

UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY
STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE



PRACTICAL TRAINING REPORT (ADS667)
SARATOK DISTRICT COUNCIL, SARAWAK

FELICITY CHINDA ANAK JAMES

2017274004

JULY 2019

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DECLARATION

I declare that the work in this industry training report was carried out in accordance with the rules and regulations of University Technology Mara (UiTM). It is original and is the result of the student own work, with the help organizations, lecturer and other references. This industrial training report has not been submitted to any other academic or non-academic institutions for any other qualification. Any form of publishing, copying and so forth is prohibited and requires the consent of the student.

Student's Name : Felicity Chinda anak James

Matric Number : 2017274004

Program : Bachelor of Administrative Sciences (Hons)

Faculty : Faculty of Administrative Sciences and Policy Study

Title : Industrial Training Report

Signature : 

Date : 8th July 2019

ACKNOWLEDGEMENT

The internship training that I had with Saratok District Council was a great chance for learning and professional development. Therefore, I consider myself as a very lucky individual as I was provided with the opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through the internship period.

I would like to express my deepest gratitude to Madame Alina Binti Haji Bidin, my supervisor for her guidance in giving the new skills and knowledge during my twelve weeks of practical training in Saratok District Council. All of the knowledge in administrative section has given me a chance of experiencing the office matters. This experience will be used when I am able to get a career in the future.

Next, I would like to thank internship training unit of University Teknologi MARA, Sarawak for helping me in the process of before and after my internship as well as in order to prepare a report for the internship training.

I would like to thank my parents who always support me with the decision I took in doing my interns. Lastly, I would like to thank my friends for giving me a support in order to complete the practical training report and ended my internship for about the twelve weeks.

CHAPTER 1

INTRODUCTION

1.0 Introduction to organization

There are 26 Local Authorities in Sarawak which including Saratok District Council. The main office building of Saratok District Council is situated in the middle of Saratok Township. There are 53 staffs of Saratok District Council that lead by the N44 Administrative Officer called the Secretary. The organisation structure of Saratok District Council that comprises the administration and service management can be divided into eight sections:

1. Administration Section
2. Public Work Section
3. Public Health Section
4. Treasury Section
5. Rating and Taxation Section
6. Enforcement Section
7. Library Section
8. Civil Engineering Section



Figure 1.0: Saratok District Council's building

1.1 Background of Saratok District Council

Saratok District Council was established in 1948 and firstly known as “Kalaka Mixed Local Authority”. The name was changed to “Kalaka District Council” in 1954. However, the name was change again to Saratok District Council in 1991. That name was last until today.

Saratok District Council had its own office building in the year 1962 which was launched by Mr. Resident of the Second Division Simanggang, Mr. A.J.N. Richards.

However, the building was demolished and builds again in 1991. The new building of the Saratok District Council was launched by YB Ministry of Environment and Tourism at that time which is Datuk Amar James Wong Kim Min on 23rd June 1993.

From the year 1948 until 1953, the main office of Saratok District Council was situated at the Public Library. Then, it was transferred to the old building of government that situated at Masjid Besar, Saratok.

Vision

Saratok District Council as a model centre of community advancement by 2020.

Mission

Saratok District Council is committed to elevate the quality of life by providing an efficient and effective municipal service through community engagement.

Slogan

“Ke Arah Pembangunan Mampan”



Figure 2.0: Saratok District Council's Logo

LIST NAME OF SECRETARY FROM 1955 – 2018

Bil	Nama Pengerusi	Tempoh Tahun
1	Mr. William Tang Tieng Kee	1955 - 1956
2	Mr. Chang Ngok Chong	1957 - 1958
3	Mr. Thomas Tan	1959 - 1960
4	Mr. Wan Ali Ibrahim	1961 - 1962
5	Mr. Peter Ngu Teck Ming	1963 - 1971
6	Mr. Abang Abdul Rahman Bin Hj. Mohamad	1972 - 1976
7	Mr. Narudin Bin Haji Narawai	1977 - 1979
8	Mr. Achan Anak Kana	1980 - 1986
9	Mr. Stephen Naga Ak Linggang	1987 - 1988
10	Mr. Leonard Umbie Ak Didang	1988 - 2002
11	Mr. Goh Yong Hui	2003 - 2004
12	Mr. Buncha Anak Mandi @ Mathew	2005 - 2006
13	Mr. Ignatius Jinnie Bunyau	2006 - 2013
14	Mr. Abdul Razak Bin Awang Bini	2013 – 2018
15	Mr. Bilong anak Engkas	2018 – NOW

1.2 THE JOB SCOPE FOR EACH SECTION IN THE COUNCIL

i. Administration Section

- Administer and support services
- Customer service management
- Handling customers' complain
- Management Secretariat and continuous Implementation of Quality and Improvement Programmes
 - ISO 9001 : 2015
 - 5S Practices
 - “Anugerah Kualiti Perkhidmatan Awam Negeri Sarawak” (AKPANS)
- Development of the organisation :
 - Coordinate the development activities and the application of brilliant work culture
- Managing the record of files and letter.
- The council meeting committee
- Human Resource Management
 - Performance Evaluation
 - Disciplinary Action
 - Service Records
 - Handling the process of the appointment, promoted and leaves application of the staff.
- The security of the office
- Public relation

- Plan and control the computer system in the office.
- Management at the Kabong branch
 - Administer the branch
 - Receive the payment
- Management at the Roban branch
 - Administer the branch
 - Receive the payment

ii. Treasury Section

- Managing the financial affairs in the council
- Managing and organizing the accounting system and all the procedure of accounting in accordance to the Local Authority Forest Reserve (LAFR).
- Revenue collection and accounting:
 - Managing the door tax, payment of various license and bills.
 - Receiving recurring grants and development grants from state government.
 - Managing accounting tasks.
 - Prepare the yearly account and annual budget of the council.
- Managing all type of payment made by the customer
- Managing the emolument payment of the staffs.
- Investment management Council

iii. Rating and Valuation Section

- Run a survey work.
- Preparing a sketch plan and location plan
- Make a further investigation on the demolish house, new house and abandoned house.
- Help in the process of exchange of property.
- Assess the house tax.
- Investigate the write off request on tax and duty free.
- Check out on the application of a new house.

