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ADS 667  
PRACTICAL TRAINING REPORT

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

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

.....  
(DR. NADRAWINA BINTI ISNIN)

Date:

## Declaration

I hereby want to declare that the work contained in this report practical is having been duty identified and acknowledge. If I am later found to have committed plagiarism or others forms of academic dishonesty, action can be taken against under the Academic Regulations of UiTM's.

Signed



.....  
(Nor Hairuni Binti Ahmad Helmy)

## ACKNOWLEDGEMENT

Assalamualaikum w.b.t.

Alhamdulillah I have completed my industrial training. First of all, I feel thankful to the Almighty for the blessing given to me to complete this industrial training report.

Here I would like to address my highest appreciation to Miri City Council for giving me this opportunity to conduct my internship with Local Agenda 21 Unit for these past 8 weeks. I am grateful and pleased to thank the Mayor of Miri City, Mr. Adam Yii Siew Sang, City Secretary, Mr. Morshidi Fredrick and a special thanks to my supervisor a LA21 Officer, Mr. Justine Ulok Gana for their advices, motivation and guidance throughout the practical. Several matters had been learned and I gained a lot of constructive knowledge and skills from Mr. Justine Ulok Gana. His experiences and familiarity with LA21 programs had bought me strength to undergo this internship.

Besides, I also would like to take this opportunity to express my thanks to the people who have shared their knowledge and assisted me in the completion of this practical training especially Mdm Dayang Siti Nurbaya, Miss Norhayat, Mdm Sandra, Mdm Paker, Mdm Ena and Mr. Richard for their helping hand and guidance. I truly appreciate it.

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## CHAPTER 1 INTRODUCTION



# MIRI CITY COUNCIL MIRI LOCAL AGENDA 21



### 1.1 Miri City Council

#### 1.1.1 History

The Council was established since early 1930s. In 1993, the Miri Municipal Board was established following the enactment of the Municipal Order No. M-7, 1933. However, the Board was re-constituted on 1<sup>st</sup> January 1956 and became Miri Urban District Council which financially independent and manage its own local affairs. The Council consisted of 17 members.

In December 1960, the Council's general election was held for the first time. The fully elected Council constituted under the Local Authority (Miri District Council) Order 1960 and began functioning on 9<sup>th</sup> January 1961. The council was changed from the Urban District Council to the status of a District Council under the new constitution in order to meet the requirements of the new development in the field of local government, and with the object of extending its boundaries to include the whole of the Miri administrative sub-district. The Council consisted of 18 elected members. The Divisional Engineer, the Superintendent of Lands and Surveys, the Divisional Medical Officer, the Divisional Education Officer and the Superintendent of Police were advisers to the Council.

The second Council's general election was held in May/June 1963. As result, the district was divided into 14 electoral wards with 19 members. Five of the 19

members were elected to the Divisional Advisory Council. By the time the Council area of jurisdiction was 337 square miles with a population of 24,049 based on the 1960 Census Report.

In 1981, the local authorities in the state were restructured. The Miri District Council was upgraded into a Municipality and the new Councilors were sworn in on November 6<sup>th</sup>. The newly restructured Miri Municipal Council consisted of a Chairman, a Deputy Chairman and 24 Councilors were nominated.

### **1.1.2 Background**

Miri City Council (MCC) is the main organization in managing the development of Miri City. It is under the Ministry of Environment and Public Health (KASKA) and its jurisdiction area is about 997.43 sq.km. The responsibility of council has become more important when Miri was recognized as a city on 20<sup>th</sup> May 2005.

The main function of MCC is to provide the public services and managing the events and affairs of Miri City. The services provided by MCC are rubbish collecting, street lightings, maintenance of roads and drains, managing the disposal and conservancy system, collecting of assessment rates, bills and others which are under the authority of MCC.

One of the great achievements of MCC is winning the award of the national level on beautiful landscape category competition. Miri City attracts visitors from all over the world. This brings income to prosper the economy of Miri.

### **1.1.3 Mission**

WE ARE COMMITTED TO MANAGE COUNCILS RESOURCES EFFICIENTLY  
AND TOWARDS WORLD CLASS SERVICE DELIVERY TO THE PEOPLE

### **1.1.4 Vision**

THE MOST LIVEABLE RESORT CITY BY 2020

### **1.1.5 Miri's Community Vision**

Miri City must have a more harmonious, safe, healthy, caring and civil society. It is to be the social, cultural and educational hub of northern Sarawak, equipped with an efficient infrastructure system and driven by a prosperous and sustainable economic development in harmony with its ecological environment.

### **1.1.6 Quality Policy**

To become an efficient local authority providing high quality services.

