



**Faculty of Administrative Science  
& Policy Studies  
Universiti Teknologi MARA**

**Bachelor of Administrative Science**

**Practical Report**

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## **THE DECLARATION**

### **Declaration**

I, hereby declare that the work contained in this research proposal is original and my own except those duly identified and recognised. If I are 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

A handwritten signature in dark ink, appearing to be 'C. Cherurai', is written over a dotted line.

Student Name: Courtney Cherurai Anak Nuwek

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## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 Introduction**

The course of Bachelor in Administrative Science (AM228) are required all of part 5 student conducted the Practical Training on 29th January 2018 until 23rd March 2018. It is taken within eight weeks during the semester breaks. Therefore, I had chosen the government sector which is Serian District Council in order to conduct my Practical Training within eight weeks. Therefore, in this chapter I will explain further about the organization. In this chapter, my elaborations will include the organization background and the history of Serian District Council (SDC). Plus, it also briefly explains on vision and mission of the organization. Then, will touch on the organizational chart, client charter, council structure, functions and rationale logo.

#### **1.2 Background and history of Serian District Council**

The Serian District Council is located 60 kilometres from Kuching City, Sarawak. Therefore, almost 2,106 square of kilometres of Serian division that covering other areas like Bandar Mutiara Tebedu (Bandar Sempadan Kalimantan Barat, Indonesia) was administered by Serian District Council. Plus, Serian District Council one of the 26 Local Authorities that existed in Sarawak during the 40s. It was established in the year of 1948 under Section 3 of 'The Upper Sadong District Council' or known as Hulu Sadong District Council. Therefore, Local Authority Ordinance, 1959 and Subsidiary Law also been established under 'Gazette Notification' No.5,1959. But, in the year of 1985, it known as 'The Serian District Council'. Bandar Serian has 228 villages with the population density of 91,599 people with majority of population is Bidayuh. (Retrieved from <http://www.seriandc.sarawak.gov.my> , on 02<sup>nd</sup> April 2018)

Serian District is one of the four districts of Kota Samarahan Division on 01<sup>st</sup> January 1987. Plus, it is known as the Sadong District when establishment in year of 1901 whereby the headquarted is located at Simunjan. Then, in the year of 1955, Serian (Upper Sadong) and Simunjan (Lower Sadong) were separated and each

became a Full District. The first District Officer during colonial period was Mr. HR Harbow.

After a few years, which is on 11<sup>th</sup> April 2015, Serian has been declared as the 12<sup>th</sup> Division in Sarawak. The declaration was made by YAB Datuk Patinggi Tan Sri (Dr) Haji Adenan Bin Haji Satem, the Sarawak Chief Minister during the launch of Serian Birumuh Festival 2015 at Serian Sports Complex.

The Serian Divison was gazetted as 'Division' on the 01<sup>st</sup> August 2015 which is covering Serian District, Tebedu District and Siburan Area with the 2405 square kilometres. For Serian District Office and Tebedu District Office are headed by District Officer, while Siburan headed by Sarawak Administrative Officer (SAO).

Bandar Serian is a strategic area where it is located to or from other parts like Betong, Sarikei, Sibuan, Bintulu and Miri. Other than that, Serian also become the main choice for stopover for those travel around the cities in Sarawak. The modern city has been decorated with some beautiful gardens and a charming landscape and also being provided convenient food stalls for visitors. Serian District Council also has brought the development by holding daily facilities and services for the benefit of peoples and development of district.

In term of administration, Serian District Council divided into six main divisions which are Management Services Division, Community Development Division, Engineering Division, Health Division and City Services, Enforcement Division, Assessment and Property Management Division.

Then, for their main revenue of the Council is assessment tax, license collection, fixed deposit investment interest, rental and grants from the State and Federal government.

### **1.3 Vision**

The vision for Serian District Council is "Serian- As a model centre of community advancement" This is because Serian has become the main choice for visitors who wish to go other cities in Sarawak and they also always maintaining the green environments and keep clean.



## **1.4 Mission**

For mission of Serian District Council is “we are committed to enhance quality of life by providing infrastructure, public utilities and services, a safe, prosperous and clean environment to a cheerful and friendly city through active community engagement”.

## **1.5 Client Charter**

Serian District Council has drawn up their Client Charters in order to ensure customers satisfy with their service. Therefore, here I will describe their client charters.

First of all, they will give respond to the complaint within twenty-four (24) hours and the status of action on the complaint within three days from the date complaint received. Usually, the complaint received by formal letter or from phone. For an example, the complaint that usually received is about the road that under council and public work or engineer section will take an action due to the matters.

Then for the second point of their client charter is completed the building plan applications will be processed and submitted to external agencies or internal agencies within fourteen (14) working days. For an example, the building of new shop lot, then applicants passed it to the Engineer Section and Public Health, after that they will go to Fire and Rescue Department of Malaysia Sarawak to discussing on it.

For the third point is, the building plan is brought to the Council Committee within a period not exceeding fourteen (14) working days after obtain approval from all relevant agencies for approval. This will involve the Council Committee that in charged in public work zone.

For the fourth point is, ‘occupation permit’ shall be issued within two working days and the Public Health responsible for this permit.

Then, for the fifth point is due to domestic waste is collected at least two (2) times a week and it must according to the collection schedule set by the Council. It is because they want to ensure that Serian always keep clean and green.

Next, in term of assessment tax bill, they will send it to customers not later than 30<sup>th</sup> April and 30<sup>th</sup> September for each year. This is because to avoid late payment from them and easy for council make their tasks.

In a nutshell, every section will have their own client charters because they dealt with customers and they should take prompt actions.

### **1.6 Organization Chart**

Serian District Council has six divisions and two sections. The six (6) main divisions known as Health and Cities Services division, followed by community development division, assessment and property management division, management services division, enforcement division and engineering division. Meanwhile, for two Section know as Treasury Section and Public Library Section.

Every division and section has their own head of division and lead by the Secretary. Serian District Council managed by Secretary the followed by deputy of Secretary.

For Health and Cities Services division, the Head Division name is Alban Elbony Ak Charles Diyom (U32) .This division has divided into two section which are public health unit and town services unit. Therefore, the tasks more towards environment cleanness like do the inspection and alert on the public health.

Then for the divisions of Community development which is for Library section lead by Puan Runa Ak Satal (S19). Serian public library task is they provide the material in term of books and daily newspapers for readers. Plus,there also have twenty four rural library located at certain kampong.

For the assessment and property management divison, En.Rajak bin Eman(W29) become the head of division. This division also known as rating and evaluation division because they deal with the assessment tax and also conducting the property surveys works in order to know either the house or shop lot need to pay the assessment or not.