iv. Library Section

- Management and development of knowledge sources.
- Management of library sources.
- Management all the facilities and infrastructure of the library.
 - Acquisition of library material.
 - Storage and maintenance of the library materials.
 - Record management and library inventory.
- Control and maintenance of computers, and reading location.
- Help the state library to plan the development of the library.

v. Enforcement Section

- Implement and enforce the Council Ordinance, Basic Law, By-Laws and the government direction in the authority of the council :
 - Enforce the law
 - Processing and application of banners.
 - Deal with hawkers and shopkeeper that does not have business license.
- Make investigation and prosecution on the case violation of the law.
- Do the inspection on the business premises.
- Investigate the customer's complaints.
- Supervise the illegal business.

vi. Civil Engineering Section

- Managing development projects which is funded by the government and council.
- Managing tenders and quotation for the development projects.
- Maintaining facilities and managing infrastructure work.
- Review and approve the building plan.
- Preparing, maintaining, improve, build and beautify the area of council's jurisdiction.
 - Develop a new public park, recreational park and landscape area.
- Maintaining the recreation facilities.

vii. Public Health And Environment Section

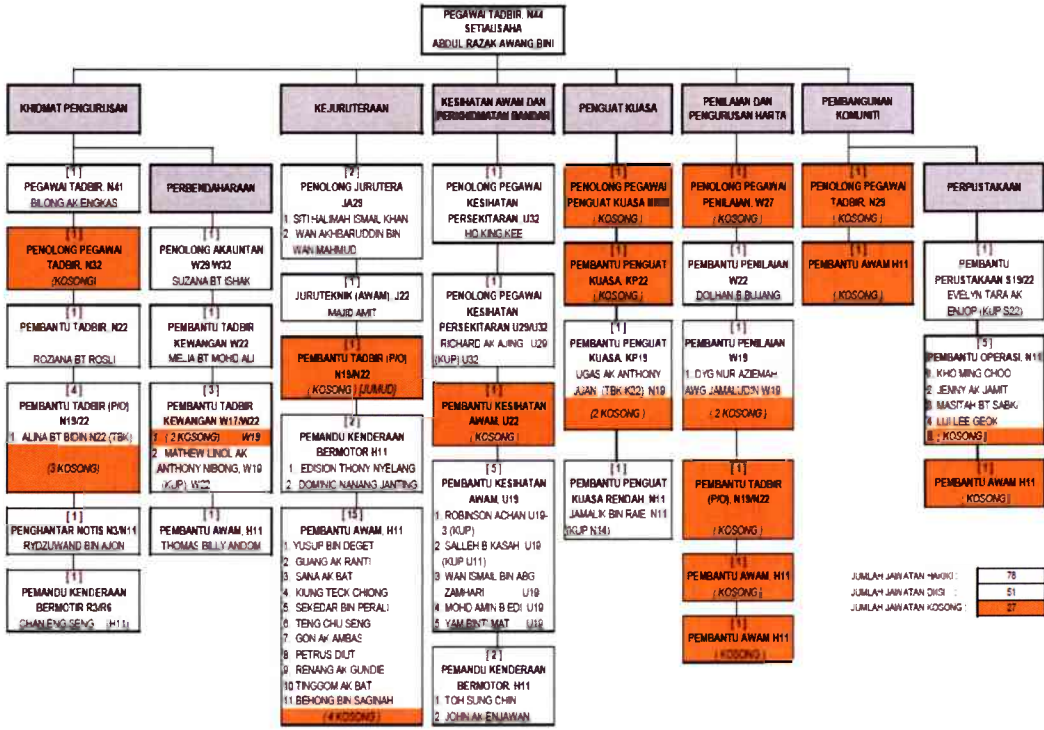
- Maintaining and improving the cleanliness level of the public :
 - Quality control of food.
 - Management of market and booth of the hawkers.
 - Solid waste management.
 - Sewage side management
 - Clean the ditch at the housing and market areas.
- Prevent and control the infectious disease.
 - Catching a wild dog.
 - Inspection of premises in vector control.
- Manufacture and control various business licenses:
 - Inspection and grading the food premises.
 - Conduct environmental awareness programs.
 - Check building plans and public health aspects.
 - Enforcing the law of the council.

viii. Public Work Section

- Managing development projects that funded by the ministry and council.
- Managing tender and quotation for development projects.
- Review and approve development plans.
- Maintenance of sports and recreation facilities.

1.3 SARATOK DISTRICT COUNCIL ORGANIZATION CHART

CARTA ORGANISASI MAJLIS DAERAH SARATOK



CARTA ORGANISASI-6 11.2017

CHAPTER 2

TASKS ASSIGNED

2.0 INTRODUCTION

During the 12 weeks industrial training period, the trainee (Felicity Chinda anak James) is assigned into the Administration Section of Saratok District Council. The trainee has done a lot of tasks especially regarding the administration matter. The trainee has learned to improve her soft skills as well as the management technique when dealing with the superiors, subordinates, contractors and the public. There are eight main tasks that the trainee did. All of the tasks will be explain below.

2.1 TASKS ASSIGNED

2.1.1 RECORD THE STAFFS LEAVE IN THEIR PERSONAL FILE.

The trainee was assigned to record all the leave application of the staff in the council. In that case, the trainee has to key in the application of the respective staff in the template inside the computer. It will then print out and produce a leave certificate. The leave certificate will be review by the Secretary and approved for further record in the personal file of the respective staff. Other than that, the trainee was also calculated all the leave days left for the respective staff in a year. According to Section 60(E) of Employment Act 1955, the paid annual leave for employees are 8 days for those whom less than two years of service, 12 days

2.2 RECEIVE PUBLIC COMPLAINTS

The trainee was assigned to receive the public complaints in two ways which are through a phone call and directly approach by the public to the council office. In this case, the trainee was informed by the supervisor to record the information of the complainer in the form provided. For example, the name of the complainer, their address, their phone number and any other demographic profile needed. After that, the trainee will then record all the complaints and problems of the complainer. After all the information gained, the trainee will then pass the form to the Secretary for a further review and action.