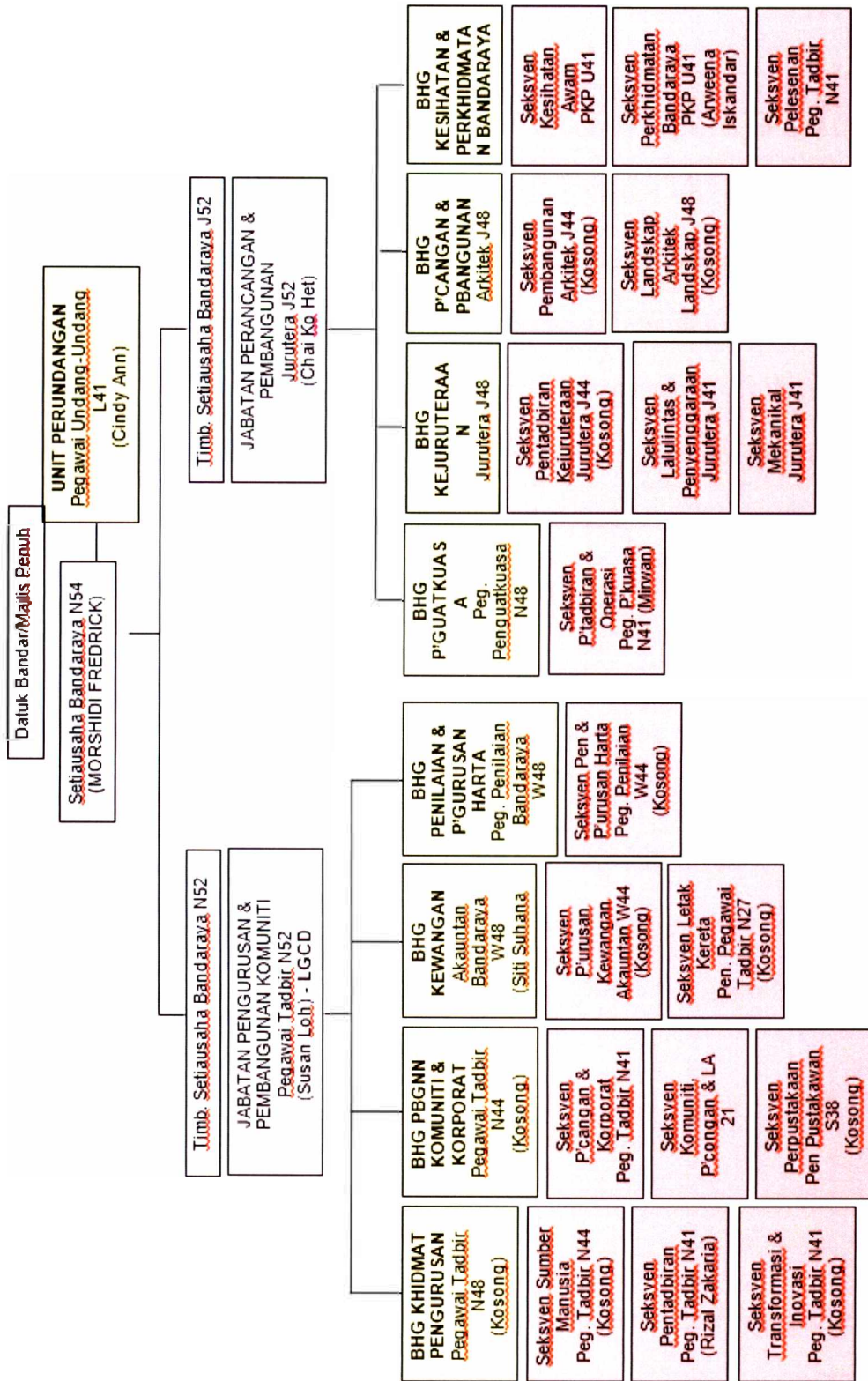
### **1.1.7 Main Objectives**

- To deliver reliable and efficient municipal services through competent and committed workforce.
- To provide and upkeep infrastructure, public amenities and facilities through strategic and systematic planning.



- To ensure orderly development of the building industry through enforcement of enacted legislations.
- To promote and safeguard public health through enhancement of environmental sanitation and personal hygiene.
- To strive for financial self-reliance by prudent financial management.
- To beautify the environment by providing more parks and greens.
- To complement efforts in preserving the environment through exercising environmental control.
- To instill and promote harmonies relationship between the Council and the Community through interactive activities.

# 1.1.8 Organization Chart



Source: MCC Official Website

## **1.2 LOCAL AGENDA 21**

### **1.2.1 Background**

Local Agenda 21 (LA21) Unit is one of the section or department in MCC. It is a program that emphasizes the involvement of third parties which are local authority, community and private sectors working together to plan and manage their environment towards the sustainable development and a better quality of life. LA21 is based on Agenda 21 which is global action plan towards sustainable development for 21<sup>st</sup> Century. It is originated from the earth summit at Rio de Janeiro, Brazil in year 1992 which attended by 178 countries including Malaysia. This action plan consists of 40 chapters explaining the actions needed to be implemented towards the sustainable development.

Chapter 28 of Agenda 21 emphasizes that there are so many of the problems and solutions being addresses by Agenda 21 have their roots in local activities, thus, the participation and cooperation of local authorities will be determining factor in fulfilling its objectives. Besides, local authorities in every country must undertake a consultative process with their populations and achieve a consensus on their own “Local Agenda 21” for their communities.

### **1.2.2 Sustainable Development**

Sustainable development is, “Development that meets the needs of the present without compromising the ability of the future generations to meet their own needs.” To achieve sustainable development, economic, social and environment must be equal. (Source: World Commission on Environment and Development, 1987)

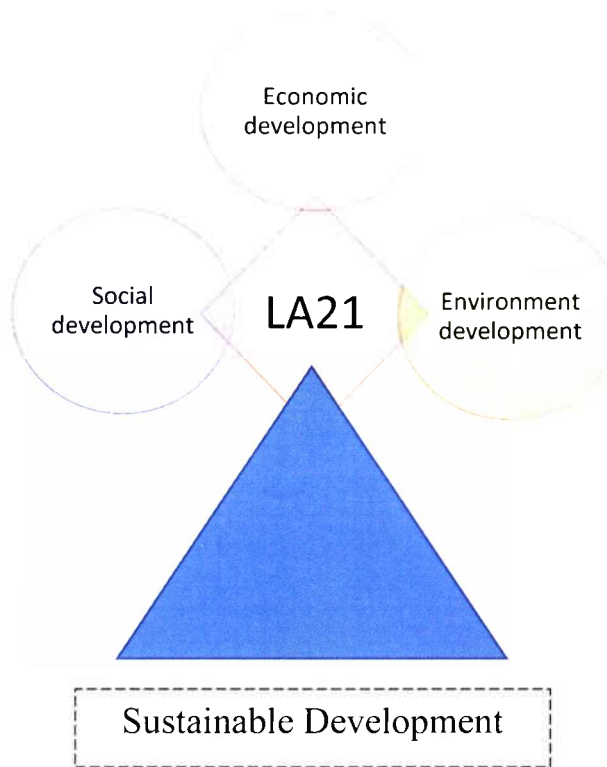


Figure 1: The equilibrium of social, economy and environment development in constructing the sustainable development.

### 1.2.3 Characteristics of LA21

- It addresses economic, social and ecological needs together.
- It includes a consensus on a vision for a sustainable future.
- It includes a participatory process with local residents.
- It establishes a Stakeholders Group, forum or equivalent multi – sectoral community group to oversee the process.
- It contains an action with concrete long-term targets.
- It has a monitoring and reporting framework.
- It has indicators to monitor progress.

### **1.2.4 Partnership**

The three main partners collaborating for sustainable development are private sector (business and industry), local authority (local council, local council departments and other related government agencies) and civil society (general public, consumers, Non-Government Organizations (NGOs), Community-Based Organizations (CBOs), residents' associations, professionals, mass media and other society representatives). The MOU was signed on 8<sup>th</sup> November 2001.

