT via Baku.
 ③ PP SIA SD.
 on the date assist
 www. allocated

SUPERVISOR : MR. WONG KING SANG

(HEAD OF PUBLIC HEALTH DEPARTMENT)


 WONG KING SANG
 PENOLONG PEGAWAI KESIHATAN
 PERSEKUTARAN U32
 30/1/2012

MEMORANDUM RASMI

Daripada : Kumpulan Inovatif Dan Kreatif (KIK)	Kepada : Sila Lihat Agihan
Perkara : Lawatan Ke SAR Alam Indah	Salinan : Setiausaha MDS
Rujukan : MDS/KIK/01/2012	Tarikh :31 Januari 2012

Tuan,

Dengan hormatnya perkara di atas adalah dirujuk.

2. Sehubungan dengan perkara di atas untuk makluman tuan/puan/ Saudara/ Saudari tarikh untuk lawatan yang dicadangkan sebelum ini (26 Januari 2012) telah ditunda seperti berikut:

Tarikh : 1 Februari 2012 (Rabu)

Masa : 09:00 pagi

3. Kehadiran dan kerjasama daripada pihak tuan dalam perkara ini amatlah dihargai dan diucapkan sebanyak-banyak terimakasih.

Sekian, harap maklum.

'BERSATU BERUSAHA BERBAKTI'

'AN HONOUR TO SERVE'

'Beautiful Clean & Green'



(JABLIE AK. GUYEN)

Fasilitator Kumpulan Inovatif dan Kreatif 2012

Sk.
En. Simon Wong Hong Yong (Setiausaha MDS)
En. Anis Abdullah (Pemandu KIK 2012)

PPKPI 29 Jellie
dl. ang tangput
itu unt Umada
Mansha
31/1

Senarai Agihan;

1. Encik Jablie Guyen
2. Encik Zakaria Bin Samat
3. Encik Kelvin Kiyai Ak. Charles Bansa
4. Encik Nasrul Bin Ita
5. Encik Morshidi Ak Gerusu
6. Cik Putri Khuhaizah Binti Megat Abu Kasim
7. Cik Galasy Anak Girip
8. Jessica Emmy Ak Antan
9. Mc-Donald Ak Kuling
10. Mohd. Faizalkadir B Mura

Surat Kami : 100-UiTMKS(PPST. 37/8)

Tarikh : 18 Januari 2012

Encik Simon Wong Hong Yong
Setiausaha,
Majlis Daerah Samarahan,
94300 Kota Samarahan
Sarawak.

Tuan/Puan

JEMPUTAN KE SCIENCE FAIR ANJURAN PERSATUAN SFROST FAKULTI SAINS GUNAAN UITM SARAWAK.

Dengan segala hormatnya perkara di atas adalah dirujuk.

Buat makluman pihak tuan, Persatuan Science Frontier(SFROST), Program Diploma Sains UITM Sarawak, akan menganjurkan satu aktiviti dikenali SCIENCE FAIR yang akan diadakan pada 16 Februari 2012 di Dewan Jubli, UITM Sarawak. Aturcara program ini dilampirkan bersama surat ini.

Objektif pameran ini secara amnya adalah seperti berikut:-

- i. Memberi peluang kepada pelajar jurusan lain untuk mengenali bidang sains dengan lebih mendalam
- ii. Mendedahkan peluang pekerjaan dan peluang untuk menyambung pelajaran dalam bidang yang lebih tinggi dan cerah di masa hadapan.
- iii. Merungkai rahsia-rahsia sains serta menterjemah kepada umum

Bagi memeriahkan lagi aktiviti ini, pihak saya ingin memohon jasa baik pihak tuan untuk sama-sama turut serta dengan mengadakan pameran berkenaan bidang jabatan pihak tuan pada hari tersebut. Antara perkara-perkara yang boleh dijadikan bahan pameran adalah seperti peluang pekerjaan yang jabatan pihak tuan tawarkan, kepentingan jabatan dalam kehidupan seharian, fungsi jabatan kepada umum ataupun mana-mana perkara yang pihak tuan rasa sesuai.

