



Universiti Teknologi MARA

Faculty of Administrative Science & Policy Studies

Bachelor of Administrative Science (Hons)

Kota Samarahan Municipal Council

Practical Training Report (ADS667)

Prepared by

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DECLARATION

I hereby declare that the work contained in this practical report is my own except those which have been duly identified and acknowledge. If I am later found to have plagiarized or to have committed other forms of academic dishonesty, action can be taken against me under the Academic Regulations of UITM's.

Signed



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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 Introduction

The course of Bachelor in Administrative Science (AM228) are required all of part 5 student conducted the Practical Training on 29 January 2018 until 23 March 2018. It is taken within eight weeks during semester breaks. Apart from that, I had been choosing the Kota Samarahan Municipal Council organization to conduct my Practical Training within that period. Plus, I will explain further more about the organization that I was choosing in this chapter. There are have some of section includes in this chapter. It is which includes the focused on the organization background and history. Moving on to the next which is vision and followed by the objective. Then, next is stated about the core function of Kota Samarahan Municipal Council. Then is stated about the missions. Plus, explain about the Slogan and motto. Apart from that, next is the client charter and the second last which is focused on organization chart. Lastly is stated about the chapter summary.

1.2 Organization Background and History

Kota Samarahan Municipal Council is located in Samarahan District and which is 30 Kilometres from the Kuching City. As we know that, the Kota Samarahan Municipal Council was upgraded on 11 November 2016 and exercised the power to administer the areas under its custody beginning on 1 January 1985. In addition, there are has two area that are under Kota Samarahan Municipal Council custody area which is includes the small District of Asajaya and the small District of Sadong Jaya. Other than that, the Chairman of the Council or known as the City Guardian, it is Heads the Municipal Council of Samarahan City under the Provision of the Local Authority Ordinance.

Besides that, there are has 593.9 square kilometres of total area which is includes 63581 total population (Population census of 2000) of Samarahan and Asajaya in Samarahan District. More than that, the Samarahan District also have the flat terrain and most of it consists of lowland or peak. Due to this, there are obviously shown that kind of land is suitable for agricultural activities and IADA project also implemented there. Furthermore, some of commodities that are produced there are includes of sweet lemon grass, coconut, oil palm and pineapple. Adding to this there is also popular with the cash crops paddy field, watermelons, sweet corn and vegetables. Then, the Industrial areas (Samarahan Industrial Zone) also located there which is next to the Tanjung Bundong villages and it has total of 62,213 hectares.

Before this, the Samarahan District started as a small district which is located under Kuching District. Subsequently, the Samarahan District Council (SDC) was gazetted as one of the Local Assemblies in Sarawak under the provisions of the Local Authorities Ordinance Cap. 117 on January 1985. Other than that, Samarahan District Council (SDC) is a body designated by the Local Authorities, subject to the jurisdiction of the National Housing and Local Government Ministry. In addition, the Samarahan District Council (SDC) also implements the powers conferred under the Local Authorities By-Laws under its custody area. It is which the Locals are subject to the custody of Local Authorities. Then, the Kota Samarahan District Council was upgraded to the Kota Samarahan Municipal Council on 11 November 2016.

Repeating for the previous, Samarahan District Council is located in Samarahan District and located about 30 Kilometres away from Kuching city. Other than that, the Samarahan District Council was gazetted on 27 December 1984 and exercised the power to administer the areas under its custody beginning on 1 January 1985. Plus, the area that is under the control of Samarahan District Council (SDC) which includes the small District Asajaya and the small District Sadong Jaya. As we know that it is just about 10 years, many of development and progress has been achieved as a result of efforts by Local Authorities, Government Agencies and the involvement of local Communities in making such changes too.

Now, the vision of the government is to make the Samarahan Division as centres such as University Teknologi Mara (UITM), Institut Perguruan Tun Abdul Razak, Institut Latihan Perindustrian Samarahan (ILP), Institut Tadbiran Awam Negara (INTAN), Institute of Rural Advancement (INFRA) Campus and Pusat Penyelidikan Tanah Gambut Tropika Sarawak. Indirectly, all of this will make Samarahan one of the centres of excellence in education, training and research in Malaysia in futurely.

Figure 1.1: Kota Samarahan Municipal Council Building



Source: www.mpks.sarawak.gov

Figure 1.2: Logo of Kota Samarahan Municipal Council



Source: www.mpks.sarawak.gov

The designation of Logo Kota Samarahan Municipal Council is have the uniqueness itself. Apart from that, each of symbol inside have their own meaning also. It is which the symbol of tree plant, the building and book inside there are clearly showed that the Samarahan, Prosperous Knowledge City Beautiful, Clean, Green and Safe. Indirectly, the creation of these logo also one of the images for Kota Samarahan Municipal Council that are most impressive among other too.

1.3 Vision

As we know that the aspirations or future intentions of the Kota Samarahan Municipal Council are clearly stated in its vision. It will be the focus of attention and action within the next five years. The vision which is Kota Samarahan Municipal Council as Model Centre of Community Advancement and Efficient Local Government. Due to that, this vision have their own meaning also which is Kota Samarahan Municipal Council will become centre of excellence for other local councils in Sarawak. Kota Samarahan Municipal Council also will be followed by other local authorities through emulation of its best practices, systems, programmes and initiatives in developing resilient, independent and progressive local communities.

1.4 Mission

The Mission of the Municipal Town of Samarahan reflects the determination to serve every society under its jurisdiction. Then, the mission of Kota Samarahan Municipal Council which is We Dedicate Our Energy and Resources in Helping the State to achieve its Vision through Sound Local Government Administration. The meaning of these mission which is everybody in Kota Samarahan Municipal Council, members of the council, the management, officers and staffs of Kota Samarahan Municipal Council wholeheartedly and actively committed to improve the living standards of the people in the community under its jurisdiction

1.5 Objective

In general, the main function of Kota Samarahan Municipal Council is to provide the basic infrastructure and efficient services to provide security and harmony to the public. To achieve the above objectives, the objectives of the Kota Samarahan Municipal Council are as outlined below.

In details, the objectives of Kota Samarahan Municipal Council which is to Plan, implement and control all physical development by virtue of legal and governmental and governmental policies. Then followed by provide and enhance business opportunities. Next is to provide comfortable and harmonious infrastructure and recreation facilities with emphasis on improving and restoring existing facilities. Last but not least which is to provide adequate sanitary and city beautification to create a comfortable and harmonious living environment. Lastly is to enforce the Council's laws and other applicable laws to address and mitigate the problems faced.

1.6 Core Function of Kota Samarahan Municipal Council

In general the Kota Samarahan Municipal Council is responsible for the development of the community in its custody through the provision of effective municipal services, infrastructure development, and the creation of healthy and safe surroundings. The eight core functions of Kota Samarahan Municipal Council are Engineering, Public Health, Enforcement, Ratings and Evaluation, Administrative and Community Development and Customers. This core function is supported by administrative and treasury services. Implementation of activities under core functions and support functions is carried out through the eight strategic sections of the Kota Samarahan Municipal Council as follows.

The first strategic section of Kota Samarahan Municipal Council which is Management Services Division Does have several services under this section which is General Administration and Corporate Services. Then, followed by the Human Resource Management and Human Resource Development. Next which is Council Meeting Secretariat and meeting Management. Apart from that, record and File Management also include in management services division too. Last but not least, quality management system and strategic management also include in this section. Lastly which is Complaint Management System and Organizational Development.

The other strategic section of Kota Samarahan Municipal Council which is finance department. Under this section the Kota Samarahan Municipal Council run their function through the wisely in financial management and accounting budget management Other than that, the most

important part of the Kota Samarahan Municipal Council function in these section which is funding emoluments and loans. The last best function of Kota Samarahan Municipal Council function in this section also regarding on the asset management and store management

More than that, the rating and evaluation division also include in Kota Samarahan Municipal Council. The core function of Kota Samarahan Municipal Council that include in this section which is reassess proportionate holdings. Second is by providing assessment tax bills and followed by preparing monthly and annual tax collection reports. Management of tax arrears claims and provide estimates of tax revenue for annual budgets also one of the core function. Lastly is manage rate payments from government agencies and processing an exemption and reduction assessment application.

Plus, Engineering Division also have in Kota Samarahan Municipal Council too. In these section which is involved the Implementation of development projects. Next is Maintenance of infrastructure and facilities such as roads, drains, bridges, street lights, parks, and buildings. Then, manage tender and contract documents Other than that, processing of building plan applications and the issuance of certificates for occupation building also services that are involved in engineering division too. Besides that which is followed by the monitor project implementation and manage maintenance work. Lastly which is Prepare performance reports of development projects.

In addition the next section in Kota Samarahan Municipal Council which is planning and Development Division. The Kota Samarahan Municipal Council run their strategy function through this section by control of the building Not only that, through this section they are also showed their function by landscape development and recreational park management The process building plan also one of the important function that are organised by them too.