### **1.2.5 The Objectives of LA21**

- To expose the local community and private sectors to the sustainable development issues.
- To clarify the roles of sustainable development are our responsibility.
- To conclude that the strategies and LA21 action plans are based on local sustainable development issues.
- To implement the LA21 action plan in the form of sustainable development projects.

### **1.2.6 Benefits of Local Agenda 21**

- Cooperation between local authority, community and private sectors is enhanced for mutual benefits.
- Create a convenient living environment through clean, safe and harmonic surrounding.

- Opportunity for community and private sectors to join together in development process.
- Sustainable development issues at local stage can be studied and tackled together.
- Local authorities promote the good governance concept.

### **1.2.7 Implementation of LA21 program in Miri**

There are five elements in implementing the LA21 program:-

a. Partnership

Miri LA21 Committee was established which comprises government agencies, private sectors, NGOs and CBOs, higher education institutes and schools, MCC officers and councilors.

b. Community based Issues Analysis

Three main local issues have been identified through forums, workshops, exhibitions, dialogues and meetings: Solid Waste Reduction, Drainage System in Miri and Pollution River Control in Miri.

c. Action Plan

Three working groups were formed on 9<sup>th</sup> December 2001 to facilitate in solving the above mentioned issues: Pollution Control of River in Miri Action Plan Working Group, Miri Drainage Network Action Plan Working Group and Solid Waste Reduction Action Plan Working Group. On September 2002, these action plan working groups were converted to become Implementation Working Group.

d. Implementation and Monitoring

The action plans have been implemented through programs and activities that have been agreed. Continuous monitoring to ensure the Action Plans meet the target.

e. Evaluation and Feedback

The committees have on-going programs to evaluate indicators on the implementation of Local Agenda 21 Programs. Miri LA21 Unit has also publicized leaflets and released news for public and LA21 members.

## **CHAPTER 2    INTERNSHIP DAILY REPORT**

Local Agenda 21 was a unit that specialized in managing the local activities and serve the community. Therefore, in the previous years, LA21 is one of the active unit under Miri City Council. “No Plastic Bag Campaign”, Gotong-royong and 3R talk are example of programs that were under LA21 unit. However, during my internship period the programs that were planned under LA21 are fewer in the first quarter of year 2017 compared to the latter half of the year. Therefore, my period of training was not filled with much activities and tasks. The period of 8 weeks was short but I was able to participate in few programs that was organized by LA21 within those weeks.

### **Week 1**

**(23.01.2017 - 27.01.2017)**

23<sup>rd</sup> January 2017 (Monday)

I was reported at the Administration Department in Miri City Council (MCC) around 8 a.m. There, I met with the Practical Training Assistant, Miss Siti Baizura. She did a short briefing about few rules including the working hours and dress code. I was asked to sign a letter of agreement.

I was assigned to the Local Agenda 21 (LA21) Unit and my supervisor was Mr. Justine Ulok Gana. Upon arrival at the office, I was briefly explained about the LA21 programs by Mr. Justine. After that, I was doing nothing through the day.



24<sup>th</sup> January 2017 (Tuesday)

I started the day by doing light cleaning in the office such as sweeping the floor. Then, I was assigned to do cleaning and organizing the store. Since the unit just moved into the new building few weeks ago, the store was still a wreck. We started by organizing the files into boxes and arranges them at the shelves provided.

25<sup>th</sup> January 2017 (Wednesday)

On this day, I attended the meeting for Miri LA21 Pollution Control of Rivers in Miri Implementation Working Group. I learned how to prepare minutes of meetings. I also got the opportunity to see how they conduct the meeting.

26<sup>th</sup> January 2017 (Thursday)

I started my day by doing some cleaning (sweeping the floor). I learned how to handle binding machine by helping the staff to binding the monthly report for November 2016, December 2016 and January 2017.

27<sup>th</sup> January 2017 (Friday)

Today, I attended the Online Database Workshop at Pustaka Miri. The purpose of this workshop is to expose the participants about online databases like search engines, how to retrieve journals and articles, and services provided inside the Pustaka's official website.

## **Week 2**

**(31.01.2017 - 04.02.2017)**

30<sup>th</sup> January 2017 (Monday) – Public holiday for Chinese New Year celebration.

31<sup>st</sup> January 2017 (Tuesday)

I cleaned the office like any other day. Then, I helped the staff to do some typing. The document that she asked me to type is for questionnaire analysis. The questionnaire analysis was prepared to analyze the evaluation for the community development program held by the Miri LA21 which was filled in by the participants of the program.

1<sup>st</sup> February 2017 (Wednesday)

On this day, I was back in the store to continue organizing the files and other stuffs. Besides, I was assigned to label the racks and boxes. The purpose is to ease the finding of those old files in the future.

2<sup>nd</sup> February 2017 (Thursday)

I was still organizing the store. Continue to label the boxes and organized the documents, files, exhibition equipment and others.

3<sup>rd</sup> February 2017 (Friday)

Today, I still continue to organizing the store. In the afternoon, I helped the staffs in preparation for 3R Workshop which will be held at Senadin on Saturday.

4<sup>th</sup> February 2017 (Saturday)

I attended the '3R Workshop: Decoupage & Soap Making' at Senadin. We arrived at the venue at 7.30 am and then set up the venue before the program started. We, internship students were assigned at the registration desk to take attendance and then I was asked to take pictures throughout the program. I learned how to do decoupage which was made of used items such as bottle, plate, and vase. Besides, I also learned how to make soap from used cooking oil.

### **Week 3**

**(06.02.2017 - 10.02.2017)**

6<sup>th</sup> February 2017 (Monday)

On this day, I was in the store to continue labelling the boxes and organizing the documents and files into the right box and rack.

7<sup>th</sup> February 2017 (Tuesday)

Still organizing the store.

8<sup>th</sup> February 2017 (Wednesday)

Today, I was asked to change the old and damage boxes into the new ones in order to ease the process of 5S which will be evaluate later.

9<sup>th</sup> February 2017 (Thursday)

I was cleaning the office like any usual day. Then, I was asked to make follow-up calls with the supermarkets involved with 20cents Collection for Say No to Plastic Bag Campaign. By doing so, I learned how to make proper phone call to the officer in charge for the reports.

10<sup>th</sup> February 2017 (Friday)

I cleaned the office like usual. After that, I helped the staff to photocopy the reports and minutes of previous LA21 meeting.

