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PRACTICAL TRAINING (REPORT)

DEWAN BANDARAYA KUCHING UTARA (DBKU)

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THE DECLARATION

Declaration

I hereby declare that the work contained in this report is original and my own except those duly identified and recognized. If I am later to be found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed



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MOHD FARHAN NIDZAM BIN JAAFAR

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CHAPTER 1 INTRODUCTION OF THE ORGANIZATION

This chapter will discuss and summarize the history and background, vision, mission, function, logo, motto and organizational charts of Kuching North City Hall or in Malay known as Dewan Bandaraya Kuching Utara (DBKU) as well as about Administration Division (ADM).

1.0 Company History and Background

Kuching North City Hall or in Malay known as “Dewan Bandaraya Kuching Utara (DBKU)” is a local authority which administers the northern part of the city of Kuching, Sarawak. DBKU was founded on 1 August 1988 when Kuching was granted a city status and become the second city in Malaysia after Kuala Lumpur. DBKU are responsible for public health and sanitation, waste removal and management, town planning, environmental protection and building control, social and economic development and general maintenance functions of urban structure. The main headquarter of DBKU is located at Bukit Siol, Petra Jaya. YBhg. Datuk Haji Abdul Wahap Haji Abang Julai is the current Commissioner of Kuching North City Hall, who took oath of office as the sixth mayor on August 1, 2011, replacing the previous Commissioner, YBhg. Haji Mohammed Atei Abang Medaan, who is retired.

However, because of the vastness of the Kuching, the city was divided into two administrative areas, namely north and south. So, the Kuching North City Hall is responsible to administer the northern part and the Councils of Kuching South or Majlis

Bandaraya Kuching Selatan (MBKS) administers the southern part of Kuching. At its establishment, DBKU started with only eight personnel on its payroll in August 1988. In 2008, DBKU has 1007 personnel under its employment comprises of 35 full-time professionals and administrative staff, 696 support staff and 276 daily paid workers. In addition, Kuching City is populated by people of many ethnic groups such as Malay, Chinese, Iban, Bidayuh and Melanau each with their different cultural backgrounds making Kuching as an interesting ethnic showcase to tourist both foreign and local. Kuching City also has many parks and historical landmarks. For example, the tourist can go to Kuching Waterfront, Planetarium, The Astana, Taman Budaya, Sarawak Museum and many more.

1.1 Vision

DBKU has a designed vision which is the long term goal that the company needs to achieve. The primary Vision is as stated below:

“Kuching...A Vibrant Liveable City Of Choice”

This gives the overall overview that DBKU want to transform Kuching City to be a place that becomes the choice of the people to live. So, DBKU has tries their best to make Kuching City to become the place that has many interesting destination for the tourist either foreign or local, improve the infrastructure and public facilities for the benefit of the people living in Kuching.

1.2 Mission

DBKU also has designed the mission as a guideline in order for them to focus in order to achieve their long term vision;

“To Enhance the Quality Of Life by Creating a Conducive Environment, Citizens Engagement and Best-In-Class Service Delivery”

This is the purpose of DBKU to make Kuching City to become a place for the people to live comfortably and at the same time benefiting them. So, DBKU will ensure to enhance the quality of life of the people in Kuching by creating a conducive environment, citizen’s engagement and best-in-class service delivery.

1.3 Functions

There are several functions of DBKU. There are such as:

1. Collecting assessment rate
2. Issuing business license
3. Administer and enforce by-law regarding the license, health, park, building, cleanliness, trench and road permit.
4. Planning and implementing road development program, drainage, pedestrian, park, landscape, public facilities and lightings.
5. As the agent for implementing projects for other government agency.
6. Coordinating development program for other government agency that involving city.
7. To sustain public environment of the city including road, drainage, pedestrian, park, recreation area and river.

8. Administer and manage public facilities such as toilet, library, market and hawker center.
9. To instill civic awareness among people.

1.4 Logo



Source: <http://www.dbku.sarawak.gov.my>

This logo was used on the proclamation day of the city on August 1, 1988.

Principle:

Cats - Kuching City mascot as in the logo

Shield - Shield represent DBKU as distinctive agency that carry out all physical development, social and economy as well as to become a patron for the well-being and safety of the citizen.

Green - Green colour means concern for environmental preservation as well as to create a “green” and fresh environment and maintaining ecosystem in any development project.

Hornbill - Official emblem for Sarawak that shows Kuching as the capital city.

Stars - Located on the top of the logo that has 9 vertices which translates into the 9 division of Sarawak

1.5 Motto

DBKU also has their own motto. Their motto is:

“For Cultured Community”

The motto reflecting the effort of DBKU in molding the citizen that having the characteristics of ethnic culture of Kuching citizen that will be preserved and expanded to make Kuching as a tourism destination.

1.6 Organizational Chart

The organization chart below (Diagram 1) shows the hierarchy work of the DBKU. The head of department of DBKU is the mayor which is Datuk Haji Abdul Wahap Bin Haji Julai. The mayor will be assisted by Director of DBKU which is Dr. Sa’adiah binti Abdul Samat. Audit division will be report directly to the mayor and the head of the audit division is Puan Ajing Kartini Binti Mohamad Ramlee. Every division in DBKU will be administer by Chief Deputy Director which is Hajjah Kartina Binti Zamhari that will be responsible on several division and report directly to the Director. The divisions that will report directly to the Chief Deputy Director are Legal Affairs Division (LAW), Secretariat Committee Division (BDD) and Business Development Division (CTS). Chief Deputy Director will be assisted by six Deputy Director from different department.

DBKU structure is divided into six departments such as:

- Department of Corporate Services (CPS)
- Department of Finance Services (FCS)
- Department of Regulatory (RES)
- Department of Planning, Building and Landscape Services (PBL)

- Department of Infrastructure Services (INS)
- Department of Community Services (COS)

Every division in DBKU has to report directly to the certain department. For the Department of Corporate Services (CPS), the head of department is Encik Jumaini bin Haili. The divisions that will report directly to CPS department are Human Resource Division (HRM), Administration Division (ADM) and Transformation and Innovation Division (TRI).