Furthermore, the other section that are include in Kota Samarahan Municipal council which is Enforcement Division. Does have several function that are involved in this section which is Enforcement of Local Authority Ordinances, by-laws, relevant laws and regulations. Other than that which is provide weekly enforcement reports The last one which is issue a notice and take legal action against offenders who refuse to comply with regulations.

Last but not least which is environmental health division also one of the strategy section of Kota Samarahan Municipal Council. In this section, the Kota Samarahan Municipal Council are run their function in wisely through the environmental management and public health through garbage collection systems, drainage maintenance and grass and effective cleaning of roads.

They also play the important roles by control of infectious diseases such as dengue fever and other epidemics. Not only that, the other function which controlling food quality and safety, market and public toilet maintenance also. Through this section also they are concern on the processing multiple business license applications and revised on building plans and certificate exposures to occupy new buildings In these section also they are focused on the enforcement of Acts and regulations relating to public health.

Lastly, the other strategy section of Kota Samarahan Municipal Council which is community and corporate section. Under the community and corporate development section there are responsible to assist and support the community-initiated social, economic and environmental programs and projects. Then, in these section also play their own vital responsibility by Help the community manage and control change. Apart from that, transforming local communities into an independent and viable community also one of the community and corporate development section roles. In addition, encourage volunteers among youths The second last which is provide opportunities and spaces to shape cooperation and partnership among communities in the area of custody. Lastly, the Urban Poverty Secretariat of the Elimination Program (PPKB) also vital programmed that are implement under community and corporate development section too.

1.7 Slogan

The Kota Samarahan Municipal Council also have their own slogan which is Samarahan, Prosperous Knowledge City. Due to this slogan are very meaningful to Kota Samarahan division since there are lot of education centres and research centre too. These slogan are very impressive to show that Kota Samarahan are able to capitalize on knowledgeable people in future too

1.8 Motto

As we know that, the Motto of Kota Samarahan Municipal Council which is Beautiful, Clean, Green and Safe. Kota Samarahan Municipal Council are very focusing on the beautiful clean Green and Safe of City by build the recreational park in Samarahan Division and planting the lots of tree in every angle of the roadside and roundabout too. Indirectly, any one of the particular development that are running out in Samarahan division also should be safe and reach up to their motto too

1.9 Client's Charter

As we know that The Council's Customers are comprised of all locals within the District of Samarahan, Asajaya District and Sadong Jaya Small District and cover those who receive

Council services and are located within the area under the administration of the Kota Samarahan Municipal Council.

Council Customers also include all external customers who deal with Kota Samarahan Municipal Council. The main clients of the Kota Samarahan Municipal Council are taxpayers, hawkers and traders, ministries, public and private agencies as well as members of the public who deal with Kota Samarahan Municipal Council. To support the government's goals, Kota Samarahan Municipal Council is committed to providing quality, friendly, efficient, timely, trustworthy and timely services to its customers through the following Kota Samarahan Municipal Council Client Charter:

In details, the first client charter of Kota Samarahan Municipal Council which is responding to the complaint within twenty-four hours and the status of the act of the action on the complaint within the period of more than three working days from the date the complaint was received. Then, a complete development application will be processed and forwarded to an external agency or relevant internal section for review within fourteen working days also one of the client charter Kota Samarahan Municipal Council too. Next is followed by the building plan is brought to the council committee meeting within no more than fourteen working days after obtaining approval from all relevant agencies for approval

Apart from that, Occupation permit should be issued within two days working also. Plus, all claims are paid within ten working days. In addition, domestic waste is collected at least two weeks and according to the collection schedule set by the council. Furthermore new books acquired through acquisition of local authorities and group loans are processed and displayed for loans within two months from date of received Not only that, take follow-up action within three working days for any offense or violation of law also one of the client charter of Kota Samarahan Municipal Council too and the decision of the business license application is issued within three working days also.

Last but not least the another client charter of Kota Samarahan Municipal Council which is the assessment tax bill sent to the customer no later than April 30 and September 30 each year Moving on to the next client charter which is the minutes of the council meeting shall be prepared and distributed within seven working days. More than that, at least 95% of Grade 22 and above officers attend at least 42 hours of training a year Then, implement community development programs with residents or non-governmental organization a planned and feasible schedule of eighty-five in the current year Lastly, at least eighty-five percent of the approved development projects completed in the current year

1.10 Organization Chart

As we know the Kota Samarahan Municipal Council have their organization chart. The function of organization chart demonstrate functions, activities and hierarchies within departments or offices. Not only have that, organization charted also as a framework and guidance in carrying out activities department or office to help achieve the objectives. Apart from that Kota Samarahan Municipal Council have their own hierarchy too. The following are little bit explanation about the organization chart of Kota Samarahan Municipal Council

The chart begin with the higher position is Secretary of Kota Samarahan Municipal Council which is Haji Abu Bakar Bin Haji Sepawi with Gred 52. Then, the flow will be direct to deputy secretary management and community development government officer which is Madam Faridah Binti Hj Ismawi with Gred N41 and deputy secretary of planning and development engineer J48. After that, the hierarchy chart will be flow to the all of head of division in Kota Samarahan Municipal Council and there are have eight people of head of division too. Lastly, the flow chart will direct to the all staff under the relevant section such as under enforcement, public health, corporate and administration section.

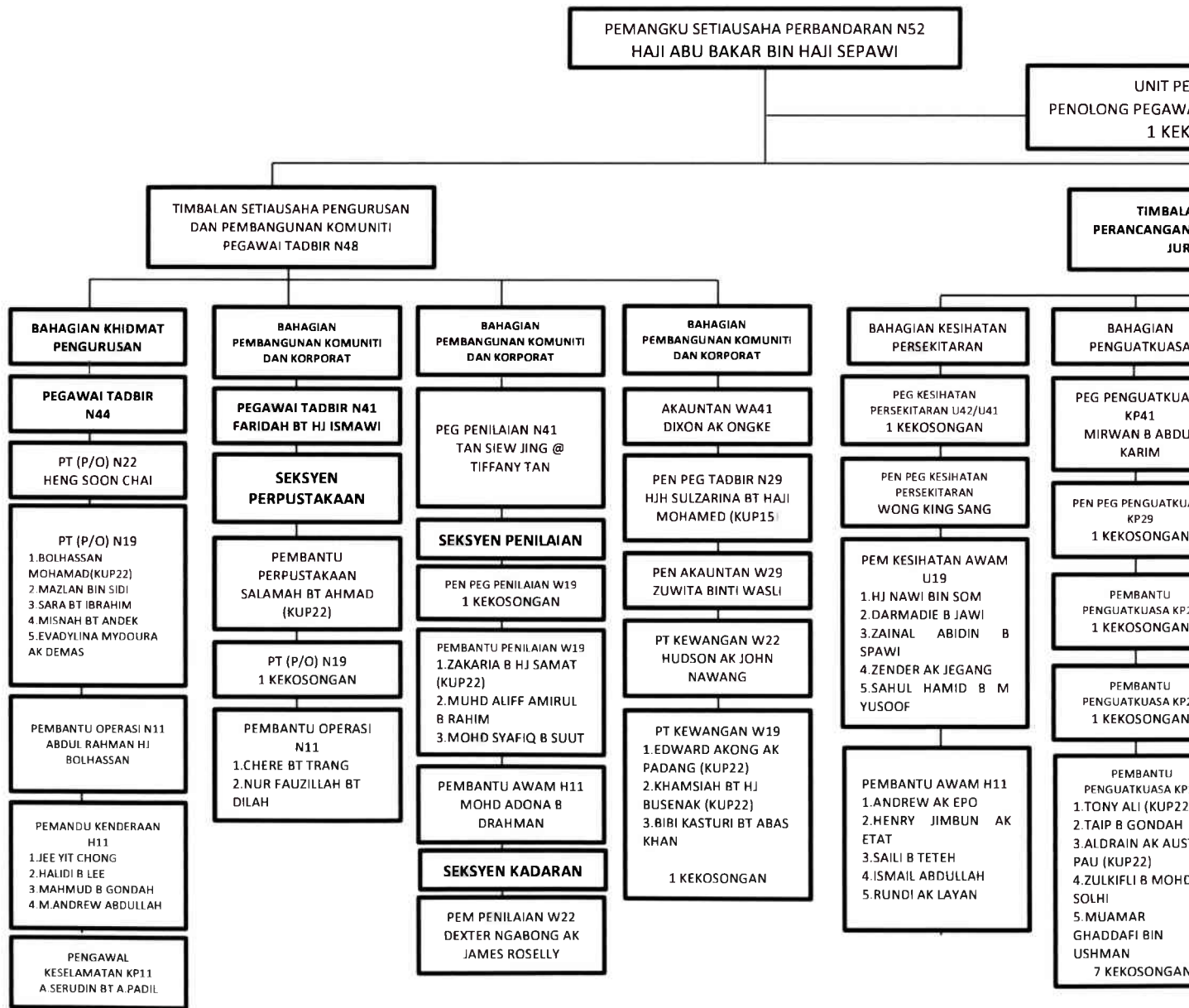


Figure 1.3 Organization Chart of Kota Samarahan Municipal Council
(Source: Kota Samarahan Municipal Council, 2018)

1.11 Chapter Summary

This chapter had been explained about the background and history of Kota Samarahan Municipal Council and also had identifies and understands the mission, vision, organization logo and the organization structure of the organization.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

This chapter will focused on the scheduled of practical training which has been recorded on the logbook by trainee during practical training session. Apart from that, does have several sections that is included in this chapter which is beginning with focus on the Introduction of Daily Training. Then, followed by explaining on the Daily Training in the logbook which is consisting about the scope of work and the daily activities pertaining to the practical training at the organization that are had been chosen in week one until week eight. The next section which is stated the chapter summary.