Next for the management services division has divided into 2 sections. The first is Human Resources section lead by Mr.Azmat Bin Japar (N29). Their main task to ensure the admin management done effectively and efficient and they also the person

who will manage the service order and also pension. Then for the second section is Treasury which lead by Pn.Rapidah Binti Hj.Hifni (W32). This section will deal with the revenue collection from the Council and staff salaries, and also make monthly financial report.

For enforcement division that lead by Mr.Carlson Ak Kenedy (N32). Enforcement task more on processing advertisement permit and they also monitoring the illegal hawkers.

The last division is engineering division that lead by En.Jemali Bin Zain (JA29). Engineering also known as public work whereby they need to ensure the project goes smoothly and also the infrastructure in good condition especially road.

Therefore, the below figure is Serian District Council organization chart. For the current period of year the total of position has been fill up is 90 and the vacancy is 28 vacancies.

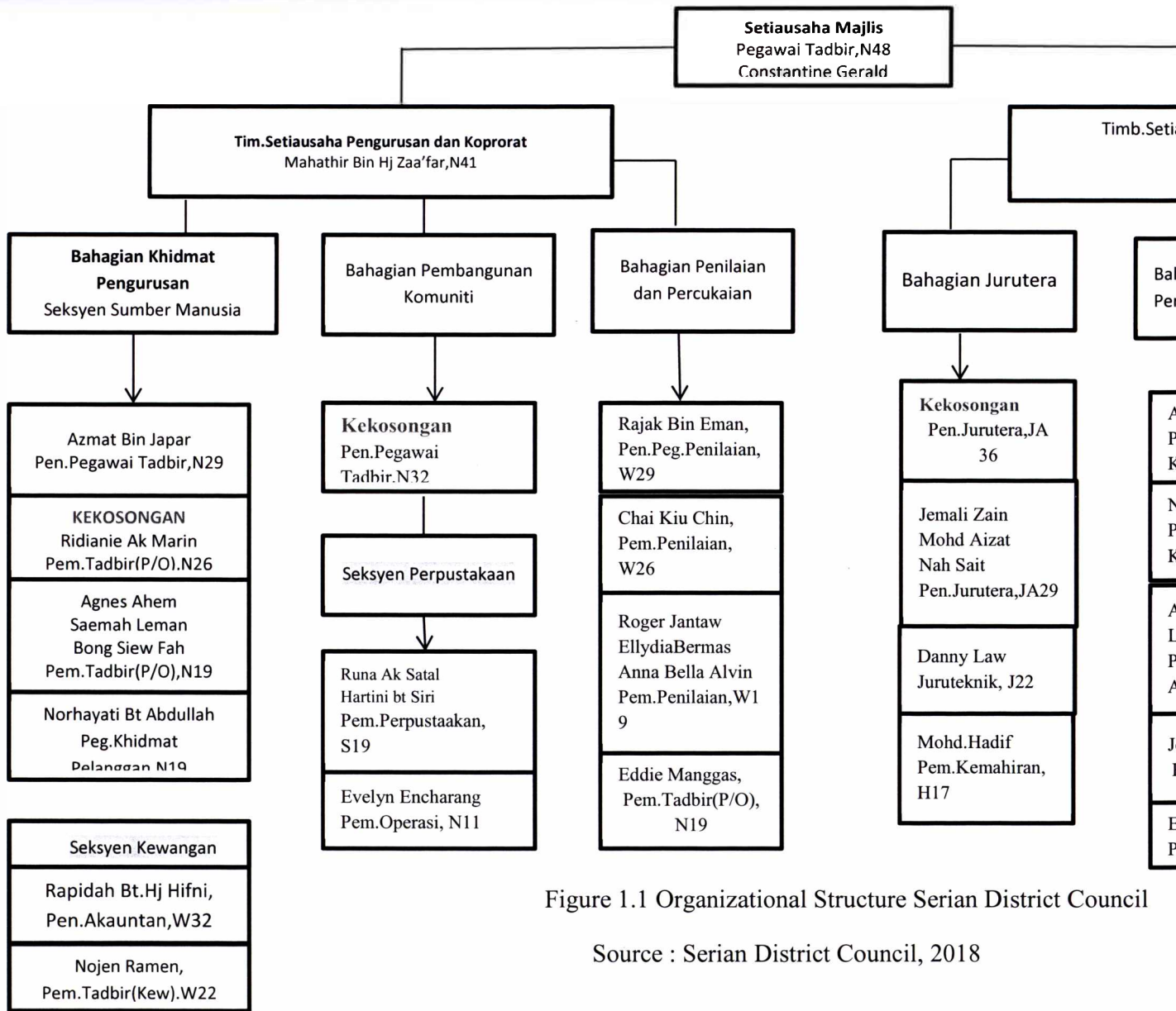


Figure 1.1 Organizational Structure Serian District Council

Source : Serian District Council, 2018

## **1.7 Council structure**

Serian District Council has a total of 100 civil servants that headed by the Secretary with Grade N.48 and he will become the Chief Executive of the Council.

Thus, Serian District Council is the Local Government that administered by two important bodies namely the legislative body and the executive body. For executive body, it consists of members from public service or known as General Administration Order and they implement the policies that have been decided by legislature.

Therefore, the council is chaired by a Chairman, Deputy Chairman and 25 council members being appointed and also Secretary. In term of management, it was completed by 97 civil service members that from various levels of task classifications under the Secretary of Administration.

The Chairman of the Council shall be a District Officer that automatically appointed under Section 12(2) and (3) of Local Authority Ordinance 1996. Whereby, the Council Member is appointed by Yang di-Pertua Negeri of Sarawak which they are citizens of Malaysia and the native population of Sarawak. Then, in term of task, they shall be policymaker and policy body and their decisions will be implemented by management as well as conducting the daily tasks.

## **1.8 Serian District Council Functions**

Serian District Council function is providing an effective and efficient service continuously. Mean that, council will consistent giving the services to public like take prompt action due to complaint receive. By giving effective and efficient service, people will easy to deal with them and can satisfy the customers.

Then, for the second functions of council is formulate, review and enforce the existing laws under jurisdiction of Council. In order to become the developing council, they should be able to plan accurately then implement the new strategy in order to achieve their goals.

For the third function, they formulate, review and implement the Legislative Council. Mean that, they have power to make law but by-law only. Plus, they also have power to review the policy that have been formulated and bring it to council meetings.

Next function is to plan, manage and address public hygiene and health problems. Mean that, the council alert with the issues related with cleanness and healthy because it must standardize with their vision and mission. For an example, they take prompt action due to case of Rabbies.

### 1.9 Rationale Logo

Figure 1.2 : Serian District Council Logo



Serian District Council has logo which is having its own meaning. In term of colours, green is symbolized for life, drawing and fitness. Then, for blue it shows the success of council because it seems like movement of waves. For yellow colour, it focusing on the knowledge, experience and glory because as human never stop to learn new knowledge. For the black colour it show the firmness among staffs and red showing the spirit of humanity.