For the Department of Finance Services (FCS), the head of department is Puan Salwa binti Pauzi. The divisions that will report directly to FCS department are Finance Division (FIN), Assessment and Taxation Division (VAL) and Information Technology Division (ICT).

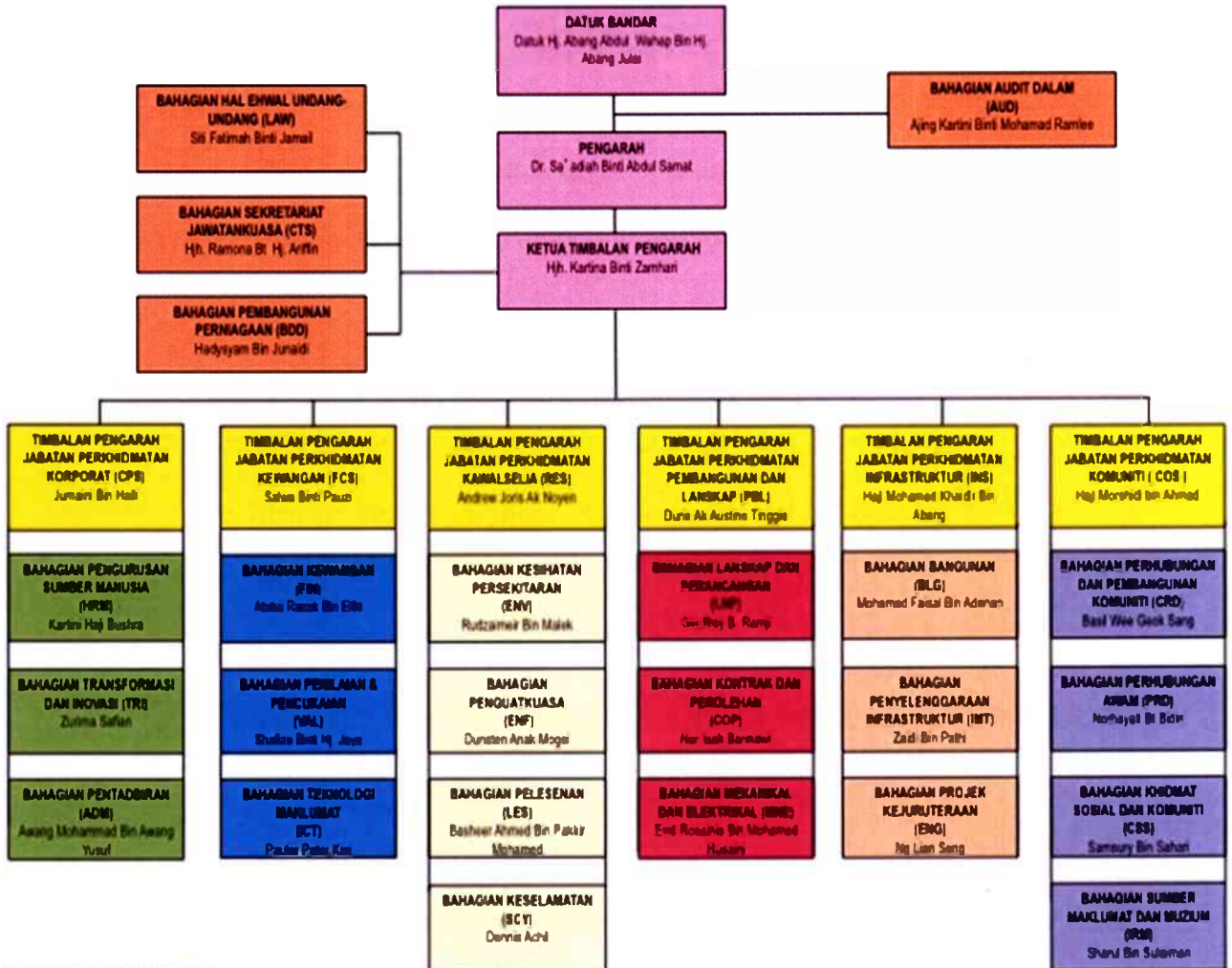
For the Department of Regulatory (RES), the head of department is Encik Andrew Joris Ak Noyen. The divisions that will be report directly to this department are Health Environment Division (ENV), Enforcement Division (ENF), Licensing Department (LES), and Safety Division (SCY).

For the Department of Planning, Building and Landscape (PBL), the head of department is Puan Durie Ak Austine Tinggie. The divisions that will be report directly to this department are Landscape and Planning Division (LNP), Contract and Procurement Division (COP), and Mechanical and Electrical Division (MNE).

For the department of infrastructure Services (INS), the head of department is Encik Haji Mohamed Khadir Bin Abang. The divisions that will be report directly to this department are Building Division (BLG), Maintenance Infrastructure Division (IMT) and Engineering Project Division (ENG).

Lastly, the head of department for Community Services Department (COS) is Haji Morshidi bin Ahmad. The divisions that will be report directly to this department are Communication and Community Development Division (CRD), Public Communication Division (PRD), Social Services and Community Division (CSS) and Information Resource and Museum (IRM).

CARTA ORGANISASI DBKU



Semakan Jun 2014 - HRM (CO) KY/SMN

Diagram 1: DBKU Organizational Chart

Source: <http://www.dbku.sarawak.gov.my>

1.7 Administration Division (ADM)

The head division of Administration Division is Mr. Awang Mohammad Bin Awang Yusuf. He will be assisted by Administrative Officer Assistant in managing the Administration division. Administration division is divided into three sections which are Support Services Unit, Asset Management Unit and Administration Unit.