2.2 Daily Training

In the period of conducted the practical training session, I had been given one of the practical training logbook to record all of the point of activities that are assigned to me in the organization. As we know that the purpose of logbook attachment to practical training is to lead and will easily make the practical training report and summarize the daily tasks. The practical training was conducted on 29 January to 23 March 2018 during semester breaks. Other than that, this chapter will further focus more on the tasks that are carried out during practical training in the Kota Samarahan Municipal Council. Apart from that, there I was being placed in Administration Department and Corporate section. Indirectly, there are having several daily tasks that was executed during practical training and carried out in weekly order.

2.3 Weekly Work Summary

WEEK 1

29/1/2018 - 2/2/2018

Editing the draft of Kota Samarahan Municipal Council Strategic Plan within 2016 – 2020

In the period of conducted the practical training session there I was being placed at the administration department and corporate section whereby the section is responsible in matters pertaining businesses on the record, file management and meeting management at the district level. The task given at the first week intern was doing some editing task. It is which editing the draft of Kota Samarahan Municipal Council Strategic Plan within 2016 -2020. Then, I have to notice that will be brought on to the meeting agenda on 8/2/18. There are having eight chapters. At the same time, it is also required and lead or trained me to run the tasks with Microsoft Software in wisely

Then, there I also continued with the first day task which is editing the draft that is done check by Mr Willie Ngelai. Since it done then Mr Willie asked me to print it out. After he checked and comment everything then I have to know that should be alert to certain mistaken that are not changing yet such as changing the vision, mission, slogan and other inside of Kota Samarahan Municipal Council Strategic Plan before to the current one. Next is also still repeating the first and second day tasks which is editing the draft of the Kota Samarahan Municipal Council Strategic Plan within 2016-2020. There are having certain part that is not complete wisely such as in terms of the replacing, changing the words before to the current one such as 'walikota' change in 'Pengerusi' and editing the functional chart of Kota Samarahan Municipal Council by adding it as before there only have seven functions then needs to plus with the new one which is planning and development section

Next is still running on the editing tasks as the three days task before not complete in wisely. Besides all of these tasks are really exposed me to be more alert in order to catch up any mistaken to the right matter to ensure the future plan will be successfully. Apart from that, there I also was highlighting on the previous days tasks which is editing the draft Kota Samarahan Municipal Council Strategic Plan it again. Mostly, I have to learn about the generalised our opinion on specific detail in order to lead us to be more easily set our strategic plan such as spreading the strategy to the activity strategic. Indirectly, there we will can attach both of these general and specific details to ensure our goals will be achieved.

WEEK 2

5/2/2018 – 9/2/2018

Editing and Highlighting on the Scoreboard of annual performance Year: 2018 in the draft Strategic Plan of Kota Samarahan Municipal Council within 2016 – 2020 and analyse 'fail meja' and MS ISO 9001:2015 and Attend meeting for Strategic Plan of Kota Samarahan Municipal Council and analyse the tender evaluation report

The other tasks that are assigned to me for the second week intern which is Editing and Highlighting on the scoreboard for annual performance of Kota Samarahan Municipal Council in Year: 2018. It is regarding on view out of the planning of Kota Samarahan Municipal Council. Plus, readjusting certain part that is relevant such as objective strategic, strategy, activity strategy, the measurement to measure it and target for that activity also. Due to these, there I noticed that scoreboard is very crucial in order to manage each of planning and will direct to achieve the organization goals. In other words, scoreboard very important to lead the proper management.

Besides that, there I also were being assigned to still repeat on the first week or previous tasks which editing the draft of strategic plan Kota Samarahan Municipal Council. These tasks need to be more details in order to change every needed point in each of the part either in the part of activity strategic to achieve the objective. As I though done editing everything, then Mr Willie Ngelai asked me to print it out to make him easily checked it. Viewed on this task also exposed me to be more wisely in order to do planning for future.

Not only had that, in the second week intern also my host supervisor assigned me to do the last finalised for editing the draft of Kota Samrahan Municipal Council strategic plan 2018.and Mr. willie Ngelai asked me to photocopying twenty set of it and it will be distribute over the councillor that are will attend meeting on the next day on 8/2/18. At the same time, my supervisor also proposed to me to know what the 'fail meja' and MS ISO 9001:2015 is about. There I believe that will enhance my knowledge in order to know the proper way of delegation tasks and the environments of working standard as an administrators in order to planning, do, check and take an action. In the short form which is PDCA.

Besides that, Mr willie Ngelai asked me to in charge LCD and attend meeting agenda which is strategic plan at the public library of Kota Samarahan Municipal Council there self and he assigned me to jot down each of the point strategic plan of Kota Samarahan Municipal Council that are proposed by each of the part either part of enforcement, public health,

corporate, and so on. There I have to gain new experience based that each of part are negotiate among themselves in order to achieve the best strategy plan. Meanwhile, there I was assigned to readjust and edited the draft strategic plan of Kota Samarahan Municipal Council as that are done meeting on 8/2/18 before. Plus, the Kota Samarahan Municipal Council secretary also proposed the strategic activity in draft are arranging wisely followed the right section such as accumulating the corporate part, enforcement part, public health and so on with wisely.

More than that, the other tasked that I had been go through which is my Supervisor test my ability and shown to me the format of the tender evaluation report that are deal with the high cost of project. The suitable description of tender and comparison of price will be attached. Then, the low price with relevant description full filled by each of the companies will be chosen. For me, that kind of report exposed me to be more understand what tender is about as before I just to have learnt basic part of it.

WEEK 3

12/2/2018 -15/2/2018

Record, type and searching the full name of guest for 'Taklimat Perancangan' Kota Samarahan and analyse one of the email complaint

For the third week intern there I was assigned to do the another task which is Mr Willie Ngelai ask me to searching the UNIMAS Directory or full name one of the guest that are will be invited for 'Taklimat Perancangan Strategik Pembangunan' on 28/2/18 from Faculty of Engineering which is Professor Madya Dr. Mohamad Ibrahim Safawi. At the same time Mr Willie also asked me to adjust and retype the list of councillor in Kota Samarahan Municipal Council that will be invited for that 'Taklimat'. There are having thirty one all of the councillor that I have to list down.

In addition, the other task that was executed during intern also that my host Supervisor tested my ability and assigned me to analyse one of the email complaint from the public regarding on tree planting nearby their area. There I can analyse that the language is used by complainer are so rude. Not only that, the tone that is attached also very tactless. Plus, there I also have to run the task such as arranging the official letter that will be distributed over the all of councillor that is invited to full council meeting on 21/2/18 and 'Taklimat Perancangan Strategik Pembangunan on 28/2/18'. The other tasks which is being assigned to record the attendances all of those guest is joint meeting 'Program Pembangunan Komuniti' and

distribute the meeting agenda to all those who join that meeting in the meeting room of Public library Kota Samarahan Municipal Council.

WEEK 4

19/2/2018 -24/2/2018

Type, Print Out some document and Joined Programmed under Corporate Section

The another task that I had been carried out during my practical training which is type and print out the official memorandum of draft Kota Samarahan Municipal Council within 2016 – 2020 to all the head of department in Kota Samarahan Municipal Council. The purpose of carried out that memorandum is to inform and remind the all of head department regarding on the meeting for Kota Samarahan Strategic Plan will be carrying on to the next agenda also. Based on these tasks are really exposed to me regarding on the format of official memorandum that are attaching for that organization too

At the same time, Mr Bolhassan one of the head department under Corporate section there are also assigned me to photocopy nine set of the official memorandum for ; '*Majlis Pelancaran EKSA*' and record it in one of the hardcover book or they are called it as internal memorandum book that are provided by the Kota Samarahan Municipal Council organizations too. The aimed to record in that book are for sure that kind of official memorandum will be safely record and if the head of department does not have received that memorandum luckily can easily to recheck it again also.

