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Practical Training Report
**SAMARAHAN DISTRICT
COUNCIL**

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

Supervisor: Miss Noni Harianti Junaidi

I have reviewed the final and complete Practical Training report and approve the submission of this report for evaluation.

(Signature)

Date:

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Chapter 1

THE ORGANIZATION

CHAPTER 1

THE ORGANIZATION

INTRODUCTION

1.1 About the Council

Samarahan District Council (SDC) is located in the Samarahan area about 30 kilometers from Kuching. SDC was gazetted on 27 December 1984 and perform the powers to administer the areas under his control begins January 1, 1985. The areas are under the control of the SDC including Asajaya small area and small area Sadong Jaya. Chairman of the Council, better known as Wali-Kota, led SDC based on the provisions of the Ordinance, the powers of the Local (The Local Authority Ordinance). Samarahan district has an area of 593.9 square kilometers. According to the 2000 Population Census, the total population of the District Samarahan is (46.966) and Asajaya (28.513) = 75.476. (www.sdc.com)

The appearance of the terrain is flat and Samarahan District consists primarily of lowland or peat. This makes suitable land for farming activities and projects. Among the produced commodity is citrus plants, coconut, oil palm and pineapple. There are also a popular cash crop paddy rice, melons, sweet corn and vegetable.

There are also industrial areas (Samarahan Industrial Zone) which is adjacent village of Tanjung Bundong. Generality Samarahan Industrial Zone is of 62,213 hectares.

1.2 Background of the Council

At first, Samarahan District began as a small district that is located under the Kuching District. Later, SDC was gazetted as one of the local councils in Sarawak under the provisions of the (Local Authorities Ordinance Cap. 117) on January 1, 1985. SDC is a body called the Local Authority, subject to the jurisdiction of the Ministry of National Housing and Local Government. SDC implementing powers conferred under the Local Authorities Ordinance and authority to enact laws (Local Authority By-Law) under the supervision. Local population is under the care of local authorities.

SDC is located at Samarahan District located about 30 kilometers from Kuching. Samarahan District Council was gazetted on 27 December 1984 and perform the powers to administer the areas under his control began on January 1, 1985. The areas under the control of SDC include Sub-District and District of Asajaya and Sadong Jaya. In a period of about 10 years, a lot of development and progress that has been made possible impact of the efforts of local authorities, government agencies and local community involvement in the commission of such changes.

Now, the government's aim is to become the center of the Samarahan Division research and education in this country who would later become a world-class education center. This can be seen through a number of different constructions of the education, training and research as (Permanent Campus) University Malaysia Sarawak, Universiti Teknologi Mara (UiTM), Institut

Perguruan Tun Abdul Razak, Institut Latihan Perindustrian Samarahan (ILP), Sarawak Technology Park, and Sarawak International Medical Centre (SIMC). All of this will someday make Samarahan as one of the centers of excellence in education, training and research growth in Malaysia.

1.3 Logo, Vision, Mission. Motto & Slogan

Logo



Figure 1.3. Logo of SDC, source: <http://www.sdc.com>

Vision

Here, is the SDC vision “A Leading Local Authority”

Mission

SDC is committed to drive the sustainable development transformation towards excellent and delivery services council

For making, SDC mission is to:

1. Closer collaboration with the State Government and Interested Parties.
2. Increase Samarahan District Development through Planning, Implementation, Monitoring and Maintenance of Infrastructure Projects Socio-economic By Efficient and Effective.
3. Empowering organizations and service delivery capacity through cultural practices and quality management.
4. Developing competence and potential of human resources through training and lifelong learning.

Motto

Here is SDC Motto; “Beautiful, Clean & Green”

Slogan

The slogans of SDC are “Samarahan Prosperous Knowledge City”

1.4 Organizational Structure

Policy Makers:

Led by the Honourable Mayor together 24 Members Majlis. Chairman of District Council, better known as the Mayor in charge of leading the Samarahan District Council. Samarahan District Council Office is divided into three main sections with their respective roles. The three parts are directly responsible to the chairman and the secretary of Samarahan District Council.

Mayor is a politician who was appointed by the President, based on the provisions of the Local Authorities Ordinance (The Local Authority Ordinance). Samarahan District Council consists of 25 elected members, including the Mayor. The members of this council consists of members originating from the National Front (BN). All members of the council office is political office appointed under the provisions of the ordinances of local authorities.

1.4.1 Organizational Structure Chart

(Refer to the appendix 1.0)

1.5 District Council Functions and Objectives

The main function of the SDC is to provide basic infrastructure and services that competent to bring security and harmony to the people.

To achieve the above objectives the SDC is outlined as below:

- Planning, implementing and controlling all physical development based on the requirements of the law and government policy and the Council.
- Provide and enhance business opportunities.
- Providing infrastructure and recreational facilities in harmony with emphasis on efforts to improve and restore the facilities available.
- Provide sanitation facilities and city beautification sufficient to create a comfortable and harmonious life.
- Council to enforce laws and other laws that apply to address and reduce the problems encountered.

Therefore, the District Council was divided into several divisions and job specifications

A. General Administration Division

1. Correspondence
2. Management of the organization
3. Regulating the file system
4. Development and human resource management
5. Secretariat of the Council meeting
6. Planning and control office computing
7. Public relations
8. To protect the security office
9. Oversee the functions of the office

B. Treasury

1. Ensure the provision / maintenance of accounting systems and procedures are properly implemented in accordance with LAFR 1997
2. Managing and controlling budgets
3. General financial management
4. Manage accounting
5. Manage all acceptance and results
6. Manage all types of payments
7. Manage staff emoluments payment
8. Ensure proper management of government procurement
9. Manage the investment

C. Division of Public Health

1. Food quality control
2. Management market (market) / stall / hawker
3. Vector control
4. Solid waste management
5. Cleaning public places
6. Management of public signs
7. Confinement animal loose and wild dogs
8. Sewerage management
9. General functions

D. Division of Public Works

1. Responsible for project development
2. Road maintenance
3. Maintenance of bridges and jetties
4. Maintenance of drainage systems
5. Maintenance of buildings
6. Maintenance of open spaces
7. Maintenance and management of street lighting
8. Maintenance of sports and recreational facilities
9. Maintenance of urban landscapes and beauty
10. General functions

E. Division Assessment and Taxation

1. Measure the new home
2. Assessing home tax
3. Investigate the application of the tax write-off and tax exemption
4. Print and send the bill
5. Reviewing applications build / create a new home

F. Enforcement Division

1. Enforcing the law
2. Examine all business premises
3. Monitor illegal business
4. Investigate complaints

G. Library

1. Supervise library facilities
2. Making the purchase of books
3. Make annual statistics for libraries and library KASKA State
4. Help state library / library development plan KASKA
5. Supervise 20 rural libraries and council
6. To provide library facilities in all the bands, including public libraries and village

1.5.1 Services

Services / Activities provided by the SDC is as follows:

- Plan and implement development projects.
- Providing library services to the community in Samarahan District and the area under his charge.
- Providing waste management services, solid waste Samarahan District and in the custody of the orderly and efficient SDC.
- Issue various licenses, building permits for controlling the activities of the business and ensure the safety of residents in care of SDC.
- Provide vector control services and infectious diseases.
- Provide counter services.
- Beautifying the environment in custody SDC.
- Provide small businesses.

- Controlling the activities of small businesses. Providing sports and recreational facilities.
- Service quality control and food hygiene.

1.6 Client Charter

1.6.1 Customer

Customer Council is made up of local people in the area within Samarahan District, District and Sub-District Asajaya Sadong Jaya and includes those receiving services and the Council are in the area under the administration of SDC. Customer Council also includes all external customers dealing with the SDC. The main customers are SDC taxpayers, traders and dealers, the ministry, public and private agencies and the public who deal with the SDC.

1.6.2 Local Authority Charter (Samarahan District Council)

1. Entertain complaints realistic in not more than three (3) working days.
2. Processed and submitted building plans to the external agencies / relevant internal section for review within fourteen (14) working days.
3. Building plans approved within fourteen (14) working days with the accompanying documents complete and get approval from the relevant agencies.
4. Production "Occupation Permit" shall be provided within seven (7) working days after the site inspection and approval of the relevant agencies.

5. Payment of the purchase order / work will be paid within fourteen (14) working days once all details of payments received.
6. Application of a new solid waste collection will be processed within seven (7) working days in the existing collection services.
7. Ensure that all newly acquired books processed and displayed for a loan in the last six (6) months from the date of purchase / acquisition.
8. Reduce the incidence of late return of books to 10 percent of the total loans made monthly.
9. Take action within three (3) working days upon setiapkesalahan / anundang law violator as a result of monitoring.
10. Business license application must be processed within fourteen (14) working days from receipt.
11. Notification letter of application business license will be issued within twelve (12) working days after a decision by the Council.
12. All rateable holding except residential and shop houses with "Occupation Permit" which was measured will submitted to the Evaluation and Assessment Division Ministry within one (1) month from the date / holding period is measured to check.
13. Ensure houses and shop houses with "Occupation Permit" check measured, evaluated and released assessment tax bill within one (1) month from the date of issue of "Occupation Permit" (in accordance with the KFA).