There are three main functions of ADM. There are such as:

1. Responsible providing support services to all division in DBKU by:
 - Manage the subscriptions of newspapers and the booking for vehicles or meeting room.
 - Processing the card power application.
 - Record all incoming mail using REACT system before distributed to the officers that responsible.
 - Maintaining DBKU file system
2. Ensure Mobile Asset Management System conducted in an orderly manner and in accordance with the requirements of LAFR by:
 - Monitor the application for the purchase of fixed asset through a special code charges.
 - Managing the registration of new assets.
 - Managing asset disposal.
 - Managing physical inspection of asset at least once a year
 - Providing account inspection report for fixed asset to the Finance Division (FIN).

3. Managing and controlling the spending for ADM division by:

- Monitoring the expenditure that is centralized at ADM division.
- Controlling the application and the claim for asset insurance and human resource.
- Managing and monitoring the activities of the committee involving ADM division.

CHAPTER 2 SCHEDULE OF PRACTICAL TRAINING

This chapter will discuss and summarize the schedule of practical training. The summary will be extracted from the trainees' daily work from the logbook. The description of jobs and tasks done by the trainees will be included in the summary.

2.0 Introduction

Kuching North City Hall (DBKU) is the organization where the trainees have done their practical training. During the period of practical training in DBKU, The trainee has been attached to the Administration (ADM) division for the duration of six weeks. The summarization of the trainees' daily tasks will be divided into daily basis according to the trainees' practical training period. The duration of the practical training is six weeks starting from 21st July 2014 until 29th August 2014.

2.1 Schedule of Practical Training

2.1.1 Week 1 (21 July 2014 – 25 July 2014)

21 July 2014 - On the first day of practical training, the trainee reported duty to the Human Resources Management (HRM) division. The trainee was given briefing by Mdm. Saraswati and Mr. Abdul Razak Saie about the history and background of DBKU as well as its functions. After that, the trainee watches corporate video about DBKU to

gain a better understanding about DBKU. Then, the trainee was introduced to Mdm. Kartini Haji Bushra, the Head of HRM division and as well as the Head of Administration division (ADM), Mr. Awang Mohammad Awang Yusuf. Mr. Awang Mohammad Awang Yusuf give the briefing to the trainee about what the ADM division do and ADM division are divided into three unit which are administration unit, asset management unit, and support services unit. At the ADM division, the trainee also attended the ADM monthly meeting which introduced the trainee to all the staff of ADM division and discussing about issues in the ADM division. Then, the trainee was put under asset management unit by Mr. Awang Mohammad Awang Yusuf. The trainee learns about the guideline on how DBKU manage the asset as well as file and recording management system from Mdm. Zuraida Abd. Wahab, one of the staff in asset management unit.

22 July 2014 - On the second day of practical training, the trainee learns on how to organize the file based on the different code of each file for each division. This means that every division has their own code that differentiates them from other division in DBKU. Besides that, the trainee also learns to organize the documents that are related to the acquisition asset document according to different division. Then, the trainee accompanies Mr. Nur Zakaria, one of the staff in asset management unit that handles the transaction of the DBKU lorry with the customer at other DBKU branch, which is at Depo. This is where the trainee learns on how DBKU staff handles the transaction of DBKU asset such as lorry with the customer.

23 July 2014 - On the third day of practical training, the trainee has given the task to sorting out the acquisition asset document according to the different division. This is done so that it will be easier to differentiate which asset acquired by the different division. After that, the trainee learns from Mr. Nur Zakaria to identify which of the acquisition asset document that have the required form or not. By doing this, the trainee can differentiate which of the division has not submitted the required form that related to the acquisition asset document.

24 July 2014 - On the fourth day of practical training, the trainee learns on how to use Asset Management System from Mr. Nur Zakaria. After learning on how to use the Asset Management System or also known as SPA system, the trainee was tasked to key in the information of Purchase Order document into the SPA system. Besides that, the trainee also learn from Mr. Bohari, one of the staff in asset management unit on how to use Integrated Information System or also known as Staff System. Staff system is the system that is only belongs to DBKU that linked to every division in DBKU. Both of the system is used for the registration of the entire asset in DBKU that valued above RM500 and below RM500.

25 July 2014 - On the fifth day of practical training, the trainee helping Mr. Bohari to deliver the unused good in the Administration division such as chair, newspaper and paper into the lorry. This unused good will stored at Tapak Semaian Petra Jaya. After

that, the trainee accompanies Mr. Nur Zakaria to deliver the unused good in the lorry at Tapak Semaian Petra Jaya. Tapak Semaian Petra Jaya is only the place for the DBKU to store the unused good before taking the action whether to dispose the unused good or not.

2.1.2 Week 2 (30 July 2014 and 1 August 2014)

30 July 2014 - On the sixth day of practical training, the trainee was tasked to reorganize the document according to the different division. Besides that, the trainee was also tasked to key in the information of Registration Asset Document in Integrated Information System or also known as Staff System. Staff system was used for the registration of the asset of DBKU that valued above RM500. Capital asset is usually registered in the Staff system because the value of the capital asset is above RM500.

1 August 2014 - On the seventh day of practical training, the trainee was tasked to reorganize the document according to the different division. This is done so that it will be easier to look for a certain document according to the division. Besides that, the trainee learns from the staff of ADM division on how to use the photocopying machine. After that, the trainee also helps to do some minor office task such as photocopying some of the document.

2.1.3 Week 3 (4 August 2014 – 8 August 2014)

4 August 2014 - On the eighth day of practical training, the trainee was tasked to reorganize the thing in the cabinet. The purpose of doing this is so that the trainee can separate the unused thing to be disposed and keep the thing that are still can be used in the cabinet. After that, the trainee reorganizes the document according to the different division. This is done so that it will be easier to look for a certain document according to the division. After that, the trainee helping Encik Aziz to bring the new A4 paper in the store room and store it at the cabinet provided in ADM division.

5 August 2014 - On the ninth day of practical training, the trainee helps to set up the new trolley that will be used by ADM division. This is done so that it will be easier to carry many things such as file or other thing from one place to other place by using the new trolley. After that, the trainee was assigned by Mr. Awang Mohammad Awang Yusuf to draft the marking criteria of Setor Ceria Competition 2014. The marking criteria will be divided into five sections whereby each of the section having five questions each for the marking.

