

UNIVERSITI TEKNOLOGI MARA

FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES (FSPPP)



PRACTICAL TRAINING REPORT

JABATAN KASTAM DI RAJA MALAYSIA CAWANGAN BINTULU, SARAWAK



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THE DECLARATION

Declaration

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

Signed

A handwritten signature in blue ink, appearing to be 'Nur Zarith Sofea Binti Hadari', written over a horizontal line.

(NUR ZARITH SOFEA BINTI HADARI)

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CHAPTER 1

Introduction of the Organization

1.0 Introduction

In this chapter, it will explain on the background, objectives, mission, vision and slogan of the organization, Jabatan Kastam Diraja Malaysia (JKDM). The student should know the background of the organization since they will be aware with the objectives that the organization needed to be achieved. The organizational chart will be explained under this chapter as it is important for the student to know the position of the top management in this organization.

1.1 Background

Jabatan Kastam Diraja Malaysia (JKDM) is one of the agencies under Federal Government in Malaysia. The Director General of Customs Malaysia held by Dato' Seri Paddy Bin Abdul Halim and the Director of Sarawak State Customs held by Dato' Hajah Sharifah Halimah Binti Tuanku Taha. This agency is responsible for collecting indirect tax from the company and administering indirect tax policy in the country. Therefore, this agency holds a big responsibility in carrying their duties as the tax that they are collected will be the revenue of the country. Every new employee of JKDM will be sent to Akademi Kastam Diraja Malaysia (AKMAL) for their training in becoming customs officers. The duration of their training is 3 months as they are required to gain knowledge, ability, skills and to be prepared in terms of physical and mental in their workplace. There are 4 AKMAL departments which are located at Sabah, Sarawak, Langkawi and Rantau Panjang. AKMAL is the department that is responsible to prepare training for employees and conducts courses for current officers of JKDM.

Under the organizational chart of Jabatan Kastam Diraja Malaysia (JKDM) in Bintulu have 5 departments which are Customs Department (*Cawangan Perkastaman*), Management Services and Human Resources Department (*Cawangan Khidmat Pengurusan Sumber Manusia*), Enforcement Department (*Cawangan Penguatkuasaan*), Compliance Management Department (*Cawangan Pematuhan*) and Domestic Tax Department (*Cawangan Cukai Dalam Negeri*). However, under the Customs Department of JKDM in Bintulu, there are 5 units which are Export and Import Unit, Air Cargo Unit, Packing Post Unit, Special Passenger Inspection Unit (UKPP) and Industry Unit. Management Services and Human Resources Department, Customs Department and Domestic Tax Department is led by Tuan Mohli Bin Amri which holds the position as "*Penolong Kanan Pengarah Kastam 2*". Meanwhile, for Enforcement Department is led by Tuan Suhardy Sedik and Compliance Management Department is led by Puan Jaidah Binti Hasbi which holds the position as "*Penolong Kanan Pengarah Kastam*".

The current Ketua Stesen Kastam (KKS) Bintulu is Tuan Azman Bin Abdul Wahab and the previous officer that in charge of KKS Bintulu was Tuan Haji Yusuf @ Usop Bin Drahman. The total amount of staffs of JKDM Bintulu are 98. The main office of JKDM in Bintulu are located at Jalan Tun Razak opposite Bintulu Forest Office, in which it consists of 3 departments which are Domestic Tax Division, Management Services and Human Resources and Compliance Management Division. Enforcement Division of JKDM located at Bintulu Port and Enforcement Department located at Kampung Jepak, Bintulu.

Every staffs of JKDM are applying "i-speed" for their values at the workplace. "i-speed" stands for Integrity, Speed, Professional, Efficient, Effective and Dynamic. These six values need to be apply by every subordinates and officers of JKDM in order to get positive and good outcome for themselves and organization. By doing so, it shows and reflects back toward the good image of the government towards the public. This could help the public to build up their confidence and trust towards government in handling their money for public purposes. For service ethics, there are applying A.B.I.D in which it stands for "*Amanah, Berkhidmat, Ikhlas dan Dedikasi*". They should be honest in doing their tasks as it reflects the moral values that possessed every public servants as their first priority is to take care of the welfare of the public. Second, they will serve for community since the government servants should prioritize the public and fulfil the needs of the people in order for the people to trust the government to manage their welfare and administration of the country. Third, the employees of JKDM should be sincere in doing their tasks as it shows the positive value towards the public servants. Lastly, the services ethics should be possessed by the employees of JKDM is they should have dedicated and give full commitments towards their job in order to achieve the positive outcomes for the organization.

1.2 Objectives

The first objective of Jabatan Kastam Diraja Malaysia (JKDM) is to design, implement and collect indirect tax of the company. Indirect tax is the taxes that passed on to another party or individual. This type of tax imposed on a manufacturer or supplier that can pass on the tax to the consumer (CFI, 2019). Therefore, the JKDM is responsible to collect the indirect tax of the manufacturer or supplier for the purposes of the revenue of the country. The indirect tax that collected by the JKDM can be seen on the excise tax on cigarettes and alcohol. This is why JKDM come out with Indirect Tax Department to handle the collecting tax from the public. Moreover, the tax that collected by JKDM also act as revenue of the government for the purpose of the development of the country. Hence, it is important for the JKDM to show the integrity and responsible in managing the tax collected from the public in order to avoid misused of the public money.

Second objectives of JKDM is to eliminate all forms of smuggling in order to ensure the laws and orders that administered by the agency and government are complied. This is why Enforcement department exist under JKDM in order to carry out operations to prevent smuggling activities occurs by doing inspections and patrolling on land and sea, conducting investigations into any smuggling activities that received through complaints from the public, doing inspections on premises whether they are selling smuggled cigarettes and alcohol and managing the storage and disposal of confiscated items efficiently. Therefore, it proved that the integrity and dedication of the JKDM in doing investigations from the complaints of the people and reduce the number of smuggling cases in the country.

Third objectives of JKDM is to formulate and update the orders and circulars that related to human affairs, administration, services and finance of the agency of JKDM. This is to ensure that the orders and regulations of JKDM are update for current issues that facing by JKDM. Moreover, this agency managed on the accounting and financial department and study on the development planning for JKDM in order to achieve their Key Performance Index (KPI) and performance of the organization itself. A proper managed on accounting and budgeting of the department could help to maximize the budget to do a proper planning to enhance the performance of every department in JKDM.

The forth objectives of JKDM is to implementing policies on industrial, import, export and border control set by the department and government. This is to help to strengthen the orders and regulations of import and exports of goods in order to achieve a transparent procedure in dealing foreign countries. A part from that, by strengthen the policies on industrial, import and export, it could help to reduce the number of crimes such as smuggling activities through sea and land as it is already bound by strict laws by customs.

1.3 Vision

The vision of Jabatan Kastam Diraja Malaysia stated that they wanted to be a world class customs administration. This means that the organization wanted every employee of JKDM must deliver the services with good quality, effectiveness and efficiency to the public. Hence, it proved that the organization responsible to deliver the services and serve the people according to the laws and orders that had been set by the government. A good service by JKDM could give positive image of the government towards the people in the country.