At 10.00 pm, I attended the MCC Meet the People Session held at Old People Street. The purpose of this program is to listen to the complaint, problem or any related matters to the council.

#### **Week 4**

**(13.02.2017 - 18.02.2017)**

13<sup>th</sup> February 2017 (Monday)

After cleaning the office, I helped the staffs with their logbook. I typed, printed and compiled their logbook.

14<sup>th</sup> February 2017 (Tuesday)

I started the day by cleaning the office. After that, I helped the staff with some photocopy of few documents. Later in the afternoon I attended and was assigned to take meeting minutes for Local Agenda 21 & Community Development Standing Committee (LACD).

15<sup>th</sup> February 2017 (Wednesday)

Today, I drafted the meeting minutes of yesterday meeting.

16<sup>th</sup> February 2017 (Thursday)

As usual, I cleaned the office. Then, I was assigned to prepare the list name for the “Gotong-royong at Nanga Angkari, Lambir” this upcoming Saturday. Before the afternoon, I was doing setting up for 3R Talk and Bokashi & Soap Demonstration that will starts at 2.30 pm. During the talk and demonstration I was assigned to assist with the presentation.

17<sup>th</sup> February 2017 (Friday)

Today, I was updating the list name for the guests that will attend the “Gotong-royong at Nanga Angkari, Lambir”.

18<sup>th</sup> February 2017 (Saturday)

Today was the day of the “Program Kesedaran & Pembersihan Perparitan Kpg Nanga Angkari Lambir Miri” at Kpg Nanga Angkari Lambir Miri which was organized by JKKK Kpg Nanga Angkari with the Working Group of Miri Rivers Pollution Control and Sub-Committee Kpg

Angkat Miri LA21. I and the other internship students was assigned at the registration table for the day. In addition, we are assigned to distribute the questionnaires to the participants. We also participate in collecting the rubbish.

### **Week 5**

**(20.02.2017 - 24.02.2017)**

20<sup>th</sup> February 2017 (Monday)

After cleaning the office, we was asked to organize the equipment that was used for the gotong-royong back into the store.

21<sup>st</sup> February 2017 (Tuesday)

Today, I helped the staff with the preparation of report for meeting that will be held tomorrow. Then, I went to the store to retrieve few old files that was asked by the staff.

22<sup>nd</sup> February 2017 (Wednesday)

I cleaned the office as usual. Then, I was assigned by the Puan Siti Nurbaya to prepare the annual report for 2015/2016 and so do my fellow internship friends. We teamed up to prepare the report. In the afternoon, I was asked to guard the front desk because the staff in charge is out for some work. While guarding, I was preparing the report.

23<sup>rd</sup> February 2017 (Thursday)

My task for today was the same as yesterday. Guarding the front desk and prepare the report asked.

24<sup>th</sup> February 2017 (Friday)

My task was the same as yesterday. Later in the afternoon, I went to the administrative office to fax the letter of “Jemputan ke Program Gotong-royong Perangi Wabak Denggi di Taman Ceria Tudan” to the members of the committee involved.

### **Week 6**

**(27.02.2017 - 03.03.2017)**

27<sup>th</sup> February 2017 (Monday)

I started the week by cleaning the office. Then, I helped to photocopy the meeting minute report for the “Sub-Komiti Kpg Angkat LA21” which will be held at 2.30 in the afternoon. After that, I was asked to guard the front desk and I continue to finish my annual report. In the afternoon, I attended the meeting and assigned to take meeting minute.

28<sup>th</sup> February 2017 (Tuesday)

Today, I helped the staff with souvenirs for school visit. Then, still with the progress of annual report. In addition, I was assigned to prepare the meeting minute for “Sub-Komiti Kpg Angkat Miri LA21”.

1<sup>st</sup> March 2017 (Wednesday)

I cleaned the office as usual. Then, continue to finish the annual report.

2<sup>nd</sup> March 2017 (Thursday)

I cleaned the office as usual. Then, continue to finish the annual report.

3<sup>rd</sup> March 2017 (Friday)

I cleaned the office as usual. I was asked to guard the front counter because the staff in charge was away. I continue to prepare the annual report along with the report for activities done in Bario on 23-25 February 2017.

### **Week 7**

**(06.03.2017 - 10.03.2017)**

6<sup>th</sup> March 2017 (Monday)

I was cleaning the office as any usual day. Then, finishing the annual report. Later in the afternoon, I helped the staff to prepare the analysis for questionnaires distributed at Bario and during the gotong-royong at Nanga Angkari.

7<sup>th</sup> March 2017 (Tuesday)

Mr. Justin asked to prepare the English version of the Community Development Program Evaluation Form.



8<sup>th</sup> March 2017 (Wednesday)

Today, I was still preparing the English translation for the evaluation form.

9<sup>th</sup> March 2017 (Thursday)

After finish cleaning the office, we was asked to do correction for the annual report.

10<sup>th</sup> March 2017 (Friday)

As usual, I cleaned the office. Then, continue with the correction for annual report. In the afternoon we helped the staff with the preparation for the upcoming exhibition.

### **Week 8**

**(13.03.2017 - 17.03.2017)**

13<sup>th</sup> March 2017 (Monday)

After doing the usual, I and my partner for annual report compiled the annual report for 2015.

After lunch hour, I was asked to help stamp seal for certificates that will be given to the participants of the Science, Mathematics and Technology Week.

14<sup>th</sup> March 2017 (Tuesday)

After finish with cleaning, I helped Mr. Richard to compile reports for LACD meeting at 2.30 in the afternoon. Then, I was assigned to guard the front counter as Mr. Richard was away for the meeting and Mrs. Ena is on sick leave.

15<sup>th</sup> March 2017 (Wednesday)

Today, I continue to finish the English translation of the evaluation form. Then, I helped Mrs. Sandra to prepare and laminate the label for racks in the store. I was assigned to guard the front counter. Since Mrs. Ena is on sick leave, I was asked to check the letter for LA21 at the administration office.

16<sup>th</sup> March 2017 (Thursday)

Today, I spent the day at Pustaka Miri for the Science, Mathematics and Technology Week. We held an exhibition along with other participants of the “Cabaran Rekacipta dan Inovasi Bahan Kitar Semula 2017”. The purpose of the exhibition is to expose the public about our activities and recycled products such as soap from used oil, Bokashi tea and decoupage. I was also assigned to distribute questionnaire to the participant of the program.