6 August 2014 - On the tenth day of practical training, the trainee accompanies Mr. Nur Zakaria go to the DBKU Depo to put the DBKU sticker for the new inventory asset. After that, the trainee taking pictures of the DBKU sticker as well as the new inventory

asset as an evidence. Besides that, the trainee was tasked to do minor office task such as photocopying some of the document.

7 August 2014 - On the eleventh day of practical training, the trainee was tasked to filing the document such as letters, memos, reports, financial records for the ADM division. This is done so that the document will be kept at the safe place and being able to find them easily and quickly. Besides that, the trainee also key in the information of Purchase Order document into Asset Management System or also known as SPA system. This is done so that DBKU will have records of new asset whether it is Inventory asset or Capital asset.

8 August 2014 - On the twelfth day of practical training, the trainees do the task in drafting the marking criteria for Setor Ceria Competition 2014. The marking criteria will be divided into five sections whereby each of the section having five questions each for the marking. After that, the trainee attends a talk by Mr. Awang Mohammad Awang Yusuf regarding about Kuching Marathon 2014. Then, the trainee was tasked to do minor office task such as photocopying some of the document which is Purchase Order Document.

2.1.4 Week 4 (11 August 2014 – 17 August 2014)

11 August 2014 - On the thirteen day of practical training, the trainee does the task in drafting the marking criteria for Setor Ceria Competition 2014. The marking criteria will be divided into five sections whereby each of the section having five questions each for the marking. After that, the trainee was tasked in doing minor office task such as photocopying and printing some of the document. Then, the trainee was tasked to highlighting the most expensive asset in the asset report that is purchased by different department in the DBKU. The purpose of doing this is because the most expensive asset in the asset report that was highlighted will be inspect by the officer that handle the asset management which is Mr. Nur Zakaria.

12 August 2014 - On the fourteen day of practical training, the trainee was tasked to do minor office task such as photocopying and binding some of the document. Besides that, the trainee also filing the document in the cabinet of ADM division according to the code or category of the file. After that, the trainee accompanies Mr. Nur Zakaria to the DBKU at Depo to do the physical inspection of the asset such as transport, machine and equipment at the different division. Then, the trainee taking the picture of the registration number of the asset as well as the asset itself. The purpose of doing this is as an evidence to know whether the asset is in good condition or not.

13 August 2014 - On the fifteen day of practical training, the trainee does the task in drafting the marking criteria for Setor Ceria Competition 2014. The marking criteria will be divided into five sections whereby each of the section having five questions each for the marking. After that, the trainee was tasked to do minor office task such as photocopying some document. After that, the trainee also goes to the DBKU at Depo with Mr. Nur Zakaria to do the physical inspection of the asset such as transport, machine and equipment at different division. Then, the trainee taking the picture of the registration number of the asset as well the asset itself as an evidence in order to know whether the asset is in good condition or not.

14 August 2014 - On the sixteen day of practical training, the trainee becomes a volunteer for Kuching Marathon 2014 at the Plaza Merdeka. The trainee was tasked to give the race pack that needed for the marathon such as Bip number and vest to the participant that participate in the Kuching Marathon.

15 August 2014 - On the seventeen day of practical training, the trainee becomes a volunteer for Kuching Marathon 2014 at the Plaza Merdeka. The trainee was tasked to give the race pack that needed for the marathon such as Bip number and vest to the participant that participate in the Kuching Marathon.

16 August 2014 - On this day which is Saturday, the trainee becomes a volunteer for Kuching Marathon 2014 at the Plaza Merdeka. The trainee was tasked to give the race pack that needed for the marathon such as Bip number and vest to the participant that participate in the Kuching Marathon.

17 August 2014 - On this day which is Sunday, the trainee also becomes a volunteer for Kuching Marathon 2014 at the Plaza Merdeka. The trainee was tasked in marking the participant that finished the marathon for the category of 5 kilometer. Besides that, the trainee also giving the medal to the entire participant that finished the marathon for the category of 5 kilometer.

2.1.5 Week 5 (18 August 2014 – 20 August 2014)

18 August 2014 - On the eighteen day of practical training, the trainee was tasked to do minor office task such photocopying some of the document. After that, the trainee does the task in drafting the marking criteria for Setor Ceria Competition 2014. The marking criteria will be divided into five sections whereby each of the section having five questions each for the marking. Besides that, the trainee also goes to DBKU at Depo with Mr. Nur Zakaria to do the physical inspection of the asset such as transport, machine and equipment at different division. Then, the trainee taking the picture of the registration number of the asset as well as the asset itself as an evidence to know whether the asset is in good condition or not.

19 August 2014 - On the nineteen day of practical training, the trainee was tasked to do minor office task such as photocopying several document. Besides that, the trainee also goes to DBKU at Depo with Mr. Nur Zakaria to do the physical inspection of the asset such as transport, machine and equipment at different division. Then, the trainee taking the picture of the registration number of the asset as well as the asset itself as an evidence to know whether the asset is in good condition or not.

20 August 2014 - On the twenty day of practical training, the trainee was tasked to do minor office task such as photocopying some of the document. Besides that, the trainee also goes to DBKU at Depo with Mr. Nur Zakaria to do the physical inspection of the asset such as transport, machine and equipment at different division. Then, the trainee taking the picture of the registration number of the asset as well as the asset itself as an evidence to know whether the asset is in good condition or not. In addition, the trainee completed the marking criteria for Setor Ceria Competition 2014 and handed it to Mr. Awang Mohammad Awang Yusuf.

2.1.6 Week 6 (25 August 2014 – 29 August 2014)

25 August 2014 - On the twenty one day of practical training, the trainee was tasked to do minor office task such as photocopying some of the document. Besides that, the trainee also making a report that will be submitted to HRM division and ADM division.

The report is divided into 2 chapters whereby chapter 1 is about DBKU and chapter 2 is about work to be done during practical training by the trainee at DBKU.