14. Longhouses and dwellings are general purpose only measured rate check, evaluated and issued bills of assessment within three (3) months from the date the check is measured.
15. Minutes of the Council shall be prepared and circulated within seven (7) days after the meeting.
16. Course Evaluation Form must be returned to Human Resources within seven (7) working days after attending the course.

1.6.3 Client Charter for each division

To support the government's goal, Samarahan District Council and committed aims to provide quality services, friendly, efficient, trustworthy and timely manner to its customers through the Customer Charter MDS as follows:

1.6.3.1 Division of Public Health

Services collection and disposal of rubbish to be implemented as the following:

- Junk Garbage Collection in the area once a day * Market *
- Garbage Collection-litter in the park Housing and Institutions of Higher Education * 2 times * per week
- Junk Garbage Collection in other areas of * two * times a week
- All complaints about garbage collection, sanitation and urban and environmental pollution will be investigated and appropriate action taken.

- All complaints will be investigated in a timely manner and follow up action will be taken within two (2) weeks depending on the type of complaint and the provisions of the existing Council.
- Application of a new collection of solid waste will be processed within one (1) week in the service area of an existing collection.
- Fogging will be placed immediately on the same day after notification of dengue cases notified to the Council
- All license applications will be processed within one (1) month after complying with the conditions of the other related to the approval of the Council.
- Approval of applications will be processed within two (2) weeks upon approval by the relevant Council Committee Meeting.
- The premise food / beverage license will be checked at least once a year.
- Vector Control Activities will be two (2) times a week.
- Inhalation of septic tanks will be made on the demand / need.
- Operation of wild dogs will be made on the demand / need.

1.6.3.2 Administration Division

- General Administration

Providing services and fair treatment, friendly and always willing to help in all things at all times in relation to the services provided by the Council in accordance with the Local Authority Ordinance, 1996, rules, procedures, laws and the ability of the Council House.

- Secretariat Unit

Perform the duties of the secretariat in accordance with the quality management system of the Council.

- HRD unit

Perform the duties of human resource management in accordance with the procedures, regulations and laws in force.

1.6.3.3 Treasury

- Any inquiries on the counter will be treated immediately.
- Acceptance of a bill for payment at the counter will be dealt with in a period of two (2) minutes.
- All payments, including payment orders / work will be made within 14 days of receipt of full and complete documents.
- Contract payment and deposit refund will be made in a timely manner and not later than 14 days from the date of approval, acceptance documents, payment certificates, and other documents are full and complete support.

1.6.3.4 Public Works Division

- Public Works Unit
 - Council to implement all development projects in accordance with the planned schedule and set.
 - Always maintain cleanliness and beauty of public parks and open spaces within the Council's administrative area.

- Implementing city beautification program and the environment as soon as funding and approval obtained from the Government and relevant agencies.
- Take action to investigate in a timely manner to every complaint about damage or maintenance of roads, drainage, street lights, and other related and follow-up will be made within two (2) weeks subject to the provisions of the Council there.
- Grass cutting and ditch cleaning will be carried out once a month.
- Building unit
 - Each building plan approval process will be implemented within 45 days of receipt of the building plans provided all documents are complete and perfect and get approval from the relevant agencies.
 - OP application will be approved within 14 working days, provided they comply with the rules and procedures contained in the "Sarawak Building Ordinance 1994".

1.6.3.5 Division of Assessment and Taxation

- Any inquiries and complaints regarding assessment / door and the line would be treated as soon as possible and follow up to investigate cases / issues related will be made within three (3) weeks.
- All assessment bills / gate will be sent once a year to perfect in April to August each year or a month before the due date every year.
- All assessment and billing for all Council properties and holdings in the administration of the Council will be made fairly.

- Applications for change of ownership of assets will be processed within one (1) week provided it is agreed upon by all parties involved and no tax arrears and certified by the Community / Race.

1.6.3.6 Public Libraries Division

- Providing books, information and reading materials for all levels of customers, the scholarly and informative to customers through ICT and the Internet in Public Library Services MDS.
- Member Registration will be made on the same day, provided the required documents are brought together.
- Customer demand for information and reading materials will be treated as soon as possible in the order of registration queue.
- Every business loan and return of books will be processed within three (3) minutes except during rush hour.

1.6.3.7 Enforcement Unit

- Enforcement procedures, Rules and Law Council of fair and equitable and considerate.
- Conduct inspections at least two (2) times a day to ensure Kota Samarahan and the surrounding area are safe, clean and orderly.
- Processing applications for permits for banners, posters, etc. in a timely manner and in less than 5 working days.

Chapter 2

THE WORKING SCHEDULE

CHAPTER 2

THE SCHEDULE OF PRACTICAL TRAINING

2.1 INTRODUCTION

The practical training starts from 16th July 2012 until 17th August 2012. I was assigned in Public Health Department supervised by Mr. Jablie Guyen the Assistant Officer of Public Health Department of SDCs. Here, the organization chart in my department and the weekly timeline of activities and my working schedule at SDC.

2.2 PUBLIC HEALTH DIVISION

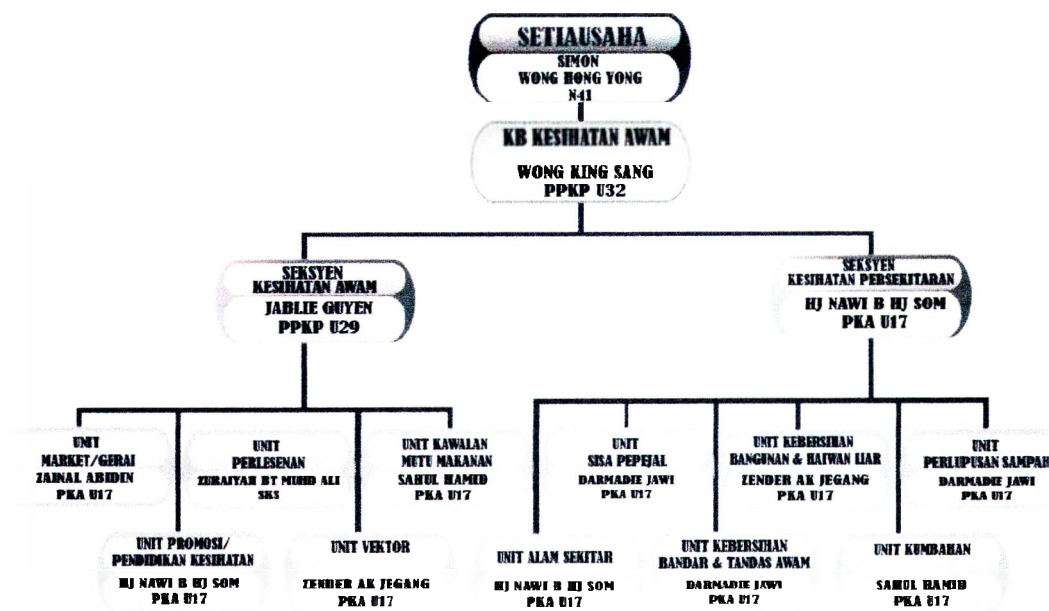


Figure 2.2: The Public Health Organization Chart

Source: Samarahan District Council

2.3 WORKING SCHEDULE

During 5 weeks of my practical training in Public Health Department at SDCs, I have been exposed to the core functions of the section such as Food stall and native village shop licensing procedure etc. Besides that, I also learned about the supporting functions of the section such as organizing a meeting, office administration, 5S activities, and record keeping. Therefore, in this chapter, I will summarize the daily training activities extracted from the practical training log book according to the core functions and supporting functions of the section which I am attached to.

2.3.1 Week 1 (16th July-20th July 2012)

The first activities that I do on the very first day is meeting with Mr.Heng, the Human Resource Manager of SDCs. Mr Heng, later, bring me to meet with SDCs Secretary, Mr Simon Wong. During the first meeting, I was assigned by Mr Simon to do my practical training at Public Health division.I was introduced to the staff of public health division and given brief explanation about this department.

The first task was handling the public complaints via phone. I was taught on how to answering phone, record the complaint and inform the officer in charge to do corrective actions

On the second day, I was taught on how to do data recording for public complaints and the corrective actions made by officer. Plus, I was also taught by Mr. Sahul Hamid to reply a public desludging letter of complaint.

Also, I was told by Mr Jablie, that we will organize public Health meeting for the hawkers who take part in Bazaar Ramadhan at Desa Ilmu. I was assigned by him to help Miss Zuraidah to ready the brochure for the hawkers and stall owner briefing tomorrow.

On the day 3, we start our day by setting the place for meeting. the briefing starts at 9.00 a.m at SDCs library. In the meeting, two major agendas are briefing on matter regarding Public and Environment Health during Bazar Ramadhan. The second agendas was about to determine the which stall that is belong to which hawkers. During the briefing I was assigned to welcoming the participants and also in charge the registration counter. The briefing ends at 11.30 a.m. In the evening, I was taught by Miss Zuraiyah on how to do filing. Mr. Haji Nawi also taught me about doing the file index.

