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BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)

ADS666 PRACTICAL TRAINING

EDUCATION OFFICE IN SARATOK DISTRICT

PREPARED BY  
NURMASHITAH BINTI RAPA'EE (2011324715)

UNDER SUPERVISION OF  
MISS NONI HARIANTI BINTI JUNAIDI

## 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 recognized. If I were later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed

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Nurmashitah Binti Rapa'ee

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Nurmashitah Binti Rapa'ee  
Bachelor of Administrative Science and Policy Studies (Honours)  
Faculty of Administrative Science & Policy Studies  
Universiti Teknologi MARA, Kota Samarahan

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## CHAPTER 1

### INTRODUCTION OF THE ORGANIZATION

#### 1.0 Introduction

Students of Bachelor in Administrative Science (Hons) or AM228 of UiTM Samarahan, Sarawak are required to attend a practical training with any organization that chooses by the student himself or herself. In order to complete this subject, I decided to choose the Education Office in Saratok District as the host organization for my practical training within 6 week, starting from 22 July 2013 until 30 August 2013. Every student is provided with the logbook to record any task or works that have been done during this practical training. This chapter will summarize about the background of the organization, mission, vision, slogan, motto, client charter, organization structure and list of education officer served at Education Office in Saratok District.

#### 1.1 History of the Organization

Education Office in Saratok District was established in the early 1960s and the location is riding Saratok District Office (the old building). Education Office in Saratok District has moved back and staying at the block in SMK (BM) Saratok at the end of 1989 in line with the development of education at that time. Buildings have been renovated and upgraded to become the District Education Office. However in 1996, once again operating in Saratok education moved to the Federal guesthouse that having a complete infrastructure more conducive and office (site) was used as the District Teacher Centre Saratok until now. The organizational structure at that time was under the administration of the Sri Aman and Division Education Office until 2005. During the year, known as the District Education Office, District

Education Office Small parallels the structure of educational organizations, led by the Office of Education Coalition Betong. However in 2009 the name was changed again as the District Education Office and in accordance with the current political developments (2013) terminology of Education converted into Education. (Source: *Pejabat Pendidikan Daerah Saratok, 2013*).

Saratok district has 53 primary schools and five secondary schools. There is having about 863 of primary school and 421 teachers in secondary schools. They are divided the school into several grade, which is grade A, B, SKM A and SKM B. In Saratok district also, there are only having 3 schools of SJK (Chinese), 1 religious school and the rest were national schools. Besides, there was simple way how to remember the chronology location of Education office Saratok District. Earlier in year of 1960, this Saratok district education office was riding Saratok District Office (the old building). After that, they are moving to at the block in SMK (BM) Saratok and in the year of 1992 until now, they are staying at Federal guesthouse that having a complete infrastructure more conducive and office (site) was used as the District Teacher Centre Saratok. (Source: *Pejabat Pendidikan Daerah Saratok, 2013*)

## **1.2 Mission, Vision, Slogan, and Motto of the Organization**

The mission and vision of Saratok district education office is applicable to all section in that department. The purpose of erecting mission and vision is to unify the objectives in that department itself, so that the work process can be standardized across all of the sections. Above are the mission, vision slogan and motto in Saratok district education office:

**MISSION:**

To Ensure Effective Service through High Commitment and Integrity to  
Achieve Quality of Education