2.3 UPDATING THE INVENTORY STOCK IN THE OFFICE

The trainee was assigned to list out the stationary stock at the store room of the council. This process was taken about 2 hours for the trainee to complete all the listing and calculates all of the stock that the district council has. During the process, the trainee was able to manage the offices supply by prepare an inventory log, group supplies by type, do an item count, determine reorder levels and record new office supply purchases.

2.4 RECEIVED AND SEND OFFICIAL LETTER OF THE COUNCIL

The trainee was assigned to record the entire received letter in the record book provided. In the record book, there was a column to be fill out which including the name of the sender, the date of the letter received by the district council and the recipient of the letter. This information is important for the

reference of the council in the future. Other than that, the information was also used as a proof that the letter has been received by the council.

2.5 DO THE 5S PRACTICES

The Saratok District Council has set a particular day in a week to do the 5S Practices. Therefore, Friday has been chosen to be the day that all the staff will implement the 5S Practices. In this case, all of the employees including the trainee were told to use casual attire every Friday so it will be easier to do the 5S Practices.

There are five pillars in 5S in a continuous improvement program, which stand for Sort, Set in order, Shine, Standardize and Sustain. Therefore, it is a system and way of organizing and managing workplaces to improve efficiency by eliminating waste, improving flow and reducing process. By adopting the 5S practices, the organization can focus on maintaining a healthy and safe working environment.

2.6 BE THE TELEPHONE OPERATOR

The trainee was assigned to be the operator of the telephone in the office. The Administration Section in Saratok District Council is the main phone line and every time there were incoming calls, the trainee will connect it to the respective sections. Meaning to say, the trainee was the one who answers the incoming calls. Other than that, the trainee was also being the one who make direct calls to a respective departments, rooms or staff.

In addition, the trainee will listen to customer request according to alphabetically or geographically directories to answer questions and provide telephone information. For example, questions from public regarding departments, phone numbers, operational hours and many more. Thus, the job summary for this task is responsible for answering the phone, greeting callers, establishing reason for calling and resolving issue by contacting appropriate person that can help the customer.

2.7 UPDATE THE PERSONAL FILE OF THE STAFF

The trainee was assigned to update the personal file of the staff. Every document, certificate, form, job evaluation and any other related document that belong to the staff will be keep and recorded in their personal file. Therefore, the trainee was assigned to do the task and get the experience to view and learn about the personal file of each of the staff in the council.

2.8 FILLING

Filling of documents is to ensure that all information can be obtained quickly when necessary needed. It can also be a reference by the officer in the future and secure the documents to be in good conditions. The trainee has learnt about file management procedure, by referring and filling guidelines. The procedures of storing the files is the letters have to be arranged accordingly to the date and the date references number at a specific places in which it would be easier for the staff to look for the file when needed.

In addition, the files also need to be attached together with the minute papers to record the in and out of the papers. There are some methods that used such as opening of files and activities undertaken. Files that have been fully used should be closed when it has reached maximum and unable to keep all the documents due to full storage. The file also need to be closed when it no longer requires for daily administration or not referred within five years. Therefore, new measures should be undertaken for new cover files. It is to ensure the organization can manage the records effectively and efficiently with this action.

CHAPTER 3

RECOMMENDATION & CONCLUSION

3.0 INTRODUCTION

This section elaborates the recommendation to the organization and the conclusion of the entire practical training report.

3.1 RECOMMENDATION

Firstly, I would like to suggest for the Human Resource to provide a meeting with students weekly or monthly to ensure the welfare of the students are not ignored. It is important to ensuring the health, welfare and fitness of the students in the organization. In fact, a lot of new information can be obtained by the students.

Besides, I expect the organization will provide a suitable place or room for trainees so that they can have a place to do reports and communicate with other trainees for more knowledge. Moreover, I hope supervisors could improve motivation session to trainees so can be more competitive and motivated. This can improve trainees' skills, general knowledge and expertise on certain matters.

In addition, the organization should improve their facilities in the office. The management should buy more computers and printers to enable smooth process and did not rely on several computers in which some of it were not functioning well. This technological advancement will enable the organization

to change from manual to computerized methods of processing documents and proper record keeping.

Other than that, the organization should give allowances to interns most especially transport allowances to cater for transport cost for the interns that far from internship places. Lastly, serious supervision to the workers and students should also be conducted. The organization should increase and ensure more supervision over the employees in order to work effectively.

3.2 CONCLUSION

12 weeks in Saratok District Council do teach the trainee a lot about working experiences and its challenges. The trainee benefited a lot in the field attachment in a way that she managed to apply the theoretical knowledge from the university into practices through many tasks that the trainee was instructed to do.

The trainee improved the skills like interpersonal, listening, presentation skills, typing skills, recording and organization skills. The trainee learnt many lessons which included on how the working environment runs and deals with all the staffs as well as got different ideas from different them in the organization through interacting skills. It has contributed a lot on the knowledge and experience.

REFERENCES

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Summary of Employment Laws in Malaysia . (1955). Retrieved from <https://www.3ecpa.com.my/resources-immigration/summary-of-employment-laws-in-malaysia/>

Field Attachment Experiences. (2019, June). Retrieved from atereggaallen.wordpress.com

Hamid, F. (2015). *Report Intern.* Retrieved from <https://www.academia.edu/2018473>

APPENDICES



Figure 1 : The Administration Section that the trainee attached to.

Section	Days
BAHAGIAN II (Ditulis oleh Ketua Bahagian)	
BAHAGIAN III (Ditulis oleh Bahagian Pentadbiran)	
BAHAGIAN IV (Ditulis oleh Pengerusi Majlis / Setiausaha)	

Figure 2 : The leave application form of the respective staffs that need to be recorded in the template provided.



Figure 3 : The printer that the trainee used to print all related document that she assigned to.



Figure 4 : The binding machine that the trainee used to bind related document and produce into a file or a book.



Figure 5 : The paper shredder machine that used to shred all the confidential documents that are no longer used by the council.



Figure 6 : The photocopier machine that used by the trainee to photostate or scan the document that she assigned to.