Then, for the meaning of every symbol are in term of combination of the two red and black triangular shapes and the yellow being colour shade of Sarawak states symbolizes Serian District Council has a good goal towards progress, development in terms of infrastructure, social, economic, health and always want to give equitable and good service to all over the Serian District.

Next, the form of blue water symbolize Serian District has potential become recreational areas that known as Tasik Danu, Ranchan Waterfall and Sadong riverbank and become the main source of people.

For the semi-round and rectangular forms make a seal as the background symbolizes for Serian District Council shadowed and surrounded by natural environment.

The forms of Books and “Hammers” symbolize the General Administration Division and the council members with the absolute authority in order to making decision and new policies.

The shape of 3 people and the red crescent symbolizes the Public Health Divisions which emphasize the health, hygiene and wellness of Serian. Plus, for the form of roads and leaves symbolized the Engineering Divisions that will provides infrastructure and landscape of development for Serian District’s.

In the nutshell, on the whole the above three Divisions that located in a form of triangles equally showing the co-operation, commitment, and equality of energy that have been combined by all three actors to one goal to realize the Serian- Bandar Ceria and Mesra.

#### **1.10 Conclusion**

Therefore, this Chapter One is explaining on the history of Serian District Council and also touch on the councillor members because they are the one responsible to taking care of their zone. Plus, in this chapter also describing more on the number of staff as we can see at organizational chart and the most important one is their client charter in order to ensure that customer satisfy with their services.

## CHAPTER TWO

### SCHEDULED OF PRACTICAL TRAINING

#### 2.1 Introduction

In this Chapter Two, it will elaborate on the scheduled of practical training from week one till week eight. Any task have done will be recorded into the log book and it can be fill in either based on daily or weekly. Thus, that log book should be remarks by supervisor in-charge at organization by every week. In this chapter also will explain on the exact nature of working environment. Plus, due to schedule of practical training, I have been attached at every department at Serian District Council except enforcement and treasury section.

#### 2.2 Attachment schedule

This attachment schedule is made because the organization want me to learn and know the environment at every department also gained the new experience and knowledge

Table 2.1: Attachment schedule

Week	Date of attachment	Department / Section
1	29 <sup>th</sup> January 2018- 02 <sup>nd</sup> February 2018	Human Resource section
2	05 <sup>th</sup> February 2018- 09 <sup>th</sup> February 2018	Human Resource section
3	12 February 2018- 15 <sup>th</sup> February 2018	Human Resource Section
4	19 <sup>th</sup> February 2018-23 <sup>rd</sup> February 2018	Human Resource Section
5	26 <sup>th</sup> February 2018-02 <sup>nd</sup> March 2018	Library Section
6	05 <sup>th</sup> March 2018 - 09 <sup>th</sup> March 2018	Engineering Department
7	12 March 2018- 16 <sup>th</sup> March 2018	Public Health Department
8	19 <sup>th</sup> March 2018- 23 <sup>rd</sup> March 2018	Rating and Evaluation Department



### 2.3 Human Resource Section (Week 1- Week 4)

Human resource section is under management services. Human resource task is more on managing the training and competence, employees' service, organizational development and performance management. Human resource section will ensure that internal management run smoothly because they deal with the human attitude and behaviour. This section also needs to ensure that every staff with grade 22 and above should be send to go training for 42 hours as annually. The high grade and position in human resource at this organization is grade N41 but the head of division is grade N29.

Therefore, during attachment at this section within four week starting from date 29<sup>th</sup> January until 23<sup>rd</sup> February 2018, I have been given various tasked.

For week one which is date on 29<sup>th</sup> January until 02<sup>nd</sup> February is for the first day of practical training at Serian District Council, I met the Secretary of the council. Then, the first task that been given to me is filing. Filing here means, every letters that come in or out should be recorded in files. The staff has teaches me on how to make filing and how to search files according the code given , for an example Pension file , drawer H2, number of file is 45 then by referring to the list of file, it easy to find it. Then any letter that related with pension, should be save and record it properly. Plus, these organizations also have three types of staff files which is personal files, leave files and performance files but these file very confidential and cannot be taken out from drawer without permission.

Then, for the second day of industrial training is I met my supervisor in-charge and having a short briefing about Serian District Council. Then, being asked to sending the letter to Treasury section and it is confidential. Seem like the total number is seven of students that doing their practical training at that organization, I have being asked to make the list name of them because to ensure every single of us have an experienced at every department or section. Besides that, I also been teaches on how to key-in or updating the book of public service or known as "*buku perkhidmatan awam*" , whereby I need to key-in the "sijil pergerakan gaji tahunan" of several staffs . That book also included the details on leave other than salaries. After

being taught on about the filing, then in the week one, I learned on how to use photocopy machine and fax the letters. Other than that, I also send the letter to every sections and department and get the sign from them. For the last day of week one, I get the opportunity to editing the current organizational chart by using Microsoft excel and I managed do it even though never learn how to used it.

For the second week of practical during which is on 05<sup>th</sup> February until 09<sup>th</sup> February, my daily task for the whole week is filing the documents. The file that I need to do is recording the incoming letters is like staff list, advice of transfer and the enforcement staff's performance files. When doing the recording of every incoming letter, I need to write it using red pen, while for the letter that sending out, it should be write using blue or black pen. Like previous week, I also do the photocopying and fax the letters.

After that, I also went to store especially store that keep all old files of human resource section and based on the staff in-charge, she said that they need to dispose the old files around the month of October. During this week also, I also managed to recording the special leave or medical leave of staff and the leave should be apply three days before and human resource section should able to calculate the balance of leaves. But, on the same week, I also received an order from rating and evaluation department to arrange and does the check list the assessment bill either by post or by hand.

Next for week three of my practical training at human resource department which is from 12 February until 16<sup>th</sup> February 2018, I received an order from rating and evaluation department to continuing the previous task because the assessment bill total is more than a thousand. After finishing do the task at rating and evaluation department, I back to Human Resource section to continuing my task which is filing the documents. Then, during that week also I make the calculation of stock state calendar for the month of March that includes the council members and the rural library. After done make calculation and it standardize with the exact amount, I need to distribute the calendar for every department and section except for the council member.

Then on the date of Chinese New Year celebration, I get the opportunity take over the Secretary Office task whereby I need to key-in all the incoming letters into

computer. After key-in, then I need to submit it to Deputy of Secretary because the Secretary council on leave. Then, Deputy of Secretary will give all the letters to me and I need to send the letters to the in-charge staff and get the signature from them. On 16<sup>th</sup> February 2018, it is public holiday for Chinese New Year.

For the last week which is week four at human resource section, which is on 19<sup>th</sup> February until 23<sup>rd</sup> February 2018, I take over the staff at Secretary Office because she was on leave due to Chinese New Year celebration. For the whole week, my task is when every single incoming letter either by hand, post or by fax, I have to key-in it then submit to Deputy of Secretary for action work. When took over the Secretary Office, I also able to answering the called especially from Ministry of Local Government and Housing when it due to urgent matter like respond to attending meeting or programme held by them.

