



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

RESEARCH UNIVERSITY

Report For The Industry Visit SCSP1513

Title : A Visit to Majlis Bandaraya Johor Bahru (MBJB)
Date : 22th November 2017
Time : 11am to 1pm
Venue : Majlis Bandaraya Johor Bahru (MBJB)
Lecturer : Dr, Noorminshah A.Iahad
Section : 04
Group : 10

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Table of contents

Table of Figure	1
Table of Table	2
1. Introduction	3
2. Details of Journey	5
3. Detailed Description	6
3.1 Organisation Structure	6
3.2 ICT Vision & Mission.....	7
3.3 Function of MBBJ.....	8
3.4 Server Tools Used by ICT Department of MBBJ	10
3.5 Application/ System Developed	11
3.6 Activities & Recognition	12
4. Picture around MBBJ	13
5. Reflection	19
5.1 Goal and dream with regard to the course SCSP	19
5,2 Plan to achieve goal and dream regarding to the course	21
5.3 The specification / requirement needed for a career	22
5.4 Outcome of the visit to MBBJ	23
5.5 Recommendation	24
6. Reference.....	24

INTRODUCTION

The history of the development of Johor Bahru City Council started in the year 1933 when the Department of Township was established, and later was being elevated to Town Council status in the year 1950. In the year 1967, under Section 15 of the Board of Township 118 Enactment, Yang Amat Berhormat Menteri Besar Johor took over the administrative authority of the Johor Bahru Town. On April 1, 1977, the Town Council was elevated to the Municipal Council and later was promoted to a City status on January 1, 1994 and was known as Johor Bahru City Council. Starting from that day onwards, Yang Amat Berhormat Menteri Besar Johor has passed on his responsibility as "Yang Dipertua" with the appointment of the Mayor of Johor Bahru. That is epigrammatic information of the establishment of Johor Bahru City Council.



Town Council Office



Municipal Council Office



MBJB Building

Johor Bahru City Council (JBCC) is a Local Authority body that is given the supremacy under the Local Government Act 1976, (Act 171) to provide the township services to all residents of the City of Johor Bahru.

As an organization that is put under the Ministry of Housing and Local Government, Johor Bahru City Council is responsible for the planning and developing of the city Johor Bahru which covers 220 kilometers square feet.

Johor Bahru City Council will always strive to provide the best service to the customers aligned with MBBB's vision that is "Johor Bahru Bandar Raya Bertaraf Antarabangsa 2020"

The Launching of Iskandar Malaysia in the year of 2006 has uplifted the potential and challenges to make the City of Johor Bahru to be more competitive in this region. The overall width of the area under the management of Johor Bahru City Council is 220km square feet including the district of the economic development. The city of Johor Bahru plays an important role at the National Level where it has been identified as the Country's District Centre that is the second phase after the Klang Valley.



At the state level, this city has several specific roles such as the capital of the state of Johor Bahru Darul Takzim, The Royal Town, The Administrative Centre for the state of Johor Darul Takzim, The Main South Entrance for the Peninsular and the Commerce and Financial Centre of Iskandar Malaysia. The above mentioned roles, have make Johor Bahru City Council as the main bearer in the context of state and. national development.