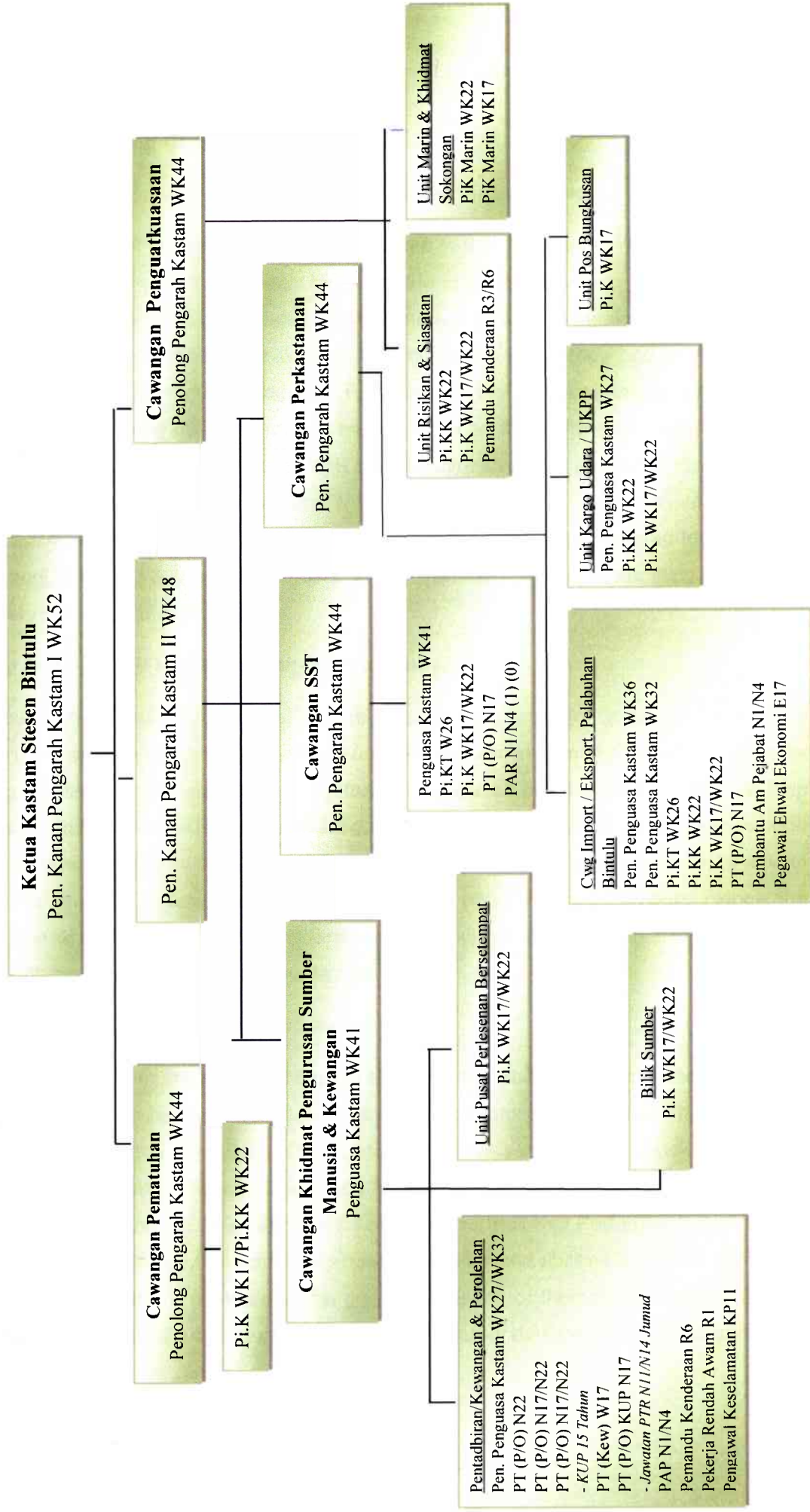
1.4 Mission

There are several core missions of JKDM which are collecting the revenue and providing good trade facilitation through the enforcement and compliance with law and order to enhance economic growth, maintaining national security and public welfare. The purposes of these mission to be implemented by JKDM is to serve the wellbeing of the people in the country. This is because, every government agency must set their first priorities to serve the people in which it can be seen through maintain the national security such as the customs have the responsibility to monitor the illegal immigrants to bring smuggling cigarettes and alcohol. Also, collecting the revenue from indirect tax as this is one of the sources of government to get the money to provide facilities to the people.

1.5 Slogan

This slogan of JKDM is wanted to prove that the existence of government agency, Jabatan Kastam Diraja Malaysia is for the purpose of serving the people well-being by following the law and orders that had been set by the government. Therefore, by maintaining the quality of services that delivers by the customs, this could help the image of the government agency can be maintained and improved

Figure 1.1 Organizational Chart of Jabatan Kastam Diraja Malaysia, Bintulu



1.7 Industrial Training Objectives

1.7.1 To expose to the real situation and process in the workplace

The first objectives of industrial training is to expose to the real situation and process in the workplace. The theory that had been taught in the class is difference to what had been exposed during practical training. Hence, with the early explosion in the workplace it can help the student to prepare their skills, knowledge and abilities that they had learned during practical training in their future workplace. For example, the technical knowledge had been exposed since the early days of practical training such as the abilities of using formulas in Microsoft Excel, exploration into Powerpoint in doing attractive slide presentations, managing and updating assets into government system that known as SPPA system "*Sistem Pemantauan Pengurusan Aset*". This could help to get the student be prepared to work in the government sector as it has been exposed with government system in handling the data of the assets of the government agency.

1.7.2 To build-up self confidence among the students

The second objectives of industrial training are to build- up self confidence among the students or fresh graduates. Every fresh graduates should be prepared in term of physical and mentally in facing the issues in the workplace. Therefore, my existence of industrial training could help the students to face the real behaviour of the customers or clients and this can be seen through counter services section or tasks regarding to the public relation. These type of tasks able to expose the students on how to manage the customers with different behaviours. Hence, the students could build up their self- confidence and be dependent in finishing their tasks within the specific time given by the top management.

1.7.3 To gain skills, abilities and knowledge (SKA)

The third objectives of industrial training are to gain skills, abilities and knowledge (SKA) in order to make them to be prepared to work in the organizations or companies. The knowledge is important to everyone regardless in the public and private sectors, but the individual should know how to apply the knowledge, skills and abilities in their daily routine in the workplace. This could help to enhance their performance and achieve their Key Performance Index (KPI) in the organizations if they can apply the knowledge, skills and abilities in correct manner in doing their tasks. Also, it could bring the good reputations of themselves towards the top management and have the opportunity to improve their career development in the organization or company.

1.7.4 To enhance students' ability to communicate to the people

The forth objectives of industrial training are to enhance students' ability to communicate to the people. Communication is the important part for the students to improve themselves in the workplace as it is the crucial part to build relationship between the subordinates or the top level management. Lack of communication could give negative image of yourself towards the people surroundings. Therefore, in order to have better communication towards the people is to build relationship between the people and be bold to speak and give some ideas or opinions to the people of certain matters. Plus, the students should be participated themselves to the organization events or meetings so the manager or top management could see the student efforts in adapting to the situation and try to build relationship with the subordinates. A good communication able to prevent the misunderstanding between two parties and able to convey a clear and vivid messages towards the people. This also help to prevent the jargon from happening as an individual that possess a good communication should know to achieve a good communication, the individual must use words that can be understand by everyone that participate in the communications.