Selain itu, untuk makluman pihak tuan, pihak kami akan menyediakan **4 buah meja dan panel**. Saya percaya dengan penyertaan jabatan pihak tuan akan dapat membantu memberi pendedahan berkenaan jabatan pihak tuan kepada para pelajar dan yang paling penting akan dapat memberi manfaat kepada para pelajar secara khususnya.

Jadi, besarlah harapan pihak saya agar pihak tuan dapat menyertai sekaligus menjayakan lagi aktiviti ini. Sebarang pertanyaan bolehlah dirujuk kepada Pensyarah Fakulti Sains Gunaan Puan Hartini Mahidin (No Tel Pejabat : 082-677598 , No H/P : 01112020509).

Segala kerjasama dari pihak tuan kami dahului dengan ucapan terima kasih.

Sekian

Yang Benar,

PROF MADYA DR ROSITA HJ SUHAIMI
Timbalan Rektor (Akademik)

Handwritten notes:
① Nota yg. Nani
We spoke. Al.
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D.JADUAL/ATURCARA AKTIVITI.

15/2/2012

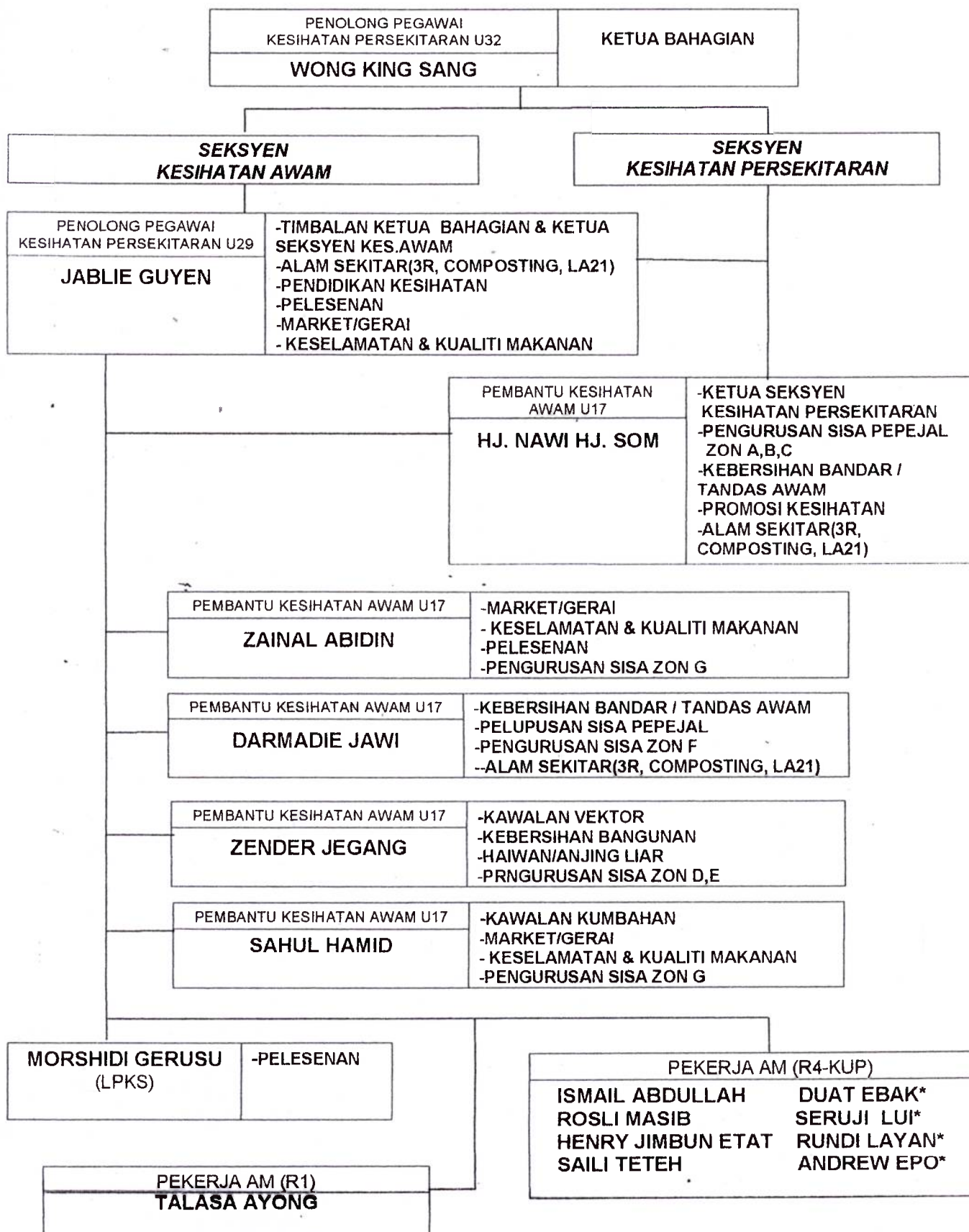
Masa	Perkara	Catatan
9.00 A.M	Para Pelajar Berkumpul	
9.30 A.M	Ketibaan Para Pensyarah	
9.45 A.M	Ketibaan Vvip -Dato' Rektor	
10.00 A.M	Pelancaran Program -Ucapan Rektor -Ucapan TPHEP -Ucapan daripada jemputan luar -Penyampaian Simbolik Sumbangan (3R) Kepada Pihak UiTM	
10.30 A.M	Pameran Dan Aktiviti Bermula	
10.45 A.M	Jamuan Kepada Vvip Jemputan	
12.00 – 2.00 P.M	Slot khas untuk aktiviti "Science Mission"	
4.00 P.M	Bersurai	