17<sup>th</sup> March 2017 (Friday)

I spent half of the day at Pustaka Miri to help with the prize-giving ceremony and the registration. In the evening, I went back to the office and we did some small farewell party.

## **CHAPTER 3 ANALYSIS**

### **3.1 Introduction**

In this chapter, it focuses on the analysis of activities or tasks that have been done during the practical training. The task given to the student is being explain specifically in details where each process or action taken are being stated in this chapter. Other than that, analysis is done to identify the strengths and weaknesses that can be gain throughout the process of performing the task. Each tasks stated below are being guided directly by the staffs in Local Agenda 21 Unit of Miri City Council. The focus of discussion is the activities that related to the syllabus of subjects for Administrative Science.

### **3.2 Project Management (ADS512)**

Project Management can be define as the application of knowledge, skills, tools and techniques to project activities to meet the project requirements. A project is an endeavor to accomplish a specific objective through a unique set of interrelated tasks and the effective utilization of resources. The successful accomplishment of the project objective could be constrained by many factors, including scope, quality, schedule, budget, resources, risks and customer satisfaction. The project life cycle has four phases which are initiating, planning, performing and closing the project. Thus, a project management process involves two major functions; first establishing a plan and then executing that plan to accomplish the project objective. For example, 3R talk should have a clear objective and planning in order to accomplish the goal of the program.

### 3.2.1 3R Workshop: Decoupage and Soap Making

Throughout the practical training the student are able to participate in few activities and 3R workshop is one of the few. The objective of this workshop is to expose the local on the importance of 3R; Reduce, Reuse and Recycle to create of a recycling-oriented society. Miri LA21 Unit is very passionate in projecting the 3R programs in order to achieve the sustainable development. Thus, this program was being held frequently at the local community centers with the purpose to teach them decoupage from recycled items like bottles, vases, mugs, plates, etc. and learn to make soap from used cooking oil.

In the training, during the preparation for the workshop which will be held at Senadin, the student together with staffs in charge were together to make sure that all equipment for the workshop is well prepared. The staffs was divided to in charge with different activities. For example, Mr. Richard is in charge with the soap making while Mrs. Ena and Mrs. Sandra with decoupage. The day before the workshop, the student was taught to make soap in order to help in assisting the participant later. Since the soap making process involves with some chemical, it is essential to stay focus so that nothing goes wrong during the process. After the lesson and checking the equipment, we moved the equipment to the car.

On the day of the workshop we arrived early at the community hall and starts to set up the place. The student was assigned at the registration to distribute pamphlet and evaluation form other than recording their attendance. The workshop starts at 8.30 am with welcoming speech from Councilor Joanna Ping Eng Oyok. The first session was decoupage. The student helped in assisting the participants to make decoupage out of the items that they bought. Next session was soap making. In order to avoid any

complication, the staff warned the participant to be careful of the chemical reaction. The workshop ended at the noon around 12.30 pm and we packed our equipment and put it back into the car. Before we dismissed, the equipment was bought back to the office.



Figure 3.1

To relate this with project management, the workshop has fulfilled each phase from initiating phase to planning, performing and then the closing. Planning and communication are critical to successful project management because they prevent problems from occurring or minimize their impact on the achievement of the project objective when they do occur. However, there are few constraints (will be discuss in Chapter 4) that occur during the workshop but it does not affect the progress of the

program. The project manager, Mr. Richard did a good job on planning, organizing and controlling the work effort to accomplish the workshop objective. He guided the student throughout the workshop. The result from evaluation form shows that the participants are gratified with the workshop and looking forward for another session.

### **3.2.2 Program Kesedaran & Pembersihan Perparitan Kpg Nanga Angkari Lambir Miri**

On February 18, 2017, Miri LA21 Unit together with JKKK Kpg Nanga Angkari, Miri Rivers Pollution Control Working Group and Kpg Angkat Miri LA21 Sub-Community held a cleaning and awareness program named Program Kesedaran & Pembersihan Perparitan at Kpg Nanga Angkari Lambir, Miri. The objective of the program is to encourage the local to keep their area and drainage system clean. Besides, the organizer also planting plants to revamp the area. LA21 Unit often organized this kind of activity in other villages under the 'Program Kampung Angkat', but not just the drainage system they also clean the river and coastline.

In the training period, the process of managing the project started with the distribution of tasks. The student does not involved in the making proposal of the program because it is already done by the staff. The student was assigned at the registration table and distribution of program evaluation form. A brief meeting was held on Thursday by the Mdm. Siti Norbaya to explain every tasks given to the staffs and student. During the meeting, she kept reminding us to stay focus and do our job during the actual event. After the briefing, the student and staffs went to the store to prepare the equipment for the cleaning such as garbage bags, hoes, gloves and scale.

The student also required to make a follow-up call and list the names for the guest that have been confirmed to join the program. On the day of the program, we gathered at the main office foyer and departure at 7.00 am. Once arrived we set the registration table and prepare to welcome the guests and the participants. After a welcoming speech from Councilor Aries and the 'Tuai Rumah' of Nanga Angkari, we start to clean the area and plant the trees along the road.

A prize will be given to the team or individual that collected the heaviest rubbish. Consolation prizes also will be given to the participants. The student also participated in collecting the rubbish while taking pictures for the monthly report. During the break while the judges are weighing the rubbish, the student distributed and collected the evaluation form for the program. After prize-giving ceremony, the student helped in distributing the packed food before the program disperse. Before going back, we dropped the equipment back at the office.



Figure 3.2

In this training, in approaching tasks, the employees have been experience in handling such activities from past years. Therefore, the process of managing the program become easier throughout the year. The student are being guided from early to the finish of the program. A good communication skills is the key to the success of this project. In my opinion, Mdm. Siti Norbaya is a good project manager whereas she never fails to communicate with the employees and student during the program. During the briefing, she communicates, share the information and asking opinion from her fellow employees to make the program successful. Thus, the project manager inspires the project team to succeed and achieve the desired results.



### **3.3 Quality Management (ADM510)**

Quality management (QM) is the act of overseeing all activities and tasks needed to maintain a desired level of excellence. This includes the determination of a quality policy, creating and implementing quality planning and assurance, and quality control and quality improvement. It is also referred to as total quality management (TQM). QM is important as it focuses on quality care for consumers and it focuses on organization viability. Staff, departments, stakeholder groups and internal committees are example of who define roles in QM. However, QM is the job of the entire organization. In this particular subject, I will discuss on designing counter services.