**VISION:**

Excellent management and education by 2015

**SLOGAN:**

Thriving continuously

**MOTTO:**

Education for All, All For Education

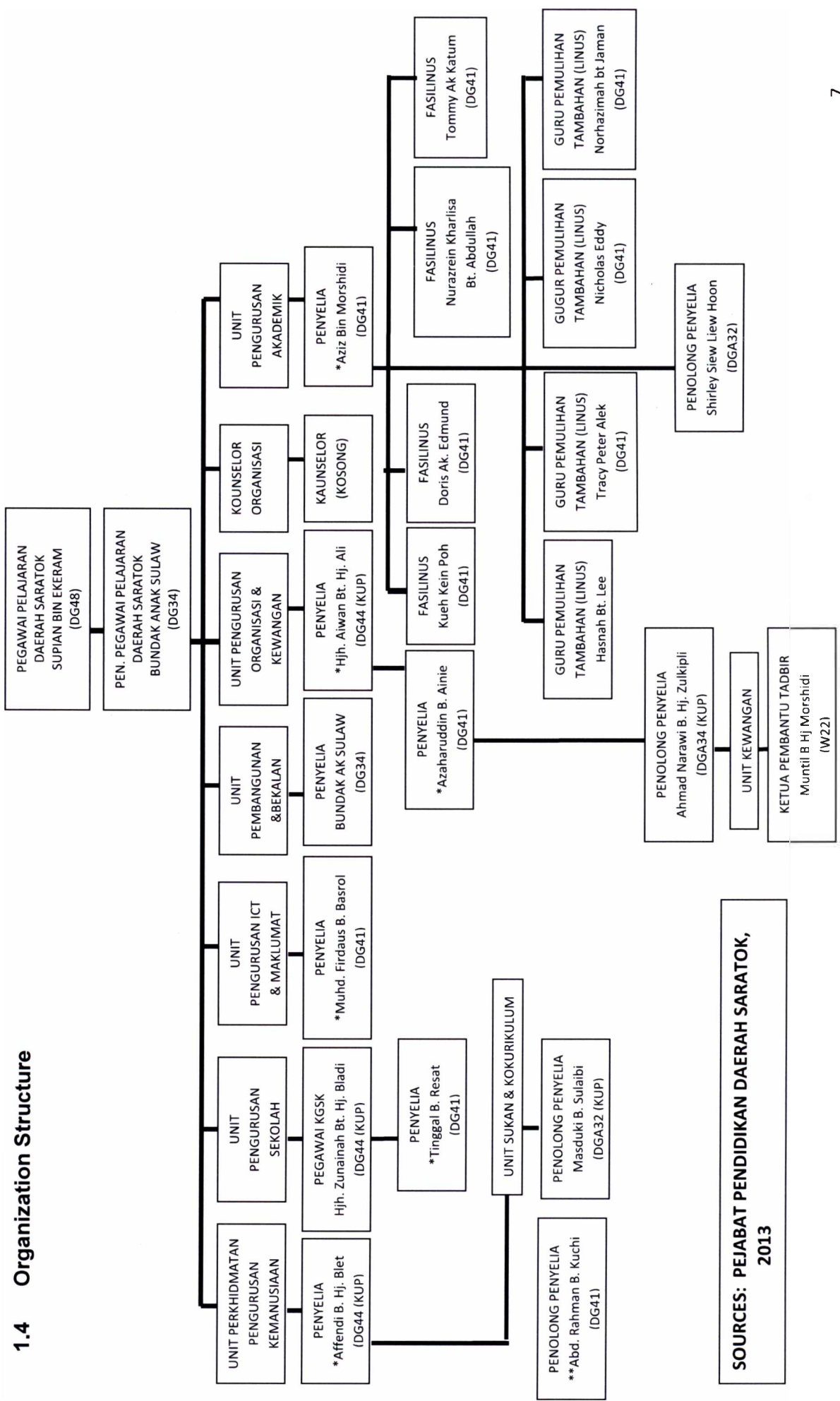


### 1.3 Client Charter

Every organization have their own client charter in order to make sure that all the services are fulfil by the staff and same goes to Education of Office in Saratok District. This client charter ensuring that they will provide the best education system based on cultural knowledge to fulfil the needs of the nation, society and individuals and fulfil the educational goals as follows:

1. Providing hospitality to every customer and 'stakeholder'.
2. Providing the best service to customer and 'stakeholder'.
3. Ensure the feedback of every transaction within 5 working days.
4. Ensure that complaints are dealt with in each case within 10 working days
5. Ensure exchange students managed immediately.
6. Ensure student placement handled within 24 hours.
7. Ensure placement and exchange student appeals are resolved within a day in working day
8. Providing a productive and disciplined staff.
9. Ensure that all staff adopts a quality administrative management.
10. Ensure that all employees are responsible for all decisions and actions.
11. To ensure the integrity and decisions implemented, transparent, fair and accountable.
12. Ensure that all staff is able and ready to provide information and explanations accurately, quickly and timely to customers and stakeholders.
13. Always ready to accept criticism constructively from all parties to improve the quality of service.
14. Ensure that customers and stakeholder satisfied when dealing with PPD

### 1.4 Organization Structure



**SOURCES: PEJABAT PENDIDIKAN DAERAH SARATOK, 2013**

**1.5 List of Education Officer Served at Education Office in Saratok District.**

<b>Name</b>	<b>Year</b>
En. Mohd. Nawi b. Chiri	- 1975
En. Abd. Rani b. Ojek	1975 – 1976
En. Kassim b. Akup	1976 – 1977
En. Yusuf b. Arab	1977 – 1978
En. Razali b. Hj Yu	1978 – 1980
En. Mardihi b. Rafaie	1981– 1985
En. Sulaiman b. S. Abd. Kadir	1985 – 1989
Tn. Hj. Abg. Sepali b. Sepawi	1989 – 1992
En. Mohd. Ali b. Rosli	1992 – 1997
En. Abd. Munap b. Shaikh Abd. Kadir	1997 – 2005
Tn. Hj. Daud b. HjMohamad	2006 – 2011
En. BundakAkSulaw (memangku)	2011 – 2012
En. Supian b. Ekeram	2012 – kini