On the day 4, I start my duty by filing the documents. two major filing section that I do on that day is form from contractor evaluation supply in 2009 & 2010 and the application form for new supplier in 2012. Besides that, I also do my routine which is answering phone calls from the public regarding public and environment health.

The last day for the first week, I was told by Mr Jablie that the SDCs Secretary want to meet us at 10a.m . I met Mr Simon at 10 a.m. and he is actually

want to see and ask about how we feel on this first week. He also shared to me on how he done his practical training during universities. His stories actually encourage us more to do well in this practical training. He also said that do not feel hesitate to ask anything that we don't understand and if we need any assistance. Besides that, I also continuing do the filing and answering public calls.

2.3.2 Week 2 (23rd July- 27th July 2012)

First day of the second week, I was assign to do the filing and answering and record the public calls.

On this first day of the second week, I was also told by Mr.Jablie that I have new routine. Starting from today, I will help Miss Zuraiyah in licensing unit to do the processing of license for food shop and Native Village Shop.

At 10a.m. I was gave a short briefing by Miss Zuraiyah on how to process the license. I will handle on the new applications, renewal the license, and cancelling the license.

Start from that, I was doing that routine every day. On the second day, I was filing documents for the inventory of RORO dustbin. Apart from that, I'm still handling the customer complaints and license processing.

On the 3rd day, I start my day as usual filing the documents, and handling the public complaints. Plus, I also do the processing the food Shop and Native

Village Shop license. During that day, Mr. Jablie also told me to call the license holder who yet, has not collecting their license at the SDCs.

On the fourth day, apart from doing my routine job, I was also given a briefing by Miss Zuraiyah regarding ISO and SIRIM audits. Plus, I also taught by Haji Nawi on how to write a letter to the YB.

Last day of the second week, I met Mr Jablie to check my log book and asking on how was I am doing after two weeks attach here. I also continue on processing license, answering phone calls from publics and filing documents.

2.3.3 Week 3 (30th July- 3rd August 2012)

In the third week, I start my 1st day by doing some filing regarding on RORO dustbin inventory, answering public calls and processing license.

On Tuesday, apart from doing my busy routine job, I was also been taught by Mr Jablie on Grading the Food Shop. He told me that every year they will do the inspection on the food shop cleanliness and how much the owner aware about the public health. After the evaluations, the food shop will be graded A to D. A means the conditions is the best.

On the Wednesday, I do my job as usual which is answering phone calls from public, processing license and do some filing. On that day, I also ask a permission from my supervisor, Mr Jablie and Mr Heng that I will not around on

the 2nd and 3rd of August because I have to attend Uitm Program at Kapit. Both of them agreed and wish me good luck.

The fourth and fifth day, I was in Kapit for “Kembara Debat UiTM melangkah ke Kapit” programs.

2.3.4 Week 4 (6th August-10th August 2012)

On Monday, I was starting my fourth week with one task assigned by my supervisor. I need to collect all the inventory and management of dustbin for the year 2011 & 2012 from Mr Sahul Hamid and Mr Darmadie and compile it as a booklet. In the evening, I continue processing the Native Village Shop and Food Shop licensing.

On the second day, I was start up with answering phone calls from public complaints, do some filing on the documents and processing the license as usual.

On Wednesday, there is SDC’s Monthly Assembly. However, we are not joining the assemblies. The assemblies end at 9a.m. As usual, I do the licensing, filing and answering phone calls. Plus, I also help Haji Nawi to prepare the questionnaire for Haji Nawi regarding OSHA to the clients.

On the Thursday, I was start up my job with answering phone calls from public complaints, do some filing on the documents and processing the license as usual. Plus, we also told from the admin department that tomorrow we will have

social activities which is preparing and giving “bubur lambuk” to the PDK’s students and publics.

On Friday, we start our day with social activities. We start at 9.00 a.m. to cook the material until 11a.m. In the evening, the giving ceremonies has been done.

2.3.5 Week 5 (13th August – 17th August 2012)

On the first day of the last week, our department held a meeting chaired by Mr Wong Kin Sang. the agendas of the meeting is actually just want to see the progress and where the department stands. During the meeting, I’ve been asked about my feeling when I was here. Apart from that, I also do my routine, which is answering public phone calls, processing license and filings.

On Tuesday, I was doing the filing for “perjanjian pengguna” between Public and SDC’s regarding the free dustbin. This task was assigned by Haji Nawi. Plus, I also do my routine.

On the 3rd day, I start with filing documents for tender and quotation of Public Toilet from the year of 2010. On the same day, I was also assigned to ready the tender & quotation form by photocopy and binding to booklet. Apart from that, I also did my routine jobs.

On Thursday, I start to filings all the new applications of tender for Public Health Department. On that day also we have meeting and briefing with IRDA

representatives. Briefing is about changing to the new licensing systems. Plus, I also done my routines job.

The last day of Practical day training, it is still busy as usual. As early as 8.00a.m. I start with some filing, answering phones and processing the license.

At 10.00a.m. there is Certificate giving ceremonies done to us as practical students. Mr. Simon thanked us and he was happy with all of our hard works.

Chapter 3

THE ANALYSIS

CHAPTER 3

THE ANALYSIS

3.1 INTRODUCTION

During my practical training in SDCs, I was working more in Licensing Unit, one of the Public Health sections. There are several types of license can be applied by the public in SDCs such as Native Village Shop and Food Stalls etc. The application of this license will go through several processes. In this chapter, I will focus more on the procedure of applying license for Native Village Shop (NVS). This chapter also covered the definition of concept, theories and how it matches with my practical training experiences.

3.2 DEFINITION OF CONCEPT

3.2.1 The Local Government

Malcolm W. Norris (1980), Local Government denotes the Government of urban area, rural area or a combination of urban and rural area, subordinate to the state government, but having an independent legal existence / from the government.

In Malaysian context, report by Royal Commission of Inquiry stated that local government could see as below: (*Ahmad Attory Hussain, 2002*)

- a. Representing the third tier in federal structure

- b. Administered by state nominated councilors
- c. Geographically encompassing a portion of the country
- d. It is infra- sovereign
- e. Subordinate and subject to the control of the state (limited of financial and administration issues
- f. It is a separate legal unit / entity from higher government or other local authorities.
- g. Has power to sue and be sued
- h. Provide obligatory and discretionary to provide goods and services

3.2.2 Native Village Shop

Native Village Shop is a small shop that open by the villagers in a villages under the owners own lands. The shop is usually in small scale and the target market is focusing on the villagers itself. *(see appendix 3.2.2 the NV shop)*

3.2.3 License

The verb license or grant license means to give permission. The noun license refers to that permission as well as to the document recording that permission. A license may be granted by a party ("licensor") to another party ("licensee") as an element of an agreement between those parties. A shorthand definition of a license is "an authorization (by the licensor) to use the licensed material (by the licensee)."

In particular a license may be issued by authorities, to allow an activity that would otherwise be forbidden. It may require paying a fee and/or proving a capability. The requirement may also serve to keep the authorities informed on a type of activity, and to give them the opportunity to set conditions and limitations. (*Wikipedia, the free encyclopedia*)

3.2.4 Importance Of Licensing

According to Companies Incorporated online, Business licenses, permits and registrations are a necessary requirement for a business to operate. Business licensing fulfills several functions in our society. As a general rule, business licensing is part of its compliance and accountability to its stakeholders which can include local, country, state and federal government as well as customers and vendors.

License also needed for compliance purposes: business licenses, permits and registrations serve the purpose of advising the licensing authorities that the business is functioning and meeting safety, soundness and tax regulations for the authorities. Also, for accountability purposes: the business licenses, permits, and registrations can assure customers and vendors that it is capable of providing the service or product they are expecting.

Meanwhile, William E. O'Brian said, today, written contracts are a necessity. No one can ever be sure that there will never be a dispute with a business partner. In the era of heightened performance standards, the expectations

of all the parties need to be clearly reflected in a document. In the technology world, the license agreement is one of the most common forms of agreements.

3.2.5 Effective Licensing Procedure

Effective licensing procedure is when it has a smooth flow of management. A business process begins with a customer's need and ends with a customer's need fulfillment.

The key driver to gain benefit from the understanding of the workflow process in a business context is that the through out of the work stream path is model in such a way as to evaluate the efficiency of the flow route through internal silos with a view to increasing discrete control of uniquely identified business attributes and rules and reducing potential low efficiency drivers. Evaluation of resources, both physical and human is essential to evaluate hand-off points and potential to create smoother transitions between tasks. Several workflow improvement theories have been proposed and implemented in the modern workplace. These include:

- Six Sigma
- Total Quality Management
- Business Process Reengineering
- Lean systems
- Theory of Constraints

3.3 PRACTICAL TRAINING EXPERIENCE

3.3.1 NVS License Procedure

There are several procedures in order to have NVS license. Its applicable for Malaysian citizenship who willing to start a small business in their village with certain requirements.