More than that, there I being assigned to edit and print out the arborist form also. It is regarding on the tree risk assessment and landscaping. By carried out this kind of task are required me to be carefully in order to replace or edit some information such as replacing the logos arborist form to the logos of Kota Samarahan Municipal Council. Then, the other tasks which is type and print out attendances list all of the councillor in Kota Samarahan Municipal Council that will be inviting to next meeting also. There I have to type and list all of the thirty one councillor will be involved.

Furthermore, on the next day that I have to involve in site visit at the '*Kampung Baru*', Kota Samarahan for upcoming community programmes (*Program Mandiri Desa Ceria Lestari 2018*). Usually, that kind of site visited need to organise one day before the programme that is launching in order to see the progress regarding on the preparation that is done by villagers there also. If the preparation there are not completely yet, the committee or staff of Kota Samarahan Municipal Council that is related to corporate section will be helped them too.

By the following day that I have to join the '*Program Pembangunan Komuniti*' at *Kampung Baru, Kota Samarahan (Program Mandiri Desa Ceria Lestari 2018)*. During that programmed Mr Bolhassan as the head of department under corporate section assigned me to distribute the tentative programmed to the all community that are involved in that programmed also.

WEEK 5

26/2/2018 – 2/3/2018

Analyse questionnaire, print, photocopy, prepared presentation slide on behalf my Host Supervisor and answering call from public under operator section

For the week five of intern there I was being assigned to analyse the questionnaire of community programmed at Kampung Baru, Kota Samarahan under corporate section regarding on previous day programmed also. That kind of particular task is exposed us to know the satisfaction level among community towards the programmed that are being implemented by corporate section of Kota Samarahan Municipal Council toward the community development at the '*Kampung Baru*', Kota Samarahan too.

Print out and photocopy thirty two sets of Samarahan Strategic Plan 2016 – 2025 for '*Taklimat Ringkas Pelan Strategi Samarahan*'. In commonly, the purpose to print and photocopy it around thirty two sets because the all councillor of Kota Samarahan will involve in that kind of talk also. Plus, there I have need to compile the all of that set in wise to ensure that kind of hardcopy easily to distribute during talk on the following day too.

Next is moving on to the other task that my host supervisor asked me to attend '*Taklimat Samarahan Strategic Plan 2016 -2025*' at the public library of Kota Samarahan Municipal Council. At the same time, my host supervisor also assigned me to prepared minute of meeting regarding on the '*Taklimat ringkas Samarahan Strategi Pelan 2016 – 2025*'. By conducted that kind of task that my host supervisor also shown to me the example format minute of meeting Kota Samarahan Municipal Council too.

Apart from that, there I was being placed for a while in operator sections also. There I have to answer call from public regarding on the complaint and flash the call to the public health section as required and related with their case or need too. Under that section really need to expose the wise emotional, ethic and behavioural management also because lots of public that are called from different culture and they are also from different perspectives too. Not only

that, there I also have exposed more well in order to deal with public because as the internal person we need to communicate well with public as they are customer of organizations also

Last but not least, in week 5 for my intern also that my host supervisor are ask me to do the similar task as previous week of my intern also which is regarding on the preparation of presentation slide on behalf him about the tree risk assessment (landscape). He assigned me to prepare that kind of slide is for his presentation on the another day as he is also one of the person that are involved in planning and landscaping for Kota Samarahan too

WEEK 6

5/3/2018 -10/3/2018

Attend meeting, prepared official memorandum, prepared presentation slide, site visit and attend programmed

For the week of my intern there I was attending meeting that they called '*Mesyuarat Kerjaraya, Trafik, Kawasan bangunan dan keindahan bandar bagi mac 2018*' at public library of Kota Samarahan Municipal Council. There I can observe that each part of party such as all head of department and all councillor negotiate among themselves in order to giving their opinion.

The other tasked that I was being carried out which is prepared the official memorandum on behalf my supervisor to secretary of Kota Samarahan Municipal Council regarding on the '*Keputusan Mesyuarat 3.2 permohonan dari pemilik rumah di Uni Garden at Lrg 12E*' (Decorating Tree Plants at the garden). The purpose of this kind task is to inform secretary Kota Samarahan Municipal Council as he not around during meeting is conducted.

Meanwhile, the other task that was executed also quiet similar which is prepared the presentation slide of '*Penempatan semula penjaja tepi jalan, Kampung Tambirat*' on behalf my Supervisor too. The purpose of this kind presentation is to inform the councillor in '*Kampung Tambirat*' area regarding on the concern that Kota Samarahan Municipal Council want to expose their plan in order to develop the place for those sellers in their area. By preparation these of presentation slide will ensure his presentation to be clearer and concise also.

Next task also quiet similar which is prepared official memorandum on behalf my supervisor to secretary Kota Samarahan Municipal Council regarding on the '*Keputusan Mesyuarat Pengutipan Sampah dari dua ke tiga kali seminggu*'. The purpose of this kind task

is to inform secretary Kota Samarahan Municipal Council as he not around during meeting is conducted.

Furthermore, on the following day in week six of my intern that day I was involved with site visit for community programme at 'Kampung Melayu', Kota Samarahan also. The purpose that kind of site visited is to see the progress that are done by the community there too. It is which the preparation that should be done like arrangement the chair, tight up the banner and decorate the stage too.

Then, during the weekend day of my intern also I have involved or attend program 'Pembangunan Komuniti Mandiri Berdaya Lestari 2018' at Kampung Melayu, Kota Samarahan'. During that programmed I was being assigned as a judges for landscape and 'rekacipta' competition too.

WEEK 7

12/12/2018 -16/3/2018

Filling document, photocopy, prepared presentation slides, key in monthly income of 1 Azam, calling out public agency and attend meeting and attend program for 'PBT'

For the task that are assigned to me for my intern on week seven also quiet similar with the task previous week. One of the task that I had been carried out which is filling document regarding on the '*cadangan pembinaan dan menaiktaraf taman rekreasi – uni central, MPKS secara reka dan membina serta menaiktaraf kawasan landskap dan pengindahan jalan protocol G4/G5, MPKS*'.

Then, the other task that was assigned to me also quiet similar with the previous task which is photocopy four set of 'Tender Notice' that is existed on Borneo post regarding on the '*cadangan menaiktaraf kawasan landskap dan pengindahan bandar antara jalan protocol G4/G5/G6, MPKS dan cadangan pembinaan serta menaiktaraf taman rekreasi uni – central di MPS secara reka dan bina*' too.

Besides that, the next task which is prepared the presentation slides on behalf of my supervisor regarding on the '*Mesyuarat Jawatankuasa FG (focus group) pembasmian kemiskinan Bandar (PPKB) – Bil 2/2018*'. Plus, the other tasked which is key in monthly income of 1 Azam under E-Kasih system. This kind of task really exposed me to be more understands regarding on the contribution by government in order to eradicate poverty among public that they are implement 1 Azam Programme to public also. Then, in the following day

of my intern that I was attend management meeting of Kota Samarahan Municipal Council Bil 3/2018 at the public library of Kota Samarahan Municipal Council too.

In addition, one of the senior staff under the corporate section also ask me to attend BSC Scorecard System v3.0 program for '*PBT (Pihak Berkuasa Tempatan)*' Zon A at Sains (*Samarahan Training Centre*). By joined that kind of programmed are really exposed to me how to key in the result of program either in a quarterly or annually also.

The second last task that I was being carried in week seven which also quiet similar with the previous task which is filling document regarding on the '*Kebajikan Majlis Perbandaran Kota Samarahan 1 Azam dan Kebajikan Program Pembasmian Kemiskinan Bandar (PPKB)*'. That kind of task also called as portfolio because the document that are filled in one file need to be arranged in properly according with their arrangement of number too.

The last task that I have been carried out within week seven of my intern also which is calling out public agency that is invited to '*Majlis Pelancaran*' Say no to Styrofoam food container and say no to plastic bags. That kind of task is required me to deal with outsider person in order to inform them regarding on that kind program was held on 13 of April 2018. Indirectly, that kind of task also exposed me to be wiser in order to communicate with the people that are outside of organization too

WEEK 8

19/3/2018 -23/3/2018

Fax the official letter, prepared and editing presentation slides on behalf my supervisor, attend meeting at the resident office

For the last week of my intern that I was being assigned to carry out some task which is faxing the official letter to public agency that are invited for meeting agenda regarding on the '*Mesyuarat Program Pembangunan Komuniti Suku Tahun Kedua APRIL – JUN 2018*'. There I have to fax lots of official letter to the all agency that are related such as '*RELA Samarahan, RELA Asajaya and Balai Polis, Samarahan*'. Apart from that, my supervisor also assigned me to prepared and editing the presentation slide regarding on the '*Pelan Induk Landskap, Majlis Perbandaran Kota Samarahan 2015 – 2025*' too.

Next is moving on to the other task of my intern which is prepared and distributed the official memorandum regarding on the '*Anugerah Pengurusan Pelanggan 2018 dan Program Pemantauan Audit Teknikal (PPAT) Kesihatan Persekitaran Jabatan Kerajaan Tempatan*

Tahun 2018' to the all chief department of Kota Samarahan Municipal Council. At the same time, the other tasked that I have been go through which is print out four sets of '*Pelan Induk Landskap, Majlis Perbandaran Kota Samarahan 2015 – 2025*' also.