1.7.5 To expose to the values that need to be possessed in in doing the tasks

The last objectives of industrial training are to expose to the values that need to be possessed in doing the tasks. This is important for every employee especially those that works in the government sectors because good administration and good delivering services by the public servants reflects the image of the government. This happened because every government agency used public money to manage the administration of the country, therefore the public servants are responsible to used and maximize the public money for projects or programmes that could give benefits towards the people.

1.8 Industrial Training Scope

During practical training, the students has been exposed to various section of scope in the organization in order for them to expose the real situation in the workplace such as in services, administration, financial, personnel, meetings, counter services, data processing, marketing, outdoor task and public relation. In Jabatan Kastam Diraja Malaysia (JKDM) in Bintulu, the students been asked by the supervisor to be involved mostly in administration section, this is because the major of the practical student is from administration course. Therefore, the student has been exposed with file management and office administration such as filing process, tagging, faxing the memos or documents, registering new documents, memos and letters in the office in a book that called "*Buku Daftar Surat Masuk*" and "*Buku Daftar Surat Keluar*". After that, the documents must be put in the file according to the number of the documents and the number of the file. Apart from that, the student had been learnt on how to use printer machine model RICOH Aficio MP2852 SP and faxing machine model Canon Fax L140. This could help the student to expose and learn on how to use the technology in the workplace as it differs from what had been learnt in the classroom.

Apart from that, the student also involved in counter services section in which this tasks deals with customers. It is important to have a good communication skill if dealing with counter services as the behaviour and the knowledge of each customers if difference. Hence, by having a good ethics and public relation, the student can manage to deal with the customers with different circumstances happened between two parties. Also, counter services involved with answering the phone call from the customers. There are few importance steps in answering the phone call from customers in which we have to greet the customers, ask where his from, which company they are dealing with, asked the customers to leave a message if the officer that in charge is not in the office and asked the customer for their phone number in order for the officers to get reach to them. This is the workplace ethics to deal with as the student may face different type of customers behaviour when dealing in the front line service.

Moreover, the students also exposed with data processing and outdoor task section. Data processing can be seen through the software application of government agency such as "*Sistem Pemantauan Pengurusan Aset*" (SPPA) in which to manage and update the assets in the JKDM, Bintulu. Other than that, the student managed to join outdoor task which is visiting premises under Verification Audit (VA), able to send Bill of Demand (BOD) to the company and visit the office of JKDM in Bintulu Port and Kampung Jepak, Bintulu. By involving with outdoor task, it could help the student to explore the new things as it is a part of learning process. Therefore, by involving scope of tasks, it could encourage the student to think creatively and explore the new things that happened in the real situation of the workplace.

1.9 Chapter Summary

To conclude, this chapters explained on the organizational structure, mission, vision, slogan and the objectives of the industrial training. Industrial training could bring many benefits to the students if the students utilize their practical training in the company regardless the private and public agencies as the opportunities that offers by the organization could bring positive chance towards the students. With the acknowledge of policy and mission of the organization, the students can identify the goals and targets that had been set by the Jabatan Kastam Diraja Malaysia (JKDM) in order to deliver the accurate objectives and purposes that wanted by the organization. Therefore, with the exposure of the organizational chart, objectives of the industrial training and organization and the background of the government agency, it can help the students to aware the core business and the functions of the organization.

CHAPTER 2

Technical Knowledge/ Content/ Relate theory with activity

2.0 Introduction

In this chapter, it will explain on the activity that had been done by the student during internship period. The tasks or activities that given by the organization should be applied with relevant knowledge such as technical knowledge or related theory in which had been studied in the classroom. Therefore, with suitable theory or knowledge applied by the students towards the tasks given, it will help the student to finish their tasks within the period given and achieve the level of satisfaction from the organization.

2.1 Teamwork

In the organization, teamwork among the employees is the crucial part in achieving organization performance. This is because, everyone in the organization need to work with each other to achieve the targets that had been set by the top level management in order to achieve the performance of the organization. The term of “teamwork” is originated from the French language that called “*esprit de corps*” in which it means a spirit of a group that wanting every member of the group to be success and achieve the target. Organization that achieved a good and real teamwork will have to possess strong team spirit, good values in the workplace, respecting each other opinions and views about the matters in the workplace, mutual trust and commitment to their tasks given by the top management and willing to support each other in order to get the good result for the organization or themselves. With the existence of teamwork, the organization might not be able to achieve their Key Performance Index (KPI) as the top level management need their subordinates’ teamwork to realize company’s target and dream. Therefore, in order to build a good and strong teamwork among the employees, the managers or top level management should play important role in the workplace as they should be an example for the subordinates for their positive values and morals.

During the period of practical training in Jabatan Kastam Diraja Malaysia (JKDM) in Bintulu, they conduct a “Gotong-Royong EKSA” event every once a year. This was conducted on 18th July 2019 that started from 8am until 12pm and this event was leaded by Tuan Su Kwong Thai. EKSA means “*Ekosistem Kondusif Sektor Awam*”, this programme has been introduced by The Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) in which the implementation of this programme is to enhance the existence of 5S values which are “*Sisih, Susun, Sapu, Seragam dan Sentiasa Amal*”. It is an audit that made by the internal officers from the organization itself or external officers from MAMPU, they are required to audit the environment and condition of the working place in which to check whether

they follow the requirements to achieve the environment of workplace that had been set by MAMPU. For this EKSA, it only involved in internal audit as the auditors were from different department of the organization. In order to achieve the standard of the environment that set by MAMPU, the employees need to come out with invention products, systematic arrangement of files or conducive workplace environment. For example, the department of Compliance Management in JKDM Bintulu come out with an idea of water dispenser that attached with plastic cups beside it. It shows that they are innovative and build a customer friendly environment by adding up some innovative values for water dispenser. Also, the staffs of JKDM come out with a new look for their garden by emphasizing on using the old tyres to decorate the garden into attractive. Figure 2.1 shows the department of JKDM Bintulu come out with creative and innovative idea to create a new look for their garden by using the old tyres to create an attractive look.



Figure 2.1 The staffs used old tyres to decorate their garden.

There are four main purposes for implementation of EKSA which are branding the practice of 5S public sector, to change according to current requirements, to increase the level of performance of the organization and to encourage the public sector involve in creative and innovative thinking. Moreover, the existence of EKSA is to add on the value of 5S which are to build a positive corporate image, creative and innovative, promotes Green practice and a conducive environment. These are the values that need to be considered by government agencies to implement in the workplace Therefore, by implementing Gotong-Royong in the government agencies, it could help to build a strong relationship and teamwork among the employees. This happened because the programme requires every employee in the organization to be participate in the programme by joining the activities such as plant the flowers and trees around the office area, paint the walls of the office, create a new look for their garden and help each other to exist a clean and healthy environment of the department.

Second, managing and updating the assets in departments also need a good teamwork from the colleagues. This tasks could be difficult if the assets of the department had

been moved from the originate place. During the practical training, the students had been given the tasks to update and manage the assets of the departments with assists by Miss Grace Hu. The list of assets of government departments can be refer and manage through SPPA System, in which it known as “*Sistem Pemantauan Pengurusan Aset*”. This tasks required to have a technical knowledge on the government system as it could be beneficial for the students in the future workplace. In order to check whether the assets are in the correct place, the staffs need to check the serial number of each assets and compared with the list of the assets from the SPPA system. If the serial number and the location of the assets different with the data in the system, it means that the assets had been moved to different place. The staffs need to look out for the assets. The officers in charge are concern with the assets as the government assets is from the public money. Hence, it should be handle with full responsibility and integrity as the public had been giving full amount of trusts and confidence towards the government in handling the money. Figure 2.2 shows the serial number of the assets that need to be matched in the system of SPPA.