The step are illustrate as follow;

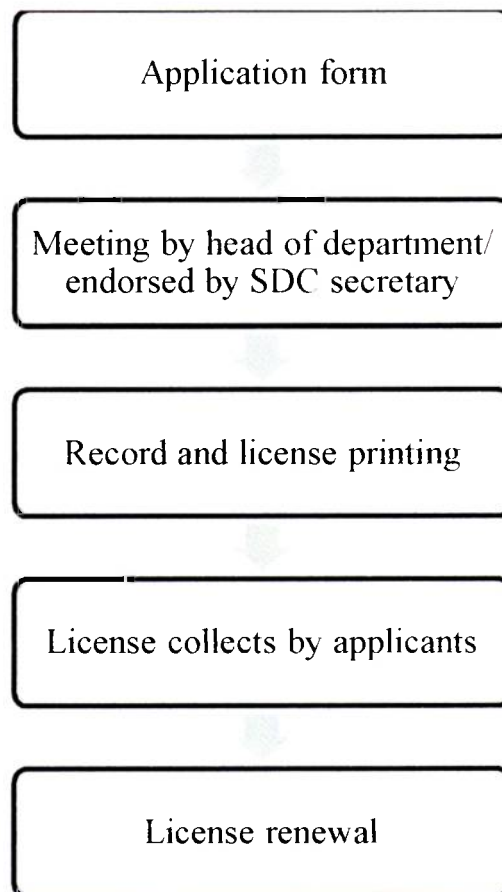


table1 .0: NVS license procedure (source: www.sdc.com)

Step 1: Application Form

The applicants can get the form from the Licensing Counter at the SDCs. There is no specific time periods are given to applicants to fill the forms, but it was advised to applicants to complete the form within two weeks. Here, a sample of the applications forms. (*see Appendix 3.0*)

Step 2: Meeting by Head of Department/ Endorsed by SDC Secretary

After SDCs collects the applications, the meeting will be held to decide approval or rejecting the applications. Usually, the license will be rejected if the form is not completed by the applicants. After that the Secretary of SDCs will endorse the license.

Step 3: Record and License Printing

When the applications approved by the Secretary, then, it will be recorded. Then, the license will be printed and copied. The copy will saved by SDCs, while the originals copy will gives to applicants. After printed, the transcript will be sign and endorse by the SDCs Secretary.

Step 4: License Collect by the applicants

After done with recording the transcript, the officer in charge will call the applicants telling them to collects the license and ready with the fees. The fees charge is RM 36 per year. When they come to the office of SDCs, the applicants will be explained and advised such as to show their license in their shop premise

and paying their renewal in January. Here, the sample of NVS license and the endorsement letter. *(see appendix 3.1, 3.2)*

Step 5: License Renewal

The renewal of license will be done on every January. On that time, the applicants will be given new receipt of renewals. If the applicants failed to do so, they will charge a compound of RM 25 per year. Here, the sample of receipt that applicant will bring for renewal process. *(see appendix 3.3)*

3.4 REFLECTION OF THEORIES AND REAL EXPERIENCE

Based on real experiences and the theories that I've learned in class, there are few differences. In SDCs they still practices traditional system on their processing. As in class we have been explained on Management Information System (MIS), several methods on filing system etc. however, did not applied here. But the basics of what we've learned in CSC are needed, for example, Microsoft Software.

Technologically it might not be the same in our class theories, but there also a lot of applications that what we studied to accomplish certain task. As for example, leadership skill, communications skill, group dynamics, managing change and resistance to change.

I was also experienced a lot of customer behaviors, which sometimes test our intellectual and emotional skill. For examples, when I was assigned to call the

applicants to get their license in SDCs, some of the public have a lot of questions which some of them are unnecessary, but then, I need to entertain them.

The management of licensing in SDC is related to management principle that I have learned in class. In real experiences on SDCs, the theory of basic managements still applied. The process of planning, leading, organizing and controlling can be seen through task that I have done. However, the real experience is more challenging.

In summary, I can say that as a student, we cannot totally depend on what we had studied in class, but we can use them when it's necessary, as in real working environment, its more realistic and challenging where we not just dealing with books but real person and organizations.

Chapter 4

THE RECOMMENDATION

CHAPTER 4

THE RECOMMENDATIONS

4.1 INTRODUCTION

This chapter will discuss on the strength and the weaknesses of the NVS licensing process in SDCs. Plus, we will also discuss on few recommendations and solutions for improvements. This section will discover what corrective actions best to fit as a solution to the problems in NVS licensing procedure at SDCs.

4.2 NVS LICENSING PROCESS

Native Village Shop license can be applied by the public with certain requirements. The period of processing is depending on the board meeting conducts by Public Health Department. During the meeting, they will decide either to approve the applications. Then, if approved, the license will be record and key in on the systems. The applicant will be called to collect their license after the license is done.

4.3 STRENGTH

4.3.1 Easy to apply

The best thing about this license is, easy to apply. The public can go straight to the SDCs office to get the applications form and will be explain by the officer in charge. Then, they only required to bring along a few documents such

as copy of identity card, assessment bill and endorsement from the Head of the Village. This simple step can be applied easily managed by the public.

4.3.2 Open to Public

Secondly, its best feature is, open to anyone who interested. The public, regardless of races and religions can apply for this license. As long as the public have the interest, they can simply apply. This will open up an opportunity for the public to change their social standard of living. Plus this will also increased the GDPs of our country as government nowadays plan to be higher income state.

4.3.3 Public Benefits

This can also open doors for the public, as the government has a lot of programs in helping the public. By having this license the public can easily have a chance on applying the government aid. For example, Amanah Ikhtiar Malaysia (AIM) which provides financial supports and SEDC programs that gives the public aid such as machinery, and also free business course.

4.3.4 Affordable fees

The public also pay for affordable price. They only charge for RM36 per year. They also have time schedule for paying the fees. The license will automatically expire on every December, and the renewal only can be done on January. If late paying they will charge for compound for another RM 25. This amount is affordable for the public.

4.4 WEAKNESSES/PROBLEMS

4.4.1 Filing system

There is no hard and fast rule that determines where stuff gets filed, although secretarial schools have recommended methods. It still depends on which department, what business u dealing with. Nothing wastes time more than a bad filing system. Somehow, this is happen in licensing Unit at SDCs. The record for NVS applicant is not really in a good storage of filing system. Even though it was already recorded in computer system, still the hardcopy of application form is needed for references. “When a person whose job included filing leaves a company, that person’s filing system goes with him”, this also happen in SDCs. Only those who in charge the licenses know how to find the files and data recorded. Imagine that the officer is on leave or no longer working there.

4.4.2 Public Participation

The idea of giving the NVS licenses to the public is to encourage them to improve the social standard of living, plus, it also to increase the local government revenues. Hence, the participations of public are not like expected. From the observations, there still a lot of Native Village Shops are open without applying license. However, there is no action taken by my sections regarding this illegality. This shows us that public participations and awareness is still low.

4.4.3 Bureaucracy

Red taps lead to frustration toward services. The process of applying NVS license in SDCs can be a bit bureaucratic because of the availability of the officer in charge. In simple words, it is depending on when the meeting is held. If the meeting is late the process will drag to a longer period. It's also frustrating to process the licenses for both officer and public especially on the renewals of license. Every January, they have to pay the renewal fees. Sadly, the public cannot pay for two consecutive years or more. This sometimes, tends to make the public forget about paying. Plus, they pay on the month of January for all applicants. This will cause long queue and double the works for officer in charge.

4.4.4 Information Systems

There is no electronic or internet process occurred in processing the NVS license. Sadly, this makes the public less informative about this matter. As, in this globalizations era, public prefer to use online services rather than long queue. In SDCs the public totally depending on phone call from officer telling them the license are done. Ironically, there is hundreds of license were not collected by the public for the reason of cannot be contacted. Plus, the public also didn't know the latest information regarding this licensing.

4.5 RECOMMENDATIONS

4.5.1 Applying Total Quality Management (TQM)

Total Quality Management or TQM is an integrative philosophy of management for continuously improving the quality of products and processes. *(Cua, McKone, and Schroeder, 2001)*

TQM functions on the premise that the quality of products and processes is the responsibility of everyone who is involved with the creation or consumption of the products or services offered by an organization. In other words, TQM requires the involvement of management, workforce, suppliers, and customers, in order to meet or exceed customer expectations. *(Juran, 1989)*

In this concept, all of the process will need to be zero-defects. The process should consider both worker and customer effects. This TQM also require better filing systems.

The basic objective of a good filing system is to be able to find the record you need quickly and economically, regardless of its format. The goal of a good filing system is to provide quick access to information. *(University of Washington, 2009)*

Benefits of Files Management

A well designed filing system:

- Must make filing less difficult, tedious, and unattractive

- Must offer quick and easy filing and retrieval of information with a minimum of wasted time and effort (i.e., 30 second retrieval time)
- Must ensure integrity and continuity of record keeping despite changes in office personnel
- Must have uniform practices
- Must allow for the easy identification and purging of inactive records
- Should provide clear and simple file categories
- Should be expandable and flexible enough to meet everyone's needs

Higher productivity, Lower Costs

Higher productivity and lower costs are the main benefits of good files management. The right filing system produces important tangible results and eliminates costs associated with poor procedures.