Meanwhile, my supervisor also asked me to attend meeting regarding on the '*Mesyuarat mengenai landskap blueprint semasa mesyuarat jawatankuasa pembangunan bahagian Samarahan Bil 1/2018*' at the meeting room of resident office Samarahan. During that meeting also there I was being assigned to in charge LCD too. At the same time, there are having several public sector organizations and public agency was involved in that kind of meeting in order to negotiate among themselves about the development in Kota Samarahan also.

Not only had that, on the week last of my intern also I had been carrying out the similar task which is answering the call from public under operator section also. That kind of task is not just answering the call but need or required to be more alert in order to transfer the call as required by them to the relevant department either to the public health section, engineering section, rating and taxing section or corporate section also.

More than that, the other tasked that I was being carried out which is rechecking invitation card to the all agency, councillor , '*Ketua Kampung*' and '*Penghulu*' that are invited for the '*program say no to Styrofoam and say no to plastic bag*'. The purpose to check that kind of card is to ensure the all name that are invited for that kind of programmed later will not miss out also.

The next task also quiet similar which is my supervisor asked me to photocopy the eight set of official memorandum regarding on the '*Mesyuarat Jawatankuasa Kualiti, Produktiti dan Inovasi Bil 1/2018*' too. Last but not least, the second last task before I end of my intern which recorded the official memorandum that will be distributed over the relevant person in the book of internal memorandum that being provided by Kota Samarahan Municipal Council too.

Lastly, the other task that I executed for my intern which is answering call from public under operator section regarding on the complaint about the garbage collection in their residential area too. By answering that kind of complaint is really exposed to me how the emotion management and this is because different people are different perspectives in order to voice their complaint also such as there are having simple person, aggressive person and does have among them are patiently too. So that as a receiver we need to be response and communicate well with them too.

2.4 Chapter Summary

In generally, all the task that giving to me had been done until the log book after every one week I done my task. As discussed with my supervisor previously, Mr Willie Ngelai which is my host supervisor agreed to evaluate my task during his free time after I done my task. As a conclusion field of the task or the scope of job I have done related to administration works and corporate that are dealing with public development matters. In this kind of organization also I had learned many new things which can be related with what I had been studied at UiTM which will be explained at the chapter three (3).

CHAPTER 3

TASK ANALYSIS

3.1 Introduction

The daily task executed throughout training has been explained in chapter 2. It is which includes a few tasks such as editing the draft of Kota Samarahan Municipal strategic plan 2018, prepare official memorandum on behalf of my supervisor to Secretary Kota Samarahan Municipal Council, filing of the documents, attend meeting and prepared minutes of meeting, prepare presentation slides regarding on the samarahan landscaping on behalf my supervisor, type, print and photocopy any document that are related as assigned by my supervisor also one of the activities that I went through during conducted the practical training.

I had been placed in part of the '*Pejabat Pegawai Khas Majlis*' under Administration and corporate section. There I have more exposed regarding on the Kota Samarahan Municipal Council planning 2018. It is which Kota Samarahan Municipal Council have their own core business which is included the enforcement, Service Management, public health, corporate, taxing and rating, engineering, planning and development and treasury. So that, each part of this is having their own planning. Indirectly, the task that I had been carried out which is editing the draft of Kota Samarahan Municipal Council Strategic plan 2018 are should be included all of part their planning. Then, there I need to retype and adjust any kind of strategic activity that will implement by them to achieve the organization goals.

In addition, the other scope of activities I had been involved is attending meeting regarding on Kota Samarahan Municipal Strategic plan and prepare minutes of meeting. Plus, prepare the official memorandum on behalf my supervisor to Secretary Kota Samarahan Municipal Council regarding on the permission to carry on the next meeting planning and regarding on any purpose to inform the secretary about the meeting result during he not attend meeting also one of the tasks that I had been go through. For an example, does certain issue that is voice out during meeting regarding on the schedule of collection routes should change from 2 to 3 in one week. Due to this, there I was being assigned my supervisor to prepare the official memorandum to inform that kind of issue to the Secretary Kota Samarahan Municipal Council.

At the same times, I am also involving in the programme under corporate section. The kind of programme that I involved is really exposed or need to communicate with the public

such as serving the public during the programmed that are caring on by distributed the programmed agenda and questionnaire to them. Indirectly, by involved in this of programmed also really inspired me to explode the communications skill with public, how to deal with emotions and attitude with public also. Thus, most of the activities had done in this organization is involving a skills on editing and filing documentation, writing, critical thinking and communication skills, how to deal with emotions, attitude when dealing with public too. In this chapter, will explain about the task related to my course study which is includes the Information management (CSC408) and EWC662 (English for business correspondence). Introduction to Public Policy (ADS514) and Next is stated about the Ethics in Administration (ADS452). Then, explain about public relation (PRO458) and the last section which is chapter summary.

3.2 Task related with the Course

3.2.1. Information System (CSC408)

Information systems is the study of complementary networks of hardware and software that people and organizations use to collect, filter, process, create, and distribute data. Information systems also interrelated components working together to collect, process, store, and disseminate information to support decision making, coordination, control, analysis, and visualization in an organization. These definitions focus on two different ways of describing information systems: the components that make up an information system and the role that those components play in an organization (Siti Nurbaya, 2014).

Then, online database is a database accessible from a local network or the Internet, as opposed to one that is stored locally on an individual computer or its attached storage such as a CD. Online databases are hosted on websites, made available as software as a service products accessible via a web browser. They may be free or require payment, such as by a monthly subscription. Some have enhanced features such as collaborative editing and email notification. A cloud database is a database that is run on and accessed via the Internet, rather than locally. So, rather than keep a customer information database at one location, a business may choose to have it hosted on the Internet so that all its departments or divisions can access and update it.

Besides that, most database services offer web-based consoles, which the end user can use to provision and configure database instances. During my practical attachment, one of my task had been assigned is to key in the information of monthly income 1 Azam in E - Kasih system. Most of this work had been done during my attachment at corporate section. Moreover,

all of the information regarding the monthly income of the 1 Azam needs to be stored in the online E - Kasih system. Plus, during conducted my practical training that I had been carried out some task with Microsoft software in order to completing the task such as editing the draft Kota Samarahan Municipal Council Strategic Plan within 2016 – 2020. Based on this task are really exposing me to be more wise in order carried out the task assigned to me with Microsoft Word too. Therefore, through information system that are clearly can enhance the effectiveness and efficiencies in order to store and disseminate the draft Kota Samarahan Municipal Council strategic plan to the eight department includes administration section, corporate section, engineering section, public health section, finance section, rating and valuation section and management services. Through drastically dissemination of this kind information or strategic plan will ensure of each section can know the best alternatives toward any plan that should be singled out later. Indirectly, there are obviously shown that information system are very applicable in order to disseminate the draft Kota Samrahan Municipal Council among their section for future brightness also.

3.2.2 English for Business Correspondence (EWC662)

English for Business Correspondence are dealing with the lots of business letter format. It is very important to all of organization to know the relevant format as required by certain purpose also. It is which a typical business letter contains three sections, an introduction, a body, and a conclusion Apart from that, there are have several category terms of business letter such as inquiry letter, reply letter, memorandum, email complaint and email reply too.

As we know that, each of the business letter that is having their own particular purpose also. When we want to ask a business for more information concerning a product or service or for other information, we write an inquiry letter. When written by consumers, these types of letters are often in response to an advertisement seen in a newspaper, magazine, or commercial on television. They can be written and mailed or emailed. In a business-to-business setting, a company's employees can write inquiries to ask the same types of questions about products and services

Not only that, people write business letters and emails for a variety of reasons also it is which to request information, to conduct transactions, to secure employment, and so on. Effective business correspondence should be clear and concise, respectful in tone, and formatted properly. By breaking down a business letter into its basic components, the communication skill will effectively and improvement skills can be increasingly.

Besides that, the other part of business letter also includes of memorandum. It is which can be used to quickly communicate with a wide audience something brief but important, such as procedural changes, price increases, policy additions, meeting schedules, reminders for teams, or summaries of agreement terms also.

As for my internship the other tasked that I was being carried out which is prepared the official memorandum on behalf my supervisor to secretary of Kota Samarahan Municipal Council regarding on the '*Keputusan Mesyuarat 3.2 permohonan dari pemilik rumah di Uni Garden at Lrg 12E*' (Decorating Tree Plants at the garden). Additionally, next task also quiet similar which is prepared official memorandum on behalf my supervisor to secretary Kota Samarahan Municipal Council regarding on the '*Keputusan Mesyuarat Pengutipan Sampah dari dua ke tiga kali seminggu*'. My supervisor asked me to prepare that kind of memo to ensure the relevant information will be quickly communicated to Secretary of Kota Samarahan Municipal Council also Due to this task are really inspired me to be more wisely in order to attach ewc662 (English for business correspondence) in my tasking also. This is because the effective business correspondence should be clear and concise, respectful in tone, and formatted properly.