Back to the document or letter that has been submitted and give back to me, I have to send the letter to in-charge staff because some of the letter is urgent letters. Other than I received, submits and giving the letters or document, I also do the photocopy and fax the letter to responsible person. For the incoming letters, after I key-in , I must print it out then get signature from every in-charge staff and then after all being signed, I need to filing it because the letter should not be blank. For the Secretary Office, it deals with any incoming letter and responsible on it because the letter could be an urgent or confidential.

As conclusion for being placed at Human Resource section almost one month, I had learned on how to filing, photocopy, fax and key-in incoming mail or letters. From this section, I am able to know and close with the officemate.

#### **2.4 Library Section (Week 5)**

Library Section also known as Community Development Department more on give the services in term of reference book or reading especially for students because the location is nearby with school but sometimes there also got senior citizen go there and read the newspaper. Public library also provides the reading collection for any types of genre and also has 24 rural libraries that located at certain *kampong*. The types of book provided are in various languages.

Therefore for week five of my practical training this which is starting from 26th February until 02nd March 2018 I being attached at Library section.

For the week five which is day one until day three, the task that given to me is arranged the books then I need to find the book that below year 2009 in order to weeded it. The library should make weeded because the new stock book has arrived and it also called as book of services or B.O.S. The books come generally from Ministry Of Local Government and Housing, and Serian District Council. After weeded the books, I need to separate it into two groups which are under Ministry of Local Government and Serian District Council and put in into the boxes. But, before put it into boxes, I need to remove the book ticket in order to make written off book. The book that has been weeded, it can be donate to peoples and sometimes sell it, and the money from selling the book will declare as library money for them does 5S at offices.

After weeded the books, I need to arrange the new book especially at kids section. For the fourth until the last day of week 5, I am being given the task to make written off all of the books that has been weeded. It must to do the written off to ensure that books is not available anymore.

In a nutshell, the library section I learned on how to weeded, written off and arrange the books. Even though I only attached for one week only, I able to learn and gained the new experience from this section.

## **2.5 Engineering Department (Week 6)**

Engineering department or known as public work dealing with the any projects or tender under Serian District areas. Basically, this department will always deal with netizen from any kampong that asking or requested for repairing road and sign board of their kampong.

Therefore, for week sixth which is on the date of 05<sup>th</sup> March until 09<sup>th</sup> March 2018, my attachment is at public work within one week only.

At this department, for the first day of week sixth, I make the filing on complaint letters and the letters is incoming letter either by hand or through "*tali-*

*khidmat*". The complaint that usually received is more on about the road that are not in good condition and requested on signboard for their kampong.

After that, for the next day, I write the letter to Land and Survey Department due to the building plan together with Fire and Rescue Department Malaysia of Sarawak. At the same day also, head of department were asking me to make the sketch on white board for them to write down the service order month by month. Followed by the next day, I also being ask to write a letter about the election profile of every staff of engineering department.

The election profile consists of their name, position and number of parliament they should be in. Then, I also write a letter about updating the villages name in alphabet order due to election places.

For the last day of week sixth, I learned on how to laminating the letters and it became my first experience doing it.

In conclusion, even though my major is in administrative but I am still able to gained an experience at public work department and learned something from this department especially in term of sketching and make a formal letter that quite close with engineering such as Land and Survey.

## **2.6 Public Health Department (Week 7)**

Public Health department is department that will always give the services in term of cleanness and they also keep maintaining that Serian District always green. Besides, other than monitoring the cleanness, they also the one should responsible to approving the license or permit and need to do the inspection especially public toilet.

Therefore, for week seventh on date 12<sup>th</sup> March until 16<sup>th</sup> March 2018 I was attached at public health within one week.

For the first day of week seventh, I get the opportunities to go site visit with health inspector in order to make inspection at public toilet at Balai Ringin and Ranchan Recreational Park. The site visit was become my first experience doing task outside of office environment and the inspection based the cleanness of the toilet and

monitoring the contract staff either their doing their jobs or not like collecting and swept the rubbish. Other than make inspection, I also make site visit to place of solid waste being disposed that located at eight mile of Serian and just look at the surrounding.

In the public health also, I was being invited to join the meeting with the staff regarding to Local Government Sport or known as “Sukan Pihak Berkuasa Tempatan” that will be held on the month of July. These meeting only discussing on who will go and participate in every games that has been choose. The meeting held only involved small number of staff.

Then, for the last day on week seventh I was learned on how to binding book and the book I do is regarding to the tenders under public health and quite thick. After that, at the same day I do filing regarding on garbage that has requested by citizen. Public health also deals with the garbage because it is one of their aims to ensure environment keep clean and no littering.

At public health also, I still manage to do administrative work like key-in or updating the book record of staff. The book record of staff is any course or seminar or training being attended by them, they should key-in it and they teach me on how to do it.

In summary of week seventh at Public Health department I get a chance to go site visit and doing the inspection , it become my new knowledge also and also have chance to attend meeting even it just a not a formal meeting but it become my current experienced.

## **2.7 Assessment and property department (Week 8)**

Assessment and property department or known as rating and evaluation is normally related with assessment tax. But, this department also have responsible to make the house number and make the evaluation to the properties. This department also the one responsible collecting the taxes and send the bill to every place that under Serian District boundaries.

For the final week of my industrial training on date 19<sup>th</sup> March until 23<sup>rd</sup> march 2018, I was attached at rating and evaluation department.

For the first week of week eight , I responsible to make check list the property address and put it in one area for an example for Tebedu area. The serial ward number also should be same with the assessment tax bills to avoid any problems when payer makes payment of tax.

Then, for the next day, all of the staffs and industrial training students attend the “*Perhimpunan Perdana*” that held at Ranchan Hall and during that assembly, the students are being asked to make performance as it an order from Secretary. The assembly held from 8.00 a.m until 10.30 a.m. After that, I was being given task to key-in ward serial number for e-billing. Every feedback letter on e-billing, it should be key-in into data of ELA2 and need to ensure the name and serial number is correct.

Following by next day until my last day doing industrial training, my task at rating and evaluation department is key-in the ward serial for e-billing seem that our state now moving on to digital for every services. It is important to key-in their ward serial number to avoid any misunderstanding on the amount of taxes.

At the same time, I also get the opportunities to deal with citizen who wished to pay the assessment tax and print out their bills. Plus, some of customers also asked me to edit their name, address and check their current balance payment.

Overall, for rating and evaluation department, I do the multitasking job because when key-in the data or ward serial number , I also deal with customer that want to pay their taxes and during the same time I print out the bills. It is quite challenging for me because facing the people attitude and behaviour.