Time savings:

- Faster filing and retrieval of information
- Fewer misfiles
- Higher staff efficiency and productivity

Cost savings:

- Less frequent purchase of filing equipment and supplies
- Less office space used for filing equipment
- Less time spent on filing
- Less likelihood of litigation losses resulting from lost documents

- Less likelihood of lost documents leading to unfavorable audit findings and penalties
- Less costly recovery of vital record.

Specific benefits

- Establishing and maintaining control over files will bring specific benefits:
- Easier training of new personnel
- Expandability and flexibility to meet the needs of the office
- Standard procedures for disposal of obsolete records
- Improved service to clients/public
- Protection of vital records
- Compliance with legal and audit retention requirements

4.5.2 Online Applications

In this globalization eras, people prefer speed of the services. They are rushing to do others work rather than queue up to pay fees. This will be more effective nowadays, as its not only benefits the public but also the officer in charge.

The online system must be interactive medium that can easily link the public to SDCs. In this social media, there should provide several services. For example, link to pay the renewal license online, application form online etc. Also, the SDCs can include the advertisement notice, so that any changes in the process,

the public may know. This also will be the solutions for uncollected license as the SDCs can appear notice for those who not yet collected their license.

4.5.3 Scheduling System

Currently, in SDCs the public actually can apply the NVS license anytime and the meeting for license approval will be held depends on the officer availability. However, this is ineffective because, it led to mess filing system and double the officer work. I am suggesting that SDCs will have proper scheduling time in processing the NVS license. For example:

Month	Activities
January	License Renewal
February- April	License Applications
May	Meeting, Approval and Processing License
June	Collecting License
July-September	License Applications
October	Meeting, Approval and Processing License
November	Collecting License
December	Records/ Filing Systems

Table 2.0; SDC scheduling system suggestion

This, will ensure clarity and effectiveness to the public also for the goods of the officer in charge.

4.5.4 Social Awareness Campaign

Social awareness and sense of belongingness is important to encourage public participation. The public need to be convinced that they are the one who also involved in development administration in their area. As a government mechanism, SDCs should have this approach to share and get support from the public. This social awareness campaign will tell the public why they need to pay for the fees, and why they have to do their license.

Plus, the Public Health Department should have done the inspection on the areas that they govern to avoid illegality in opening NVS. In this campaign also, should've activities that encourage development and progress of NVS in Samarahan areas, for example, reward system, e.g. Best NVS yearly award etc.

Chapter 5

CONCLUSION

CHAPTER 5

CONCLUSION

Samarahan District Councils performs as what a District Council should be. During practical training, a lot of new things that I have taught and gain from the organizations, especially Public Health Department, where I'm attached to. It was a good experience as it will be a step closer for me to ready in real working environment.

5.1 Specific

In chapter 1, we have discuss on the introduction to the organization that I have been attached to which is Samarahan District Council. Samarahan District Council aimed to be the leading local authority.

In chapter 2, we have discussed on the schedule of work during practical time. I was attached to Public Health Department. On this five week, a lot of new experiences through different task have been shared. Working environment in the SDC is smooth due to clear order from responsible authority.

In chapter 3, we have discussed the analysis of the practical training. I am focusing on the licensing procedures. There is a few differences on theory that been taught in class and the real experiences. However, the basic of management principle is important.

In chapter 4, we have discussed the recommendation to the SDC in order to improve their performance. A few weaknesses have been detected and solutions are suggested.

5.2 General

The work tasks that were assigned to me during practical training are recommended to the other practical trainers as it covers a lot of subjects or topics that was learned in UiTM especially for those students that took Bachelor of Administrative Science. Moreover, the work tasks are not the traditional Public Health functions as it covers every aspect of Public administration and Management. Thus, it will expose the students in real working environment with various tasks to create multi-task employees in the future.

In the real working environment, the job description will be more specific such as doing observations and leading certain programs. The task that were assigned during practical training are more multi-tasks such as writing and taking a minute and photocopy. This chores usually being done by lower scale officers. Even though those tasks are not been assign to Assistant Director but the tasks is important for the new employee to learn from basic so they can master whatever the tasks given.

During practical training, it is easier as when the trainees do not know how to do certain tasks, they still able to ask from supervisors or lecturers but when in real working environment, 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 on how to deal with the problems by applying the theories and models with what they have studied and learned in university according to certain scholars.

Real working environment will be more challenging as the students will confront with a lot of adaptations on policies and bureaucracies in administration.

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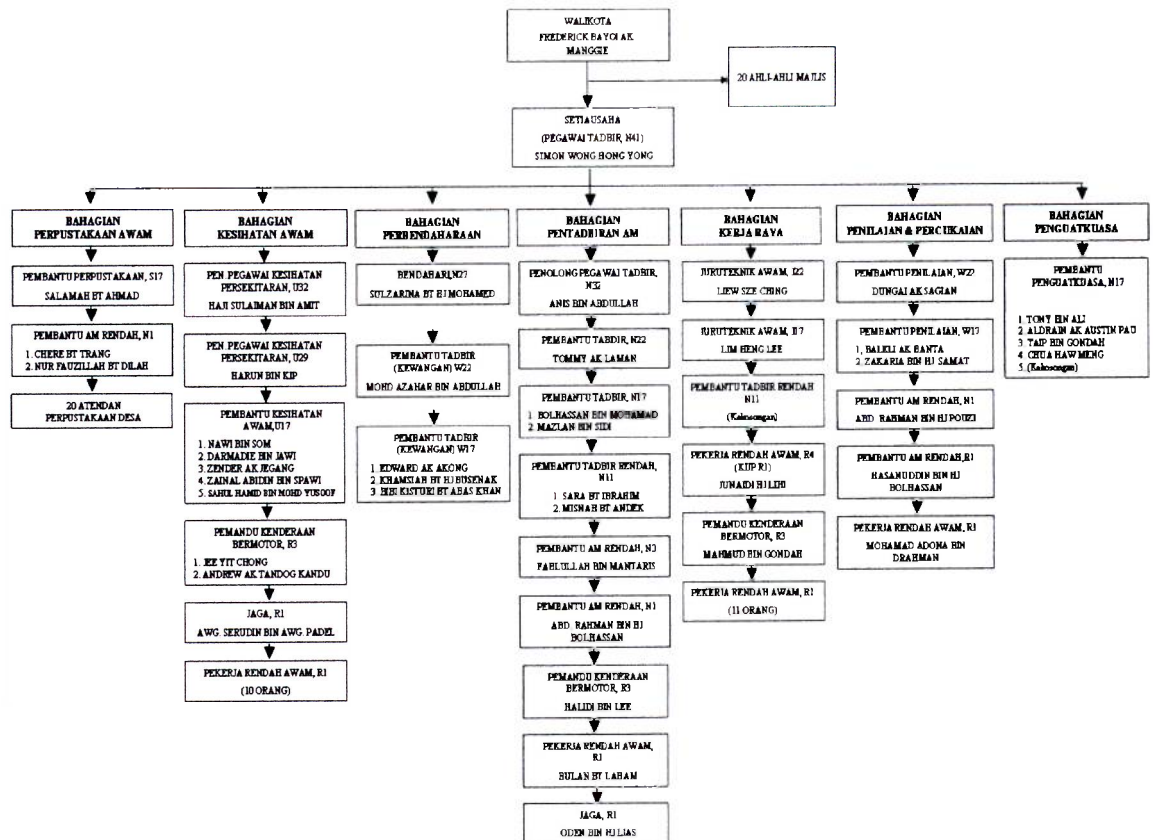
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APPENDIXES

APPENDIXES

Appendix 1.0; the SDC Organizational Chart



Appendix 3.0 (the NVS application form)



KEMENTERIAN KERAJAAN TEMPATAN DAN PEMBANGUNAN KOMUNITI

BKA(L)-01a/K4

BORANG PERMOHONAN LESEN

Setiausaha Majlis Daerah Sarawak
 Yuran Pendaftaran RM
 No. Resit Tarikh
 Tandatangan Pegawai:

Saya / Kami* yang mempunyai butir-butir yang dinyatakan dan bertandatangan di bawah dengan ini memohon lesen baru daripada Majlis. Jenis lesen yang dipohon ialah Tandatangan [\] dalam kotak yang berkenaan.