*(Source:Pejabat Pendidikan Daerah Saratok, 2013)*

## CHAPTER 2

### SCHEDULE OF PRACTICAL TRAINING

#### 2.0 Introduction

In this chapter it will summarize the daily of activities and tasks done in Education Office in Saratok District, which was being recorded in the log book given. Thus, the description of job and task execute throughout training will be explained in this chapter.

#### 2.1 First Week

The first day, on 22 July 2013, I was attending my practical training at Pejabat Pendidikan Daerah Saratok, Wisma Persekutuan Saratok. I arrived at 8.00 am and around 8.30 I met the education officer of Saratok. He was introduced me to supervisor in charge which is Mr. Azaharuddin Ainie and other staff in financial unit. In the first week I was assigned to the financial unit and around 9.00 am, I start doing the task given to me. The first task that I did is, checking 'Inden-pra' which is check whether the code and amount of the list order given by the schools was correct or not. If there was correct then the other process will be continued. After that, I was instructed by one of the staff which the person who was responsible to give me a task which is Miss Seniah Hossen. She was administrative assistant (general) in that unit of financial. The next task given to me is to record 'LPO' to file of expenditure of the schools. All expenditure was record to avoid any problem related to the order later on. Usually, the expenditure was allocated to the schools and they must expense the money within the budget. I also was learn how to make a front cover of the letter that to informed the schools about the mistake that they did on code item that they order. The code item and price should be followed to which the supplier that they choose. After finished that entire thing, I am going back at 1.00 pm for a lunch time. At the evening,

around 2.00 pm, I was instructed to print out the report of expenditure for all schools. Then, they ask me to record 'Perbelanjaan Bantuan Geran Perkapita (PCG) and print out it. This is usually was related to the 'Pra-sekolah' in primary schools. I was learn how to do the matching the voucher of payment and key in the schools expenditure in laptop and was going back at 5.00 pm.

The second day, for the whole day I'm just focus on doing only one task which is to continue the previous task. From the morning until evening, I was record the schools expenditure of "Bantuan Geran Perkapita". The third day, as usual I was attend at 8.00 am and start with the new task. I was learning how to arrange the number of government order. This government order was related to the order that the schools was listed before and this is a next step involve in other to do order from supplier. Around 3.00 pm, I was doing the other task which is checking the price for goods order by schools and after that, Miss Seniah ask me to record the number of government order into the allocation of first budget limitation and also record the 'e-perolehan'. In the evening, I just only do the task I did previously which is arrange the 'e-perolehan' followed the number of the voucher. The fourth day, I learn the new learning which is stamping the authentication invoice or payment received on the invoice. Then, print out the government order and arrange it. In the evening, arrange the 'e-perolahan' followed the number of voucher and also print out the government order. For the fifth day, in the morning I was instructed to arrange the government order and check the price for the goods order was correct or not. After checking the all those thing, I was stamping "Telah Bayar" on the 'e-perolehan' voucher. This easier for the staff know that whether the voucher was paid or not and it also show that the voucher was complete of all the transaction. In addition, Miss Seniah also guides me how to record government order received from the supplier.

## 2.2 Second week

The second week (29 July until 2 August), still doing the same task but only one the new task that I learn for, which is identify the form that should be sign by the related officer. For the second day in this week, the first thing that I did is, arrange the government order and e-perolehan. Second, identify the forms that not have sign by the officer and also checking the price for the goods order by schools. The last thing that I did is, print out the payment voucher and arrange it. The third day, I was instructed to arrange the voucher of payment and record expenditure of Bantuan Geran Perkapita (PCG) in schools. After record those entire thing, I move to the nest task, which is record the government order. In the evening, I was continue to record the government order and print out and arrange it. For the fourth day, these days are different from previous day because after record the forms receive of government order from the supplier, I was attending to the meeting of staff management. When I attend the meeting, one of the staff that handles the meeting, which is Hjh Aiwan was ask me to do the minute of meeting. In the end of the meeting, education officer which is Mr Supian Ekeram was asking me to introduce myself to all the staff in the Education office Saratok District. In that meeting also, Hjh Aiwan was ask me to be the person who responsible to collect the monthly collection from the staffs. In the evening, continue to record the expenditure of 'Bantuan Geran Perkapita (PCG) and arrange the payment voucher. Furthermore, for the fifth day, again I was instructed by Miss Seniah to checking "Inden Pra-sekolah" related to the code and amount of the list order made by them. Then, I do the record of government order and make the front cover for the letter to inform the schools about the mistake of code item. In the evening, still do the same thing which is print out the 'LPO' and record the expenditure of 'Bantuan Geran Perkapita (PCG) of the schools.