#### **3.3.1 Designing Counter Services**

Counter service is a form of service in organization, restaurants and hotels where the service are ordered at the counter. Counter service is a form of important line service. It is a first point of contact for customers who are seeking planning related assistance and information. There are three components of a quality counter service; in front of the counter, counter section and section behind the counter.

During the training period, the student have been assigned to the front counter a few times. Therefore, analysis of the quality of the counter service can be explained in this particular section. Firstly, in front of the counter, LA21 did a good job in providing appropriate and sufficient facilities for the customers such directional signs. Since LA21 is a unit that handle community service development, various agency come to propose their program to LA21. The enquiry counter of LA21 is well visible because the see-through glass wall and the waiting area is prepared with comfortable chairs. For your information, the unit just moved to the new office located at the UTC building a

few weeks before the student report for duty. Thus, the office equipment is all new and complete.

Next, at the counter section where the service took place is divided into 4 stages which are preparation, reception, processing and the last stage is completion of service. In stage one, it involves the employee to be well prepared and familiar with the environment and the machines or systems. Next, in stage two; reception, it is a place where the front line staff meet the customers. It is essential for the organization to provide guidelines on good practices which include on how should you welcome customer, how to start a conversation and how to handle any problem that could arise. By doing so, the employee can prepare themselves well when encounter a customer.

Then in stage three; processing, it is about the when the counter staff serves the customer with their wants and needs. During this stage, the counter staff must be able to find ideal ways in dealing with the customer. They can provide an efficient and accurate service through a good communication skills. During this processing stage also the staff are being challenged on handling various behavior of the customers. In the last stage which is the completion of service is about the counter staff complete the service rendered to the customer. Thru this stage, the staff must achieve their aim and objective in providing service to the customer. In addition, it is important to train the counter staff on what should they do before the customer leave the counter. Feedbacks from the customer will help to improve in any area that is lacking.

During the training, the student being exposed with the counter service with the guidance and being supervise by the employee that is in charge of the counter. The related forms and documents are being properly arranged in the rack. Once, there are few teachers come the office to propose a program that will involve the kindergarten

teachers. The student politely asked the teachers to take a sit while she went to get the staff that in charge with the arrangement of any program that involve LA21. During the discussion process, we offer to do decoupage and soap making and then we try to find a suitable date they want to organize the program before the student asked them to prepare a letter for record and reference. After we come to terms, the teachers agree to prepare a letter and after that we will proceed to the other arrangement. However, in my opinion, the counter service should prepare a feedback corner for the customer to rate the service given by the counter staff.

### **3.4 Public Relation (PRO458)**

Public relation (PR) is a leadership and management function that helps achieve organizational objectives, define philosophy and facilitate organizational change (Lattimore et. al: 2009). PR communicate with all relevant internal and external publics to develop a positive relationship and to create consistency between organizational goals and societal expectations. In addition, PR develop, execute and evaluate organizational programs that promote the exchange of influence and understanding among organizations. According to Cutlip et. al (2000), PR is a management function that establish and maintains mutually beneficial relationship between an organization and the publics on whom its success or failure depends. Media relations, customer relations, community relations and employee relations are example of the components of PR. In this report, the student will relate PR with the MCC Meet the People Session.

### 3.4.1 MCC Meet the People Session

This session is held monthly on every second Friday of the month. The session was attended by the Mayor, Councilors and representatives from each department in Miri City Council and the objective was to communicate with the public about their complaints, suggestions or any related matters to MCC. The student was assigned to represent LA21 Unit at the session. During the sitting, the public that come forward to voice their concern will have to fill in details form for future reference. Some of the complaints were about parking summon, illegal hawkers, and the time for collection of rubbish in their area. In my view, this session is very beneficial for the council to strengthen their relation with the community, image-building and issues management.



Figure 3.3

### **3.5 Service Management (ADM570)**

Service is defined as an act or performance offered by one party to another. It is an economic activity that does not result in ownership. Service involved a process that creates benefits by facilitating a desired change in the customer themselves, physical possessions and intangible assets. There are consumer services such as airlines and hotels, and also business to business such as accountancy and construction. However, there are also internal services that exist within the organization that helps in facilitating creation of or add value to its final output. The examples are accounting and payroll administration, recruiting and training, legal services, transportation, catering and food services, cleaning and landscaping.

Throughout the years, service economy has undergoing few transformation from agriculture-based economy to production-based and currently is knowledge-based economy. There are few factors responsible for the transformation which are internationalization, government regulations, social changes, business trend and advances in technology. As much as product sector is important to the country, service sector is no exception. Among its contribution are increased in total output, total employment, and export earnings.

#### **3.5.1 MIRI LOCAL AGENDA 21**

Public services is a term usually used to mean services provided by the government to its citizens, either directly (through the public sector) or by financing private provision of services. There are three important public services to citizens which are welfare, healthcare and education. Local Agenda 21 (LA21) is a program to forge partnership between local authorities (such as District Councils, Municipal Councils, City Councils

and City Halls) and the communities they serve to work together to plan and care for their surroundings towards sustainable development. Through LA21, local communities together with their local authority will identify and analyze local sustainable development issues and then formulate and implement action plans to address them.

Since LA21 is providing a people-based services, the student was able to participate in few activities that involving the local community. In order to achieve sustainable development, it is crucial for the private sector, local authority and the society to work hand in hand. Active participation from various agencies and the public can improve the efficiency of LA21. By exposing the local community and private sectors to the sustainable development issues, awareness about matter will increase greatly. Plus, it is a good opportunity for the community and private sectors to join together in development process. Along with the activities held by LA21, it also benefits the local community as for example; the river cleaning program. By cleaning the river, the local can enjoy a clean river and LA21 can increase the awareness and clarify that the roles of sustainable development are our responsibility. To conclude, its like killing two birds with one stone.

### **3.6 English for Oral Presentations (ELC590)**

In this specific subject, the student learnt that it is important to practice speaking English at anytime and anywhere because during the training we were asked to speak English as much as we can. Since the student already being exposed with numerous presentations, various skills are expected to develop and thus can be implement during the meetings.