- | | | |
|---|--|---|
| <input type="checkbox"/> Bakery and biscuit manufacture | <input type="checkbox"/> Butcher shop | <input type="checkbox"/> Restaurant |
| <input type="checkbox"/> Foodshop | <input type="checkbox"/> Tea & coffee shop | <input type="checkbox"/> Gerai Majlis (nyatakan |
| <input type="checkbox"/> Food stalls and tables | <input type="checkbox"/> Fixed vegetable stall and table | <input type="checkbox"/> Fixed fish stalls and tables |
| <input type="checkbox"/> Isolated shop | <input type="checkbox"/> Native village shop | <input type="checkbox"/> Barber / Hair Salon |
| <input type="checkbox"/> Cold Storage | <input type="checkbox"/> Laundry | <input type="checkbox"/> Canteen |
| <input type="checkbox"/> Sale of alcohol type | <input type="checkbox"/> Licence for storage | <input type="checkbox"/> litres of petroleum |
| <input type="checkbox"/> Lain-lain (nyatakan | | |



(i) BUTIR-BUTIR PEMOHON

- (a) Nama Penuh:
- (b) No. Kad Pengenal: (c) Tarikh Lahir:
- (d) Tempat Lahir: (e) Jantina:
- (g) Pekerjaan / Jawatan Dalam Organisasi*:
- (f) Alamat Kediaman / Organisasi* (Jika ada):
- (g) Nama Premis / Organisasi* (Jika ada):
- (h) Alamat Premis Yang Dipohon:
- (i) No. Telefon (Jika ada):

(ii) MAKLUMAT LESEN PERNIAGAAN LAIN DARI MAJLIS
 (Yang dimiliki oleh pemohon individu / organisasi / ahli-ahli keluarga, jika ada)

NAMA	NO.KAD PENGENALAN	JENIS LESEN	ALAMAT PREMIS	PERTALIAN DENGAN PEMOHON

(iii) BUTIR-BUTIR SUAMI / ISTERI / ANAK-ANAK TANGGUNGAN

NAMA	NO.KAD PENGENALAN	UMUR	JANTINA	PERTALIAN DENGAN PEMOHON	PEKERJAAN

(Jika ruang tidak mencukupi, sila sertakan lampiran)

- Sila sertakan dokumen – dokumen sokongan berdasarkan jenis lesen yang dipohon (Rujuk Lampiran 1)
- Sekiranya permohonan ini diluluskan, saya sanggup dan bersedia untuk membayar dan mematuhi semua syarat yang dikenakan oleh Majlis ini.
- Saya mengaku bahawa segala maklumat yang diberikan adalah benar dan betul. Saya juga faham sekiranya terdapat maklumat yang tidak benar, maka kelulusan lesen yang dipohon akan ditarik balik dan dibatalkan dengan serta merta.

Tarikh:
 (Tandatangan Pemohon)



PENGESAHAN PERMOHONAN
(Bahagian ini perlu diisi sekiranya memohon "Native Village Shop")

Saya _____ No. Kad Pengenalan _____ Pemanca /
Penghulu / Ketua Kampung / Tuai Rumah / Pengerusi JKKK* bagi rumah
panjang _____ dengan ini mengesahkan cadangan "Native Village Shop" yang
dikemukakan melalui permohonan di atas adalah berada di dalam "luar" native customary land yang digunakan untuk
cadangan perniagaan dalam kampung atau rumah panjang _____

Nota : Sila sertakan lakaran / peta lokasi premis berkenaan

Tarikh: _____

(Tandatangan dan Cop)

* Potong mana yang tidak berkenaan

PENGESAHAN DARIPADA AHLI MAJLIS (KAUNSELOR)
(bagi permohonan yang berkaitan sahaja)

NAMA	TANDATANGAN	TARIKH

CATATAN:

UNTUK KEGUNAAN PEJABAT SAHAJA

Disemak dan diterima oleh		
Nama dan Jawatan	Tandatangan	Cop Penerimaan

CATATAN :

Tarikh :	Keputusan
	Lulus / Tidak Lulus

Rujukan Keputusan Jawatan (Unit) _____

CATATAN :



Lampiran 1

A. **KEPERLUAN DOKUMEN-DOKUMEN SOKONGAN**

Sila rujuk kepada Lampiran 2 untuk jenis dokumen-dokumen yang diperlukan berdasarkan jenis lesen dan tandakan () pada dokumen yang dikemukakan untuk tindakan pemeriksaan pihak Majlis

No Dokumen	Dokumen	Pemohon	Pejabat
1	Salinan Kad Pengenalan Pemohon (Depan dan Belakang)	<input type="checkbox"/>	<input type="checkbox"/>
2	Dua (2) keping gambar pemohonan yang terbaru dan bersaiz passport / Tiga (3) keping gambar untuk pemohonan Laundry	<input type="checkbox"/>	<input type="checkbox"/>
3	Salinan Surat Hak Milik Tanah / TOL	<input type="checkbox"/>	<input type="checkbox"/>
4	Salinan Bil Cukai Rumah yang baru dan telah dijelaskan (House Assessment Bill)	<input type="checkbox"/>	<input type="checkbox"/>
5	Surat Kebenaran daripada Tuan Punya Premis atau 1 set salinan Surat Perjanjian (Tenancy Agreement) jika berkaitan	<input type="checkbox"/>	<input type="checkbox"/>
6	Pelan tapak dan lantai bangunan yang menunjukkan Kenendak-Kehendak Kesihatan (Floor Layout Plan)	<input type="checkbox"/>	<input type="checkbox"/>
7	Surat Sokongan daripada Jabatan Bomba & Penyelamat (Untuk Lesen LPG / Bahan-bahan Petroleum / Hotel / Lodging House)	<input type="checkbox"/>	<input type="checkbox"/>
8	Surat Sokongan daripada Pihak Polis	<input type="checkbox"/>	<input type="checkbox"/>
9	Surat sokongan / Ketulusan daripada agensi berkenaan (Cth Kantin Ladang, Agensi Perjudian)	<input type="checkbox"/>	<input type="checkbox"/>
10	Pelan Lokasi tempat berniaga	<input type="checkbox"/>	<input type="checkbox"/>

B. **UNTUK KEGUNAAN PEJABAT SAHAJA**

Disemak oleh :

Disahkan oleh :

.....
(Tandatangan)

.....
(Tandatangan)

Nama :

Nama :

Jawatan :

Jawatan :

Tarikh :

Tarikh :

SAMPLE

Lampiran 2

JENIS DOKUMEN YANG DIPERLUKAN BERDASARKAN JENIS LESEN

BIL	JENIS LESEN	DOKUMEN YANG DIPERLUKAN
1	<i>Bakery and biscuit manufacture</i>	1 2 4 5 6 dan 10
2	<i>Butcher shop</i>	1 2 4 5 6 dan 10
3	<i>Restaurant</i>	1 2 4 5 6 dan 10
4	<i>Foodshop</i>	1 2 4 5 6 dan 10
5	<i>Tea & coffee shop</i>	1 2 4 5 6 dan 10
6	<i>Canteen</i>	1 2 4 5 6 9 dan 10
7	<i>Food stalls and tables</i>	1 dan 2
8	<i>Fixed vegetable stall and table</i>	1 dan 2
9	<i>Fixed fish stalls and tables</i>	1 dan 2
10	<i>Isolated shop</i>	1 2 3 4 dan 10
11	<i>Native village shop</i>	1 2 4 dan 10
12	<i>Cold Storage</i>	1 2 4 5 6 dan 10
13	<i>Barber / Hair Saloon</i>	1 2 4 5 6 dan 10
14	<i>Sale of alcohol</i>	1 2 4 5 6 dan 10
15	<i>Agensi Perjudian</i>	1 2 4 5 6 9 dan 10
16	<i>Storage of Petroleum & LPG</i>	1 2 4 5 6 7 9 dan 10
17	<i>Laundries Licence</i>	1 2 4 5 6 dan 10
18	<i>The manufacture of aerated water</i>	1 2 4 5 6 dan 10
19	<i>The manufacture of curry powder</i>	1 2 4 5 6 dan 10
20	<i>The manufacture of pickled vegetables</i>	1 2 4 5 6 dan 10
21	<i>The manufacture of coffee powder</i>	1 2 4 5 6 dan 10
22	<i>The manufacture of edible oil</i>	1 2 4 5 6 dan 10
23	<i>The manufacture of tiles and potter</i>	1 2 4 5 dan 10
24	<i>The manufacture of noodles</i>	1 2 4 5 6 dan 10
25	<i>The manufacture of textiles</i>	1 2 4 5 6 dan 10
26	<i>Fruit and vegetable shop</i>	1 2 4 5 6 dan 10
27	<i>Milk seller</i>	1 2 4 5 6 dan 10
28	<i>Charcoal dealer</i>	1 2 4 5 6 dan 10
29	<i>Hawker Licence</i>	1 dan 2

Appendix 3.1 (NVS license)



MAJLIS DAERAH SAMARAHAN
Samarahan District Council

No. Lesen.

LESEN

L01288

(BAGI PENJAJA, PETROLEUM DAN PERNIAGAAN PELBAGAI)

Issued under

THE LOCAL AUTHORITY ORDINANCE CHAPTER 20, SECTION 145

Subject to the provisions of the ordinance and by-laws

BUTIR PEMEGANG LESEN

Nama Pemegang	HAMDIN BIN TAMBI		
No KP	K739752	No KPT: 580816-13-5113	
Tarikh Lahir	: 16/08/1958		
Alamat Perniagaan	: LOT 6206 FASA 2 LRG 4A, KPG TANJUNG BUNDONG 94300 KOTA SAMARAHAN		
No. Tel.	: 012-8549057	Tarikh Dikeluarkan : 29/06/2012	
No Rujukan	: JKTMPA (02/2012)		

BUTIR WAKIL


TEMPOH SAH LAKU LESEN SEHINGGA 31 DISEMBER SETIAP TAHUN

Kod	Jenis Lesen (atau sewa market, jika ada)	Kadar (RM)	Bilangan	Bayaran (RM)
04011001	NATIVE VILLAGE SHOP	36.00/A	1	36.00/A

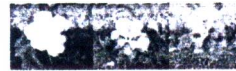
SAMPLE



Lesen ini hanya diperolehi dengan bayaran-bayaran yang ditunjukkan di atas sepertimana yang diperuntukkan dalam undang-undang berkaitan.