## **2.8 Conclusion**

To sum up this Chapter Two, seem that I managed to learned and experienced every department and section, it shows that as the administrative sciences student , I not only focused at one major only but able to do various type of jobs. Plus, by having experienced from every department, I am able to learned new knowledge from the senior staff and we are keeping sharing each other.

## **CHAPTER THREE**

### **TASK ANALYSIS**

#### **3.1 Introduction**

This chapter will focus on the main particular task that I have done the most during my practical training, which is filing management and customer service management. It will explain the exact nature of the working environment in the organization, which is related to what I have learned in theory. Therefore, in this chapter, I will describe more on how I apply it in a real environment. This chapter also will discuss the definition of filing management, important things when filing, how to set up the filing. Then this chapter also elaborates on the definition of customer service management and how it is applied during practical work.

#### **3.2 Definition of filing management in organization**

Filing has become a part of management in every organization, either private or public. Filing is important because it is the way for an organization to keep the data either confidential or not in file. Therefore, filing means keeping documents in a safe place and being able to find them easily and quickly. Thus, the documents that are cared for will not easily tear, get lost, or dirty because the documents could be very private and confidential.

Therefore, a filing system or management is the central record-keeping system for an organization. It will help the organization to be more organized, systematic, efficient, and transparent. Other than that, this filing also helps all people who should be able to access information to do so easily (Stallings, W., 2005).

It is always a pleasure when someone looks for something and is able to find it without difficulties. In our organizations, we work in groups. We receive and send out documents on different subjects. We need to keep these documents for future reference. If these documents are not cared for, we cannot account for all our organizational activities. Everyone who needs to use documents should know where to get them.



### **3.3 The important thing of filing management**

Every organization must have filing management in order to ensure their daily task easier. Therefore, we as employee or staff will file the documents that are sending to every department by other department or people. Other than that, the employees in the organization also need to records all of their activities. These can be the letters, memos, reports, financial records, policy, documents, advice of transfer and etc.

Thus, filing the document or letter will depends on how busy your office or organizations is. This is because in every organisations filing is done at least every day and usually the first thing to be done in the morning. It can be neither in a small or less busy office or department, the staff could file once or twice a week. It became a compulsory and daily routine.

Other than that, filing also required the equipment to ensure it saved be keeping. Therefore, the equipment used for it is filing cabinet, steel cabinet, date stamp, register, filing shelves, box office, clip folders, folders, suspension files and laver arch files. These equipment also being used by Serian District Council in every department.

When I conduct practical training at council and attached at human resource department, the filing cabinet is used to keep flat files and suspension or hanging the files. For Serian District Council at Human resource, they have filing cabinet which is the cabinet for them keep all documents and divided into two divisions. The first division of cabinet is for employee's personal files while the other one is for incoming or out sanding mail for pension or etc.

Then, for date stamp it is used to date stamp documents that are received on daily basis so that they will filed in chronological order and have a record of when received the documents. For an example, I done it when I get the opportunity take over task at Secretary Office, I need to make date stamp for every incoming mails or letter in order easy for me and other staff refer when there is an issues. When filing also, the dates need to be writing or stamp in the form list of file contents.

Then, for the division, for employee's cabinet, it will consist of employee's files which is personal file and performance files. Mean that, for the employee's cabinet it is very confidential and only can take out the files if needed and get order from the staff in-charge. In the organization that I had chosen also, I only take out the staff files when get an order from the staff in-charge when he or she asking me to updating the leave or salaries because salaries is something can be said as confidential.

Next, for the filing method, Serian District Council has used three methods filing which is by subject or category, alphabetical order and numbers. These ways of filing is called as classifications and means to organising things that are together. For an example, this method has been applied at human resources department of Serian District Council because they teaches me on how to arrange and read the files number according to the category followed by alphabetical order and lastly numbers like pension file Cabinet Category H3, then the number is 45/Pen/H3 . The number 45 is referring to file number.

### **3.4 Ways to set up filing management**

In every department of one organization also has their own way on how to set up the filing management because it depends on the head of department.

For the first way on how to set up the filing is according to categories. To make a filing management more useful, they can group the files into categories and it known as group of things that belong together. When the organization files it by categories, they try to put files together because belong together but don't out it together due to same letter. For an example, when I was being attached at human resources department, engineering department and public health department, the ways their set the filing cabinet is different. Like at public health department at Serian District council, they will categorize it according to license file, permit files, garbage file and else, and it became easy for staff finding the files when it needed. As for me when conduct the practical training, when one of the staff asking me to make filing about garbage, they just says the cabinet name as it has been categorized.

Then, in filing management process, after decided the categories, the organization have to draw up filing index to ensure everyone can understand the

system used and find the information they want. It called as filing key. Write up filing key by listing all the categories in order they are filled in and make sure it is laid so everyone can understand it. Then, put it on the filing cabinet and also a key for each drawer on front of the drawers. The copy of filing key will be given to everyone for their references. For an example, human resource section at Serian District Council will have the copies of filing key or references for them find the file, the copies located at above the cabinet and it based on alphabetical orders. As for me when do filing, I also learn on how to read the index and find the files when do filing of any incoming letters, and it quiet confusing sometimes when Secretary need the official letter from any files.

Every organization required to dispose the files and target on which month they should do that. Disposed happened when the files over the limit and need to open the new files. But don't create new files unless the organization absolutely sure the information does not logically fit into an existing file. When open the new file's, put it in correct category then write the filing key. When doing the training at Serian District Council, I also create a new file because they aimed that on this coming October they will closed the old files and keep at store. Doing the new file also need to follow few step, especially the date it closed should be stamp date and the open date also like that. Any documents in the files also need to review back before closed it because I also have an experienced when finding the pension file but it has been closed, and it quiet hard to find which file number of it.

Then, for the file correspondence all letter must be filled in 2 places which are incoming mail and outgoing mail. For incoming mail the original letter together attached with a copy of it into subject file and a second file goes into the correspondence in file. For outgoing mail, one copy of the letter goes into subject file and one copy goes into correspondence out. For an example, human resource department have the file for incoming mail and it should be written using red pen, while outgoing mail using blue or black pen.

In filing management, there also have few rules that organization should follow. There are two basic rules when underlying the filing which are alphabetical order for filing according to the letter of the alphabet and date filing most recent files on top. These are basic rules when apply to all filing system because when file by

name, subject and area it should be alphabetical. But for case of Serian District Council at Human Resource section, they arranged it based on numbering order but in filing index they write it according alphabetical order. Therefore, the system are mix whereby using alphabetical and numbering order. For an example, Advise of transfer alphabet "A" while the number is 45 and the drawer is G2. It quiet confusing, but I more prefer using the alphabet because easy to find the drawer number.