DETAILS OF JOURNEY

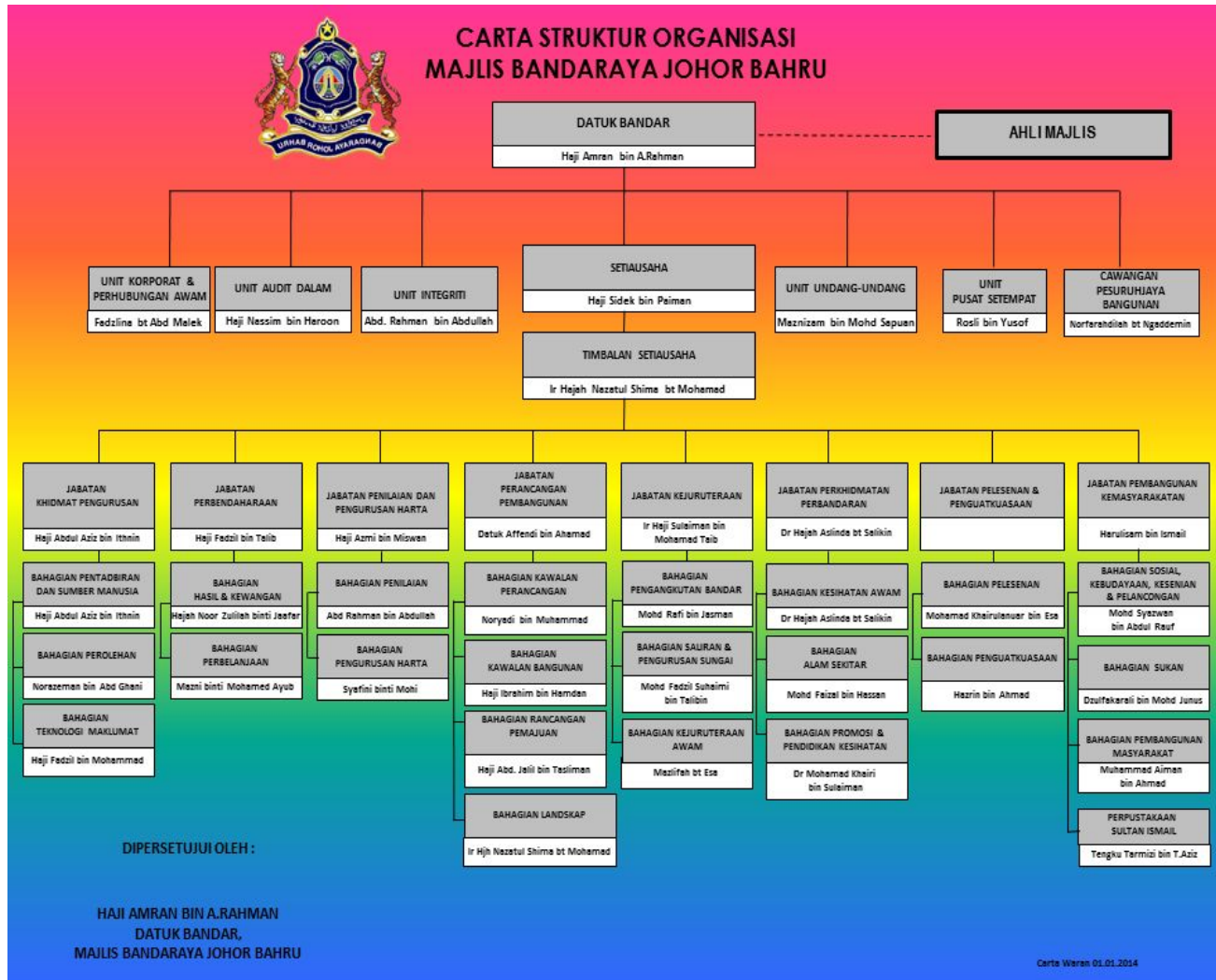
PROGRAM TENTATIVE

TIME	CONTENT
10.00 AM	STUDENTS GATHERED AT THE BUS STOP IN FRONT OF CICT
10.15 AM	DEPART TO THE MAJLIS BANDARAYA JOHOR BAHRU (MBJB) IN JOHOR BAHRU
10.45 AM	ARRIVED AT MBJB
11.00 AM	TALK BY MR. MOKHZANI BIN MISLAN (INFORMATION & TECHNOLOGY OFFICER FROM INFORMATION TECHNOLOGY DEPARTMENT OF MBJB)
12.00 PM	LUNCH/ PHOTO SESSION
1.00 PM	HEAD TO UNIVERSITY TECHNOLOGY MALAYSIA (UTM) BACK

DETAILED DESCRIPTION

We gathered at the bus stop in front of CICT around 10.00 a.m and depart to MBBJ at 10.15 a.m. The distance from UTM to MBBJ only took about 20-25 minutes. After we arrived, we went to Dewan Seminar Majlis Bandaraya Johor Bahru (MBJB) at level 4. Firstly, the MC welcomed us as a guest to MBBJ. Then, there was a talk by Mr. Mokhzani bin Mislan, the officer of Information & Technology Department who was also an alumni of UTM. He gave a briefing on ICT services and regulations and what basically ICT Department of MBBJ do. During the talk, there was also Q&A session with the students.