Setiausaha
Majlis Daerah Samarahan

Appendix 3.2 (NVS endorsement letter)



MAJLIS DAERAH SAMARAHAN

94300 KOTA SAMARAHAN
BAHAGIAN SAMARAHAN, SARAWAK
Pejabat Am : 082-671023
Walikota : 082-671241
Setiausaha : 082-671233
No Fax : 082-671342

Kota Ilmu Yang Sejahtera

Kota Ilmu Yang Sejahtera

LamanWeb : www.samarahandc.sarawak.gov.my

e-mail: mdshang@sarawaknet.gov.my

Ruj Kami : 12/MDS/KA/6/Jld I (02)

Tarikh : 22 Jun 2012

Kepada :

*Hamidin bin Ismail
L2G 4A, K19, Tanjung
Bundong, 94200 Kota
Samarahan, Sarawak*

Tuan / Puan :

PERMOHONAN LESEN :

NVS (LESEN)

Berhubung dengan perkara di atas, dimaklumkan bahawa permohonan tuan/puan **diluluskan** dalam Mesyuarat Jawatankuasa Tetap Market, Penjaja Dan Tujuan Am Bil. 02/2012 pada 22 Jun 2012.

2. Tuan/Puan diminta datang ke pejabat Majlis Daerah Samarahan untuk urusan pendaftaran lesen. Tuan/Puan dikehendaki menyediakan perkara-perkara seperti berikut:

Bayaran lesen: RM 30/- (setahun)

3. Lesen Tuan/Puan akan **terbatal** dengan sendirinya jika tidak diambil dalam tempoh tiga bulan dari tarikh surat ini. Sila bawa salinan kad pengenalan atau surat kuasa orang yang mewakili jika yang mengambil lesen tersebut bukan penama pada lesen tersebut.

Sekian, terima kasih.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"
"Beautiful, Clean & Green"

Saya yang menurut perintah,

(JABLIE GUEY)
bp Setiausaha
Majlis Daerah Samarahan.

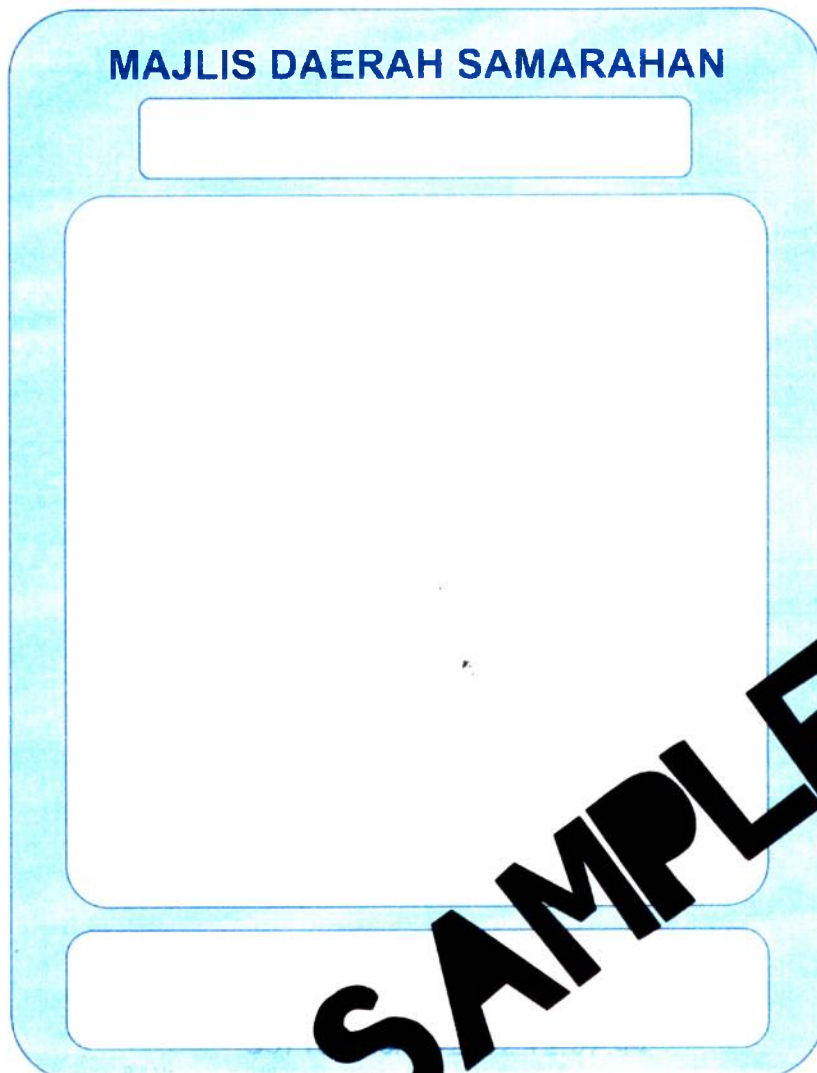


Certified to: MSISO 9001:2008
(Cert. No. 4666)

SAMPLE

Appendix 3.3 (license renewal)

Nombor Siri: 002304



Appendix 3.2.2: The native village shop



Appendix 7.0 (pictures during practical)



MAJLIS DAERAH SAMARAHAN



latihan praktikal_Majlis Daerah Samarahan



latihan praktikal_Majlis Daerah Samarahan



latihan praktikal Majlis Daerah Samarahan



latihan praktikal Majlis Daerah Samarahan



latihan praktikal_Majlis Daerah Samarahan

Copy of Log book



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: Mohamad Syafie bin Hamdin
2. Date & Place of Birth: 16 November 1989, Kota Samarahan
3. UITM No.: 2010115165
4. Program: Bachelor in Administrative Science (Hons.)
5. Year: 2012 Part: 5
6. Home address: No 6206, Lot Fasa 2, Kampung Tanjung Bundong
94300, Kota Samarahan, Sarawak
7. Address during practical training: No 6206, Lot Fasa 2, Kampung
Tanjung Bundong, 94300, Kota Samarahan, Sarawak
8. Place of training: Majlis Daerah Samarahan (Public Health
Division)
9. Name of Supervisor in-charge: Miss Noni Harianti Junaidi (uitm)
Mr. Jablie Guyen (MDS)
10. Duration of training: From: 16th July 2012 to 17 August 2012

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

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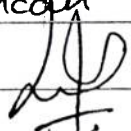
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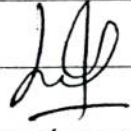
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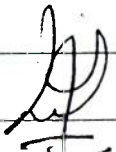
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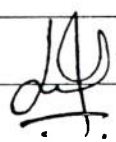
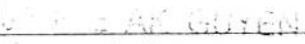
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DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July 2012 (July 1)	Meeting with Mr. Heng	
	I was assigned to join Public Health Department, supervised by Mr. Jablie Guyen, Assistant Officer of Public Health, U.29	
	I was introduced to all the staff in Public Health Department and brief explanations of the department	<p>Disahkan Oleh.</p>  JABLIE AK GUYEN Penolong Pegawai Kesihatan Persekitaran U Majlis Daerah Samarahan
	<p>The first task was to record the complaint received ^{from} by the people around the MDS jurisdiction and doing the corrective action.</p> <p>I was answered 2 phone call on that day regarding 'desludging' problems of the public. Then, I informed the officer in charge, which is Mr. Sahul Hamid, Public Health Assistant Officer U.17.</p>	<p>20/7/2012</p>
	I also taught by Mr Henry Jimbun Etat to on how to answer and record the complaint from the people.	



DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2012 2)	Do the data recording for public complaints and the corrective actions.	
	Today, a lot of complaints received and meet the officer incharge to solve the problems.	Disahkan oleh.
	I was told that tomorrow we will held a meeting for the hawkers who take part in Bazaar Ramadhan.	 JABLIE AK Penolong Pegawai Kanan Majlis Daerah Seremban
	I am also assigned by Mr Jablie to help in ready the brochure for the hawkers and stall owner briefing tomorrow.	20/7/2012
	I am also helping Mr Suhul Hamid to write a reply letter for the public desludging issues.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July 2012 ay 3)	<p>Today we will organize the briefing for the stalls owner / hawkers of Bazaar Ramadhan supervised by Mr Jablie Gu Yen.</p>	
	<p>The briefing start at 9:00 a.m, at MDS Library, around 130 participants are attending this briefing. Two major activities that occurred are:</p> <ol style="list-style-type: none"> 1. Briefing of matter regarding public environment health for during bazar Ramadhan held. 2. Manage the place for the stall owner <p>On that briefing I was in charge to set the place. I was also welcoming the participant.</p> <p>Plus, I was also in charged for the registration center and give the brochure.</p>	<p>Disahkan Oleh.</p>  <p>JABLIE AK GUYEN Penolong Pegawai Kesihatan Persekitaran U2 Majlis Daerah Samarahan</p> <p>20/7/2012</p>

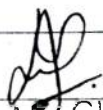
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	Then, i was also help to record the place for the hawkers. The event run smoothly.	
	In the after noon, I was taught by Miss Juephito do the filing section for Public Health.	Disalukan oleh. 
	Mr Haji Nawil Haji Sam, Assistant officer for Public Health, U-17 also taught me to do file index for public health department.	 Pencapaian 1 Kementerian Kesihatan Persekutaran Majlis Daerah Samarahan 20/7/2012
	Because of blackout during the evening, a few works is can't be done, but then things that we can handle manually we did.	