Then, in order to taking out the files it using filing key and must make sure that don't lose files because every single letter in and out, it is important files. Every single staffs must never take the suspension files out and they should only take out the flat folder inside the file and to keep track of files, we need to record of all the files or document that staff borrow. But for organization that I had chosen, other than staff of human resource department, they cannot borrow the files especially personal files and if they want to see, they just see it in the HR offices. For an example, when the enforcement department asking me to taking out their personal files, I need to ask permission from staff in charge , after he or she allowed then only I can take it out but I need to write the borrower name and after giving back, I need to check it back to avoid any misused .

In term of finding information, it more on keeping the information in files that only useful if we and everyone in organization know how to find the documents needed. Serian district council also file the information so that they able to find it easily and it called as retrieving information. Thus, every organization that need used the files, they should able to find information quickly and easily, and simple meaning staffs must know the method of filing their department use. For Serian District Council, only human resource department have a reference in order to find the files easy and quick because they keep all the incoming letter and staff personal files, it should be confidential.

Therefore, every organization should maintaining the filing management and system because need to ensure that the files is keep safe. Therefore, it is very important to make sure that all papers and files are kept in good condition. For Serian District council, they will ensure that the files staff not put too much in files or folder because when it happened, they automatically closed that files. Any circumstances

that they need to refer back after closed the files, they able to find it even has been put at store because they have the records.

### **3.5 Definition of customer service management**

Service defined as an action of doing something to someone which is essentially intangible and service also an act of performance that offered by one party to another that is essentially intangible and does not result in the ownership of anything(, Wreden, 2004).

Thus, in term of customer service management was defined as the supply chain management process that represents the company's face to the customer. The process is the key point of contact for administering service level agreement (SLA) developed by customer teams as part of the customer relationship management process. Therefore, the goal is to provide a single source of customer information such as product availability, shipping dates and order status (Yemisi, Michael and Douglas, 2003).

### **3.6 Customer service management at Serian District Council**

Service management in term of customer at Serian District Council included the elements of quality service which is tangible because of physical facilities and equipment and the appearance of personnel. For Serian District Council, their action strategy is maintains the workplace in a neat, orderly manner, dress professionally, and maintain excellent grooming and hygiene standard. It can be seen when I deal with customer, a sat in front of counter, we need to dress professionally because it is organization images.

Other than that, Serian District Council also practise the elements of empathy because they showing the degree of caring and individual attention that provided to cusmtomers. Their action strategy is listening for emotions of their customers' messages. Then they try to put themselves in customers place and respond compassionately by offering service to address needs and concern. For an example, when I attached at Secretary Office, I faced some of customers attitude or behaviour

which is some of them a hot tempered, but luckily I able to give attention towards his complaints.

Next element of quality service that applied by Serian District Council is responsiveness, mean that the willingness to help customers and provide prompt action. Their action strategy is taking an immediate step to help customers and satisfy needs. For an example, when I attached at Engineering department, I face to face with some *ketua kampong* which is they keep asking about the signboard of their *kampong* and their complaint will be written at complaint letters, and engineering department will give respond promptly.

Therefore, in order to ensure service delivery very efficient and effective, every employee should able have the good communications skills, either verbally or non-verbally. When delivering the messages by using communications in verbally, every staff should greet the customer, be specific and plan the messages. For an example, when I attached at Secretary offices, I deal with customer which is citizen, I must greet them in polite, also when answering called as the Ministry Local Government and Housing (MLGH) and other government agencies make a called direct to me, I need to answering it by used greeting and formal sentences “ *Hello, good morning , Secretary Office,*”. But, when deal with customer face to face, it is must smile then greet, and maybe shake their hand. The important thins look at customers in the eyes as us speak with them to avoid they feel they not around.

Even though, when I attached at rating and evaluation counter service, I also entertained them in good way and act promptly. Rating and evaluation department the one responsible imposed tax to every people under Serian district after their house being measured. Some of them come to the counter just asking to print out the bills and some of them also asking to edit their name or property address. It must take a prompt action as they want see changes when request for editing. But, it not easy when deal’s with customer that not satisfied with the tax amount for him or her. For an example, I gained an experience when some customers asking me, why the amount does not same like previous year and as the person in charge sat at counter service, I need to explain to him clearly and applied what have teaches on subject management, on how manage people with that attitude. That is one challenge when attached at counter service which is dealing with customer attitudes.

Then, non-verbal communication with customers also included in customer service management. As we being teaches, when conducting the practical training, we should able applied it in exact nature. Non-verbal communications can be in term of body language and volume cue. When attached at counter service and Secretary office, eye contact become the important part in order to convenience the customers and the voice should not too high volume. This is the reasons why we being teaches of customer service management because deal with behaviour and attitude, and also how to control their emotions.

Other than that, customer service also mentioning about characteristics of good listener. The characteristics of good listener can be understanding, patience and attentiveness. As I attached at counter service and secretary office, I applied the good listener characteristics like understanding their matters. When customer keep talking and complaining in front of me, I keep listening on their matter and show the willingness to listen. As being teaches, avoid arguing them while still talking. When try to listen, we able to catch up what exactly their problems, seem that majority population at Serian is conquered by Bidayuh ethic, different language became the obstacles. After listen and understand what they actually want, then asses their matter. As a person which is deal with customer, I able to applied characteristic of good listener by listen carefully and don't ever make excuses or interruption while they still talking.

### **3.7 Conclusion**

As the conclusion for this chapter, it focusing on task analysis that I have done during practical training at Serian District Council. By doing filing and dealing with customer become my major task within 8 weeks and I am able to apply what I have studied before especially in services quality management. It because at every department I been attached, I deal with internal management.

## **CHAPTER FOUR**

### **RECOMMENDATION**

#### **4.1 Introduction**

In this chapter four will covering the strength, weaknesses, opportunities and threat or known as SWOT analysis. SWOT analysis is an important support tool for decision-making, and is commonly used as a means to systematically analyze an organization's internal and external environment (Dyson, 2005). The purpose of SWOT analysis is, it an easy to use tool for developing an overview of organization's strategic situation because it forms a basis for matching the organization's strategy to its situation (Jeroen, Gerard and Kees, 2010). Therefore, in this chapter will describe the strength, weaknesses, opportunities and threat of Serian District Council and the recommendation for the organization.

#### **4.2 Strengths of Serian District Council**

Strengths analysis is under internal analysis. As we all know that, internal is within the organization. Therefore, the internal analysis could be on financial resources, physical and human resources. It can be analysed the strength of one organization after know the internal strategy formulation.

Therefore, as I conducted my practical training at Serian District Council, their strength is in term of human resources. As we know that, human resources played important role in every organization because they deal and managed the activities in organization, especially involving recruiting the right employees and managerial capabilities.

As I conducted my practical training at that organization, I can see their strength in term of human resource because they also involved with local talents, contractors and expertise towards any tenders they get. When they get any tenders, Public Health and Engineering department will conduct the meeting with Councillors member according to their zone. Public health involve because they need to make inspections, while engineering need to ensure the plan is reasonable.