3.1 ORGANIZATION STRUCTURE



3.2 ICT VISION & MISSION

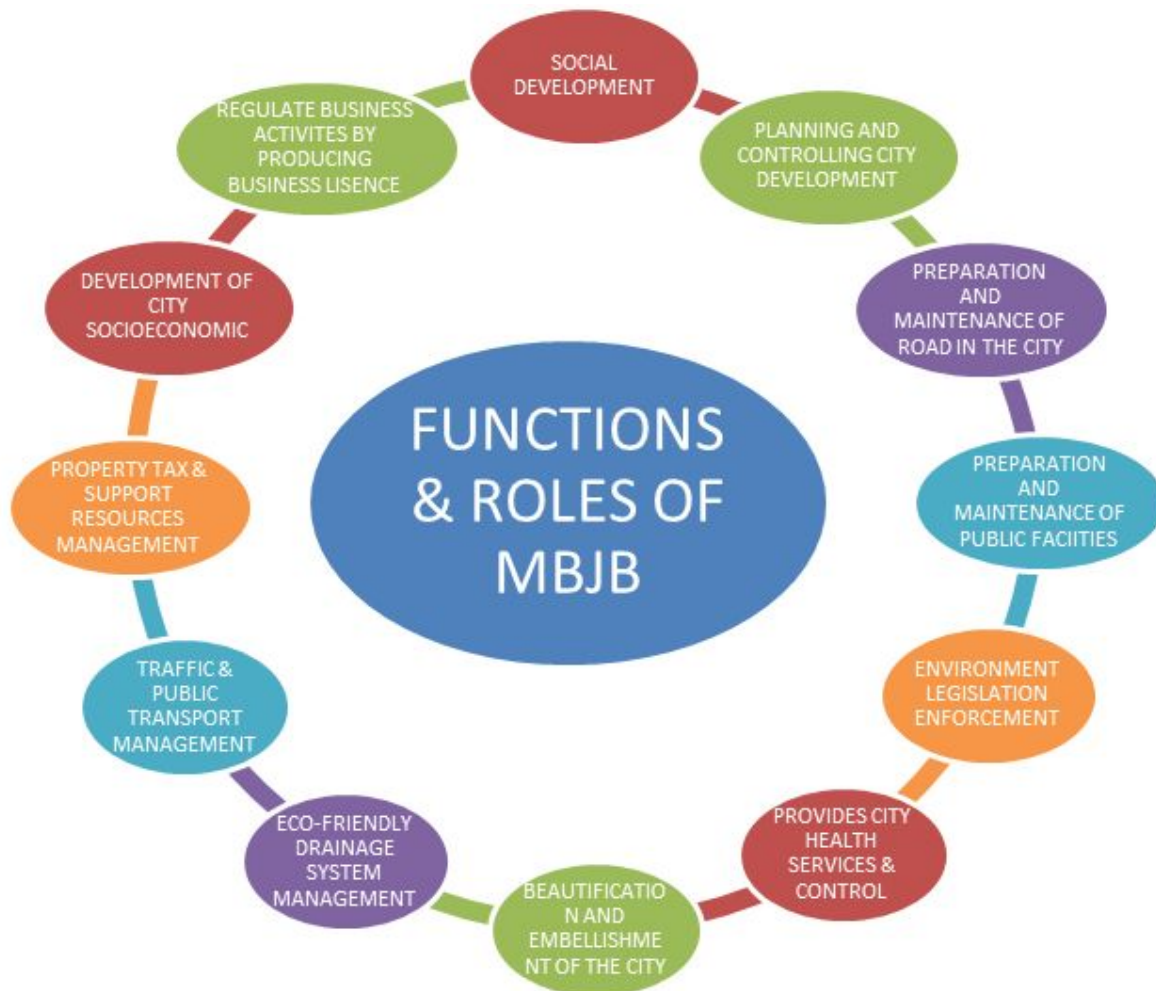
VISION

“ Leading the transformation and the culture of ict in the organization through creative and innovative initiative towards efficient & effective service delivery ”