Figure 7 : The fax machine that used by the trainee to send and received letter that then will be recorded in the record book provided.



Figure 8 : The process of recording and updating the staff personal file by the trainee.



Figure 9 : The process of open a new file of Human Resource and Administration File.

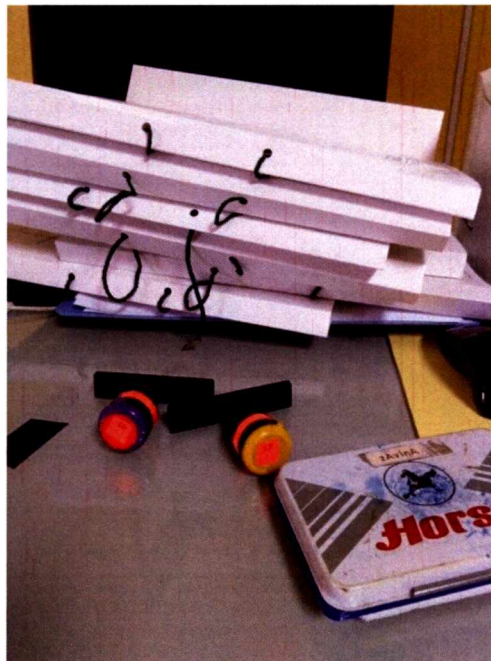


Figure 10 : The new files that need to be set up as a new file of Human Resource and Administration File.



Figure 11 : The process of identify, recorded and calculate the stationery stock inventory.



Figure 12 : The materials or labels that made by the trainee for the 5S practices.

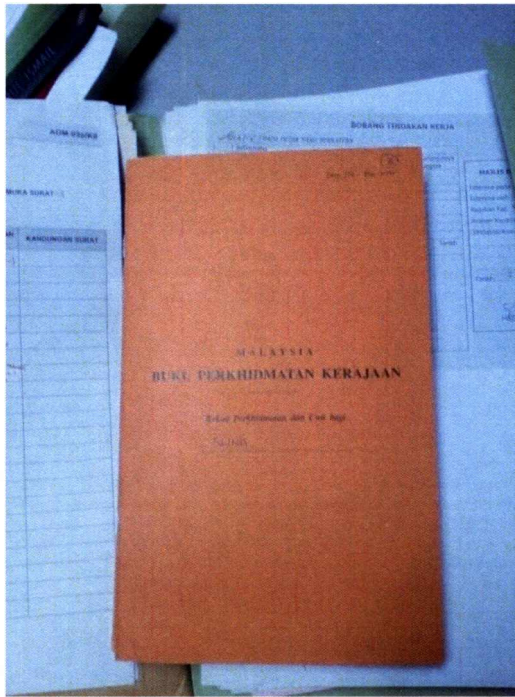


Figure 13 : The book of service of respective staff that need to be updated by the trainee.

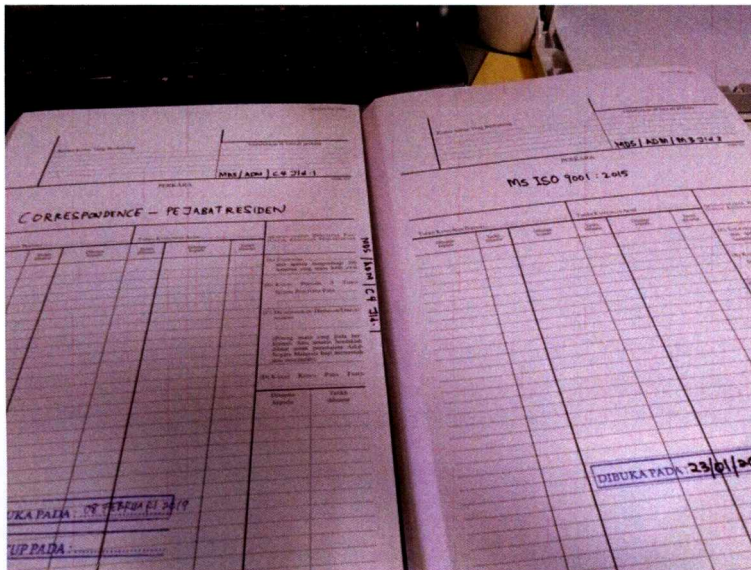


Figure 14 : The type of Human Resource and Administration Files.



Figure 15 : The farewell and appreciation day for the trainee on her last day internship.



KEPADA SESIAPA YANG BERKENAAN

Dengan ini, adalah disahkan bahawa **FELICITY CHINDA ANAK JAMES**

No. KP: 930227-13-5606 telah tamat menjalani Latihan Praktikal di Jabatan ini.

Keterangan Latihan Industri

Tempoh Latihan: 24 Disember 2018 hingga 15 Mac 2019 (12 Minggu)

Jabatan ini telah menjalankan kerja-kerja berkaitan dengan pentadbiran am, registri, pengurusan dan pembangunan sumber manusia dan pengurusan rekod.

Kerja-Kerja Yang Telah Dijalankan Adalah Seperti yang Berikut:-

1. Sebagai telefonis pejabat.
2. Pemfailan
3. Fotostate borang atau dokumen yang diperlukan oleh setiap bahagian.
4. Faks surat ke nombor yang telah disenaraikan oleh setiap bahagian.
5. Menaip dan mencetak dokumen yang diperlukan di bahagian pentadbiran.
6. Memastikan setiap borang yang diperlukan di bahagian pentadbiran sentiasa mencukupi di kabinet pentadbiran untuk kegunaan setiap bahagian dan staf.
7. Mengemaskini fail peribadi setiap staf.
8. Bertanggungjawab dalam memastikan proses pengambilan dan penyerahan balik kunci kenderaan pejabat oleh para pemandu.

Sekian, terima kasih.

Tarikh: 12.03.2019



"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"

Yang Benar

(BILONG AK ENKAS)
Pemerangku Setiausaha,
Majlis Daerah Saratok



UNIVERSITI TEKNOLOGI MARA
CAWANGAN SARAWAK

**PRACTICAL TRAINING
LOG BOOK**

Instructions

This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.