26 August 2014 - On the twenty two day of practical training, the trainee was tasked to do minor office task such as photocopying some of the document. Besides that, the trainee also making a report that will be submitted to HRM division and ADM division. The report is divided into 2 chapters whereby chapter 1 is about DBKU and chapter 2 is about work to be done during practical training by the trainee at DBKU.

27 August 2014 - On the twenty three day of practical training, the trainee was tasked to do minor office task such as photocopying some of the document. Besides that, the trainee also making a report that will be submitted to HRM division and ADM division. The report is divided into 2 chapters whereby chapter 1 is about DBKU and chapter 2 is about work to be done during practical training by the trainee at DBKU.

28 August 2014 - On the twenty four day of practical training, the trainee was tasked to do minor office task such as photocopying some of the document. Besides that, the trainee also making a report that will be submitted to HRM division and ADM division. The report is divided into 2 chapters whereby chapter 1 is about DBKU and chapter 2 is about work to be done during practical training by the trainee at DBKU.

29 August 2014 - On the last day of practical training, the trainee was tasked to do minor office task such as photocopying some of the document. Besides that, the trainee completed the report about DBKU and works to be done during practical training at DBKU and handed it to HRM division and ADM division. Lastly, the trainee attending the monthly meeting with all the staff of ADM division to discuss certain issues and congratulate the trainee for the work done during one month practical training in ADM division.

2.2 Conclusion

As a conclusion, the tasks assigned to the trainee are in the scope of administration, which is in the narrow scope of management. These had been learned by the trainee in theory under the subjects of Management, Human Resource Management, Ethics in Administration, Organizational Behavior, Management Information System, and other related subjects. However, during the practical training period, the trainee had the opportunity to experience it in real working conditions. Thus, the trainee had absorbed the experience and lessons learned from the supervisors in charge in DBKU and relate the scope of work to the theoretical part of the studies learned in class.

CHAPTER 3 ANALYSIS

3.0 Introduction

This chapter will focus on the very area of tasks being done as mentioned in the practical training log book. There are lots of programs that have been done by the company which the trainee would like to focus more on this report. Apart from that trainee was also exposed to some of the administration task that is usually conducted at the workplace. This chapter will discuss further on the application of the theoretical aspects that had been covered in the classroom into the workplace. Moreover, these aspects will be explained in detail by comparing the knowledge that had been learnt in various subjects during class with the real working environment.

3.1 Task Analysis

During the practical at Administration Division in DBKU, I have been exposed to a project and task that give me knowledge and experiences at working environment and the real situation of management. Besides, the practical training also gives me a chance to apply what has been learned in the classroom into practical when doing the work during practical training. When I have been assigned the task, I realize that the task given is related with what I have learned in the classroom. There are several subjects that are related to the task have been given to me during the practical training.

3.1.1 Database Management

CSC208 Management Information System (MIS) is one of the courses that I can relate to my practical training at Administration Division in DBKU. According to Hardeep Singh (n.d), Management Information System can be defined as an integrated user-machine system, for providing information, to support the operations, management, analysis and decision-making functions in an organization. The system utilizes computer hardware and software, manual procedures, models for analysis, planning, control and decision making and a database. Besides, Management Information System (MIS) also can be defined as a system or process that provides the information necessary to manage an organization effectively (Comptroller, 1995). MIS and the information it generates are generally considered essential components of prudent and reasonable business decision. During the practical training, I have been assigned to key in the information of the Purchase Order document into the SPA system which is known as Asset Management System and Staff system that is known as Integrated Information System. Both of the system is used by DBKU only for the purpose of the registration of the entire asset in DBKU that valued above RM500 and below RM500. As a result from learning on how to use both of the system, I possess the knowledge on how to use the database management in DBKU.

3.1.2 Human Resource Management

ADM551 Human Resource Management is one of the subjects that I can relate to my practical training at Administration Division in DBKU. According to Dessler (2007),

human resource management can be defined as the policies and practices involving in carrying out the people or human resources aspects of a management position, including recruitment, screening, training and appraising. Apart from that, human resource management also can be defined as the process of analyzing and managing an organization's human resource needs to ensure satisfaction of its strategic objectives (Hellriegel, Jackson, Slocum and Staude, 2009). From the definition, several functions of human resource management can be related to the analysis such as the induction of the employee and training. Every new employee need to be given an induction or training as soon as they join the organization. Induction is a method of introducing new employee to an organization. Training refers to a planned effort by a company to facilitate employees' learning of a job-related competency that included knowledge, skills, or behaviors that are critical for successful job performance (Raymond A. Noe, n.d). Basically, training is to train employees for doing a specific job or to rise up skill, knowledge and behavior of an employee. During the practical training, I have been involved in the induction process whereby I was introduced to all of the staff in the Administration Division. Besides, I was also getting to know the structures of DBKU such as where is the each of the division are located. Moreover, I was also given training by the staff in Administration Division on how to use Asset Management System and Integrated Information System. As a result of the training, I was able to key in the information of the Purchase Order document into both of the system for the purpose of asset registration.

3.1.3 Public Relations

PRO458 Public Relations is one of the courses that I can relate to my practical training at Administration Division in DBKU. According to Herbert M. Bauns, public relations is defined as a combination of philosophy, sociology, economics, language, psychology, journalism, communication and other knowledge into a system of human understanding. Public relations is very important for every organization because it will help the organization to achieve its objective effectively and smoothly. One of the things that I learned from public relation is communication skills. Communication is the most important element during working environment. This is because it is useful in dealing with people such as colleagues and other employees form different divisions, units and agencies. During the practical training, communication skills are applied during the meeting. Making or answering phone call internal or external of the organization also shows that communication skill was used. Besides, I was also applied my communication skill during Kuching Marathon 2014 with the people that participate in the Kuching Marathon 2014. I become a volunteer whereby I was assigned to give race pack according to what the participant wanted that is needed for the marathon such Bip number and a vest.