There was time when the student was in a meeting for observation and drafting meeting minute, the Chairman and the rest of the members were asking for opinion or suggestion and self-introduction since the student was not a familiar face in the meeting. It was quite a nerve wrecking moment because the members of the meeting was the councilors and heads of departments. The student only able to do self-introduction and skipped the opinion or suggestion because there is none to add. Most of the meetings that the student attended are using English and so does the meeting minute. Therefore, it is vital to learn and practice English even though you are still lacking.

## **CHAPTER 4 RECOMMENDATIONS**

### **4.1 Introduction**

In this chapter, the strength and weaknesses of the tasks given by the organization will be explain and highlight in details. Each of the strength and weaknesses will be illustrate together with an example to show where the weaknesses and also the strength that can be seen. Other than that, for the weaknesses a few recommendation will be suggested in this chapter. The suggestion is to improve the process and procedures taken when performing the task.

### **4.2 Strength**

During performing the tasks in the practical training, there are few strength that have been showed by the employees or the organization itself. In a simplest word, strength can be considered as the advantage of the employees have whenever they perform a task. This traits will help them to ease the flows of working in the organization. Some of the strength need to be polished so that more improvement can be made. Besides, the strength shown by the employees or organization can be one of the benefits for the students. From this, the student can learn on how they should do when they have a career. Other than that, the student may also apply this traits whenever they perform their work or assignment.



#### 4.2.1 Flexible

Flexibility in this context is the ability to transition between tasks and learn new duties. The ability to learn new skills is an important characteristics of a flexible employee, but they must also have a willingness and ability to readily respond to changing circumstances and expectations. Flexible employees can change priorities quickly as work conditions demand as well. For employers, having employees that willing to step outside their job description means they can get more accomplished with workers who are able to take on more responsibilities, do different tasks, and do more at work. Thus, flexible employees are very valuable.

During the training period, the employees can be seen with a great flexibility in performing the job given. Since there are only 5 employees in the department, each one of them are provided with quite a number of jobs which are outside from their job description. They are willing to work overtime to finish their task. In addition, the older employees are good in learning how to use computer and they are keen to seek helps from other if there is a problem. Other than that, whenever an employee is on leave, the other can cover his or her work without any problem because they are aware of each other. From my observation, the employer never forgets to praise her employees on their job and correct them when they are wrong. This helps in boosting the spirit of the employees to perform better. As mention in previous chapter, activities that being held by LA21 often on Saturdays or Sundays thus this shows the flexibility in the scheduling of hours worked. Some of the employees will take turns to replace the break on weekdays. In my opinion, working in LA21 needs a high commitment since your weekend would be at work instead of being with family.

#### 4.2.2 Well organized

Miri LA21 has always been well organized on their working environment and filing systems. This is to make a positive atmosphere around the employees. A clean and well-kept workplace makes a strong impression on how employees view their jobs. Plus, a tidy, organized office and work atmosphere creates a sense of professionalism for both employees and clients. A messy place, scattered papers or important files out of order can cause potential clients to form the perception that the workers do not really take pride in their jobs. Safety and health concerns will also arise from a messy workspace and not to forget the storage space. Next, a chaotic work environment can hinder efficiency. An organized workplace encourages workers to be productive, reduces work-related stress and saves time especially because employees spend less time looking for things.

In the LA21 store, the employees are stressing on the implementation of 5S. When performing 5S, the items such as the assets, documents and any related things for the work place need to be organized accordingly. The employees have already organized some of the things beforehand which make it easier during the 5S. This shows that the employees in the department have practices a good system where they do not place any items or documents uncluttered. When the items are already organized accordingly, the process of implementing 5S especially for the first element of 5S can be done faster. This is because the employees does not need to consume more time arranging the items or sorting out which items and where they need to place the items. The process of sorting items will only need to start with deciding which items that is still be needed or no longer needed.

### **4.3 Weaknesses**

Weaknesses can be define as the quality that is practice by the employees or the organization that can be considered as disadvantage to them. Although Miri LA21 have shown few good traits which is considered as the strength of the unit, there is still some flaws that is consider as weaknesses of the unit. By knowing the weaknesses, the organization may took initiative to improve and be better in future. Other than that, the student also may learnt a lesson from knowing the weaknesses. This can be avoid whenever that students are in the working field.

#### **4.3.1 Poor Communication**

Communication is one the essence to ensure the department have a good team work. It is important for the managers and the employees to communicate among each other to build a strong relationship that may able to help them to work together to achieve the target mission and vision of the department. Therefore, throughout the practical training period, the whole task that was given to the student involves communication between each other in the unit so does to other department. However there is still some flaws that can be detected throughout the process of performing the tasks.

In performing the task, the student are able to see that there is still not much communication between the employees and manager. This shows that the department still have poor communication between them. This can be seen in the task where the employees need to be prepare for the activities. Some problem arise throughout this process such as a talk being cancelled and many more. This is because the speaker in charge for the talk is unaware of the tentative of the program. This shows that the employee in charge does not communicate with the speaker and updating them on the

program. Thus, to get an efficient work, everyone in the department need to communicate well between each other. Communication can create a bond and build their relationship stronger in order to work together.

#### **4.3.2 Poor Teamwork**

Teamwork in the workplace offers the organization and employees the ability to become more familiar with each other and learn how to work together. Therefore, teamwork is important and vital to the success of the company and to the development of the employee. Throughout the training period, the whole task that was given to the student involves teamwork between each other in the department and other trainees. However, there is still some flaws that can be detected in performing the task.

During the training, it can been seen that the teamwork between the employees are still poor as they habitually handling the tasks by themselves and this creates chaos to others. Then, there can be tendency for the members to sit back and let others do most of the work. This can cause resentment in the workplace, especially if the manager recognize only the efforts of the team not those of its leaders. Conflict may occur as a result, which can have a detrimental effect on workplace morale.

Overall, poor teamwork results from lack of vision and failure to communicate goals and expectations. The manager needs to encourage his or her employees to make a continual feedback related to individual and team accomplishments and effectiveness because this can help prevent poor teamwork and failure in a team environment. The image of the organization will look bad if this continues since they involves with the community and the third party.

### **4.3.3 Irrelevant/Unsuitable Tasks**

The student should be given a suitable tasks parallel with his/her qualification or education level. The organization should provide the student with practice experience in organizational setting. This is important in order to deliver a whole bunch of experience of what it feels like to work for an organization and to be exact, public organization. Furthermore, the organization should maximize the presence of practical students by encouraging them to participate more in events and projects. Unlike by giving them a load of trivial tasks such as sweeping the office floor and cleaning the store. This only will discourages the student and the full potential of the student will not be discover during the training.