It became the strength of organization because they able to get the expertise and contractors when get new tenders .The tender can be in term of construction of any building within Serian areas. Other than that, in term of cleanness's of any area of Serian like public toilet, Public health able to get the right contractor to do that jobs. That is why their vision more on cleanness's of the environment. The councillor's member also must responsible when selecting the right contractors because need to ensure that their areas keep clean and green. Then, engineering department also will recruit in charge staff to monitor and supervise the contractor workers, and they will make daily report to that department. If they got any complaint from people, public health staff will make the inspection at that area. For example, as when I attached at Public Health department, I get the opportunities goes to site visit and make inspection at Balai Ringin area. It show that, their strength when they take a corrective action especially involving the resources like contractor and tenders , plus the organization able to get right expertise to monitoring any tender they get.

#### **4.3 Weakness of Serian District Council**

Weakness also involving the internal organization and known as the obstacles for organization to achieve their vision or mission. The weakness is the strategy to change from inferior or superior performance. The factors of weaknesses at every organization can be in term of financial and physical.

As for Serian District Council, financial resource became their weakness as they not fully funded by government and get the resources from tax collection, license and permit of open any business. But, due to the late payment from people, it became their weaknesses because they need money to run any projects or tenders. Other than late payment, due to lack financial resources, they also need to decrease or cut the amount of any kampong that requesting allocation for stones.

As I attached at Engineering department, some of *ketua kampung* will keep asking about respond for their request on that allocation and the staff in charge will says that the amount will cut down a bit due to financial resources, but Serian district council will gave the amount after being cut.

Financial resources became their weaknesses because they need cut down the exact amount of any request for projects at certain kampong and some of department will sell the books that above year of 2009, and the money will become their collection for any emergency.

Other than financial, physical resources also became weaknesses for Serian District Council. It because the layout for every department is not sufficient to run their daily works. As for Serian District Council have more than 5 department and 92 workers, they need to extended space of the offices. Especially for engineering department, they don't have enough space for them allocate cabinet for kept the files because engineering department files very important when get any tenders. When the layout and space for every department not enough, it hard for them save and kept any important document. As I attached at Engineering department, they don't have any cabinet and they put the files into boxes, and when it related with urgent issues, they need to find it but quiet difficult. Even table for any intern student also not provided and need to share with other staffs.

#### **4.4 Opportunities of Serian District Council**

An opportunity is the chance for a firm growth or progress due to favourable circumstances in the organization environment. Plus, opportunities are also conditions in the external environment that allow a firm to take advantage of organizational strengths, overcome organizational weaknesses and neutralized environmental threats.

Therefore, at Serian District Council, their opportunity is in term of technological forces. The technological forces represent major opportunities that must be considered in formulating strategies. Thus, technological advancement can create new competitive advantages that are more powerful than existing advantages, and not all sectors of the economy are affected equally by technological development.

As I conducted my practical training at Serian District Council, their opportunities more on technological forces because as we know that our state is now move forward to Sarawak digital economy, and has implement e-Sarawak. Therefore, Serian District Council also has implement system of e-biiling. E-billing is the system that easy for tax payer to paid their assessment tax without go to council. With this e-billing, any letter about amount of assessment tax will directly send to their email and

can pay it with that system as we are moving into digital economy and it more paperless. This e-billing is the system that collaborative with Sarawak state government, as they formulate this system. It became opportunities for Serian District council because save their time and cost when deal with payment of assessment tax. It showed the relation with external organization when local government collaborate with state government.

#### **4.5 Threats of Serian District Council**

A threat is the factor of external environment that poses a danger to well-being. It is condition in the general environment that may hinder a company's efforts to achieve strategic competitiveness. Also, it is known as a condition in the external environments that may stand in the way of organizational competitiveness of stakeholder satisfaction. The possible threats may be in term of new entry by competitor, changing demographics, emergence a cheaper technologies and regulatory requirements.

As for Serian District Council, their threat is on economic forces. Economic factors have a direct impact on the potential attractiveness of various strategies. Plus, economic factor can be in term of inflation rates, interest rates, government budget deficits, gross domestic product and personal saving rates.

Therefore, economic forces become threat for Serian district council because some revenue they get also from government. State government has covered some percentage amount of assessment tax, and if state government decrease the rates, the council need to imposed more amount to payers. Due to big total amount of taxes, some of tax payer will delayed to pay it, and the council financial will not stable. It is related with external because deal with state government in term of assessment tax that government has covered a few per cent.

The issues is raises when have some people not satisfy when they need to pay tax for this year but last year is free. This is depending on how many per cent government covered for him or her property. Also, it depending on state government economy status, because they have the right to imposed how many per cent they covered in order to help reduce the burden of tax payers.

#### **4.6 Recommendations**

After analyse the strength, weaknesses, opportunities and threat of organization that I chose which is Serian District Council, I would like to make few recommendation in order for them improve certain issues.

First recommendation due to their weaknesses on physical resource which only involved internal of organization, I would like to recommend that, they may ask allocation from state or they may renovate their space by their own. Seem that, engineering face this matters, they may be changed their place with Enforcement office because they usually monitoring at Serian market and got the offices there. Engineering department may move to enforcement office because they involved with certain tenders that are important and need the sufficient space for them keep all the documents also the building plan. Other than that, Serian District council also may buy the recycle cabinet from private company by using department collection money besides waiting allocation money for them to buy the new one.

Then for the second recommendation due to the threat of organization which is economic forces, organization may have their own personal saving. Mean that, other than they keep waiting allocation from state or federal, they may have their own saving by having collaboration with certain banks to keep their funds. It is organization saving when joined any competitions that involved money prizes. This is one of strategy that they can grab and follow, because not every year our economy stable and not every year also state government maintaining the same amount percentage of assessment tax that they covered. Therefore, Serian District council may have their back up plan in order to overcome the economic threats.

#### **4.7 Conclusion**

As the conclusion for Chapter Four, this SWOT analysis has their own benefits which are simple to do and practical to use for every organization. Then, it is easy for every organization to understand the SWOT analysis because using the simple word. But, the most important thing in this chapter is it focuses on the key internal and external factors that could affecting the organization either able to achieve their vision. Therefore, with this SWOT analysis also, it can helps organization to identify their weaknesses and find the right way to overcome it.

## **CHAPTER FIVE**

### **CONCLUSION**

In this chapter five, it will conclude for the entire chapter from chapter one until chapter four. Therefore, every chapter also will be detailed out in this section.

Therefore, for Chapter One, it more to explaining on the history of Serian District Council and also touch on the councillor members because they are the one responsible to taking care of their zone. Plus, in this chapter also describing more on the number of staff as we can see at organizational chart and the most important one is their client charter in order to ensure that customer satisfy with their services.