### **2.3 Third Week**

In the third week (5 August until 9 August 2013), there was only one day of working because there was a public holiday for Eid Mubarak. The whole day for the first day I was asked to do a record on school's expenditure.

### **2.4 Fourth Week**

For the first day in the fourth week (12 August until 16 August 2013), Miss Seniah was instructed me to arrange the payment voucher and also stamping "Telah Bayar" to the government order form that already paid to the supplier. Moreover, after doing that, I do the next task which is, record order related to the expenditure that already used by the schools and lastly is checking the list of the order from schools. For the second and third day, one of the staff, which is Madam Wong, was instructed me to arrange the payment voucher (Pergerakkan Dokumen espkb) and record the expenditure. Then, Mr. Azaharuddin also was instructed me to help him to failing the document in the Unit of Organization Management. For the next day, I'm just doing the same thing which is, stamping "Telah Bayar" in to the payment voucher and updated the file of Unit of Organization Management.

### **2.5 Fifth Week**

For the fifth week (19 August until 23 August 2013), on the first and second days, I was instructed to arrange the form of government order (LPO) and record the expenditure and also calculate the balance of schools expenditure. I also was asked to do the record on the order of the schools. There are divided into three parts, which is 'Bantuan Geran Berkapita' (PCG), pre co-curriculum and LBPT. Usually, there was three category of goods order, which is general order, paper and household goods. After that, I was checking the form of schools order whether there was followed the list of the price provided by the suppliers. In nutshell, I making the front cover for



the form order by the schools and arrange the form of “pergerakan dokumen (espkb). For the next three days, I continue with my previous task and does the new task which is arrange the voucher and print out the form of the government order (LPO) that has been approved by responsible officer.

## **2.6 Sixth Week**

For the first day in the last week of the training (26 August until 30 August 2013) as practical trainee in Education Office in Saratok District, I still continue to arrange the voucher and record the form of government order (LPO) from the supplier and schools expenditure. From the second day until the last day of the practical training, I continue updating the schools expenditure record, arrange the form of government order (LPO), checking the price list whether it stated by the supplier, making the front cover for list of ‘Inden’ from the schools, recheck the amount made by the schools, make another LPO and print it out, arrange the payment of voucher, do stamping for the officer in charge to sign and the lastly is to record the special cash book PPD 2008. As a conclusion of my training at Education Office in Saratok District, I’m able to understand the real work situation and manage to gain experience in the working work.



## CHAPTER 3

### ANALYSIS

#### 3.0 Introduction

This chapter will analyze the report of practical training, in which concentrate on the every area of task being done as covered in the practical training log book. Thus, this chapter also discussing on the application of the theoretical aspect that has been covered in the classroom into the workplace, within the period of practical training is being held. This aspect also will be explained in detail by comparing the knowledge that had been learned in various subjects during class with the real-life situation of the organization. During my 6 weeks practical training at Education Office in Saratok District, I have been attached to financial unit.

#### 3.1 Task Analysis

During my practical training at Education Office in Saratok District, I have given some of the task that gives me a new work experience and real perspective about the organization movement and it is because, the practical training was very important for me as part of the adaption process and also gives some experience to me about the condition in office and the workplace especially from the aspect of organization behavior, work task, office management and office equipment. Besides, this internship also give me a chance to applied what has be learned in classroom into practical during carried out the task that has been given. While I have assigned the task, I realize that the task given is related with what I have learned in classroom such as when some of the task given are required me to use office equipment such as computer, telephone and photocopy machine. However, all of the task that assigned are very useful for me as a part of learning

process and gain some of experience that I never get when in the classroom and give clear view when working in the future.

Even though, during the practical training I was assigned into the financial unit, but I'm still can relates all task given with administration field, such as key-in the data, examine the financial data, filling data, attending into the staff meeting and so on. Thus, the task that has been assigned, show me how importance of office management and administration process in an organization and it shows that how management plays their roles in handling and administrates all the matters in systematic ways to ensure the efficiency. So that, in this practical training, I have discovered some of the concept that related with the task that has assigned to me where it related with I have learned in classroom in term of concept and theoretical.