Figure 2.2 The serial number of the assets

Third, JKDM in Bintulu also organize *Majlis Bacaan Yassin* on Friday every once in 2 weeks as it is their workplace culture specially for muslim employees. The venue will be rotate in the departments of JKDM. The practical student managed to organize and help the staffs to prepare the venue settings such as organize the chairs, tables and foods for the officers involved in the *Bacaan Yassin* programme. This programme were conducted and handled by the departments of Management Services and Human Resources (KPSM) and it actually could give positive impacts towards the employees in the departments as it is a good culture to practice and help to enhance the relationship and teamwork among the employees especially between the top management and lower management. From what had been

observed during the event was conducted, the top management and lower management having a real discussion on the issues that raised in their departments. It could give the opportunity to the staffs to explain on the problems and challenges that they been faced in doing their tasks. The top management should give the opportunity and practice openness between the subordinates and the top management so the staffs able to express their feelings and feel acknowledge by the top management. This is called as Top-Down approach, this approach means the top management communicate with the lower management about the situation or problems that raised in the workplace. This approach had been implemented in JKDM Bintulu as the Ketua Kastam Stesen Bintulu, Tuan Azman Bin Abdul Wahab is really involved in any events that conducted by JKDM.

Majlis Bacaan Yassin could help to strengthen the relationship among the subordinates in the workplace especially between the top and bottom management. Hence, the Top-Down approach could be achieved by the government agencies if the top management play their role in engaging and communicating with the lower management. This could help the top management acknowledge and aware with the problems or issues that had been faced by the subordinates in handling the tasks. A good leader in the organization could help enhance the teamwork among the subordinates as the leader is being openness, provide positive encouragement, active listening, willing to help when needed and able to share a common vision for the future.

Forth, JKDM in Bintulu conducts lots of meetings as *Ketua Kastam Stesen*, Tuan Azman Bin Abdul Wahab is a person that wanted to know the progress of every tasks each departments, programmes and events that will handle by each departments of JKDM Bintulu. Hence, the teamwork exists when the students practical with other staffs will be preparing the venue settings, the name of officers that need to be put on the table in the meeting room. This is one of protocol that need to know by the practical students as government agencies are emphasized on the importance of the protocol especially when deals with the higher authority such as *Pengarah Kastam Negeri*, Dato' Hajah Sharifah Halimah Bin Tuanku Taha. However, when the higher authority come to visit JKDM Bintulu, it required a strong teamwork as everyone need to be participate themselves to get involved with the preparation of the meeting with the *Pengarah Kastam Negeri (PKN)* as it could lead positive image in the JKDM Bintulu towards the PKN.

Also, the Head of Compliance Management Department, Puan Jaidah Binti Hasbi had given the student practical a tasks that involved the teamwork with the employees in that departments and the task is known as Verification Audit (VA). Verification Audit is an operation by the Compliance Management Department that required to visit the premises that registered

as registrant of GST. The operations will be held on 28th August 2019 until 30th August 2019 and it involved 3 teams as there are 3 auditors in the Compliance Management Department in JKDM Bintulu. The tasks of practical student that given by Puan Jaidah is to prepare "Sampul Kecil" for every team with assists Petrus Dunggat and Akram Azari. The documents that need to be prepared in "Sampul Kecil" are the profile of registered company, the refund information, contact person, Lampiran 1C of VA, "Lampiran Minta Dokumen" and Lampiran 1A (VA). The purpose of preparing "Sampul Kecil" of each companies is for the auditors to present to the manager of the company regarding their tax refund. The purpose of VA is to know whether the premise is exist, whether the address of the company is correct and the company is doing the accurate activities. This operation required teamwork among the staffs in the departments as the auditors had been set the target to number of premises that need to be visited in a day.

Without the teamwork from the subordinates, the operation might be not achieved the target that had been set by the auditos. Apart from that, the "Sampul Kecil" might not have complete document to be presented to the manager of the company if there are no involvement and teamwork exist during the operation is conducted.

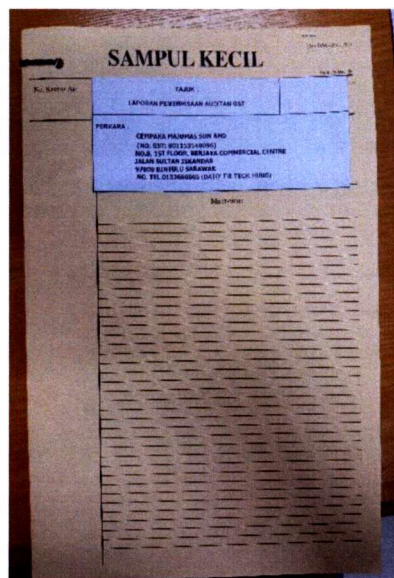


Figure 2.3 shows the example of "Sampul Kecil" that auditors need to present to the manager of the company.

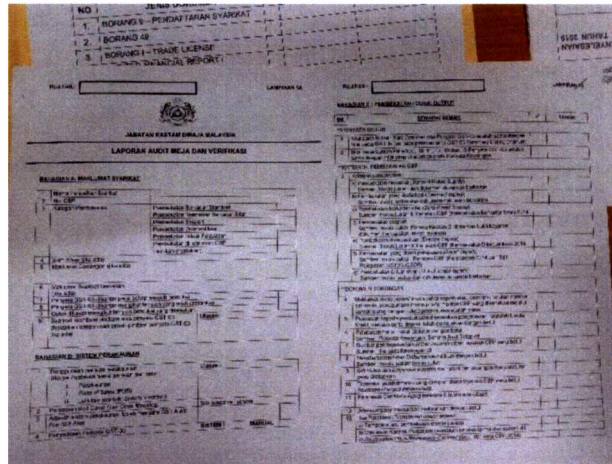


Figure 2.4 shows the list of document that need to collect by the auditors from the company.

LAMPIRAN 3A

SENARAI MAKLUMAT / DOKUMEN YANG DIPERLUKAN UNTUK TUJUAN AUDIT

JENIS DOKUMEN	✓	CATATAN
BORANG 9 – PENDAFTARAN SYARIKAT		
BORANG 49 -		
BORANG 1 – TRADE LICENSE		
AUDITED FINANCIAL REPORT / MANAGEMENT ACCOUNT		
GA FILE (.text Format)		SOFTCOPY
SALES & PURCHASE LEDGER		SOFTCOPY
GST LISTING		
SALES DOCUMENT (EXPORT)		
BORANG KASTAM NO.2		
CIF		
TT TRANSAKSI		

Figure 2.5 shows the list of documents that need to be put into “Sampul Kecil”.

To be conclude, practical training had been exposed the students to the real situation in the workplace and shows the real teamwork among the employees in the organization. In reality, every organization will be faced some issues or challenges to achieve the organization’s performance but with the existence of teamwork among the subordinates, it could guarantee that the organization able to meet the targets that had been set by the top management. Hence, the top managements should emphasize on organizing the events or programmes that could help to enhance and build a good relationships and teamwork among the employees and the top management because it might help to build a good friendly environment in the workplace that could give a positive image of the organization towards the people and able to increase the productivity of the subordinates.