Student's responsibilities for keeping log book up-to-date

Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the detail required on the previous page.

It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that:

1. It is available at your place of work during your training.
2. All entries, except sketches, are made in ink.
3. Entries are made within a week of the work to which they refer.
4. The book is handed to your training officer for retention on your return to UiTM and this will later be handed to the head of school for grading.

Recording

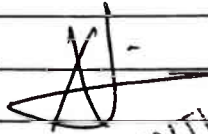
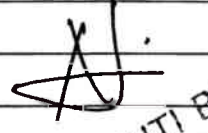
The log book should contain the following information:


1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being under taken.
4. Constructive comment on the work being undertaken and your considered opinion as to its value as training.

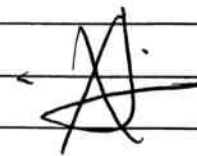
- 1. Student's Name : FELICITY CHINDA ANAK JAMES
- 2. Date & Place of Birth : 27th FEBRUARY 1993 / KLINIK KESEHATAN ROBAN
- 3. UiTM I/C No. : 2017274004
- 4. Course : BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)
- 5. Year : SEPT. 2018 - JAN 2019 Part B
- 6. Home Address : R.H. ROSLIND LENA, BARIT SEBUBU BARU, 95300
ROBAN, BETONG, SARAWAK
- 7. Address During Practical Training : R.H. ROSLIND LENA, BARIT SEBUBU BARU,
95300 ROBAN, BETONG, SARAWAK.
- 8. Place of Training : MABLIS DAERAH SARATOK
CSARATOK DISTRICT COUNCIL)
- 9. Name of Supervisor In-Charge : MDM. ALINA BINTI MDIN
- 10. Duration of Training
From : 24th DECEMBER 2018 To : 15th MARCH 2019



FOR OFFICE USE ONLY :


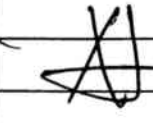
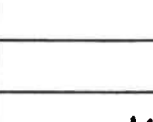

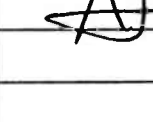
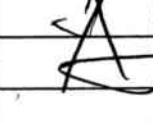
11. Remarks : [Dean / Course Tutor]

Date	Exact Nature Of Work Done	Supervisors Remarks	
24/12/18 (Monday)	8.30: report duty w/ Mdm. Alina bt. Nordin		
	8.40: Fax "Boang pengesahan bahaluar pelajar" to UiTM. - Mdm get a space & table.		
26/12/18 (Wednesday)	10.00 am: start to write my practical Training report by find out the Vision & Mision of Suka District Council & the program as well.	 ALINA BINTI BIDIN PEMBANTU TADBIR, N22 (TBK) MAJLIS DAERAH SARATOK	
	12.50 pm: setting thumb print ID of Mr. Bilang: entrance door - access		
	1 pm: lunch break until 2pm. Having lunch at nearby restaurants.		
	2.10 - 5pm: Join the meeting regarding open tender with the Secretary & all the Councillors. - Help to un-wrap & open the envelope of tender that have been submitted by the company/contractor in the morning.		Learning Process.
	- Arranged the tenders according to types of project that were represented by different code number of projects.		
	- Then, we were arranged it from lowest amount of budget to the highest amount that needed for the project.	 ALINA BINTI BIDIN PEMBANTU TADBIR, N22 (TBK) MAJLIS DAERAH SARATOK	
	- All of the process which including un-wrapping arranged and recording were not able to be done in time and will be continue the next day.		
	- All of the tender were sealed and kept in the secure box & locked.		
27/12/18 (Thursday)	8.05 am: arrived at the office - being the first & earliest person in the office. - being the one who turn all the aircond & light at the office. 8.30 am: continue the task of opening the tender		


Date	Exact Nature Of Work Done	Supervisors Remarks
	10am: Having breakfast with all the councillors and staff as well as the committee of District Council at the nearby restaurant. (Opposite of the building of SDC.)	
	<p>10.30 am: continue to open the tender. After that we arranged it according to type of project.</p> <ul style="list-style-type: none"> - Open up the page of the tender that need to be signed by all the councillors. - Fill in the form of tender information. - Tender information: name of the company, summary of tender (RM), license (type P, E, C...), status of the contractor: Bumiputera - All of the projects: maintenance of grass cutting in different zone: A, B, C, D - represent certain area. 	 ALINA BINTI BIDIN PEMBANTU TADBIR, N22 (BK) MAJLIS DAERAH SARAWAK
	<p>5.05 pm: All the task unable to be done and will be continue the next day.</p> <p>5.07 pm: Come back home - drive home.</p>	Learning Process.
28/12/18 (Friday)	<p>7.45 am: arrived at the office along with the Secretary of SDC - done on all the around at the administration office.</p> <p>8.30 am: Continue to do the tender project & fill in all the forms - at the Mind Lab of SDC.</p> <p>12. pm: Having lunch at the office as the staff bought KFC for us. Lunch break is until 2.15. A bit late because it is Friday & give time for Muslim prayer.</p> <p>2.20 pm: Complete all of the fill in the information process.</p> <p>4pm: all the process is completed and we were allowed to come back home early.</p>	

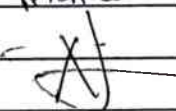
Date	Exact Nature Of Work Done	Supervisors Remarks
31/12/18 (Monday)	7.45: arrived at the office SDC. - being the first person to enter the office - turn on all the light & aircond.	
	9.15 am: Ms Alina teach on how to fill in the "Boang Tindakan Kerja" for every letter that received by fax → date, nyjukan, perkara. - all the information must be write/record it in "buku Daftar Mel Masuk (faks)".	 ALINA BINTI BIDIN PEMBANTU TADBIR, N22 (TBK) MAJLIS DAERAH SARATOK
2/1/2019	7.55: arrived at the office SDC.	
(Wednesday)	8.20 am: type & print out all of the cover page for all document that need to be used in year 2019. : Buku Daftar Mel Masuk (Sechar Tangan/Pos) Jan - Dec 2019 Buku Rekad Surat keluar Sechar Tangan (Agensi/ Pejabat Daerah) 2019 - Sechar Pos (G-Dex / Setem) 2019 12.38 pm: type & print out "Senarai Tugas Penguat Kuasa Gred KP 22" 1.00 pm: out for lunch	Learning Process.
3/1/2019	7.55 am: arrived at the office	
(Thursday)	9.00 am: Type the leave application form of all the SDC staff & all of the official memorandum 2019.	
4/1/2019	8.15 am: arrived at the office.	
(Friday)	9.00 am: updating the "Boang Permotoran Cuti" of the SDC staff. 9.30 am: photostate the copy of fax letter 11.00 am: Help to fax the letter of the staff. 11.30 am: Help in the filling process - to send the additional letter (other services) of each of the staff in each file.	