### **3.2 Office Management System**

An office is a tool of the office management and it is intended to assist in managing a business most economically and efficiently. According to Mills and Standing ford (1986), office management can be defined as the art of guiding the personnel of the office in the use of materials, methods, machines and equipment appropriate to their environment in order to achieve its specified purposes. There are five functions of office management, which is planning, organizing, directing, controlling and co-ordination. During my practical training at Education Office in Saratok District, I have been exposed with filing system concept. The filing system is when the system of classifying, coding arranging and placing records in the convenient place and easy to retrieve when requested by user. According to George Terry defines filing as "Filing is the placing of paper in acceptable containers according to some predetermined arrangement so that any paper can be located quickly and conveniently, when required."

During some task that involving filing process in this organization, I was instructed to do filing that regarded to the letter of the leave among the

staff and headmaster of the schools that related. The file that containing the information of the reason why they ask for the leave and letter that must be arrange properly and according its series number, name of the staff and time. The filing system is important because it can be as a reference for organization when necessary in the future. From this learning process in this task, it was showing on how the administration field can be applied according what have I learn especially in public sector where the filing process has playing an important roles to ensure that the efficiency of the administration process in this organization.

### **3.3 Public Finance at the Workplace/Public Sector.**

The public sector finance focuses on the area of the spending by public bodies, taxation, incomes from government properties and debt and borrowing. According to The Hoover Commission, USA 1949, reported that public sector finance, involving the machinery and methods by which, funds, for the support and public service raised, spent and accounted for is core modern government. There are six importance of public financial management in Malaysia:

#### **3.3.1 Avoid Over Spending**

Public financial management is an importance tools in order to avoid from wastage in fund utilization. It was the role of the audit to ensure that the financial officers execute duties according to the prescribe rules or procedures. However, auditing is to ensure that the public fund is spent in the correct way to fulfill the aspiration of the people.

### **3.3.2 Avoid Fraud and Misuse of Public Fund**

Through their accounting statement and auditing system, public finance management needs to ensure that any transactions are recorded and arranged properly. So that, any deviation could be detected easily and corrective measures can be taken.

### **3.3.3 Meeting National Objectives**

Third importance of public financial management in Malaysia is regarded to the meeting national objective. National objectives could be achieved through managing budget effectively and efficiently. Budget is a component in public sector finance and its acts as the government policy statement and every action taken must be aligned to reach the objectives. In addition, it also ensures that the budgets for the certain programs or projects are used effectively and efficiently.

### **3.3.4 Systematic Financial Statement**

In term of systematic financial statement, public finance management needs to list out and arrange revenues and expenditure systematically. It was state under section 97 of Federal Constitution which is, all collected revenue must be placed in a fund group called consolidated fund. So, all the expenses of the government need to be record in details.

### **3.3.5 Tax System Needs To Be Administered Accurately**

Next importance of public financial management in Malaysia is about tax. Tax is the main revenue for government and therefore, government has to establish a tax system that follows the good principles and practices. However, public finance neither needs to

administer public debt efficiently and should not burden the economy.

### **3.3.6 Efficiency and Effectiveness**

Efficiency in the workplace is the time it takes to do something and the employees and managers have to complete their tasks in the least amount of time possible with the least amount of resources possible by utilizing certain time-saving strategies. In order to improve efficiency, the organization has the meeting with the managers and employees to outline ways to implement efficiency in the workplace. Thus, effectiveness is the level of results from the actions of employees and managers. Employees and managers who demonstrate effectiveness in the workplace help to produce high-quality results. The ways to improve effectiveness in an organization is, the organization should take initiative to provide thorough performance reviews, detailing an employee's weakness through constructive criticism.

Above is what the meaning of office management and the importance of office management in Malaysia. During my practical training, office management plays the important role in the organization itself. While I was instructed to help the financial unit, I can relate it into one of my syllabus that I have learned in my studies. For example, every school is provided their own budget in order to buy certain things for the school. Every school is divided some amount for them to avoid over spending. If there happens, the schools are instructed to reduce the things that the order.