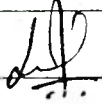
DATE	EXACT NATURE OF WORK-DONE	SUPERVISORS REMARKS
July 2012 (day 4)	Answering phone calls from the public, complaining the environment & public health department.	
	Revising the form from Contractor evaluation / supply in 2009 & 2010	Disahkan oleh. 
	Do the filing / Analyzing the application form from the suppliers in 2012	JABRIE AK GUYEN Pencalon Pegawai Kasihatan Persekitaran U. Majlis Daerah Samarahan 20/7/2012


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July 2012 y 5	Meeting with Mr Simon	
	Filing documents, supervised by Miss Zuraiyah.	
	Answering phone call / public complaint.	<p>JABUNG Penolong Pegawai Majlis Pendidikan</p> <p>20/7/2012.</p>
1	Mr. Simon taught us on his experience when he do his practical training and he encourage us to do well and know the task going specially	

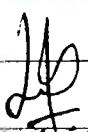
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July/2012	Filing Documents (Roro inventory)	
	Processing of the Licence for : 1. Food Shop (FSS) 2. Native Village Shop (NVS)	 JABLIE AK GUYEN Penolong Pegawai Kesihatan Persekitaran U29 Majlis Daerah Samarahan 30/7/2012
	Customer services. - Schedule of rubbish collections - Stray dog.	
July/2012	Filing Document / the inventory of RORO	
	Processing License for food Shop & Native Village Shop.	 JABLIE AK GUYEN Penolong Pegawai Kesihatan Persekitaran U29 Majlis Daerah Samarahan 30/7/2012
	Customer service - Complaint regarding the schedule of rubbish collection.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
5/July/2012	Filing Documents (Rev0 inventory)	
	Processing License (food shop / Native Village shop) Customer service complaint (regarding rubbish collection / stray dogs)	 JABLIE AK GUYEN Penolong Pegawai Kesihatan Persekitaran Majlis Daerah Santarapan 30/7/2012
	Calling the license holder who not yet take their license.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July/2012	Briefing ISO & SIRIM Audit with MISS Zuraiyah and Mr Jablie	
	Letter writing to YM Dato' Ali regarding his request to have dustbin in his area	 JABLIE AR GUYEN Penolong Pegawai Kesihatan Perskitaran U2 Majlis Daerah Samarahan 30/7/2012
	Filing Documents (RORO inventory)	
	processing License (the Native village shop & food shop)	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July 2012	Filing Documents. (KORO inventory)	
	Processing License (NUS/FS)	
	Public complaint/customer service (regarding rubbish collection)	JABRIE AKUMEN Penolong Pegawai Kejuruteraan U2 Majlis Daerah Kemaman 30/7/2012
	Revenue system	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July 2012	Filing (inventory of dustbin)	
	Processing License (NVS/FS)	
	Public complaint / customer service (rubbish collection & stray dogs)	 JABLIE AK GUYEN Penolong Pengerusi Majlis Daerah Seremban U29 Majlis Daerah Seremban U29 Seremban, Negeri Sembilan
	Key in / Re - construct the inventory & management of dustbin for the year of 2012	30/7/2012

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July 2012	Filing document (ROR inventory)	
	Processing License (NUS / FS)	
	Public complaint / customer service (rubbish collection)	<p>JABRIE AR-ULYEN Penolong Pegawai Kesihatan Persekitaran U29 Majlis Daerah Samarang 30/7/2012</p>
	Grading Food Shop, & Restaurants	

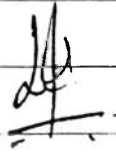
DATE

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

3 August

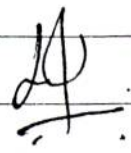
Off to Kapit
for UTM programme





" Ekspedisi Kembara Debat di
SMK Selirik Kapit "


JABLIE AK GUYEN
Penolong Pegawai Kesihatan Kesihatan
Majlis Daerah Samaritan


Approved by Mr. Simon &
Mr Jablie Guyen.

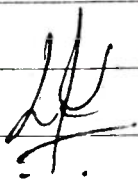
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
August	Collect all the inventory & management of dustbin for the year 2011 & 2012 and computing as a book.	
	Filing documents. (NVS/FS)	<p>JABLIE AK GUYEN Penolong Pegawai Kesihatan Persekitaran U20 Majlis Daerah Samarahan</p>
	Licensing process (NVS/FS)	
	Answering public complaint → regarding public sewage / rubbish collection)	

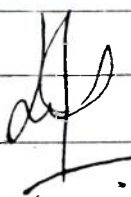
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1 st August	Processing licence (NVS/FS)	
	Preparing Questionnaire as assigned by Mr. Haji Nawib. Haji Sam regarding DSITA.	
	Public Complaint. (rubbish collector)	<p>JABLIE AK GUYEN Penoiong Pegawai Kesihatan Persekitaran U2 Majlis Daerah Samarahan</p>
	MOS monthly assembly	


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
14 August	Social Activities " Bubur Lambuk -charity for public & PDK Kota Samarahan "	
	Public Complaint (collection of rubbish 5 days)	JABLIE AK GUYEN Penolong Pegawai Kesihatan Persekitaran U2 Majlis Daerah Samarahan
	Processing License (NVS/FS)	


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
August	4 th Meeting of Public Health Department chaired by Mr Wong King Sang PPKP (U32)	
	<p>Re → Table / Schedule for those who are going to course in the year</p>	<p>JABLIE AK GUYEN Penolong Pegawai Kesihatan Persekitaran Majlis Daerah Samarahan</p>
	(license processing (NVS/FS))	
	Public Complaint (rubbish collection/ stay days)	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
August	"Perjanjian Pengguna" for pemukiman of 120 L dust bin assigned by Mr. Haji Nawi Haji Sam.	
	Processing License (NVS/FS)	JABLIE AK GUYEN Penolong Pegawai Kesihatan Persekitaran U2 Majlis Daerah Samarahan
	Public Complaint (collection of rubbish)	

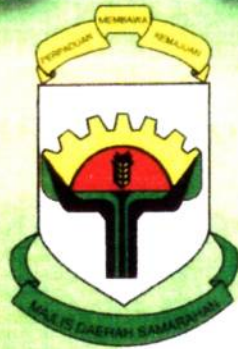
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
August	Filing Document (tender & Quotation of Public Toilet)	
	Processing License (NUs / PS)	
	Re-structure/organize the license in the system whether they're being suspended or active (customer)	JABLIE AK GUYEN Penolong Pegawai Kesihatan Perubatan Majlis Daerah Semarang
	Public Complaint (public asking about stray dogs)	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
August	Filing for tender & Quotation for Public Health department for the year 2013	
	Meeting & Briefing about changing system for licensing with IRDA representatives.	<p>JABLIE AK GUYEN Penolong Pegawai Kesihatan Persekitaran U2 Majlis Daerah Samarahan</p>
	Processing License (MVS / FS)	
	Public Complaint (regarding rubbish collection & stray dogs)	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
August	Filing tender & Quotation	
	Processing License (NVS/FS)	
	Public Complaint (Collection of rubbish & stray dogs)	<p>JABLIE AK GUYEN Pembolong Pegawai Kesihatan Persekitaran Majlis Daerah Samarahan</p>
	Handing over certificates to the last day of practical semester	
	<p>xx NVS - Native Village Shop</p> <p>FS - Food Shops</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
August	Public Complaint (Strong dogs/ rubbish collector.)	
	Processing license (NUS/RS)	
	Filing Documents for (PORK inventory)	JABLIE AK GUYEN Penolong Pegawai Kesihatan Persekitaran U29 Majlis Daerah Samarahan

**Practical Training
Certificate**



MAJLIS DAERAH SAMARAHAN

Sijil Penghargaan

Dengan Sukacitanya Menganugerahkan
Sijil Penghargaan ini Kepada

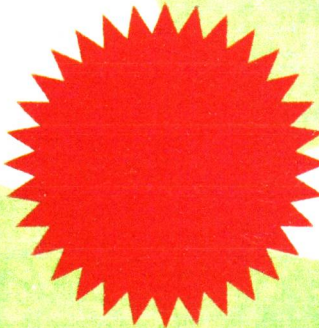
MOHD. SYAFIE BIN HAMDIN

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

PELAJAR LATIHAN INDUSTRI DI BHG KESIHATAN AWAM

Dari Tahun **16.07.12** Sehingga **17.08.12**

Walikota
Majlis Daerah Samarahan



Setiausaha
Majlis Daerah Samarahan



Beautiful Clean & Green
Kota Ilmu Yang Sejahtera