In totally, the subject of ewc662 (English for business correspondence) is very useful to me during conducted practical training as the most task are prepared the official memorandum as assigned my host Supervisor in Kota Samarahan Municipal Council there too. Indirectly, English for business correspondence subject are very applicable in order to give me direction in completing my task during conducts my internship.

3.2.3 Introduction to Public Policy (ADS514)

According to Charles L. Cochran and Eloise F. Malone 2010 Public policy consists of political decisions for implementing programs to achieve societal goals. Then, Public policy also is the laws, priorities and governmental actions that reflect the attitudes and rules selected for the public. According to Froman, Lewis A. Jr.2008, Policy made on behalf of a public by means of public law that is put into effect by public administration. According to Anderson, there are having four categories (Typology) of public policy. It is which include the constituent policy, distributive policy, regulatory policy and redistributive policy.

Apart from that, the first types are constituent policy. In addition, the meaning of constituent is permitting one person or organization to works as an agent. Plus, constituent policy also describes the: Establishment of government structure, conduct of government

procedures to rule country. Besides that, constituent policy also divided into two which is Structural constituent policy and Procedural constituent policy. For example of Structural constituent policy, the Federal Constitution of Malaysia has been describing the bodies of government and their roles and for Procedural constituent policy that the Election Act 1958 (Act 19) has been describes the procedures to form government.

Besides that, the second types is distributive policy. This policy also allowed government to provide the public goods or services to all nation with the help of public fund. Other than that, this policy also allow or require government to allocate or distribute wealth or benefit to public at large or a particular segment of the population. Then, doing so through the uses of public funds (government revenue). The target population or public at large gets benefit or enjoys wealth creation/reduce financial burden among public

Next is regulatory policies. It is the prescription of do's and don'ts for different groups to prevent individuals from becoming their victim. This kind of policy are essentials in order to protect people from negative effects of business. For an examples, Environment policies - air, water, waste Drug policies – Dangerous Drugs Acts 1952.

Last but not least are redistributive policy. This is to transfer one's group fund to another group with the aim to eradicate social issues such as poverty for the sake of equality. Plus, it is also related to the deliberate action to restructure or shift wealth or income and property and rights among society which is from those who have to those who do not have. This kind of policy are is reduced or control of social disparity In Malaysia government has implemented redistributive policies and programs to eradicate the poverty problems. According to World Bank, Poverty is the lack of, or the inability to achieve, a socially acceptable standard of living. Poverty divided by two categories absolute poverty and relative poverty.

As during my internship period I have assigned to filling document regarding on the '*Kebajikan Majlis Perbandaran Kota Samarahan 1 Azam dan Kebajikan Program Pembasmian Kemiskinan Bandar (PPKB)*'. That kind of task also called as portfolio because the document that is filled in one file need to be arranges in properly according with their arrangement of number too. Besides that, the next task which is prepared the presentation slides on behalf of my supervisor regarding on the '*Mesyuarat Jawatankuasa FG (focus group) pembasmian kemiskinan Bandar (PPKB) – Bil 2/2018*'. Plus, the other task that I had been carried out which is key in monthly income of 1 Azam under E – Kasih system It is under one

of the redistributive policy to eradicate poverty by government Malaysia called E - Kasih. It is which the people that are selected for this program are given the assistance such as basic household goods and they are also recommended to registering on one program called 1 Azam. For more further, 1 Azam is the program that have means to help those people that live in poverty to improve their life quality by giving assistance such as giving housing assistance or giving financial assistance to repair their home into better condition. Indirectly, they are also given assistance in monetary form for purpose to start their new small business so they can earn extra income. There are clearly shown that public policy consists of political decisions for implementing programs to achieve societal goals Therefore, this kind of task really exposed me to be more understand regarding on the contribution by government in order to eradicate poverty among public that they are implementing 1 Azam Programme to public and they are guaranteed it through redistributive policy also.

3.2.4. Ethics in Administration (ADS452)

According to Radhika (2012) Since the 1970s there has been a great deal of change associated with the implementation of administrative ethics. These changes have been promoted and motivated by the concept of public administration in the new era. Ethics are the rules that define moral conduct according to the ideology of a specific group. Moreover, ethics in public administration are important for good business conduct based on the needs of a specific town, state or country.

Besides that, ethics provides accountability between the public and the administration. Adhering to a code of ethics ensures that the public receives what it needs in a fair manner. It also gives the administration guidelines for integrity in their operations. That integrity, in turn, helps foster the trust of the community. By creating this atmosphere of trust, the administration helps the public understand that they are working with their best interests in mind.

The important thing to remember here is that moral, ethical, immoral, and unethical essentially mean good, right, bad, and wrong, often depending upon whether one is referring to people themselves or to their actions (Thompson D (1985). For more further, a code of ethics creates standards of professionalism that co-workers in the public sector can expect from each other which the public can also expect the same from their leaders. Apart from that, with a strong code of ethics in public administration, leaders have the guidelines they need to carry out their tasks and inspire their employees and committees to enforce laws in a professional and equitable manner also.

Instead, the other positive outcome of good ethics in public administration is timely and informative communication with the community too. It is which these kind of transparency build trust and prevents or minimizes the potential issues that can arise when information is divulged from outside sources. If there is something of consequence that the public needs to know about, it's better for it to come directly from the leaders and administration. Communication also keeps all parties involved so that they can all work toward a common goal. Indirectly, the good communication ensure that the community can engage their leaders on important issues.

As for my practical training attachment that there I was being place for a while in operator section and there I have to answering call from public regarding on the complaint and flash the call to the public health section as required and related with their case or need too. Under that section really need to expose the wise emotional, ethic and behavioural management also because lots of public that are called from different culture and they are also from different perspectives too. Not only that, there I also have exposed more well in order to deal with public because as the internal person we need to communicate well with public as they are customer of organizations also To maintain the professionalism in dealing with other, I apply the concept of ethics in administration. I need to respond to their questions and enquiries in a very ethical manner. The good ethics while giving the service to the other are very important to maintain a good opinion of public to the organization. Accountability and a proper communication skills is very important to be maintained to ensure I can deliver my service according to the expectation of the public also.

3.2.5. Public Relation (PRO458)

Public relation is the way organisations, companies and individuals communicate with the public and media. Public Relation job nature is to communicate with the target audience directly or indirectly through media or face to face communication with aim to create and maintain a positive image and create a strong relationship with the audience. By definition, public-sector should reflect public opinion and work best when the citizen is well-informed. Public relation was seen as a great and growing activity when practiced by organization and was also considered acceptable for non-profit organization.

According to Crespo (2011), government performance refers to how people assess the government's record and capacity to handle different problem and to manage public policies. Citizens will take a negative attitude towards the government if it does not perform its task. In

satisfactory way. A good government relation should be able to represent the public and their interest from a wide variety of industries. Second is can provide knowledge in legislative developments.

Next a good government public relation should offer targeted messaging to reach government agencies and conduct direct lobbying on behalf of a behalf public's concern. During my practical training public relation is the tools that need to me utilized in order to maintain a good relationship with the public. I apply public relation during I was involved with site visit for community programme at '*Kampung Melayu*', Kota Samarahan also. The purpose that kind of site visited are to see the progress that is done by the community there too. It is which the preparation that should be done like arrangement the chair, tight up the banner and decorate the stage too. Then, during the weekend day of my intern also I have involved or attend program '*Pembangunan Komuniti Mandiri Berdaya Lestari 2018*' at Kampung Melayu, Kota Samarahan. During that programmed I was being assigned as a judges for landscape and 'rekacipta competition too. I need to maintain a good image of Kota Samarahan Municipal Council since I am the one that represented and communicate with the participants. Indirectly, the good relationship need to be maintained as I was representing Kota Samarahan Municipal Council as a committee programmed too.

3.3 Chapter Summary

In this chapter, I learnt the task that has related with course for Bachelor of Administrative Science. The related subject with my task done at Kota Samarahan Municipal Council is the subject of information management where during practical training of the task given to me need to applying on how using Microsoft software and system to edit and disseminate the draft Kota Samarahan Municipal Council to all section. The other subjected that I was attaching with my job scope during practical training which English Business Correspondence also. It is which required me to apply these kind of subject in order to complete my task especially in terms of prepared the official memorandum that really exposed to me the right way of that kind writing format too. Then next is Public Policy which was required to help in key in monthly income 1 Azam to the public under corporate section. Next is ethics subject, which related with the ethics involving the correct ethics manner to communicate with the public. Lastly is subject public relations, where the task given to me required me to have a good relationship with people outside the organisation. The good relationship need to be maintained as I was representing Kota Samarahan Municipal Council as a committee

programmed. As conclusion, all these subjects have related with the task that assigned to me during practical training at Kota Samarahan Municipal Council.