Date	Exact Nature Of Work Done	Supervisors Remarks
7/1/2019 (Monday)	9.00 am: Join the first 2019 meeting with all the staffs of SDC.	
	Agenda: 1. Speech from the Secretary as the meeting Chairman - summarize of the activity for the past year (2018)	Well Done.
	2. Board of Survey will visit - close account & the property that cannot be used anymore (facilities)	ALINA BINTI BIDIN REMBANTU TADBIR, N22 (TBK) MAJLIS DAERAH SARAWAK
	3. The contract worker will continue to work with SDC : 2 months added	
	4. Planning responsibility - every department must conduct a meeting (plan an activity / job)	
	5. Over Time: plan the work / job first	
	10. am: Fax the letter of 1 of the staffs.	
	11.45 am: Hand in all the signed doc. (by secretary) to every department of SDC.	
	12.15 pm: Print & binding "Senarai Nama Hotel Uth Civil Service"	
	4pm: Filing - add on information / doc. of the staff SDC. in their respective file.	
	8/1/2019 9.10am: photostate a copy of I.C (Secretary)	
(Tuesday)	11.50 am: Typing a new cover for "Aduan Pelanggan 2019", "Carta Aduan mengikut kategori 2019";	
	Tapaan Kepuasan Pelanggan 2019, & Analisis Data Piagam Pelanggan 2019. → then binding it.	In Learning Progress.
	11.10 am: Filing	
	1.00 pm: Lunch break until 2pm.	
	2 pm: Photostate & binding	ALINA BINTI BIDIN REMBANTU TADBIR, N22 (TBK) MAJLIS DAERAH SARAWAK
	4pm: Filing - insert doc. regarding the activity of SDC / letter received from other company.	
	e.g: Diniel Mesyuarat, Surat jemputan program	
	penyelesaian bawcer	
	Buku	


Date	Exact Nature Of Work Done	Supervisors Remarks
9/1/2019 (Wednesday)	9.00 am: photostate 2 copy of salary slip of staff SDC. 12 pm: 55 : "sekit" all the doc. that are not being used anymore.	
	2 pm: hand in the doc./pass all the doc. to every department/section	Improve .
	- spread all the confidential papers that is not being used anymore with the paper shredder machine	ALINA BINTI BIDIN PEMBANTU TADBIR, N22 (TBK) MAJLIS DAERAH SARATOK
10/1/2019 (Thursday)	11 am: Continue to shred the unused confidential document. 12 pm: photostate document	
11/1/2019 (Friday)	9 am: arranged the form at the cabinet & print out the signage of every form so that it will be easy to be taken by the staff. 11-30 am: type & print out the signage of every official stamp & numbering it. 3:30 pm: shred all the confidential papers	 Well Done .
WEEK 4		
14/1/2019 (Monday)	Apply for a leave - family matters.	
15/1/2019 (Tuesday)	8.15 am : record, arrange & type references of all the forms of the cabinet. Every row of the cabinet will be represent by 1 paper (list name) of the forms. 10.05 am: shred the unused paper with the shredding machine.	
	11 am: be the operator & pick up the calls within/ outside SDC.	ALINA BINTI BIDIN PEMBANTU TADBIR, N22 (TBK) MAJLIS DAERAH SARATOK
	12.30 pm: record all the personnel file of the staff that has retired/die & the current staff SDC.	

Date	Exact Nature Of Work Done	Supervisors Remarks
16/1/2019	8.30 am: shred the unused papers	
(Wednesday)	9.00 am: photostate the forms	
	9.10 am: setting the indicator in the cabinet	
	that fill with all the forms. (red & green)	
	if it is below red indicator means the form	
	must be add on. (photostate more)	
17/1/2019	12 pm: arrange all the key & record all the name	
(Thursday)	represented by each key.	
	3.30 pm: shred the unused papers.	
18/1/2019	9.00 am: set up & arrange the personal file - separate	Manuskrip
(Friday)	file - pension & deceased	
	- arrange alphabetically	ALINA BINTI BIDIN
(WEEK 5)		PEMBANTU TADBIR, N22 (TBK)
21/1/2019	10 am: stick the name list of the staff on the MAJLIS DAERAH SARATOK	
(Monday)	filing cabinet. - one by one: each staff/employee.	
22/1/2019	8.30 am: set up the document tray	
(Tuesday)	9.30 am: shred the unused papers	
	10.20 am: Filing - put in the doc./letter in the	
	Transportation file & customer service. - appreciation	
	letter for approving the requested project at the	
	longhouse/area.	
	12 pm: fax the letter to Harbour View, Kuch.	
	4 pm: - photostate a document - 1 copy.	
	- re-arranged the file according to the name	
	list given by SV. - separate those file that	
	is not in the list. - will be rename.	
23/1/2019	8 am: arrange all the files & put it in the new	
(Wednesday)	cabinet - shred the unused papers.	
	9.20 am: binding	
	9.40 am: Photostate 14 copies of Nisil kesy. Pengurusan	