REKOD PENGHANTARAN NOTIS UMUM : TONG SAMPAH BERODA
(Ruj. Kami: MDS/PH/T(10) BERTARIKH 22.2.2012)

Bil.	No. Premis	Alamat premis	Tarikh hantar	Masa hantar	Nama penghantar	Cara hantar	
						t/tangan penerima	Tiada occupant; masuk peti surat (✓)
1	no. 133,	lorong 22B1	27/2/12	9.00 am	Faizal		✓
2	NO. 147,	lorong 22B1 Desa 11mu	"	9.00 am	faizal		✓
3	NO. 148,	Lorong 22B1, Desa 11mu	"	9.00 am	Faizal		✓
4	NO. 149,	Lorong 22B1, Desa 11mu	"	9.00 am	Faizal		✓
5	NO. 150,	Lorong 22B1 Desa 11mu	"	9.00 am	Faizal		✓
6	NO. 152	Lorong 22B1, Desa 11mu.	"	9.00 am	Faizal		✓
7	NO. 155,	Lorong 22B1, Desa 11mu.	"	9.00 am	faizal		✓
8	NO. 159,	Lorong 22B1 Desa 11mu	"	9.05 am	faizal		✓
9	NO. 161,	Lorong 22B1 Desa 11mu	"	9.05 am	faizal		✓
10	NO. 12,	Lorong 22B 1H	"	9.10 am	Faizal		✓
11	NO. 10,	Lorong 22B 1H Desa 11mu	"	9.10 am	Faizal		✓
12	NO. 7,	Lorong 22B 1H Desa 11mu	"	9.10 am	Faizal		✓
13	NO. 5,	Lorong 22B 1H Desa 11mu	"	9.10 am	Faizal		✓
14	NO. 4,	Lorong 22B 1H Desa 11mu	"	9.10 am	Faizal		✓
15	NO. 23,	Lorong 22B 1F Desa 11mu	"	9.15 am	Mc-Donald		✓
16	NO. 22,	Lorong 22B 1F Desa 11mu	"	9.15 am	Mc-Donald		✓
17	NO. 41,	Lorong 22B 1F Desa 11mu	"	9.17 am	Mc-Donald		✓
18	NO. 42,	Lorong 22B 1F Desa 11mu	"	9.17 am	Mc-Donald		✓
19	NO. 43,	Lorong 22B 1F, Desa 11mu	"	9.17 am	Mc-Donald		✓
20	NO. 50,	Lorong 22B 1F, Desa 11mu	"	9.20 am	Mc-Donald		✓