CHAPTER 4

RECOMMENDATIONS

4.1. Introduction

As we know that, this chapter focused on the SWOT analysis. It is which dealing with the explanation of strength, weakness, opportunities, and threats of the job or task that assigned to me during practical training which had discussed in the chapter three. For more further, the terms of strength and weaknesses are take a look towards the internal organization for some improvements purpose and the terms of the opportunities and threats are deals with outside organization that luckily can enhance and deliver benefits to it organizations. Not only that, this chapter also will discuss about the recommendation for improvement in the future. So that, based on my observations during conducted my practical training in Kota Samarahan Municipal Council that does have a several improvements should be taken out there. The purpose of this is to ensure that Kota Samarahan can be improve in the future. Then, the last under this chapter will explain about the chapter summary.

4.2. SWOT Analysis

First of all SWOT is stand for the Strengths, Weaknesses, Opportunities and Threats. By definition, Strengths (S) and Weaknesses (W) are considered to be internal factors over which you have some measure of control. In addition, Opportunities (O) and Threats (T) are considered to be external factors over which you have essentially no control also . SWOT Analysis is the most renowned tool for audit and analysis of the overall strategic position of the business and its environment. Its key purpose is to identify the strategies that will create a firm specific business model that will best align an organization's resources and capabilities to the requirements of the environment in which the firm operates.

4.2.1 Strength

The strength that I can observed in Kota Samarahan Municipal Council is the good relationship between the upper management and their subordinates. It is which the high officer using a good communication to ensure the good teamwork is preserves between the employees. The employees at Kota Samarahan are treated well as their own family but still maintain the professionalism in the work ethics. The purpose of this kind good communication between the high officer and subordinates is to ensure the collaboration among them will be keeping long in longer periods in order to achieve the organizations goals also. Apart from that, this is the

main tool attached by Kota Samarahan Municipal Council to analyse and ensure the Programmed implement by them are success and meet the public satisfaction also. For an example is during the Community Programmed at '*Kampung Melayu*', Kota Samarahan. The Chairman of Kota Samarahan Municipal Council, Dato Peter Minos has went to the venue to observe the progress of the preparation of the programmed. At the same time, he also gave some motivations to the committees of Kota Samarahan Municipal Council that are involved in the programmed that are running also.

Next is followed by the second strength which is Kota Samarahan Municipal Council has a good knowledge sharing culture also. For in further, during my practical training period, most of the personnel or staff in Kota Samarahan Municipal Council have given and share to me a lot of knowledge and their experiences. There I can observe that they are very supportively in order to spread their knowledge. In other words they are very friendly and willingness to guide me during executed the task also. In additionally, they had taught me the real working experiences for example how to answer the questions and enquiries from the public especially when I was attached to administration section and corporate section. Furthermore, the personnel or staff there is also has shown to me the right procedure to do the document filings in tidier and faster way. Indirectly, they also have share the knowledge about the history of Kota Samarahan Municipal Council they have told me what contributions of this organization towards community in Kota Samarahan there also.

4.2.2. Weaknesses

The first weaknesses for Kota Samarahan Municipal Council that I had observed during my practical training period is still depending on the traditional method especially in terms of delivered the official letter that is should be recording manually into internal memorandum before distributing over the relevant person or head of department. This kind of method is wasting time in order to record it as sometimes the official letter are quiet more. This is occurring due to the relevant number of employee or staff that is in charge to record the internal letter is not updated with the new system also. Through that kind of ways also quiet difficult to refer or recheck the letter that are missing or not deliver yet to those relevant person because as the method are manually will take time to find it. The problem is obviously can be seen especially during lots of meeting should be conduct around February during my internship period before that are required to send the official letter and should record it in the internal memo before distribute for those head of department and councillors.

Then, for the second weaknesses are the attendances list of meeting at Kota Samarahan Municipal Council still using manual recording or should be attach in one hard cover book. The hard cover booked it should be passed around during meeting and it quiet disturbed meeting time also. Not only that, these kind of method also not effective because have certain person not really noticed to sign it as sometimes that book are not turned around. This is happened because does have certain person that is attending meeting not aware to pass that kind of book to the next person also. Due to this, there will be occurred issue that councillor cannot claim their allowances as they are doing not have evidences to attend meeting before too.

4.2.3 Opportunity

One of the opportunity for Kota Samarahan Municipal Council which is have lots of educational and research centres such as University Teknologi Mara (UITM), Institut Perguruan Tun Abdul Razak, Institut Latihan Perindustrian Samarahan (ILP), Institut Tadbiran Awam Negara (INTAN), Institute of Rural Advancement (INFRA) Campus and Pusat Penyelidikan Tanah Gambut Tropika Sarawak. Indirectly, all of this will make Samarahan one of the centres of excellence in education, training and research in Malaysia in future. Not only that, all of this kind opportunity will attract people to come and used services that are provided by Kota Samarahan Municipal Council also Indirectly, that kind of opportunity also can gain benefit to them so far lots of people will coming.

In general, the Kota Samarahan Municipal Council is responsible for the development of the community in its custody through the provision of effective municipal services, infrastructure development, and the creation of healthy and safe surroundings. By that kind of function will strengthen them to get support from public because once they are able to attach effective municipal services to the public in Kota Samarahan there public will loyalty in order to use their services also. Indirectly, the opportunity in delivering the services to the public can be used to strengthen and to improve the public relation between the public and the organization. For example is "*community programmed*" that had been organized by Kota Samarahan Municipal Council to help in cleaning and decorating certain area in Kota Samarahan especially at the area has become a hotspot to the public.

4.2.4 Threat

Then as for the threat at the Kota Samarahan Municipal Council organization, from what I observed the Municipal Council organization are face certain kind of problem which is lack of

support from public. This kind of threats are obviously can be seen especially during Corporate section conducted the community programmed at '*Kampung Baru*', Kota Samarahan during my internship before that community there are not really attract with it. All of this can be seen through their preparation before one day programmed are conducting This is due to some of them are did not have collaboration and did not have unity, the preparation also stuck there and it will force Kota Samarahan Municipal Council staff or head of Corporate Section there selves to help them in order to do preparation such as tight up the banner, arranged the chair and decorating the stage also. This becomes a threat because it can delay the time to settle down everything there. So the programmed also look foggy since everything not looked tidy. At the same time it interrupts the public relation between the Municipal Council and the public as the Municipal Council already put their efforts to organize programmed but community there not gave the relevant support to them. Indirectly, Kota Samarahan Municipal Council will difficult to archive the community programmed objectives also

4.2.5 Recommendation

As was explained in the weaknesses and threats section, there has a few recommendations to improve the efficiency and effectiveness in the Kota Samarahan Municipal Council which is can send relevant staff or personnel there to join any training in order deals with technological system especially in terms of record the information or save file of official letter using software. Due to this, they are can change the traditional method especially in terms of delivered the official letter that is should be recording manually into internal memorandum to the expert one which is using system only to record it and directly will make the task running more faster and reduce time to recheck it again also. But for the threats that they are faced as explained above, one of the suggestion for it which is maybe can attach strictly rule for community in order to enhance their collaborative also.

First recommendation of Kota Samarahan Municipal Council which is to add more number of expert staff in terms of technological oriented It is which to improve the efficiency and effectiveness of enhancing the performance result, more number of expert staff or personnel should be required. This is because by executed the task with system are faster rather than manually. Thus, it will enhance the capability of staff in order to recheck any relevant document especially in terms of essentials documents also.

My second recommendations of Kota Samarahan Municipal Council are should improve the public relation between the Municipal Council and the public through organising

the attractive programmed also. In order to organised it that they are should hear opinion or suggestion from public or community first also. This is because does have certain cases that are public not gave support because not attract to flow programmed So that, to make them become attractive which is the most important by organised what they are really want to do also. Indirectly, the programmed will luckily can achieve the objectives too.

The third recommendations are to improve the technological oriented staff in order to working in Kota Samarahan Municipal Council as I mention before that they are should be sending their staff to join training that are dealing with system especially in terms of keeping or record any relevant data or information too. Indirectly, they are will be commonly in order to educate themselves with new technological oriented especially keeping record the official letter that is should be deliver to other and to make it faster that better record in system to avoid any undesirable will occurs.

4.3. Summary

To concluded, in this chapter I have explain about the SWOT analysis the strength, weaknesses, opportunity in Kota Samarahan Municipal Council that I have found during my practical training. I also had explained about the recommendation of solving the weaknesses and the threat from the organization.

CHAPTER 5

CONCLUSION

As we know that I had been choosing Kota Samarahan Municipal Council to conduct my practical training organization. It is which conducted on 29 January 2018 until 23 March 2018. Plus, it is taken within eight weeks during semester breaks also. Apart from that, all the task that is assigned to me are successful carried out. Indirectly, all the task that is done accordingly with relevant chapter too.