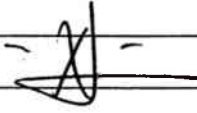
Date	Exact Nature Of Work Done	Supervisors Remarks
	10 am: photostate 60 copies of a form & fax the doc. - distributed the copies of Diri Meny. Pengurusan bil 1 to the respected staff. 3.15 pm: take out the "buku pendaftaran" of all the employees/staff to be signed by the Secretary.	
24/1/2019 (Thursday)	8.30 am: print out the cover for "buku Record Arahan Danipada Pegawai" - photostate a copy of form. - put in the form of transportation in the file. 12 pm: Re-arrange the file (Indek Fail Pendaftaran (Adm) & Indek Fail Sumber Manusia (SM))	
25/1/2019 (Friday)	9 am: arrange the file "Fail Pendaftaran" & "Fail Sumber Manusia" & stick in the signage of respective name of each file. - Type & print out the list name of all files according to number of file in every drawer of cabinet. - Photostate the document from personal file of one of the staff etc.	Memuaskan  ALINA BINTI BIDIN PEMBANTU TADBIR, N22 (TBK) MAJLIS DAERAH SARATOK
(WEEK 6)		
28/1/2019 (Monday)	1 day leave - went to Kuching for family matters.	
29/1/2019 (Tuesday)	9.30 am: open up a new file "Indek Fail Pendaftaran (ADM)" - write a name of the file & Jilid & Tarikh dibuka: 29 Jan. 2019 - Treat & record appreciation letter & certificate into the file 12.30 pm: photostate 50 copies of Borang Penilaian Khidmat Pengurusan Pelanggan Pihak Berkuasa Tempatan Sarawak.	


Date	Exact Nature Of Work Done	Supervisors Remarks
30/1/2019 (Wednesday)	<p>10am: Separate all the old papers to be shred</p> <p>- some of the papers will be reuse and avoid wastage.</p> <p>- shred old papers that cannot be reuse.</p>	
31/1/2019 (Thursday)	<p>9am: continue to shred all the old papers.</p> <p>10am: Open up a new file "Indeks Fail Pentadbiran" (ADM) & Indeks Fail Sumber Manusia (SN) & close the old file.</p> <p>- Tarikh dibuka: } key in the date.</p> <p>- Tarikh ditutup: }</p> <p>11:30am: key in the leave application using the template in the PC. - print out all the leave application form & put inside the file.</p> <p>3pm: photostate & fax</p>	<p>Manusukan</p> 
1/2/2019 (Friday)	<p>10.23am: photostate 30 copies of Borang Cuti & refill it at the form cabinet. - ensure all the form at the cabinet is sufficient.</p> <p>11am: photostate & fax service order & request form.</p>	<p>ALINA BINTI BIDIN PEMBANTU TADBIR, N22 (TBK) MAJLIS DAERAH SARATOK</p>
(WEEK 7)		
4/2/2019 (Monday)	<p>10am: Ensure all the chief section fill in the % for "analisis Data Piggam Pelanggan (Jan. 2019)</p> <p>11am: be the operator (make a phone call) to connecting Treasury section & bank Rakyat.</p> <p>12pm: list out all of the stationery stocks at the store room.</p>	
5/2/2019	} CNY Holiday	
6/2/2019		

Date	Exact Nature Of Work Done	Supervisors Remarks
7/2/2019 (Thursday)	<p>8.50: Filing (Indek Fail Pendaftaran) - insert all the memorandum rasmi in the transport file. respectively.</p> <p>11am: Record production inventory - for respective section : engineer & treasury section - take out the pendrive.</p> <p>12.15pm: key in the leave application/certificate of the respective staffs using the template in the PC. - print out & put inside the file</p> <p>3.50pm: Filing the letter from M-GH into Admin File & practical training application form into ADP File.</p>	
8/2/2019 (Friday)	<p>9.00am: Taking out the car key of SDC's driver (staff) & ensure they're recorded it in the record book. - They must sign at the book everytime they took & hand in the car key.</p> <p>10.00am: photostafe a doc. of respective staff that is taken out from personal file. - distribute the leave certificate that have been approved to respective staff of every section in SDC.</p> <p>3.30pm: cut the signage paper for administrative & human resource cabinet/drawer. - put the signage at respective drawer.</p> <p>4.20pm: Open up a new file ADP & SN</p>	<p>Manusahan</p>  <p>ALINA BINTI BIDIN PEMBANTU TADBIR, N22 (TBK) MAJLIS DAERAH SARAWAK</p>
C/ WEEK 8)		
11/2/2019 (Monday)	<p>8.40am: Join the second meeting with all staff</p> <p>Agenda :</p> <ol style="list-style-type: none"> 1. Penilaian prestasi 2. Kabong Kite Festival 3. Diver - transport will be decide by admin. section 4. Add. on dustbin : Pantai Tanjung Kembar 5. Giteira to get APC. 	

Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>9.30am: Record all the letter & fax at - "Buku Daftar Mel Masuk (Serahan Tangan / Kinman pos" - to be signed by Secretary</p> <p>2.30pm: Filing - insert a letter into ADM file.</p> <p>4pm: Distribute all the letter that have been signed by Secretary to respective Section.</p>	
<p>12/2/2019 (Tuesday)</p>	<p>8.50am: Record the fax letter in the record book "Buku Daftar Mel Masuk (Faks) Jan-Mar 2019"</p> <p>9am: Distribute/hand in all the letter that have been signed by Secretary to respective section.</p> <p>10am: Filing: insert a doc. into ADM & SM file</p> <p>3pm: Repeatedly filing, recording the letter by fax & by hand.</p>	<p>manushan</p> 
<p>13/2/2019 (Wednesday)</p>	<p>9am: Photostate two copies of leave record book from a personal file of a respective staff.</p> <p>- Take out a personal file of a respective staff.</p> <p>- Be the phone operator - connecting to other section.</p> <p>- Recorded all the fax letter received in the record book.</p> <p>11am: Open all the envelope of letter received by SDC & record all the letter in record book.</p> <p>4pm: Repeatedly record fax received by SDC.</p>	<p>ALINA BINTI BIDIN PEMBANTU TADBIR, N22 (TBK) MAJLIS DAERAH SARATOK</p>
<p>14/2/2019 (Thursday)</p>	<p>11am: Record & insert a copy of official receipt into ADM file - transport Renew Road Tax receipt.</p>	
<p>15/2/2019 (Friday)</p>	<p>9am: Photostate 2 copies of letter</p> <p>9.20am: Insert & record a copy of official memorandum into a personal file of the staff.</p>	

[WEEK 9]