MISSION

“ Catalizing MBBB transformation through informative, effective and inclusive ICT Technology application”

3.3 FUNCTION OF MBBJ



TECHNICAL AND OPERATIONAL UNIT FUNCTIONS

1. Provide helpdesk support services to headquarters and all of the other 14 branches.
2. Plan, develop and coordinate ICT infrastructure, facilities and communications.
3. Ensure security of network through Penetration Testing & Server Hardening.
4. Preventive maintenance and computer maintenance - MS ISO 9001:2008 (Quality Management System)
5. Manage time attendance system using thumbprint and face detector.
6. Coordinate and manage "Johor Free Wifi" in MBBJ's jurisdiction.

APPLICATION UNIT FUNCTION

1. Plan, develop and coordinate of all new applications.
2. Plan, develop and coordinate of all in-house & outsource applications.
3. Redevelop application for maintenance of data.
4. Redevelop application for reporting.
5. Maintenance of current running applications.
6. Enhance and customize current applications.

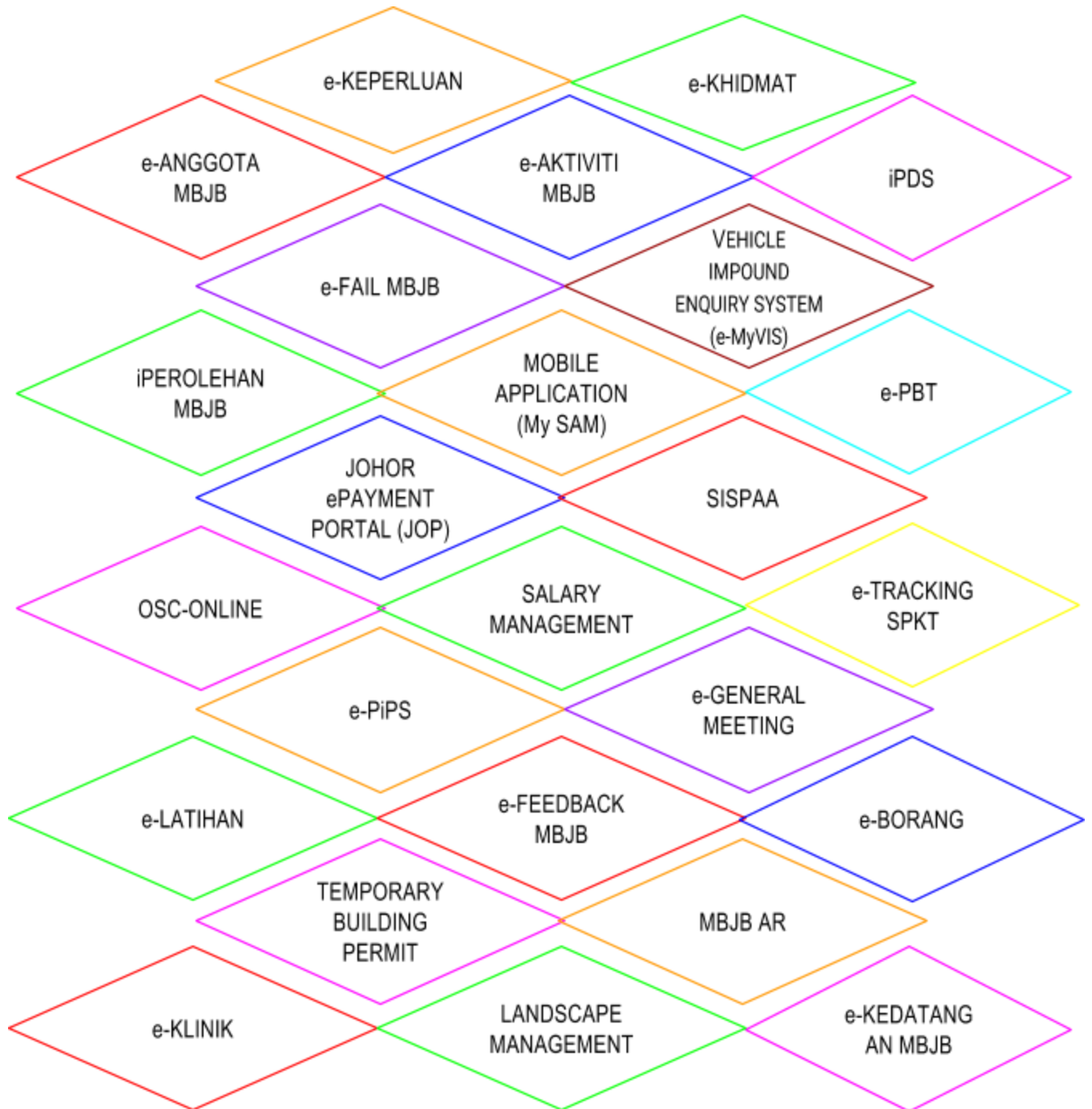
PORTAL, MULTIMEDIA AND R&D UNIT FUNCTIONS