CARTA ORGANISASI / TUGASAN BAHAGIAN KESIHATAN AWAM

DIKEMASKINI PADA 1.2.2012



* PENEMPATAN DI BHG.PENGUATKUASA & KERJA RAYA

SENARAI KANDUNGAN FAIL

Fail: mbs/PH/T/01/08/ext:jld 1(4)B

MUKA SURAT:

MUK FAIL: Syarikat Tenaga Jaya
Kutipan Sampah Sarap

NO	DPD/KPD	PERKARA	NO. RUJUKAN	TARIKH	KANDUNGAN SURAT
	MPS	contract agreement For contract Area Zone B.	mbs/PH/1/1/1(B)	10.3.08	
	Uni Asa	General Insurances (Public liability)			
	Uni Asa	General Insurance (Workmen's Compensation Insurance)			
	MDS	The Extension of contract no. mbs/PH/T/01/08/08-B - Refuse collection and disposal (scavenging) services for zone B in the MOS.	mbs/PH/T/01/08-B/Jld(2)	30.1.09	
	Kiong Seng Builders Sdn Bhd	Scavenging Service to treatability trialview Park Phase 5 on lots 749 & 2060 Blok D4, MLD	-	2.2.09	
	Syarikat Tenaga Jaya	Letter of Acceptance for the Extension of contract No mbs/PH/T/01/08-B Refuse Collection and Disposal (Scavenging) Services for contract Area Zone B.			
	MDS	Form of Agreement	mbs/PH/T/1/1/1/08) Extension	23.3.09	
	MDS	Tambahan Bekas Kutipan Sampah Tmn Samarindah Phase 2A, 2B, 2C, 3A, 3B, & 4A - Zone B	mbs/PH/T/1/1/1-B (2)	5.5.09	
	MDS	Permohonan Perkhidmatan Pungutan Sisa Pepejal	mbs/PH/T/01/08/8/jld 1(4)	20.8.09	
	MDS	Permohonan melanjutkan tempoh perjanjian kontrak perkhidmatan kutipan sampah (Zon B)	mbs/PH/T/01/08/8 ext. Jld 1(3) B	4.12.09	
	Syarikat Tenaga Jaya	Syarat setenterima melanjutkan tempoh perjanjian kontrak perkhidmatan kutipan sampah (Zon B)			
	MDS	Permohonan Kelulusan Kontrak Kutipan Sampah Sarap melebihi RM200,000 setahun.	mbs/PH/T/01/08/8 ext. Jld 1(3)	17.12.09	
	KASKA	Application for waiver of tender procedur and extension of contracts for refuse collection & disposal (scavenging services)	KASKA /BI/2/05 / (57)	24/11/09	
	MPS	Permohonan Perkhidmatan Pungutan Sisa Pepejal.	mbs/PH/T/01/08/8 C - jld 1(2)	21/12/09	
	Petjabat Residen Brgn Samarindan	Permohonan Kelulusan Kontrak Kutipan Sampah - Sarap melebihi RM200,000 setahun	79/BS/S/3(14)	3.12.09	
	MDS	Contract Agreement for contract Area Zone B	mbs/PH/T/01/08-B	8.1.10	
	MDS	Refuse collection and disposal (scavenging) service schedule for contract Area Zone B	-	-	
	MDS	Permohonan Tambahan Bekas Kutipan Sampah Tmn Samarindah Fasa 5 dan Taman Merlin	mbs/PH/T/01/08/8 ext. jld 1(4) B	30.7.10	
	MDS	Permohonan Bekas Tambahan kutipan Sampah di Zone B	MDS/PH/T/01/08/8 ext. jld 1(5) B	19/9/11	
	MDS	Notis Penambahbaikan Perkhidmatan	MDS/PH/T/01/08/8 ext. jld 1(4) A, B	18/01/12	

TA:

- 1) Dokumen yang diterima dari luar - Guna pen berdakwa Merah
- 2) Dokumen yang dihantar keluar - Guna pen berdakwa Biru/Hitam