## **4.4 Recommendations**

According to English Oxford Dictionary, recommendation can be define as a suggestion or any proposal that can act as the best action to be done. In order to improve the weaknesses that have been shown, there are few recommendation that can be suggested to the organization. These are some of the recommendation:-

### **1. Conduct proper training**

In order to improve the weaknesses where the employees are not properly trained, the organization can take initiative to conduct a training course. This will help to properly trained and educate the employees. By attending the training course, the employees may improve in the productivity and also have the ability to perform the task well.

As for LA21, in order to improve their employees in teamwork, they could take an initiative to conduct training course. In addition, they also can include team building. Although training will incurred cost, it will be a food investment in order to have efficient employees in performing the task. Through the training course, the employees must be stressed on the importance of teamwork in the organization. The training should explain in details on what is the purpose of the course, what benefits that can be gain and how to implement it in the organization. . In order to have a success training course, the organization need to make sure that the employees are not only being given lectures on the theoretical part, but they are also be evaluated through activities in group.

## **2. Improve communication skills**

Communication is said to be one of the essential of having good team work in a workplace. However in LA21, communicating with each other might be an important issues in the workplace. Having a good communication with each other will help the employees to understand each other and it may lead to a successful environment in workplace. However it is difference when bad communication happens in the workplace. More mistakes and misunderstood will happen. This may lead to failure in team work.

As mention above, one of the weaknesses that can be seen in LA21 is they have poor communication. This can be seen when they are performing their task. Some errors may occurs during this process due to miscommunication. Therefore in order to avoid the situation, the department need to improve their communication skills among each other in the workplace. Each of the employees may play their own roles and try to listen to others. Each person must

not trying to monopolize everything in the department. They must compromise with each other by listening to other people when they are talking. Try to jot down every important details to avoid any missing information. Each person will eventually felt that they have play an active role in the organization and they felt that they are respected by their fellow colleagues. This may lead to a successful environment in the workplace.

### **3. Prepare a suitable tasks**

The organization should prepare a suitable tasks for their practical students in order to maximize their existence. However, the tasks given should be appropriate with their qualifications such as diploma or degree or even master. This will help in identifying the student's potential and test their level of knowledge and skills.

## **4.5 Conclusion**

To conclude this chapter, it is crucial for the students to be aware of the strength and weaknesses that have been shown throughout the practical training. This is because some of the traits may be valuable and useful for the student in future. The strength can be used as role model whenever the students enter the working field. However the weaknesses shall be avoided. Although the organization shows a few weaknesses, it is important for the organization to take note and improve the situation. This is because if the condition improved, it may lead to a successful environment in the organization and the productivity will be increase.

## **CHAPTER 5 CONCLUSION**

### **5.1 Introduction**

In this chapter, there will be a briefly explanation on the point that have been stated in Chapter 1 until Chapter 4.

### **5.2 Summary of Chapter One**

In Chapter One, the student briefly explain on the background of the company that they have choose. The company that the student choose for the placement of practical training is Miri Local Agenda 21. Miri Local Agenda 21 is also known as Miri LA21 is one of the section or department in Miri City Council (MCC). It is a program that emphasizes the involvement of third parties which are local authority, community and private sectors to work together planning and managing their environment towards the sustainable development and a better quality of life. The objectives of LA21 is to expose the local community and private sectors to the sustainable development issues; to clarify the roles of sustainable development are our responsibility; to conclude that the strategies and LA21 action plans are based on local sustainable development issues; and to implement the LA21 action plan in the form of sustainable development projects. LA21 is an important department in MCC because it communicates with the local community and this benefits the council to know and fulfill the needs of the local.



### **5.3 Summary of Chapter Two**

In Chapter Two of practical training report, the student have explain briefly on the daily activities or task that have been assigned to them. As stated before, the student are attached to LA21 of Miri City Council. During the practical training, the student is directly supervise by Mr. Justine Ulok Gana who is the assistant administrative officer for the department. LA21 is a department that provide their client with a high value services. Some of the services includes gotong-royong, workshops, exhibitions, and many more. During the practical training, the student could not participate in more activities prepared by the organization because the period of the training is not on the busiest months in the activity calendar. The first quarter of the year is less occupied with activities plus the department just moved from the old building. Therefore, the student only given few tasks and most of the time is to organize the store. However, there is a few tactivities that the student was able to participate such as the gotong-royong, Mathematics and Science Week, and 3R workshops.

### **5.4 Summary of Chapter Three**

In Chapter Three, the student has explain on the analysis of the task given. The focus of discussion is the activities that related to the syllabus of subjects for Administrative Science. For example, under the Project Management subject the student can relate to the 3R Workshop: Decoupage and Soap Making. The workshop has fulfilled each phase from initiating phase to planning, performing and the closing. This is important to make sure the success of the program. Other than that, the student also included Program Kesedaran & Pembersihan Perparitan Kpg Nanga Angkari Lambir Miri. Despite the short period of time, the student still get the opportunity to

participate in few activities under LA21. There is also other subject that included under this chapter such as Quality Management, Public Relation, and Service Management.

## **5.5 Summary of Chapter Four**

Lastly is Chapter Four. In this chapter, the student have explain on the strength and weaknesses that have been shown by the department. Other that the student have suggested few recommendation that can be done in order to improve the situation. As the strength that have shown throughout the period of practical training, the student is able to see that the department is flexible and well organized. This can be seen throughout the daily activities and programs. It is a good trait for an employees to have a flexibility in performing their tasks because it will be an advantage to the organization to have such employees. During performing the task, the student is able to see that the items are already well organized. This will help to ease the process of organizing the items that is no longer needed or the items that is still to be keep in the workplace. Other than that, this will eventually cut down the time that will be consume in performing the task. However there is also a weaknesses that can be seen. First is the employees have poor communication. Communication is important in ensuring a good team work. However in this department they still have poor communication among themselves which leads to misunderstood or miscommunication. The second weaknesses is poor teamwork. The teamwork between the employees still poor despite the good performance. Teamwork is important to create synergy, supports a more empowered way of working and promotes sense of achievement, equity and camaraderie, essential for a motivated workplace. Lastly, the tasks given by the organization is unsuitable for

the student. They should maximize the presence of practical students in the organization by giving them appropriate task so that they can learn and gain experience from it.

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