1. Manage MBBB's portal (www.mbjb.gov.my)
2. Website Development & Portal Assessment (PROBE)
3. Manage media social such as Facebook, Twitter, Youtube video streaming.
4. Manage MBBB email system (@mbjb.gov.my)
5. Manage LED screen for event, advertisement & promotion.
6. Development of multimedia & graphic (Video/Montage/Slide)
7. Manage in-house ICT training.
8. Research & Development/ Development of new system.

3.4 SERVER TOOLS USED BY ICT DEPARTMENT OF MBBJ

Num	Label	Server Name	Types	Explanation
1	A	webserver	hi-spec	WebServer (Proxy)
2	B	appserver1	hi-spec	Main application server for ePBT
3	C	appserver2	hi-spec	Server for second application of ePBT
4	D	dbserver1	med-spec	Main database server for ePBT
5	E	dbserver2	med-spec	Second database server for ePBT
6	F	reportserver	med-spec	Report server for ePBT
7	G	Windows-Storage	hi-spec	Backup database server for ePBT system

3.5 APPLICATION/ SYSTEM DEVELOPED



3.6 ACTIVITIES AND RECOGNITION

COMPASS TEAM

- Gold Award - Mini Convention Team Excellence (ICC) 2017 KSL Hotel & Resort, organised by MPC of south province (Johor State Level)

COMPASS TEAM

- Gold Award - Convention Team Excellence (ICC) South Province Ramada Plaza Hotel, Melaka, organised by MPC of south province (Johor State Level)

COMPASS TEAM

- Three-star Gold and Top 10 in Public/Government Sector Award - Annual Productivity & Innovation Conference and Exposition (APIC) 2017 Genting Highlands International Convention Centre on 14-16 November 2017 (National Level)

PICTURE AROUND THE VISIT



The main entrance of Majlis Bandaraya Johor Bahru













REFLECTION

5.1 GOAL AND DREAM WITH REGARD TO SCSP COURSE

First of all, we glad to have chance to study bachelor degree of computer science (software engineering) in Universiti Teknologi Malaysia which regarded as one of the top university in our country. We choose this course as my degree course over other majors because the demand of IT workforce is increasing day by day.

Based on our previous visit to Majlis Bandaraya Johor Bahru Tengah (MBJBT) we know MBBJ are responsible for public health and sanitation, waste removal and management, town planning and so on. Also there are some job opportunities for us in the future. What we should do now is setting our goal because setting goal is very important for us because it give us motivation to success in our future. So here we share our goal and dream with regard to the our course.

One goal we have is to master our programming skill. As software engineering student we must be good in programming and improve it day by day. Even some of us found it hard at the beginning but we try to learn by referring each other because it important skill that we have to major for my future career and experts predict that coding will be the most important skill for jobseeker in the near future. But this essential skill is no longer just for employees at Google or Apple; companies across the spectrum, from hospitals to magazines to retailers, are seeking out capable coders. Job market analytics firm Burning Glass reported that in 2015, occupations that required coding skills made up as many as seven million job openings alone. Programming jobs overall—including data analysts, Information Technology (IT) workers, and engineers—were growing 12 percent faster than average. Plus, get this: Half of all of the programming openings were found in industries outside of technology. That includes sectors like finance, manufacturing, and healthcare. So it proved that when we mastering in programming skills we can involves in many sector maybe one day we can work under MBBJ.