3.1.4 Ethics in Administration

ADS452 Ethics in Administration is one of the courses that I can relate to my practical training at Administration Division in DBKU. According to Josephson Institute, ethics is defined as standards of conduct that indicate how one should behave based on moral

duties and virtues. Ethics is also known as code of conduct. Ethics is important because it can provide us with the tools to determine whether or not we should do a certain action and the extent to which a past action should have been done. Examples of ethics are such as personal ethics, school ethics, social ethics, computer ethics and workplace ethics. All of these ethics are basically the same because ethics are about the individual. This means that an individual can make a difference. An ethical person chooses to be a positive example for others to follow. During the practical training, I was also needed to follow the workplace ethics. So, I should come to work on time and leave work on time. Because of that, I was given a punch card so that DBKU can know whether I follow the workplace ethics at DBKU. Besides, I was also following the workplace ethics by wearing formal attire during my practical training at DBKU.

3.1.5 Research Methodology and Data Analysis

Applying the course of ADS511 Research Methodology and Data Analysis, I have learned that research can be defined as a logical and systematic search for new and useful information on a particular topic (S. Rajasekar et. al., n.d). Basically, research is an investigation of finding solutions to scientific and social problems through objective and systematic analysis. Besides, research is done with the help of study, experiment, observation, analysis, comparison and reasoning. According to S. Rajasekar et. al (n.d), research methodology is a systematic way to solve a problem as it is a science of studying how research to be carried out. During my practical training, I was assigned by Mr. Awang Mohammad Awang Yusuf in drafting the marking criteria for Setor Ceria

Competition 2014. This task related to this subject as the concept of the marking criteria is similar on how I construct my research design and research measurement in research method of this subject. This task required me to develop the questions that are related to Setor Ceria Competition so that it will be easier to calculate the marking criteria for every division that participate in this competition.

3.1.6 Organizational Behavior

ADM501 Organizational behavior also is a part of courses that I can relate during my practical training. Organizational behavior can be defined as a broad area of management that studies how people act in organizations (McGinnis, n.d). Here it wills more focusing on the role perceptions. Role perceptions refer to beliefs about what behavior is required to achieve the desired results. In other words, role perception about understands what tasks to be perform, understanding relative importance of tasks, and understanding preferred behaviors to accomplish tasks. During my practical training, I was assigned under Asset Management Unit in Administration Division. This means that most of the tasks assigned to me involving in managing the asset of the DBKU. This subject is related to the work tasked to me which is doing physical inspection of the asset such as transport, machine and equipment at different division in DBKU. This is because before doing physical inspection of the asset, I need to know which asset will be inspecting first and why the asset must be inspect. By doing this, I will understand more about what I am going to do with the task given to me.

3.1.7 Ethnic Relation

Applying the course of CTU553 Ethnic Relation, I have learned that ethnic relation can be defined as the area of the discipline that studies the social, political and economic relations between races and ethnicities in all level of society. Harmonious ethnic relation is very important to be maintained so that there will be no conflict between different ethnic. If not, the people will not be able to live in peace and harmony and the country itself will not be in a stable condition. During my practical training, I also working with the people from different ethnics besides Muslim people. This subject ensures me to apply a good relation with them at workplace. Besides, I also get to be acquainted with them in order to enhance our relations. By doing this, I can ensure that I able to maintain a good relation with all the people from the workplace despite having a different ethnic relation.

CHAPTER 4 RECOMMENDATION

4.0 Introduction

This chapter highlights the strength and weaknesses of job or task assigned during practical training as discussed in chapter three. Furthermore, this chapter also will provide solution for improvement in the future.

4.1 Strengths

Strengths here refer to the advantages and the benefits that the organization has in order to become a better organization. The strength also refers to the strength that exists in the company through doing the administration and social responsibilities activities. The strength that I identified during my practical training is the advancement of technology used in DBKU and the involvement of them participate in many activities.

4.1.1 Advancement of Technology

The first strength that I identified during my practical training at DBKU is the advancement of technology used in DBKU. This is because the organization is using technologies that are still reliable for the purpose of communication in the organization. For example, the organization is using emails for official communication so that all of the employee in DBKU will know the latest information or announcement of DBKU. This shows that that it is very efficient as the emails can serve as a record or prove any

references on any matter of the information. In other words, the emails also give benefits to the organization and the employee as it can be used to store and manage the information. Another example is that DBKU also has the own system to be used for the purpose of asset registration. The systems are Asset Management System or also known as SPA system and Integrated Information System or known as Staff system. Due to the existence of both of the system, it is easier for the employee to register the new asset in DBKU.

Moreover, the availability of internet has assisted much in the communication efficiency in the organization. Through internet, the organization can use email as a source of communication with the entire employee. The use of internet also enables the organization information system to function properly. This means that without internet, SPA system and Staff system cannot be used in asset registration.

Hence, during practical training, I was exposed to these kinds of technology whereby it helping me in completing my task which is to key in the information of Purchase Order document in both of the system. Without this technology such as the availability of internet will make it difficult for me to complete the task given.

4.1.2 Participating Actively

The second strength that I identified during my practical training at DBKU is DBKU is really active in participating in many activities. The activities the organization involved is also involving the public. This reflects positive image of the organization to the public. For example, the organization is responsible in handling for the Kuching Marathon 2014 competition. Because of this event, many local people participate in Kuching Marathon 2014. Besides, other people aside from local are also participate in this event such as people from Brunei and Japan.

Hence, because of the involvement of DBKU in handling the Kuching Marathon 2014, I was assigned to become the volunteer for the event. This gives me the opportunity to learn what is the different between working inside of the organization and outside of the organization.

4.2 Weaknesses

Every organization has their weaknesses. This shows that not every organization is perfect. Weaknesses will give disadvantage to the organization. However, it can be view as a positive manner in which the organization can use this opportunity to improve itself. If the organization did not handle their weaknesses quickly, it may lead to other negative aspect. The weaknesses that I identified during my practical training are inefficiency in daily task of the employee and lack of space for storing paper document in the files at Administration Division.