Then, for Chapter Two, seem that I gained new knowledge and experienced foe every each every department and section, it shows that as the administrative sciences student, I am not only focused to one major task only but able to do various type of jobs and called as multitasking. Plus, by having an experienced from every department, I am able to learned new knowledge from the senior staff and we are keeping sharing knowledge with each other.

Next, for Chapter Three, it focusing on task analysis by detailed out what have I studied and I applied it during my practical training. In this chapter, I only detailed out the main major task I have done within 8 weeks. By doing filing management and dealing with customer become my major task within 8 weeks and I am able to apply what I have studied before especially in services quality management. It is because at every department I had been attached, I deal with the internal management.

As the conclusion for Chapter Four, this SWOT analysis has their own benefits which are simple to do for every organization. Then, it is easy for every organization to understand the SWOT analysis because using the simple word. But, the most important thing in this chapter is it focuses on the key internal and external factors that could affecting the organization either able to achieve their vision. Therefore, with this SWOT analysis also, it can helps organization to identify their weaknesses and find the right way to overcome it.

To sum up this chapter, I learned new knowledge when conducting my practical training and I also get the positive impacts and good working environment with them.

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## APPENDIX

KEMENTERIAN KERAJAAN TEMPATAN

**SENARAI KANDUNGAN FAIL** MUKA SURAT 1

NO. FAIL :  
TAJUK FAIL :

40. Nota dan Kertas Kerja	melanjak dipaparkan pusing part dipaparkan kepada Pn. Iqsa	24/1/2019
41. Surat Amaran Kawalan?	berita C.2.19/Jam 1.00 pse - b.k.kampat di Kkg. Amaran Pn. Iqsa kepada bekasnya Pn. Iqsa mentah di dalam rumah Bn. Iqsa	6/3/2019
42. Pn. Iqsa	request to take care the put holes, return the yellow box and for the new straight light.	25/1/2019

\*NOTA:  
a) Dokumen yang r...

Picture 1.1: Form for filing or to recording the documents

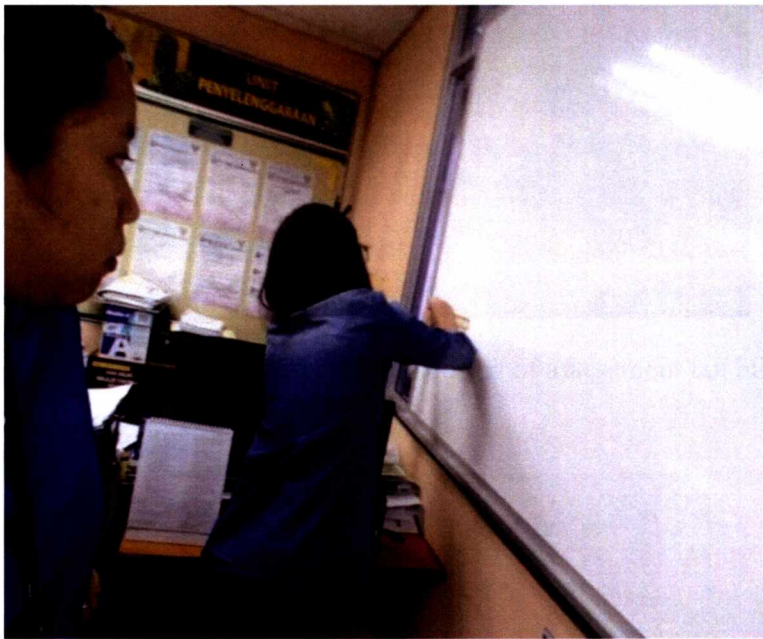


Picture 1.2: Filing management system using own code





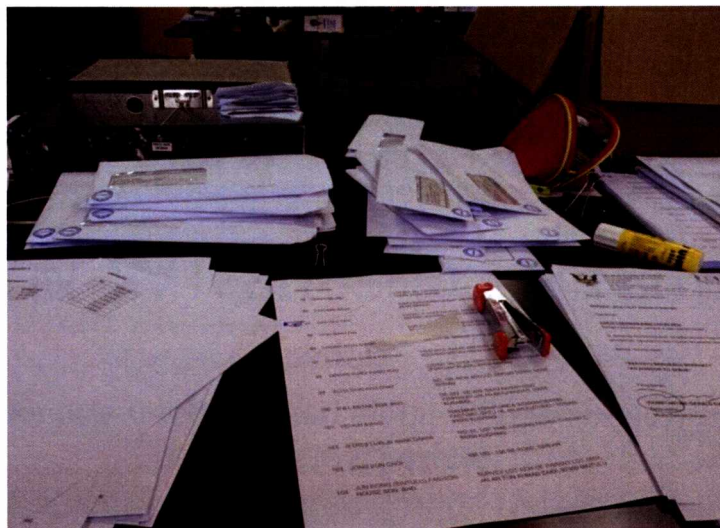
Picture 1.5: Weeded books ( Book of Services )



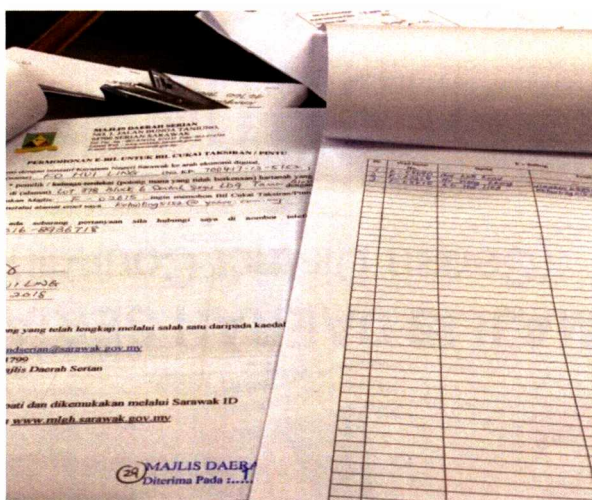
Picture 1.6: Sketching table for monthly services order at Engineering department



Picture 1.7: Site visit to solid wastages disposal place at 8<sup>th</sup> mile Serian.



Picture 1.8: Re-checking the property address of assessment tax bill



Picture 1.9 : Updating serial ward number of assessment tax bill



**MAJLIS DAERAH SERIAN**  
(Serian District Council)

**SIJIL**  
**PENGHARGAAN**

Majlis Daerah Serian  
Merakamkan setinggi-tinggi penghargaan dan terima kasih  
kepada

**CAURTNEY CHERURAI AK. NUWEK**

Pelajar Program Bachelor of Administrative Science (Hons)  
(KPT: 951213-13-5544)

Kerana telah menunjuk prestasi yang cemerlang  
semasa menjalani latihan industri di Majlis ini  
mulai 29 Januari 2018 hingga 23 Mac 2018

**(CONSTANTINE GERALD DAVID ANAK JONAS)**

Setiausaha  
Majlis Daerah Serian

Tarikh: 28 Mei 2018