Another goal we have is to master my English communication skill. In Universiti Teknologi Malaysia, we have a chance to work with people with different skin colour and nationality. So mostly in the class we use English as our language to communicate with them so everyone can understand. Also it gives us a chance to practice ourselves to adapt to a new environment and diversity world in future. For us English is of utmost importance for job seekers in almost any field be it technology, marketing, operations or even Human resources. Reading and writing skills of English language not only make

your life easier in your native country but will also help you in becoming job ready even for international opportunities.

The next goal is can developed leadership skills because it can play a large role in career development. Often, your technical skills can only take you so far. To help you move forward in your career, you need soft skills such as the ability to be a good leader. So we as student we can enhance this skill during the presentation in the class or work in group.

Therefore, leadership skills are considered to be important traits which can help you get to the top of your career field. You're more likely to be hired if you've been successful in leadership roles in your studies or personal life. Few people are born to be leaders. Most of us need to practice being a good leader, and that's why leadership development is so important. There are many different types of leadership, and there are many skillsets that can help you become a successful leader.

Denzel Washington said that “Dreams without goals remain dreams, just dreams, and ultimately fuel disappointment. Goals cannot be achieved without discipline and consistency.” I believe I must work hard to complete all my goals that I set so that my dreams may come true. It would be a waste if I have an opportunity but I don't dare to try anything. Without trying anything new will totally kill my dreams.

5.2 PLAN TO ACHIEVE GOAL AND DREAM REGARD TO COURSE

As stated before, there are many goals and dream regard to our course. So here we are going to share how we plan to achieve goals and dream. Planning is important because it can reduce much time necessary time and effort of achieving the goal if we can do it effectively. So we can do it preparing a sequence of action steps to achieve some specific goal.

The first goal is master programming skill. The basic step to improve programming skills is doing more programming exercise which given by lecturer. Mostly our coursemate from matriculation and foundation so we can easily discuss together and help others who doesn't have basic in programming. So anytime we can refer each other when we face problem in programming. Nowadays we are easy access an internet and many student using internet to search anything about studies. From that we can use many online lecture in Internet such as google chrome, YouTube, online library and Khan Academy. We can find out many useful information and interesting lecture video posted by people from everywhere. This is how we plan to master programming skills.

The second goal is master English communicating skills. In Malaysian the language we use is Malay and English while in the world we use English. Our group member are Malay and Chinese so mostly we interact in Malay and sometime in English. So I think from that we have a chance to improve in English communicating skills by talk fully English with them because we know practice make perfect. The most important thing is we must step out of our comfort zone to try make friends with people from different race and nationality and try to interact with them. We must be confident when talk to them. So communicating skills is very important in our life because it can closer distance between peoples. It is also important when you are having a group project whether in university or work. It could ease our work and avoid misunderstanding among peoples.

The next goal is get leadership skills because it can play a large role in career development. A good way to develop our skills is taking initiative by take on extra projects outside of your job description. Remember the more experiences you do, the more you are learning. Learning more and taking on more responsibility can help move you into a leadership role in your workplace. Then we must have a critical thinking because to be hired for a high-profile job, you will need to be a critical thinker. Good leaders are able to foresee potential problems before they happen. They can then develop ways to prevent the problems from happening. Good leaders are also aware of

potential opportunities and take advantage of them to benefit the company and employees. Last but not least, One of the most important skills for a leader is listening. Without listening skills, you are not able to get feedback from others and get a sense of what team members like about the projects they work on. Feedback is key. To listen effectively, you need to maintain eye contact, avoid distractions and respond appropriately. Keep in mind, communication is not only about verbal communication. Be aware of body language and gestures to determine what people are really saying.