4.2.1 Inefficiency in Daily Activity

Not all of the employees are efficient in doing their task. This shows there is inefficiency in daily activity of the employee. The matter here is that who is responsible for the efficiency, whether the organization system or the employees itself.

During my practical training, I have been attached to administration division which is divided into three sub-units which are asset management unit, administration unit and support service unit. One of the units which are asset management unit requires the employee to perform outfield jobs where they need to go out doing physical inspection of the asset at other division. Thus, the employees for asset management unit are seldom at the office. Besides, due to this outfield jobs, the employee can leave the office whenever he wants on the ground that they are doing physical inspection of the asset. Moreover, there are some of the employees also taking the chance to take longer time to go out from the office and do some unrelated tasks leaving the office empty. Thus, there is a need to review system of leaving office by the employee in asset management unit to ensure that there is adequate number of employees to stay at the office to assist in other jobs or other matters.

4.2 2 Lack of Space for Storing Files

Another weakness is lack of space for storing files. This weakness is where the administration division did not have enough space in order for storing files. Because of that, some of the employees have too many files placed at their table. This shows the state of untidy whereby the employee having too much things on their table. Besides, due to the conduct of some of the employee, I witness that there are some of the files are just all over of the office such as left on the meeting table. Thus, there is a need for the administration division to overcome this problem quickly before it leads to other problem.

4.3 Suggestion and Recommendation

In this part, based on the weaknesses that has been outlined above, some suggestions and recommendations will be discussed in order to overcome the said weaknesses of the organization to improve its productivity in daily tasks.

Based on the weakness of inefficiency in daily tasks, the organization should review back the system for employees to leave the office. The head of division role plays an important part where he needs to ensure there is enough number of employees at the office. So, there should be a system whereby the period of leaving the office should be fixed. For example, the employee who has outfield jobs can only leave the office up to 2-3 hours

during the office hours. Besides, the number of employee leaving the office must not be more than half of the remaining employees left at the office.

Based on the weakness of lack of space for storing files, the administration division should invest to have more filing cabinets. A filing cabinet is essential office furniture that is used to store paper documents in file folders. In other words, it is an enclosure for drawers in which items are stored. In the administration division, there are not enough space to store files anymore in the filing cabinet as it is fully enough with the files. Thus, the administration division should put their effort more in investing to have more filing cabinets. By doing this, this problem can be overcome as soon as possible.

CHAPTER 5 CONCLUSION

5.0 Introduction

This chapter is about the summary of all the chapters which are from chapter one until chapter four. In this chapter, the key point from every chapter will be discussed and be highlighted.

5.1 Chapter 1

This chapter is focused on the background and history of Dewan Bandaraya Kuching Utara (DBKU). Besides that, this chapter also discuss about vision, mission, function, logo, motto and organizational chart of DBKU. In addition, this chapter also briefly introduce the background of the Administration Division that is very important in DBKU because this division provide support or service to other division.

Administration Division can be divided into three sections which are Support Services unit, Asset Management Unit and Administration Unit. There are three main function of Administration Division. The function are such as responsible providing support services to all division in DBKU, ensure Mobile Asset Management System is conducted in an orderly manner and in accordance with the requirements of LAFR and lastly, managing and controlling the spending for Administration Division.

5.2 Chapter 2

This chapter will focus on the summary of the schedule of practical training that trainee has undergone from the date of 21 July 2014 until 29 August 2014 at Dewan Bandaraya Kuching Utara (DBKU). Hence, during the practical training, trainee has been attached to Administration Division of the organization for six weeks of the training period. Besides, this chapter consists of description of tasks done by day and summary of the tasks by week. We can see the tasks that had been given relates to the subject learn in class.

Through the schedule, we know the task assigned to the student while they in the industrial training. Practical training is provided for the students so that the student can apply the subjects learn in class in the working environment besides experiencing the real working environment. By analysing to the schedule in this chapter, we can see that Administration Division are fully utilizes the practical students by giving related tasks and projects which is suitable and this exposed me on how to manage and do the task given. Moreover, the administration division does bring me to the real working environment for my experience. This is because the employees in this division teach me on how to use Asset Management System and Integrated Information System, on how to do physical inspection of the asset as well as other minor office tasks.

5.3 Chapter 3

For chapter three, the chapter consists of the analysis of practical training which specifically focuses on the area of task as covered in the practical logbook. Besides, this chapter also shows the relationship between the theories learned in class and the tasks that were given to me. In this chapter, I identifies which area of the tasks that had been done relate with the tasks given. The relationship can be in various fields of subjects.

For example, the subject CSC208 Management Information System (MIS) is one of the courses that related to the task assigned to me during the practical training. This is because the task assigned to me that is to key in the information of Purchase Order document into Asset Management System and Integrated Information System is similar with the concept of this subject. This is because this task requires me to use both of the system by using computer that link to both of the system. In addition, there are other courses that I can relate to my practical training. The courses are such as Human Resource Management, Public Relation, Ethics in Administration, Research Methodology and Data Analysis, Organizational Behaviour and lastly, Ethnic Relation. The relationships between the procedures, theories and the task have made me strengthen my knowledge on the theories. This has also made me understand on how the theories work and how to use it. This has given me deeper knowledge in the theories.

5.4 Chapter 4

Chapter 4 will focus on the recommendations or suggestions from the practical trainee. The recommendations are based on various strength and weaknesses of the firm from what has been observed by the trainee during the practical training.

The strengths of the organization are the advantage and benefits that organization has. I have identified two strength of DBKU. The strength that I identified is the advancement of technology in DBKU. Besides, with the availability of internet also help to improve communication efficiency in DBKU. Other strength that I identified is DBKU also involved in many activities. For example, DBKU is responsible in handling Kuching Marathon 2014.

There are also some weaknesses in the organization that need some improvement and reviews by the organization. Among the weaknesses are inefficiency in daily activity of the employee and lack of space for storing files. As such these weaknesses come with some recommendations that the organization could take in order to overcome some of the weaknesses. For example, the organization needs to review the system for the employee to leave office and invest more to have filing cabinets for the purpose to store the files.