### **3.4 Communication within the Organization**

Communication is one of the main factors that lead to success in any organization. It is because, communication is the process of conveying

messages and it occurs when the message is composed, transmitted and understood. Communication refers to the process by which information is transmitted and understood between two or more people (Mcshane, S. L., & Von, G. M., 2010). In any organization also need the communication to communicate with each other and same goes with the Education Office in Saratok District. As we know the communication is very important especially among the employee in the office and their customers. In Education Office in Saratok District, there are involve the communication among the staff itself and the staff and their customer. The customers are including headmaster, suppliers, and other staff in the school. Usually the headmaster in any school will deal with the staff in this organization relate with the order that they already order before, relate to the information about their staff or their student. Any changes about the information, they should inform to this organization because they are the one that responsible with this matters. As what I've experience in here, I can see that they are good in the communication, especially when they dealing with the customers. I also have experience when dealing with the customer, in that time I was instructed to help one of the staff to be an operator. I learn how to deal with them such as how to speak with slow voice and answer the information that they need. Usually, the customers will ask the information such as the number of the headmaster, and other related matter. Sometimes, they called because they want to speak with one of the staff in order to solve their problem such as about the salary and so on. Communication happened also when the officer education has something to instruct their staff, he will call them to go to his room and there will be a little bit of the discussion. Besides, I also was attending to their meeting staff and there, they will discuss all the matter and issue related in order to solve the related problems. In there, I was learning a little bit how to communicate with the correct way and know how the communication should like be in order to make the communication was successful.

### 3.5 Outcome Evaluation

Overall of evaluation process from my 6 week of the practical training at Education Office in Saratok District was make me feels how the situation of the real working look like and very interesting for me from the aspect of working condition and office environment. This practical training also giving me a lot of the new experience that I have never got in the classroom and although I did not have any experience in working life, but the staff in this organization was shows me the good behavior. They also help me especially when giving and instructed me to do the task that has been assigned to me. From the task given, I was able to apply what I have learned in the class and the benefit in this practical training. Besides, I also has been exposed with the real situation in the working where this situation not only that I have learned in the class room. For example, during this practical training, I have been given an opportunity in order to try using the office equipment such as Photostat machine, where the main function is to make the photo copy of the letter and so on. Otherwise, I also was able to know the function of financial part in this organization, where I have been exposed about the procedure of how to make any order related to the school, the step involve when making any ordered, procedure of managing file, data and also office asset from the aspect of purchasing assets such as organization equipment and so on. Thus, I also become more understanding about the financial process in public sector where the function of Education Office in Saratok District in detail.

## CHAPTER 4

### STRENGTH, WEAKNESSES AND RECOMMENDATIONS

#### 4.0 Introduction

In this chapter, I will discuss on the strength of my job or the tasks assigned during my practical training at Education Office in Saratok District as discussed in chapter 3. This chapter also will show the solution and recommendation for benefit of organization. According to my observation during practical training, I have got an experienced and feels how the real working environment from the aspect of organization behavior where it required me to become more discipline in the aspect of attendance, appearance and cooperation. In there, I also practice on how to follow the rules and regulation that has been implementing in this organization. During my practical training, it help me more in order to improve my social and interaction skills between the staff and top management in this organization and they also share with the experience that they have in order to let me gain more knowledge and information from them especially with the senior staff.

#### 4.1 Strength

##### 4.1.1 Active Communication Interaction

Working in any organization will need a good in term of communication in order to operate their business. Working either private sector or public sector will require staff for having an active interaction with the public and same goes to Education Office in Saratok District. They cannot escape from this active role in public sector, which to have an active interaction with the public because they are always dealing with the public. Besides, working in this office also may require the active interaction and very well in communicating



with the public as the daily routine of all staff in this office in order to deliver the necessary information for the public especially among the staff in schools, for example, headmasters, teachers and other staff. As we know that, active communication is usually involved in the work place and public relation itself. This organization will give tremendous effort in order to deliver the information needed because this element should be apply in this office in order to continuing to serve with the public.

#### **4.1.2 Real Working Environment**

The students enable to be exposed with the working environment in real perspective from the aspect of organization behavior, task assigned, and workflow procedure and office system through this industrial training. As we know that, the real working was totally different situation that student should know and they able to feels what the real working actually from this training. The student will able to adapt and have got a view about the real working world that will enter after their graduation later.

#### **4.1.3 Systematic Administration System**

Any organization needs to have a good systematic administration system to make sure that any transaction will be run smoothly without any problems. It is importance because by having this, the organization will bring a good performance and productivity in order to serve the customers. Other than that, the administration also has been delegate into unit which plays their own role such as administration unit, financial units, human resource unit, and auditing unit and so on. In Education Office in Saratok District, they also have delegate into several units, which is human resources unit, schools management unit, ICT and information management unit,

development and supply unit, organization and financial management unit, organization counselor and academic management unit. All of this unit that has been delegate will ensure that the administration process will be easy to be managing.