Date	Exact Nature Of Work Done	Supervisors Remarks
18/2/2019	9am: Fax a letter using fax machine.	
(Monday)	9.30am: Insert the attachment of document in the personal File.	
	- Photostating A3 size map for Enforcement Section.	
19/2/2019	8.45am: print out a memorandum for one of the staff.	
(Tuesday)	9.am: be the phone operator - made a phone call for respective staff of other section.	
20/2/2019	10.30am: be the phone operator - pick up the phone call & made a phone call connected to other section.	
(Wednesday)		<p>Memuarakan</p> 
21/2/2019	Continue to complete Chapter 1 of my practical training report.	
(Thursday)	11am: Print out cover for buku kehadiran kakitangan bahagian Perpustakaan.	<p>ALINA BINTI BIDIN PEMBANTU TADBIR, N22 (TI MAJLIS DAERAH SARATO</p>
	- binding & fotostate 60 copies.	
22/2/2019	Apply for a leave. (1 day) - went to campus for college registration.	
(Friday)		
[WEEK 10]		
25/2/2019	8.30 am: Distribute questionnaires to every section - Boang Kepuasan Pelanggan	
(Monday)	8.50 am: Fotostate a copy of letter	
	10am: Fill in & print out leave application of respective staff.	
	2pm: Filing - insert & record all the letters received in ADM File.	
	3.10pm: Make a phone call to Hotel Margenta, Kuching	

Date	Exact Nature Of Work Done	Supervisors Remarks
	4pm: Fax a letter to Majlis Daerah Kapang	
	4.13pm: Filing: Inset & record "Jadual Bertugas	
	Pemandu On-Call Hujung Minggu" in transport	
	file.	
26/2/2019	11.15am: fax a letter to Peradua, Sri Aman.	
(Tuesday)	12.30pm: Photostate & set up 70t copies of "Perang	
	Petrol"	
27/2/2019	9.10am: be a phone operator - call to Sains Kuch	
(Wednesday)	& connect to Treasury Section.	
	10am: Filing - inset a letter in fail "Aktiviti	
	Kakitangan."	
	10.30am: checked the attachment for the date of	
	meeting & reference to the "bil." previously.	
	2-4pm: Photostate meeting letter for all the	Mamuashan 
	Councillors & arrange it accordingly to their name.	
28/2/2019	8.30am: Filing - inset a meeting letter to ADM Files.	
(Thursday)	8.40am: Fax a letter	ALINA BINTI BIDIN PEMBANTU TADBIR, N22 (TBK) MAJLIS DAERAH SARATOK
	8.45am: Print out a cover book for record book	
	of letter received by hand or fax.	
	2.30 pm: fax a letter to JKR Betong & JKR Saratok	
	3pm: binding a panel hotel.	
1/3/2019	9am: Photostate (add-on) the leave form.	
(Friday)	9am: Distribute the application for house/quarters	
	form to the new staffs.	
	2.45pm: Filing - to ADM File.	
	3.40' photostate a doc of the new staffs.	

Date	Exact Nature Of Work Done	Supervisors Remarks
4/3/2019 (Monday)	8.30-10.00 am: "Serampok" with all the staffs spc.	} Menyuskan
	- Fax the letter to M+GH - Make a phone call to M+GH to inform about the fax.	ALINA BINTI BIDIN PEMBANTU TADBIR, N22 (TBK) MAJLIS DAERAH SARATOK
	- Print out a signage to be put at the store room.	
Acuti Day		
5/3/2019 (Tuesday)	9am: Binding a document of one of the staff - Be a phone operator → pick up a phone call & make a phone call to be connected to another section.	
	10am: Fax a letter to M+GH	
	11.30 am: Extract an email from a computer & print it out.	
6/3/2019 (Wednesday)	10.45am: Extract an email from a computer & print it out. 11.25am: photostate "Boyang Jual Ceti"	} Menyuskan
7/3/2019 (Thursday)	9.20am: Filing - Insert a form in Transportation file 10.30am: Insert a copy of letter to personal file of each staff. 12pm: Extract an email from assistant admin. officer & print it out. 3pm: Filing - record & insert all the "Unit Mesy" in the respective file.	ALINA BINTI BIDIN PEMBANTU TADBIR, N22 (TBK) MAJLIS DAERAH SARATOK
8/3/2019 (Friday)	- Photostate a copy of forms for the staff. - Take out the car key for the driver.	

Date	Exact Nature Of Work Done	Supervisors Remarks
11/3/2019 (Monday)	<p>8.30 am: Join the third monthly meeting with all the SPC staff.</p> <p>Agenda:</p> <ol style="list-style-type: none"> 1. Audit matters : received NCP 2. Chief Minister will visit Kelang by this week. 3. The minister will stay at Kelang - the staff have to be prepare in case the will visit to MDS 4. Kelang Kite Festival Committee 5. The management meeting - next week 6. Expenditure control regarding OT, Traveling, Manuskah & all of the project expenditures. 7. Maintenance squad : the new 3 staffs. 8. Attend course & official occasion 9. ISO 10. SIRIM will audit in August 	<p style="text-align: center;">A.</p> <p>ALINA BINTI BIDIN PEMBANTU TADBIR, N22 (TBK) MAJLIS DAERAH SARATOK</p>
	<p>10.30am: do the task of record & arrange the reference book/document for MS 180 9001</p> <p>- type & print out all the list name</p> <p>2.50pm: Key in the leave application of respective staff. - print out.</p> <p>3pm: Arranged all the books/file/documents that belongs to admin. section & record it.</p>	
12/3/2019 (Tuesday)	<p>8.25am: Print out the leave application of respective staffs.</p> <p>- Type & print out all of the list name of doc/ books/ file in the admin. section</p> <p>- Filing: insert & record a memorandum in the transportation files.</p> <p>- key in the leave application of the respective staff.</p> <p>- Photostat a copy from "Penilaian Prestasi" of respective staff.</p>	<p style="text-align: center;">A.</p> <p>Manuskah</p> <p>ALINA BINTI BIDIN PEMBANTU TADBIR, N22 (TBK) MAJLIS DAERAH SARATOK</p>