2.2 Society/ Organization

Under this sub-topic, its focus on the tasks that could contribute to the society or the organization itself. Every employees regardless which sector that they are involved to, they need to participate and contribute to their organization. This is because, once they involved in the organization, they should prioritize to the performance of their company. Therefore, with the involvement of the employees in any events, programmes, or projects of the organization, it could bring a positive reputation of the company or government agencies towards the people. A contribution can be done within inside the organization or outside the organization such as the agency that make collaboration with the Non- Governmental Organizations (NGOs) in serving the welfare of the people. Apart from that, public servants should contribute their time and efforts to deliver the services to the people as their first priority if to take care of the public's welfare and this can be seen through the effectiveness and efficiency in delivering the information towards the people regarding the new policies so the people able to get a clear message about the government new policies and how it will be going to be implemented by the public servants. Also, contribution can be in term of knowledge and this can be seen in the organization whereby the employees have a "knowledge sharing" among the subordinates in order to gain their knowledge on certain matters to increase the productivity and performance of the organization.

During the internship period, Jabatan Kastam Diraja Malaysia (JKDM) in Bintulu, they are conducting "KSA Talk" and every officers with grade WK41 and above must give any talk of any subjects as long as it is regarding Knowledge, Skills and Ability (KSA). This is their workplace culture which is every officers need to deliver a talk regarding anything once a year as long it is knowledgeable to employees in JKDM. The KSA Talk will be held in *Dewan Sri Setia* in the main office of JKDM in Bintulu and every staffs in all departments must attend. With the existence of KSA Talk for the officers, it could help to boost confidence level of the individual and most importantly it to gain knowledge among the subordinates in which it could lead to increase the productivity and performance of the individual towards the organization. It is more like "sharing session" among the subordinates in which it could improve the performance of the tasks that had been done before. This is beneficial to the officers as they need to show some good examples and must possess good moral values to their subordinates in order to get a mutual respect and be a role model for the bottom management.

On 4th September 2019, Tuan Su Kwong Thai has been given a KSA Talk regarding Leadership Integrity. There are several points that highlighted by Tuan Su Kwong Thai about Leadership Integrity which are Leadership is important in the workplace as there will be a person that is responsible for the path of the organization. Therefore, every employee in the public sectors should possess 2 important principles which are leadership and integrity

especially the top level management. This is because achieving a good organization performance must exist the trustworthy among the employees and honesty in doing their tasks. Integrity should be possessed by the officers because they are decision maker of their own departments which means they are the ones that will hold the consequences in every decision that they will make for the organization. In another words, their actions will reflect the performance of the organization. Also, he stated that the impacts of leadership integrity in the public sector such as it could enhance the economy of the country since the public servants are doing their tasks will full commitment, integrity, honesty and putting the people as their first priority. By doing so, it could help to reduce the number of biasness and misused of power by the top management in the government since the public servants possess high integrity in delivering the tasks.

It should be noted that every staffs in JKDM are delivering the tasks and services by referring the Act that had been provided by the Customs Malaysia. Therefore, they should not be against their tasks in which it could lead to misused of power as they are bind with the laws and orders. Also, with the services ethics that every customs employee should possess the values which known as A.B.I.D, "*Amanah, Berkhidmat, Integrity dan Dedikas*".

On 13th September 2019, Tuan Mohammad Hafiz Bin Ramli also has been given a KSA Talk regarding Intellectual Property Right (IPR). The content of his talk is IPR means it is the right of a person over his idea of his minds. It is a right of a right to use its own ideas or plans in which others cannot copying his idea in order to produce the same products or goods. These rights can be forms such as patents, trademarks, patents and trade secrets. This is something that could act as general knowledge of the officers and the employees of JKDM since nowadays IPR cases is a trend in the online businesses. Undoubtedly, the existence of KSA Talk could help the officers to gain their general knowledge, skills especially in soft skills and their ability in delivering their tasks. It is a good idea for the government sectors to have such workplace culture that encourage the top management to give talk or sharing sessions to their subordinates to increase their productivity and motivation in the workplace. The higher the motivation of the employees in the workplace, the bigger the chance for the organization to have good performance. Also, for the top management to increase the level of motivation of the employees, they should play role such as giving positive encouragement, acknowledge their contributions in the workplace, be an active listener, close relationship with the subordinates and able to give them motivations and endless supports in doing their job. By doing so, this could lead to a friendly working environment in the office as the relationship between the subordinates is good as everyone is participate in involving any events of that conduct by the organization.



Figure 2.6 shows Tuan Su Kwong Thai giving a KSA Talk regarding Leadership Integrity in Dewan Sri Setia.



Figure 2.7 shows Tuan Su Kwong Thai giving a KSA Talk regarding Leadership Integrity in Dewan Sri Setia.

Apart from that, JKDM in Bintulu also organized "*Perhimpunan Setia*" in which it will be held every quarter of the year. The purpose of having this events is to convey the messages from *Pengarah Kastam Negeri* (PKN), Dato' Hajah Sharifah Halimah Binti Tunku Taha or even messages from *Pengarah Kastam Malaysia*, Dato' Seri Paddy Bin Abdul Halim. The messages were highlighted on the issues in the JKDM, the targets and performances of JKDM for the past few months. During *Perhimpunan Setia* that were held in Dewan Sri Setia, Ketua Kastam Stesen Bintulu, Tuan Azman Bin Abdul Wahab was emphasized on certain messages that given by PKN which are to increase the number of operations in order to detect the

activities of smuggling the alcohol and cigarettes. Besides that, Enforcement Department need to improve in data management and should key in the updated and correct data as there are still issues raised in data managing for Enforcement Department in JKDM Bintulu. Last but not least, PKN also mentioned on the target achieved for Compliance Management to collect RM20 Billion at the end of the year. Clearly, *Perhimpunan Setia* could give a good exposure to the employees in the JKDM Bintulu as the messages are clearly conveyed by Tuan Azman Bin Abdul Wahab on what PKN wanted to see from JKDM Bintulu performances. By doing so, the officers and lower management get a clear messages and know what need to be done in order to achieve the targets that had been set by the PKN.



Figure 2.8 Ketua Kastam Stesen Bintulu, Tuan Azman Bin Abdul Wahab with other officers



Figure 2.9 Tuan Azman Bin Abdul Wahab checking on the staffs of Enforcement Department JKDM, Bintulu.



Figure 2.10 Birthday Celebration during Perhimpunan Setia.

On 1st July 2019 JKDM Bintulu were organized *Majlis Gawai Raya* at Kidurong Club, Bintulu that started from 7.30pm until 10.30pm. All staffs of JKDM Bintulu were participated with this events as they could get along and getting know each other well even though there are from different departments. This give an example of Maslow's Hierarchy of Needs that explained on 5 categories of needs of individual which are the needs of physiological, safety, love, esteem and self-actualization. Therefore, despite they busy day in the workplace, they have the opportunity to release their tensions and stress by participating this kind of event. During the event, they event conducted a singing competition between the departments of JKDM Bintulu. As well as that, this could help the individual to boost their self -esteem in making communication with other colleagues and help them to find their self-actualization. By doing so, it could help to improve the relationship among the top management and lower management and help to reduce the misunderstanding between them in the workplace. Not only the relationship between the colleagues is exist but also, the top management can observe and monitor the characters of the lower management on how their try to communicate and make relationship with others.