#### **4.1.4 Gaining New Experience and Knowledge.**

In order to face the real working world, the student especially should having a lot of experience and knowledge that can helps them more ready to get into real working environment. The industrial training in this organization was giving me a new experience and knowledge which related to my syllabus which what was learning in the studies such as management, customer service, organization behavior, human resource management and so on. Through this training also, exposed me to use the office equipment such as computer, Photostat machine and else. Besides, I also was experience on how to deal with customer using the phone in the office and it was teach me on how to communicate with the customer with proper way.

## **4.2 Weaknesses**

### **4.2.1 Lack of Facilities and Equipment**

Facilities and equipment is most important thing that any organization should be more concerned because it may contribute to the successful of the organization itself. The problem that occurs in Education Office in Saratok District is lack of needed facilities and equipment in the office. One of the factor that influence of this problem, may be in term of the facilities or equipment that needed for the usage of daily work may be costly in nature, as a result it will be

difficult for the office to request higher budget on buying certain equipment or facilities, with the limitation of allocation to the office annually. In this Education Office in Saratok District, they are lack in term of photocopy machines which proven not enough to cater the need of the need of the staffs in making copies for the forms and important record keeping. This is because buying a photocopy machine may be costly with such limitation amount of allocation on the office every year. With lack of facilities or equipment available in the office, this may slower the daily working process in Education Office in Saratok District.

#### **4.2.2 Unstructured Task Assigned**

The purpose of the practical training is to gain the knowledge that related to the syllabus that have been learned in studies and to feels the real work situation. So that, as the organization selected, they should know that, their responsibilities to make sure that the practical student will treat according to what related to their course or syllabus in studies. Although, the task assigned to me are considered good, however the task or training program that conducted to me are not well very structured and coordinated properly. This is due to no proper task schedule given for me during 6 weeks practical training which sometimes I don't have any work for the whole day.

#### **4.2.3 Work Overload and Lack of Staff in the Organization**

Any organization should have enough staff with the balance of work given. As we know that, Education Office in Saratok District is very important especially to the schools because they are one of the organizations that control the schools in term of budget and activities related to the school. The office building also shared with other government organization such as registration office. In this

organization, they are having a lot of work and sometime they need to borrow the clerk from schools in other to help them to settle down the work. By borrowing this clerk, it will help the organization to reduce the overload of work. The effect of this, the office become crowded and cause a little bit of uncomfortable for the staff there because sometime they become so noisy. Besides, the spaces of the office are not so big, and it makes the staff feel uncomfortable by doing their task or job.

### **4.3 Recommendations for Improvement**

Under this section, it will discuss more on the improvement that should take action by Education Office in Saratok District in order to enhance their performance which following their strength and weaknesses in the organization to perform better.

#### **4.3.1 Proper Training Module**

Education Office in Saratok District should provide a proper training to the training students and it is because, the training module can become guideline for the host supervisor in giving the instructions according to the period of practical training. By having this training module, it will help the process of training run smoothly. In this module, it includes the job description of each session or department and who can give the command in that unit and so that, it will reduce the dependency of host supervisor in making decisions. Thus, this organization also should bring the practical student going outstation at the other place. The outside duty can be one of the training programs that relevant for practical training student because the real working environment especially in public sector required their officer to work outside from their office. One of the reasons is to make the student feels and exposed about the different type of duty and more

challenges. By having this training module is essential for the office itself that not only for the current use, also for the other student who will be attached to this office in the future.

#### **4.3.2 Planning Training Schedule**

Education Office in Saratok District should provide planning training schedule for practical students where the planning schedule will benefit the students in other to manage their working time effectively during practical training in this organization. In addition, the planning training schedule will allow the students or organization staff to make the reference easily the module or task they will be done during the practical training.

#### **4.3.3 Extend the Time for Practical Training.**

In other to gain more knowledge, UiTM should extend the period of time for the practical training. This is because; the six weeks of practical training are really not enough for the student to gain more of experience and knowledge from the aspect of the real working environment in this organization and be exposed with more task that need to be assigned. Otherwise, the faculty also should implement the new policy to ensure that every student will follow practical training program in organization for at least one semester. By having long period of time, the student will be exposed with more knowledge and experience when they following practical training.

#### **4.3.4 Cooperation between UiTM and Organization**

In order to make this practical training to run smoothly, UiTM also should take initiative by establishing good cooperating with the organization because, it will give advantages for those students that having the practical training. The cooperation will giving the real perspective and knowledge because both of the parties can change an idea and opinion in order to providing most suitable training program for practical students from the aspect of task assigned, management and the other duties during the practical training.