5.5 Conclusion

As a conclusion, DBKU is a unique organization that has given me lots of meaningful experience. I will never forget the experience of working and learning at the same time in such a reputable organization. This is because, through this experience, I learnt that it is important for us to know how to manage work or task that has been given to us. Other than that, the theories that have been learned in class can be applied in the real working environment in which I can see the interconnection between the theories and the practicality of the theories by applying them during the practical training.

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APPENDICES



Kuching Marathon 2014



Medal for the participant in the category of 5 kilometer

This marking scheme task was assigned to Muhammad Asrani Razin and Mohd Farhan Nidzam bin Jaafar by Head of Administration Division, Encik Awang Muhammad Bin Awang Yusuf

KRITERIA PEMARKAHAN PERTANDINGAN SETOR CERIA 2014

- 1 - Sangat tidak memuaskan
- 2 - Tidak memuaskan
- 3 - Memuaskan
- 4 - Sangat memuaskan

A1. Pengurusan

1	Adakah diwujudkan struktur Jawatankuasa pengurusan setor?	1	2	3	4
2	Adakah terdapat garis panduan/ arahan/ prosedur kerja mengenai pengurusan setor disediakan?	1	2	3	4
3	Adakah rekod inventori disediakan dan diselenggara dengan baik?	1	2	3	4
4	Adakah stok barang-barang di dalam setor sentiasa ada apabila dikehendaki dan menepati kehendak pelanggan?	1	2	3	4
5	Adakah stok barang-barang di dalam setor diberi perlindungan, penjagaan, dan penyelenggaraan sewajarnya semasa dalam simpanan bagi memastikan kualiti stok sentiasa terjamin?	1	2	3	4

A2. Rekod

- | | | | | | |
|----|--|---|---|---|---|
| 6 | Adakah stok barangan yang keluar masuk dicatat mengikut prosedur yang telah ditetapkan bagi tujuan rekod? | 1 | 2 | 3 | 4 |
| 7 | Adakah stok barangan dilabelkan dengan nombor kod dan nama barang sama ada pada barang tersebut ataupun bekasnya? | 1 | 2 | 3 | 4 |
| 8 | Adakah stok barangan yang diterima direkodkan menggunakan kad yang telah ditetapkan? | 1 | 2 | 3 | 4 |
| 9 | Adakah penggunaan rekod melalui system elektronik mematuhi peraturan yang ditetapkan seperti dikemaskini dan dicetak dari semasa ke semasa serta format yang sama digunapakai? | 1 | 2 | 3 | 4 |
| 10 | Adakah pegawai setor mematuhi penggunaan rekod apabila merekod semua stok yang diterima oleh setor? | 1 | 2 | 3 | 4 |

A3. Susun atur

- | | | | | | |
|----|---|---|---|---|---|
| 11 | Adakah ruang setor digunakan sepenuhnya dengan mengambilkira faktor keselamatan, kemudahan pengeluaran, verifikasi, dan kekemasan setor? | 1 | 2 | 3 | 4 |
| 12 | Adakah setor disusun atur dengan sistematik dan praktik untuk membolehkan aktiviti pengurusan setor berjalan dengan lancar, selamat, mudah, dan menjimatkan masa? | 1 | 2 | 3 | 4 |
| 13 | Adakah setor disusun atur dengan mengambilkira penggunaan ruang untuk memudahkan kakitangan dan alat pengendalian barang-barang bergerak dengan selamat? | 1 | 2 | 3 | 4 |
| 14 | Adakah rak-rak yang sesuai atau boleh diubahsuai digunakan bagi penyimpanan barang-barang mengikut jenis, disusun pada setiap rak, tingkat, petak atau arah supaya teratur dan kemas? | 1 | 2 | 3 | 4 |
| 15 | Adakah konsep 5S diamalkan bagi memastikan stok tidak mudah rosak, senang dikeluarkan, dan penggunaan ruang yang optimum? | 1 | 2 | 3 | 4 |

A4. Keselamatan

- | | | | | | |
|----|---|---|---|---|---|
| 16 | Adakah kotak keselamatan disediakan di dalam setor? | 1 | 2 | 3 | 4 |
| 17 | Adakah setor dilengkapi dengan system kawalan kebakaran yang sesuai dan memadai seperti ' <i>fire alarm</i> ', ' <i>smoke detector</i> ', ' <i>water sprinkler</i> ', ' <i>fire extinguisher</i> ' dan lain-lain? | 1 | 2 | 3 | 4 |
| 18 | Adakah pengawal keselamatan dilantik untuk memantau keadaan setor? | 1 | 2 | 3 | 4 |
| 19 | Adakah notis arahan/ label/ petunjuk/ tanda-tanda keselamatan disediakan di dalam setor? | 1 | 2 | 3 | 4 |
| 20 | Adakah setor dipasang dengan lampu-lampu limpah dan diselenggara dengan baik? | 1 | 2 | 3 | 4 |

A5. Kebersihan

- | | | | | | |
|----|--|---|---|---|---|
| 21 | Adakah keadaan lantai setor bersih dan tiada sampah disudut di bawah peralatan dan perabot? | 1 | 2 | 3 | 4 |
| 22 | Adakah kawalan pencegahan serangga perosak secara berkala dilaksanakan di dalam setor? | 1 | 2 | 3 | 4 |
| 23 | Adakah jadual pembersihan setor disediakan bagi memastikan kerja-kerja pembersihan setor dilakukan secara berkala? | 1 | 2 | 3 | 4 |
| 24 | Adakah setor dicat dengan warna yang sesuai bagi mempamerkan keadaan persekitaran setor yang bersih dan menarik? | 1 | 2 | 3 | 4 |
| 25 | Adakah setor dihias menggunakan perhiasan yang sesuai, menarik, dan praktikal bagi menunjukkan keadaan persekitaran setor yang bersih dan menarik? | 1 | 2 | 3 | 4 |