Participation by every employee in the organization is important in order to build a good and strong relationship with other. Without good relationship, the organization might not be able to achieved the targets that had been set. Therefore, by conducting programmes or events that involved with the participation of the staffs, it could beneficial to the organization especially in term of performance of the organization and individual. High level of motivation, increasing productivity and free to give their point of views could be achieved if there is no misunderstanding happened in the workplace.



Figure 2.11 During the event of Majlis Gawai Raya.



Figure 2.12 Tuan Azman Bin Abdul Wahab giving a speech during the event.

To conclude, participation of every employee in the organization is important regardless who involved in public and private sector. Particularly without the participation and contribution of the employee towards the organization, it will be difficult for the top management to achieve their goals. Therefore, with the existence of the programmes, events or projects that involved with the participation of the subordinates, it will help to build a good relationship and prevent the misunderstanding from happened as they will getting know with each other in which will lead to a mutual respect and good understanding among the employees.

2.3 Decision Making

Decision making in the organization is the most crucial part in achieving and preventing the problems to be happened in the process of the tasks. Therefore, every employee has to deal in making the decision every day in doing their tasks. Hence, this is important to gain knowledge on certain matters in order to make the right decision in the process. Plus, having a good decision making could help the organization to save time and make better use of the available resources that had been allocated by the government to each agencies. This will lead to the employees to accomplish more fasters, effective and efficient in delivering the services in which it could help the organization to achieve the good performances that had been set by the top management. Thus, every employees regardless in the public or private sector should know on how to make good decision making for the organization in order to get an effective delegation of tasks for the employees to accomplish their tasks and prevent from issues to be raised in the workplace.

In the public sector, the employees are encouraged to join *Majlis Kebajikan dan Sukan Anggota-Anggota Kerajaan Malaysia (MAKSAK)* in which it is an organization that conduct an event for every staffs of government sectors and it should be held every year and the organizer or also known as "*Tuan Rumah*" for this event is depend on the MAKSAK itself. *Jabatan Kastam Diraja Malaysia* in Bintulu has been appointed to be the organizer of MAKSAK with collaboration *Majlis Sukan dan Kebudayaan Kastam Cawangan Sarawak, Bintulu (MSKKS)*. During the practical training, the student had been given the tasks as "*Ahli Jawatankuasa Hadiah*" in this event in which it will be held on 5th until 6th October 2019. The tasks are required for the student to make survey of the medals and trophies in term of the design and the price for the participants of MAKSAK. The budget has been allocated, hence the price of the medals and trophies should be within the budget. The importance of encouraging the staffs of JKDM to join MAKSAK and MSKKS is to develop the talents of the employees for the game of tennis, to acknowledge the hidden talents of the employees, to expose and learnt the new techniques for the players, to uplifting the skills of the players in the game of tennis and futsal and the most importantly is to create and build a strong bond of friendship between the customs employee regardless different departments in Sarawak.

Apart from that, by encouraging the staffs of JKDM to join the activities that organized by the MAKSAK and MSKKS, the committee will have the experienced to organized the events and these tasks required lots of decision making to make as it deals with the money that had been allocated by the top management in which it known as public money since the allocation of budget for every government agency are by using the public money. A good decision making knowledge should be possessed by every officers that involved in the committee of MAKSAK. For example, task as *Ahli Jawatankuasa Hadiah* required the student to have a

good decision making as it need to find medals and trophies within the budget that had been allocated. The student has to survey the price of the medals and trophies according to the budget and approval from Ketua Kastam Stesen Bintulu, Tuan Azman Bin Abdul Wahab.



Figure 2.13 Survey the medals and trophies for MAKSAK and MSKKS with Puan Jaidah Binti Hasbi and Akram Azari Bin Aini



Figure 2.14 The front cover of “Buku Program Kejohanan Futsal MAKSAK”

Apart from that, there are certain tasks that required the students to have a decision making which are making the “*Buku Laporan Kewangan dan Aset*” for JKDM, Bintulu. This tasks required to have technical knowledge on Microsoft Words, Microsoft Excel and PDF as this tasks have its own template in making “*Buku Laporan Kewangan dan Aset*”. The student must manage to master the template that had been provided by Jabatan Kastam Diraja Malaysia, Kuching The purpose of preparing the report of assets and financial of JKDM Bintulu is to acknowledge the *Pengarah Kastam Negeri (PKN)*, Dato’ Hajah Halimah Binti Tunku Taha regarding the financial report and the assets of JKDM in Bintulu. Also, it is a part of their routine to prepare the report every year for *Ketua Kastam Stesen Bintulu*, Tuan Azman Bin Abdul Wahab to know the flow of their financial and the updated report of assets in JKDM. The making of financial and assets report of JKDM required the student to decide the theme of the report and make it a corporate look to attract the top management. The data of the financial and assets report were provided by the staffs in Management Services and Human Resource department (KPSM) as they are responsible in handling the data of financial and record of assets in JKDM, Bintulu.



Figure 2.15 The contents of *Buku Laporan Kewangan* that prepared by practical student with assists by Tuan Mohamad Zulhilmi Binti Ismail from Management Services and Human Resources Department in JKDM, Bintulu.

Apart from that, the students also had been given a tasks to prepare “*Senarai Bilangan Pasukan Operasi CBOS*” for Compliance Management Department. This documents required to create a table in Microsoft Excel as the purpose of creating table for this document is to less time consume and efficient way for the top management to check the data of CBOS. CBOS in which it also known as “*Operasi Strategi Lautan Biru Kastam*”. Also, the practical student managed to be exposed to the process of audit which is known as cross-checking the invoice tax with the data that had been provided by the company. For example, cross-checking between sales invoice and sales listing in which that had been prepared by the company to be audited. This process required the student to check every cheques and bills of the company to ensure all the total amount in the tax invoice same with the amount that had been stated by the company in the sales listing in Microsoft Excel. These tasks required the students to make decision in preparing the tasks by applying technical knowledge as it dealing with Microsoft Excel and Microsoft Words. If the data in the sales listing in Microsoft Words is not accurate with the real invoice tax, it should be reported to the auditor that in charged with audit of that company.

SENARAI BILANGAN PASUKAN OPERASI CBOS							
BAGIAN	BILANGAN PELAKU YANG TERBUKTI CBOS				PEMANGKAPAN / PASUKAN (2 GRAM)		
	PEMATUNAN	GST	PENYATUHAN BILAN	PELAKU KERTAMAS	JUMLAH PELAKU CBOS MENURUTI HEWEN	BILANGAN PASUKAN OPERASI	BILANGAN PAS. CBOS BERTUJUH PASUKAN
Budabukan	95	27	25	85	192	84	11,760
Jalan	85	12	12	25	135	18	16,872
Ladang	22	5	5	12	42	16	7,840
Labuan	18	2	2	2	22	7	8,474
Malak	12	2	2	4	20	5	2,872
Marang	18	4	4	2	26	10	4,862
Marang Kemaman	14	4	4	2	20	10	4,262
P. Praang	47	12	12	28	97	38	11,862
Pahang	22	5	5	12	47	15	7,442
Pang	28	10	10	28	76	24	11,822
Pemp	4	2	2	2	12	4	1,462
Selangor	32	5	5	12	62	22	11,424
Seremban	24	7	7	12	52	18	8,822
Sitiawan	38	22	22	28	116	38	20,462
Temenggor	12	2	2	4	22	7	3,474
Ulu	104	28	28	52	212	72	21,428
UMP (Kluang)	2	1	1	1	5	2	962
Jumlah	582	108	108	308	1208	402	28,482

NOTA
Pasukan operasi berjumlah 402 yang terdiri daripada 1208 pegawai, iaitu 588 pegawai dari Bahagian Pematunahan, 160 pegawai dari Bahagian GST, 160 dari Bahagian Penyatuh Bilan dan 300 pegawai kementerian.