## **CHAPTER 5**

### **CONCLUSION**

#### **5.0 Introduction**

This chapter will summarize all the discussion in each chapter in the report by mainly concentrate on the main points.

#### **5.1 Summarize on Each Chapter**

##### **5.1.1 Introduction of the Organization**

On this chapter 1, it was discussing on the background of the organization and the detail of the organization is being introduced. This chapter was consisting about the background of Education Office in Saratok District in general such as mission, vision, slogan, motto, client charter, organization structure, and list of education officer served at Education Office in Saratok District. By having the information of this organization in chapter 1, it was helping me to identify about the background of the organization itself that I can define its nature of work based on the information provided.

##### **5.1.2 Schedule of Practical Training**

Chapter 2, it was discussed on my daily activities and job done in the Education Office in Saratok District. The summary of my daily job as reflected from my practical logbook in listed in the table form. Thus, in this chapter also, every daily activities or task that I do is listed on this chapter that shows on how my work was normally done in this office. The practical logbook is being supervised not only my

host supervisor but also by my lecturer in evaluating my current progress in this organization. By having this kind of logbook, I'm able to organized and record every work or task given during my practical training attachment in an organized way and it was giving me a lot of knowledge in order to organize my schedule and also my record management of information. In addition, this logbook was giving me some sort of discipline in recording my work activities and it is because, the logbook keeps the date and main activity that has been done in office and also include the type of task that assigned to me. After completing my task or job given, the supervisor will check and signed my logbook. The importance of signed by supervisor is to proof to the lecturer that we have attend and complete the task given in the practical training every day.

### **5.1.3 Analysis**

The chapter 3 was discussing on the analysis that the main tasks assigned to me during the practical training where I have learn a lot of knowledge that related with my lesson in the classroom. As what can I seen, the industrial training is the best way in order to exposed the students with the real working environment before enter into the real working world. Through this practical training, I can gain more knowledge and information on how the real working looks like for example, when I was there, I was learn on how to record the information, keep the data to the system, filling system and so on. Furthermore, this practical training was giving me an opportunity to increase my social skill through the strengthen relationship with the staff from the organization and also to the other department in this organization. It is because when we enter into any organization, we will face various kinds of staff that make us to use the communication skill to communicate with them. From my analysis in this chapter 3, it can show that how much theoretical aspect that I learn in the



classroom is applicable in my practical training attachment in sixth weeks' time.

#### **5.1.4 Recommendation**

The chapter 4 discussing about the strengths and weaknesses the task given and organization which based on my observation and experience while training there. Even though, there having the strength and weaknesses in this organization, but in this chapter also provided some solution that necessary to the organization that give benefits for the organization and improve the organization efficiency. During my practical training in this organization, I'm able to know and feel the office environment such as the office layout and cooperation among staff between each other and different department in this organization. Even though, they are having different department but they need each other and it is because, each task that has assigned by staff are related between each other where it was shows that the important of two ways communication

## **5.2 Overall Summary**

As a conclusion, my practical training attachment in Education Office in Saratok District starting from 22 July 2011 until 30 August 2013 is considered to be very valuable period for me. During sixth weeks of practical training, that was giving me a lot of experience and real situation in the Education Office in Saratok District such as about organization background, vision, mission, objectives as well as how actually the organization operates to achieve its own objectives. The most important thing for the practical training that student undergo it is the valuable experience on how actually the theory that was learn in the class is being applied during the practical training. Therefore, form this practical training can be conclude that the aims of sending the student for practical training is for give expose for the student

itself to the real career world situation by gained precious experience and knowledge from this practical training. Even though, the time of period of practical training was very short which is sixth week only, but the student can gain a lot of knowledge and benefits from that and it was served as the platform for the student to enhance it ability, knowledge of the task, commitment and responsibility, cooperation, aptitude, adaptability, personality and discipline. For instance, during the practical training, self-confidence was enhanced by the doing the task given as a new experience that they do not do before. I'm realize after having this practical training, I have experiencing some changes in myself whereby my communication skills are slowly improved and of course I cannot experience these changes without any supports from the staffs who always teach me everything about the administrative line and the public relations with the public. However, with this practical training attachment, I can measure my readiness level to work in the workplace after getting a job and preparing for far more serious challenges that requires both physical and mentally readiness. In short, Education Office in Saratok District can be one of the best places for the UiTM students especially Bachelor of Administrative Science students to get used with the administrative line deeper. So that, I'll recommend this place as a starting line to give preparation for students in becoming the administrative officers in the future.

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**Appendix**

**Education Office in Saratok District**



**Office Background in Education Office in Saratok District**