All in all, a proper planning is necessary for us to achieve our goals and dream. This is because we will know what we should do at every stage to make sure we are putting our self toward to goals and dream. We hope that everything can progress like what our planning so that we can achieve my dream in future.

5.3 THE SPECIFICATION/ REQUIREMENT NEEDED FOR CAREER

I think the specification or requirement needed is we must be able to solve the complex problem in our live. So first, we must identify what is the problems or issues. So from that we can start to plan and list all the issues. Second we must understand everyone's interest, list the possible solution that can be made and make comparison for the best solution. Next select an option and the last agree on contingencies, monitoring, and evaluation. So that is the way solve the complex problems. Then we must be more creative when solve problem. We also have to think out of the box to cultivate smarter human. Generates and applying new ideas. We also must be think differently so maybe our opinion can be applied more creatively. Also communication skills in one of the important skills that we need to be a good employee in this career IT because we need to interact with many people. We also have to speak and understand languages. We need a people that can interpret very accurately what others are saying. We also have to be a collaborative and society person because many jobs are involve working in one or more groups. Furthermore, we also must have personal management skills. As example we have ability to plan how to handle a lot project and finish it on the time. Next, computing skills is the one important skills too. We have to know how to use Microsoft word, spreadsheets and database to make our work more easily. We must understand the commercials reality affecting the organization. Able to decide what steps are needed to achieve particulars goals.

5.4 OUTCOME OF THE VISIT TO MBBJ

After visit the Majlis Bandaraya Johor Bahru (MBJB), we gained lots of experience as well as new information and know about the history of MBBJ. Also we were exposed to stuff that we might not even know about this. We can now explain a little about the services and functions of MBBJ as we exposed to it. We knew more information regarding its system and also the preventive measures taken in case accidents happen.

Now we can see ourselves the development of MBBJ that we should proud of. There are a lot of services such as waste management, mobile counter, OSC Local Centre, library, court and others. As example MBBJ provide system Vehicle Impound Enquiry System (e- MyVIS) which help the legal process of placing a vehicle into an impoundment lot, which holding place for cars until they are placed back in the control of the owner. Other than that there is another system such as e-Payment, e-OSC, e-General Meeting and so on. So all the system is really useful to everyone who needed it.

We acquired communication skills when we raised our hands and ask questions as well as during Q&A session with the person in charge of MBBJ. This is an effective way in order to get information because we ask the right person that know a lot about the services, system and many things about MBBJ and during the visits there are few students who can answer the question correctly from the person in charge. So from that we can build self-confidence to answer questions.

We do teamwork which can improve our soft skills and helping each other. Once we do mistake, we try to overcome by find other ways. We also learnt to work as a team when doing our report. The tasks are divided equally so that we can make our collaboration more understanding each other. So everyone is taking part in this group efficiently.

I'm excited to attend the visit to MBBJ as I knew more about the history of MBBJ and service provided. We must be grateful because of existence of MBBJ in Johor Bahru. MBBJ played an important role in Johor Bahru to improve the quality of the city. We should be thankful to MBBJ as it makes our life easier and help us to achieve goals and dreams. Also we are sure that this visit will help us in our future practical life and bring a positive change in our thinking behaviour.

5.5 RECOMMENDATION

For university student, industrial visits help them gain hands-on experience of how city council operations are executed. The visit to MBBJ is bridge the gap between theoretical training and practical learning in a real-life environment. The visit to MBBJ had also gives us a better understanding about facilities and services provided by the MBBJ. Services such as e-Pay, e-Meet Full, e-OSCC, Vehicle Transfer Record Check, OSC Online and others are fundamental parts of the development of any software programs. The function of MBBJ and facilities here give us all the space and tools that are required to develop a software program. This visits provide opportunity for active and interactive learning experiences in-class as well outside the classroom environment. With this visits, students are able to better identify their prospective areas of work in the overall organizational function. This visits also help enhance soft skills and communication techniques. Students become more aware of industry practices and regulations during visits. The visits broaden the outlook of students with exposure to different workforces from different industries

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3. Wahid appointed new JB Datuk Bandar ..PX: Wahid: Vast experience., 8 February 2003, New Straits Times