Figure 2.18 One of the data of CBOS that need to be put in the table in Microsoft Excel.

In conclusion, every employees regardless in public and private sectors should have a good decision making in order to improve the performance of the organization. Also, by exposing and teaching the practical student in making a good decision making, it can help them to be independent and can think creative in term of solutions and initiatives in order to prevent issues from raised in the workplace. The most importantly, gaining knowledge on certain matters is crucial in order to make decision that could help to improve the process of delivering the services and finishing the tasks given by the top management.

2.4 Chapter Summary

To conclude, this chapter explained on how the students applies the theory and knowledge that had been learnt into the tasks that been given by the officers and the supervisors. By exposing the students to the process in the organization, the students can manage the tasks by applying the theories or the knowledge into the tasks in order to finish it within the period given by the officers. This could enhance the level of knowledge of the students as every tasks given have their own procedures and process to be followed by the students. By knowing which theories or knowledge to be apply into the tasks, the supervisors should monitor the students on how they dealing with the tasks and also monitor the tasks that had been done by the students through checking the log book that had been prepared by the lecturer in the university.

customers. They should possess responsibility and integrity to obey the rules of the agency especially the employees that deals under counter service section. The customers will tend to make complaints to the top management regarding the issue of coming late to the office in which it will interrupted the process of dealing the customers. Also, during the practical training, I have been observed that there are employees that tend to “*missing in action*” (MIA) during the office hours. For example, there are some employees that will go out from the office at 3.00pm loafing at the pantry or cafeteria. This is not a positive behaviour that should be possess by every employee in the organization regardless the public and private sector as it reflects back to the image of the government agency.

Plus, the auditors from Compliance Management Department in JKDM Bintulu should possess a good responsibility, integrity, full commitment, being accountable, focusing on the details of tasks and able to delivering quality services. However, in reality, there are some auditors who does not possess these positive values in his daily routines in the workplace. They always procrastinating and still doing their tasks in the last minutes. These behaviours should be prevented by the employees as it could impact to their performance and the organizations' targets. Even though the officers in that department has given the auditors the guidance and opportunity to improve their works, but they seem to ignore and rebel in doing the tasks in a right way. They should have positive values to apply in their work routine as the auditors also deals with the customers as this can be seen through Verification Audit (VA), some auditors do not know or aware of the documents from the company that need to be submitted to the JKDM. This happened because the auditors did not aware and have full knowledge on the documents or contents of Verification Audit (VA). Therefore, with these kind of attitude of auditors, I could lead to the amount of tax collecting by the officers is not achieve the target.

Also, problems that raised during the practical training is the officers in charge did not update the assets in the system which is known as “*Sistem Pemantauan Pengurusan Aset*” (SPPA). The problem raised when the current officers and staffs have the difficulties to manage and find the assets according to the system since the assets in the system has been moved to the new location. For example, the system mentioned the microphone in Management Service and Human Resource department should be in placed in the meeting room, however the staffs could not find the microphone in the meeting room. Therefore, the microphone has been placed somewhere else in the JKDM, Bintulu. This is important for the officers who are in charge in agency assets as the assets is owned by the government and they bought the assets using public's money. Therefore, it is important for every public servant to manage and take care of the government assets since the assets bought by using public's money. If the assets cannot be found, therefore, the officers in charge of the assets should

declare to the top management and the action taken will be depend by the top management. This is one of the problems that required the employees to have integrity and full responsibility in handling the assets of the government. This is because, if the employee possess integrity in the workplace, they will tend to be more appreciate in using the government assets and will be responsible to take care in which it could lead to longer durability of the assets.

3.2 Solutions

The first solution in preventing issues from being happened is the top management should play their role in monitoring the subordinates that did not obey and disrespect towards the officers in charged in specific departments. From what had been observed, the subordinates in Management Service and Human Resource did not have a good relationship among the subordinates and officers, therefore the top management can conduct an event that could help to create close relationship among the employees in the department. The events such as Family Day and "*Perhimpunan Setia*" can help the employees to communicate and prevent from misunderstanding between the subordinates and the officers in charged in that department. The officers should possess a strong leadership skill so it can help the subordinates to build their trust towards the officer in handling the tasks and lead them.

Apart from that, the JKDM Bintulu can set up CCTVs in the department so the top management could monitor the attendance of the employees during the office hours. The agency could impose a negative reinforcement for the employees that frequently coming late to the office by asking them to do SKA Talk every Friday. Also, the top management should be strict by asking the employees to give a solid reason if there are absent or have to go out during office hours. By monitoring the movement of the employees in the workplace, it could reduce the number of compliant by the customers regarding the employees "*missing in action*" during office hours.

Also, the top management should monitor the auditor's work progress frequently in order to avoid the auditors to do work in last minutes. The auditors that are lack in responsibility and integrity in doing their tasks should be send to courses that could help to enhance their skills, knowledge and abilities. The top management should take this issues seriously as the services that deliver by the auditors to the customers will reflect the reputation of the government agency. Hence, by exposing the auditors to courses or seminars that could emphasize on the integrity and the process of the audit, it could help them to increase their knowledge on the handling the tasks.

Lastly, regarding on the issues of the assets, the officers in charged should be aware and monitor on the movement of the assets in the department. It should be check not only once a year but every once in two weeks in order to update the location of the assets in system

which known as “*Sistem Pemantauan Pengurusan Aset*” (SPPA). By doing so, it could prevent the assets of the department been misplaced by the employees and if the assets cannot be found, the employee that in charge of that asset should be accountable. Assets in the government agency is important to taken care of as the government spend it by using public money.

3.3 Industrial Training meets the Objectives

During practical training in Jabatan Kastam Diraja Malaysia (JKDM) in Bintulu, the students able to meet the purposes of the industrial training to be existed. This is because the students able to expose to the real situation and process of in the organization. For example, the process of audit which is cross- checking, the process of Verification Audit (VA), the process on how to conduct the meetings that involved with the top management and the process of administration especially in Management Service and Human Resource department in JKDM Bintulu. Every tasks required a process that need to be followed by the employees in order to finish the tasks within the period of time that had been set by the top management. Therefore, by exposing the real situation of the workplace, the student able to enhance their skills and build up self confidence in confronting the employees in different departments in order to handle the tasks.

Moreover, the student able to improve their communication skills since they are exposed with different tasks in different departments. A good communication skill could help the students to expand their career development regardless in the public and private sector since with good communication it can develop effective networking with people surrounding. By doing so, it can give career opportunity to the student as the employees especially the top management of the organization can see the potential of the student to work in that particular organization. Besides that, practical training can help the student to enhance their skills, knowledge and abilities since the students had been exposed with managing the protocol, public relations and customer services. Students should know how to apply the knowledge and skills in handling the tasks in which it can be seen through technical knowledge such as Powerpoint, Microsoft Words and Microsoft Excel. It would be a great opportunity for the students if there are excelled in using these applications during practical training.