Firstly is based on chapter 1, I had been explained about the background and history of Kota Samarahan Municipal Council and also had identifies and understands the mission, vision, organization logo and the organization structure of the organization.

Secondly is under chapter 2, I have explained on my schedule during my practical training and all the task that giving to me had been explained accordingly to every week on the log book. As discussed with my supervisor previously, Mr Willie Ngelai which is my host supervisor agreed to evaluate my task during his free time after I do my task. As a conclusion field of the task or the scope of job I have done related to administration worked and corporate that are dealing with public development matters. In this kind of organization also I had learned many new things which can be related with what I had been studied at UiTM which will be explained at the chapter three (3).

Next is under chapter 3, I had explained the task that has related to course of Bachelor of Administrative Science also. The related subject with my task done at Kota Samarahan Municipal Council is Public Policy which was required to help in key in monthly income 1 Azam to the public under corporate section Second is ethics subject, which related to the ethics involving the correct ethics manner to communicate with the public. Third is subject public relations, where the task given to me required me to have a good relationship to people outside the organisation. The good relationship need to be maintains as I was representing Kota Samarahan Municipal Council as a committee programmed. Last but not least, the subject of information management where during practical training in the task given to me need to applying on how using Microsoft software and system to edit and disseminate the draft Kota Samarahan Municipal Council to all section. The other subjected that I was attaching to my job scope during practical training is English for Business Correspondence also. It is which required me to apply these kind of subject in order to complete my task especially in terms of

prepared the official memorandum that is really exposed to me the right way of that kind writing format too.

Last but not least which is under chapter 4, I have explained about the SWOT analysis regarding on the strength, weaknesses, and opportunity in Kota Samarahan Municipal Council that I have found during my practical training. I also had explained about the recommendation of solving the weaknesses and the threat from the organization.

To conclude, I have learnt and gained lots of knowledge and information in Kota Samarahan Municipal Council during my practical training too. Other than that, I took every challenges and working experience there as my lesson in order to pursue myself for future working environment. Then, every job scope that was assigned to me during practical training are very exposed to me regarding on the real working situation and it also related to the all of subject under course Bachelor of Administrative Science.

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APPENDICES

Appendix A

Picture 1.1 Community programmed at 'Kampung Melayu, Kota Samarahan Sarawak'





Appendix B

Picture 1.2 Key in monthly income of '1 Azam participant in E – Kasih' System

**PROGRAM PAMBAHSAIAN KEMISKINAN BANDAR (PPKB)
BAYARAN PROJEK BANTUAN BAIK PULIH RUMAH DAIF DI BANDAR
TAHUN 2016**

LAMPIRAN A3
PBT : MAJLIS PERBANDARAN KOTA SAMARAHAN

NO	NAMA BENEFISIAR	NO. KAD	ALAMAT	JUMLAH BANTUAN (RM)
1	BILANG BINTONG	419020120117	NO 118 KAMPUNG TANJUNG BUNDOING 84300 SAMARAHAN SARAWAK	15,000.00
2	MALINJENI YATI ENI ELIANG TARIH (AIR)	120704138199	KAMPUNG SUPILA 84300 KOTA SAMARAHAN SARAWAK	15,000.00
3	KASIM BIN KOSI	782071138139	LOT 8823 PAGA 2 KAMPUNG TANJUNG BUNDOING 84300 KOTA SAMARAHAN SARAWAK	15,000.00
4	AMIN BIN DAUD	87120528018	KAMPUNG BUNGI TERATA 84300 SAMARAHAN SARAWAK	15,000.00
5	SUNDI BIN SUPH	380418133365	NO 35 KAMPUNG NETANAK 84300 KOTA SAMARAHAN SARAWAK	15,000.00
6	SEWANDE BIN GUNZING	760417133667	KAMPUNG SUPILA 84300 KOTA SAMARAHAN SARAWAK	15,000.00
7	IRWAN BIN ANASTAR (MELAYU) (AIR) SAMAN	680420133127	KAMPUNG SUPILA 84300 KOTA SAMARAHAN SARAWAK	15,000.00
8	DEWAN BINTI ABDULLATI (JENAH AJAH)	49091136336	LOT 400 KAMPUNG TANJUNG BUNDOING 84300 KOTA SAMARAHAN SARAWAK	15,000.00
9	ABDUL RAHMAN BIN ABDULLAH	72022133090	KAMPUNG SUPILA 84300 KOTA SAMARAHAN SARAWAK	15,000.00
10	ALGAN BIN DEWI	48040133380	KAMPUNG SUPILA 84300 KOTA SAMARAHAN SARAWAK	15,000.00
11	MAMU BIN LING	64000133421	NO 100 PAGA 2 KAMPUNG TANJUNG BUNDOING 84300 KOTA SAMARAHAN SARAWAK	15,000.00
12	MAMU BIN LING	78020133795	NO 01 KAMPUNG PENGALAN KULUP 84300 KOTA SAMARAHAN SARAWAK	15,000.00

PERAMBARAN PENDAPATAN UNTUK 9 BULAN PEMANTAUAN PERSENTA 1 AZAM (2018) AZAM NIAGA/KEMERAT MAJLIS PERBANDARAN KOTA SAMARAHAN

BIL	NAMA KIR	NAMA AIR (individu yang melaksanakan projek selain KIR)	SEPT 2017	OKT 2017	NOV 2017	DIS 2017	JAN 2018	FEB 2018
1	Roslan bin Bujang 72082-11-35849 014 6703 672	Noorhayati bt Abdullah Rinos 701017-13-5836	Rm 1200	Rm 1050	Rm 1450	Rm 2300	Rm 1350	Rm 1500
2	Mat Merdeka bin Udin 830920-13-5917 014 579662 / 014 5951527	Anum bt Man 640421-13-5620 010 3082134 (Mat)	Rm 324.40	Rm 2096	Rm 3987.50	Rm 3494.2	Rm 3740.10	Rm 3829.20
3	Ruzni bt Chee 610628-13-5524 011 25137067	Norafiza bt Juki 860709-52-6238	Rm 420	Rm 301.20		Rm 113.10		
4	Abdul Razak bin Smail 720326-13-5227 014 6481527	Nur Shaqah bt Wah 940108-13-5514	Rm 2427.80	Rm 3371.50	Rm 349.70	Rm 3177.90	Rm 3308.80	Rm 3261.80
5	Siti Jaiyah bt Elli 660714-13-5286 013 9713789 / 011 91416307 (Wg)	Siti Hariyah bt Morshidi 860921-13-5058	Rm 2320	Rm 2015	Rm 1365	Rm 1625	Rm 2700	Rm 3200
6	Jeffery bin Juis 820624-13-5581 016 874 5428 (KIR)	Nurhidayah bt Basri 890717-13-5824	Rm 7997	Rm 1300	Rm 8375	Rm 6850	Rm 6600	Rm 1200
7	Haminah bt Sebil 560527-13-5798 013 8259986 (Kakak)	Hajjah bt Sebil 540310-13-5654	Rm 324	Rm 510.80	Rm 350	Rm 400	Rm 350	Rm 580
8	Redzuan bin Tehr 690612-13-6023 013 84953652 (Wg)	Essi bt Bujang 690202-13-5722	Rm -	Rm 413.80	Rm 507.20	Rm 523	Rm 764	Rm 965
9	Noor Hafiza bt Brahim 810403-13-6378 013 799 2006 (Wg)		Rm 060	Rm 1200	Rm 100	Rm 1007	Rm 629	Rm 718
10	Dayang Hija bt Aliang Aw 720413-13-5616 013 8255237	Samsa bin Madin 711202-13-5271	Rm 208	Rm 791	Rm 983	Rm 716	Rm 588.90	Rm 488.00

Appendix C

Picture 1.3 Filling Document regarding on the 'Kebajikan Majlis Perbandaran Kota Samarahan 1 Azam and Kebajikan Majlis Perbandaran Kota Samarahan program pembasmian kemiskinan bandar (PPKB)'.

The image shows two copies of a form titled "PERAMBARAN PENDAPATAN" (Income Declaration) for the "Kebajikan Majlis Perbandaran Kota Samarahan 1 Azam" program. The form is divided into several sections:

- Header:** "Kerajaan Yang Berhambang" and "Dibahagikan di bawah perkhidmatan".
- Title:** "PERAMBARAN PENDAPATAN" and "Kebajikan Majlis Perbandaran Kota Samarahan 1 Azam".
- Table:** A table with columns for "Nama", "Alamat", "No. Telefon", "No. Bilik", and "No. Rumah". The table is mostly empty, with some handwritten entries in the "No. Rumah" column.
- Maklumat Pemohon (Applicant Information):** A section with checkboxes for "KIR", "KIR", and "KIR".
- Maklumat Pemohon (Applicant Information):** A section with checkboxes for "KIR", "KIR", and "KIR".

Appendix D

Picture 1.4 Attend meeting at the resident office of Kota Samarahan