Other than that, practical training could expose the students the values that should have and should not have in the employees. These positive values such as creative thinking, responsibility, integrity, honest, tolerance and keep promises should be possessed by every public servant in the agency. Good values that should be applying in work routine can help the employees to manage their stress and the behaviour of the organization in the workplace. Also, by imposing good values in the workplace, the organization can create a friendly

workplace environment in which it can motivate the employees to contribute more to the organization. This is why the existence of practical training is important for the students as early exposure can help the student to be prepared to the real work life environment.

3.4 Summary of Discussion for all the Chapters

This report explains on the background of the organizational, the tasks that had been provided by the organization towards the students in which it must be related to the theories that had been learnt in the classroom, the problems that faced by the student during practical training and the recommendation of solutions in preventing the issues from raised in the workplace. By doing so, the student will acknowledge the real situation in the workplace in which it will help them to prepare to be independent in their future work life. The students will know how to apply the theories in handling the tasks or applying theories in managing the behaviour of the organization as different organization will have different kind of cultures and behaviours for the top management to handle. Plus, every organization will face different kind of issues or problems in handling the tasks, therefore with the knowledge and early exposure to the student during practical training, it could help the student to make a better decision making in settling the issues occurs in the organization.

Meanwhile, the student should focus on developing the relationship among the employees in the organization and this can be seen through creating a communication in the organization regardless in the top management or lower management as networking is important for the employees to get access of job opportunities, knowledge sharing, build self-confidence of the individual, get a different perspectives and opinions and getting fresh ideas to achieve the organizational performance. Also, it could help to expand the career development of the student or the employees regardless those who involved in the public or private sector. Hence, by applying suitable theories in every tasks, solutions and management of the subordinates in the organization, it can help to prevent misunderstanding, create friendly working place and most importantly, every subordinates will possess positive values such as accountable, integrity and leadership skills in the workplace.

Appendixes



18/07/2019 "Gotong Royong EKSA"



18/07/2019 "Gotong Royong EKSA"



30/06/2019 "Sejambak Kasih Gawai Raya 2019"



30/06/2019 "Sejambak Kasih Gawai Raya 2019"



30/06/2019 "Sejambak Kasih Gawai Raya 2019"



07/09/2019, Badminton Tournament organized by Majlis Sukan Dan Kebudayaan Kastam
Malaysia, Cawangan Sarawak



07/09/2019, Badminton Tournament organized by Majlis Sukan Dan Kebudayaan Kastam
Malaysia, Cawangan Sarawak



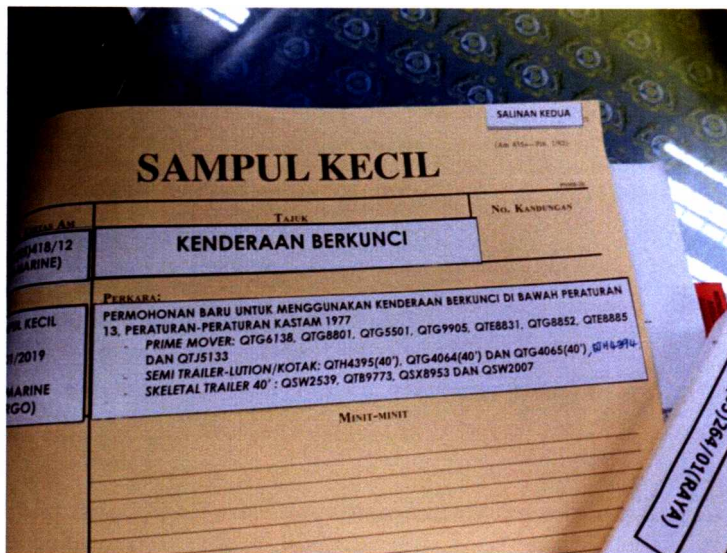
31/07/2019, Visiting Bintulu Port



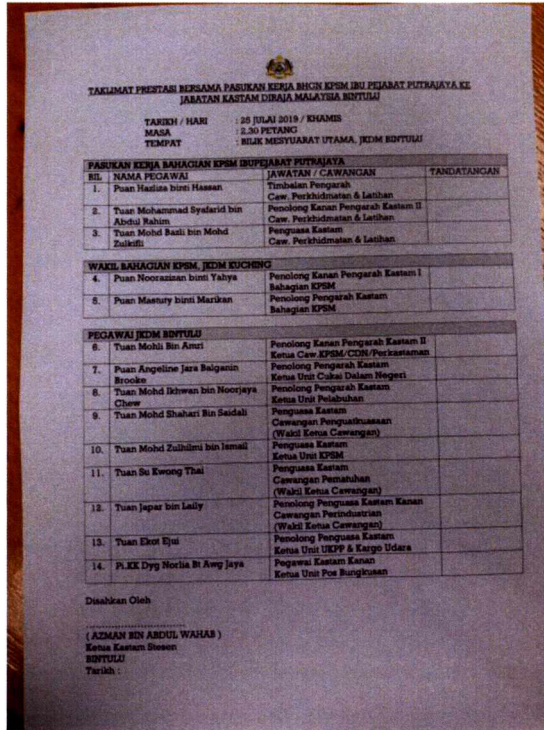
Meeting Room



“Buku Panduan Sistem Pendaftaran Fail Jabatan Kastam Diraja Malaysia” and the EKSA file in Compliance Department.



The “Sampul Kecil”



The name lists of officers that attend to the meeting on 25th July 2019.

(Am 43- Pin 1/90)

KE.YC(05)264/01(RAYA)

(05)264/01
(RAYA)

Kertas-kertas Yang Berhubung

KE.YC(05)264/01(RAYA)

Didaftarkan di bawah perkara


GUDANG

PERKARA

**GUDANG BERLESEN PEKEMA
RAYA KHAS SDN. BHD. (171335-X)
LOT 1551, SECTION 64, KTLD
JALAN TUN RAZAK, KUCHING BY PASS
93450 KUCHING, SARAWAK**

TARIKH KANDUNGAN PERTAMA			TARIKH KANDUNGAN AKHIR			ARAHAN-ARAHAN PENCETUP (UNTUK KANDUNGAN PENGA)
Dihantar kepada	Tarikh dihantar	Dihantar kepada	Tarikh dihantar	Dihantar kepada	Tarikh dihantar	
						(A) TITUP PIDA atau apabila mengira lampiran yang mana
						(B) KAHAN PERKAMA SELEPAS PENCETUPAN

The file of every warehouse must be put in this white file.

 FAIL TUTUP PADA: 14.08.2019	
Kandungan:-	Kotak No: 136
1. KE.YC(80)411/51KLT.3 Tempoh Kandungan Surat: (07.09.2017-04.07.2019)	KAJIAN KES-KES SEMAKAN DAN RAYUAN PEMBATALAN BIL TUNTUTAN
2. KE.YC(80)464/01-2KLT.12 Tempoh Kandungan Surat: (08.01.2015-05.08.2019)	MENGHADIRI KURSUS DI MAKTAB KASTAM DAN EKSAIS DIRAJA MALAYSIA (PENCEGAHAN)
3. KE.YC(80)520/02KLT.5 Tempoh Kandungan Surat: (22.1.2016-16.04.2019)	PEGAWAI KASTAM
4. KE.YC(80)465/03KLT.2 Tempoh Kandungan Surat: (31.05.2011-19.07.2019)	LAWATAN MENTERI-MENTERI DAN PEGAWAI-PEGAWAI TINGGI KERAJAAN

The old files need to be put in this box for future reference.



Tuan Su Kwong Thai giving speech on Integrity for KSA Talk.